



Date: 25th August, 2026

To,
Department of Corporate Services
BSE Limited
P.J. Towers, Dalal Street,
Mumbai-400 001.
Scrip Code: 544443

To,
Listing Department
The National Stock Exchange of India Limited
Exchange Plaza, 5th Floor, Bandra Kurla Complex,
Bandra (East), Mumbai-400 051
Scrip Code: TRAVELFOOD

Dear Sir/ Madam,

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

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report (“BRSR”) of the Company for the financial year 2025-26, which also forms part of the Annual Report for the Financial Year 2025-26.

The BRSR is also available on the website of the Company at www.travelfoodservices.com.

Kindly take the same on your record.

Thanking You,

Yours truly,
For Travel Food Services Limited

Neeta Arvind Singh
Company Secretary and Compliance Officer

Encl: As above

Business Responsibility and Sustainability Report for FY 2025-26

Travel Food Services Limited (hereinafter referred to as “the Company”, “TFS” or “Travel Food Services”) is pleased to present its 1st Business Responsibility and Sustainability Report (“BRSR”) for the financial year ended March 31, 2026. This BRSR is aligned with the nine principles of the National Guidelines on Responsible Business Conduct (“NGRBC”) and reflects the Company’s commitment to responsible, ethical and sustainable business practices. The report comprehensively covers both financial and non-financial disclosures, with a strong focus on Environmental, Social, and Governance (“ESG”) parameters, in accordance with the requirements prescribed by the Securities and Exchange Board of India (“SEBI”).

A

SECTION: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of Company	L55209MH2007PLC176045
2.	Name of the Company	Travel Food Services Limited (formerly known as Travel Food Services Private Limited)
3.	Year of incorporation	2007
4.	Registered office address	Block-A, South Wing, 1 st Floor, Shiv Sagar Estate, Dr. Annie Besant Road, Worli, Mumbai-400018, Maharashtra, India
5.	Corporate Address	Block-A, South Wing, 1 st Floor, Shiv Sagar Estate, Dr. Annie Besant Road, Worli, Mumbai-400018, Maharashtra, India
6.	E-mail	cs@travelfoodservices.com
7.	Telephone	(+91-22) 43224322
8.	Website	www.travelfoodservices.com
9.	Financial year for which reporting is being done	April 01, 2025 to March 31, 2026
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11.	Paid-up capital	₹ 131.68 million
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Neeta Arvind Singh (Company Secretary and Compliance Officer) Email: cs@travelfoodservices.com Telephone: (+91-22) 4322 4322
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).	The disclosures made in this report are presented on a standalone basis.
14.	Name of assurance provider	Not Applicable for FY 2025-26
15.	Type of assurance obtained	Not Applicable for FY 2025-26

II. Products/services

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

S. No.	Description of the Main Activity	Description of the Business Activity	% of turnover of the entity
1.	Travel QSR business	A range of curated F&B concepts across cuisines, brands and formats, which have been adapted to cater to customers' demands for speed and convenience within travel environments	50.98%
2.	Lounge	It comprises designated areas within airport terminals, thoughtfully curated to provide travellers with an oasis of comfort and culinary excellence, tailored to enhance their journey with quality, convenience, and diverse offerings	44.27%

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Food and Beverage Services	Division 56	95.25%

III. Operations

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

Location	Number of Plants	Number of offices	Total
National	F&B Outlets: 245 Lounges: 13 Land side stores/ warehouses: 18 Central Kitchens: 7	1	284
International	-	-	-

Note: Due to the nature of operations, TFS does not have any manufacturing plants.

19. Markets served:

a. Number of locations

Locations	Number
National (No. of states)	12 States + 1 Union Territory
International (No. of countries)	-

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

The Company is a leading player in India's fast growing airport Travel Quick Service Restaurant ("Travel QSR") and Lounge sectors. It operates a diversified portfolio of partner and in-house brands, serving travellers across key airport locations. The Company's business model is strengthened by long-standing relationships with renowned global and domestic food and beverage brands. As the Company does not undertake manufacturing activities, the disclosure relating to the contribution of exports as a percentage of total turnover is not applicable.

c. A brief on types of customers

We primarily serve customers across the travel and transit ecosystem, including domestic and international passengers travelling through airports. Through our diverse portfolio of food and beverage outlets, Travel QSRs and lounges, we cater to the evolving needs of travellers seeking quality, convenience, and comfort. We also serve business and premium travellers through our airport lounges and hospitality services, offering thoughtfully curated dining experiences and welcoming spaces designed to elevate the overall travel experience.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	4,394	2,985	67.93%	1,409	32.07%
2.	Other than permanent (E)	83	37	44.58%	46	55.42%
3.	Total employees (D + E)	4,477	3,022	67.50%	1,455	32.50%
Workers						
4.	Permanent (F)	TFS does not have workforce in the ‘workers’ category				
5.	Other than permanent (G)					
6.	Total employees (F + G)					

TFS does not have workforce in the 'workers' category

b. Differently abled employees and workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	16	12	75%	4	25%
2.	Other than permanent (E)	-	-	-	-	-
3.	Total employees	16	12	75%	4	25%
Differently abled workers						
4.	Permanent (F)	TFS does not have workforce in the ‘workers’ category				
5.	Other than permanent (G)					
6.	Total employees (F + G)					

TFS does not have workforce in the 'workers' category

21. Participation/inclusion/representation of women

	Total (A)	No. and % of females	
		No. (B)	% (B/A)
Board of Directors	6	2	33.33%
Key Management Personnel	3	1	33.33%

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male (A)	Female (B)	Total (C)	Male (A)	Female (B)	Total (C)	Male (A)	Female (B)	Total (C)
Permanent employees	43.59%	67.33%	50.95%	57.11%	76.71%	62.93%	53.05%	85.00%	62.75%
Permanent workers	Not Applicable								

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

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether Holdings/ subsidiary/ associate/ joint venture ^s	% 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.	SSP Asia Pacific Holdings Limited	Holding	-	No
2.	Travel Food Services (Delhi Terminal 3) Private Limited	Subsidiary	60.00%	No
3.	QMT Lifestyle and Technology Services Private Limited	Subsidiary	100.00%	No

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether Holdings/ subsidiary/ associate/ joint venture [§]	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
4.	Eliteassist Technology and Services Private Limited (formerly known as TFS Yamuna Airport Services Private Limited and TFS (R&R Works) Private Limited)	Subsidiary	100.00%	No
5.	TFS Gurgaon Airport Services Private Limited	Subsidiary	100.00%	No
6.	Travel Food Services Global Private Limited	Subsidiary	100.00%	No
7.	Travel Food Services Worldwide - FZCO	Subsidiary	100.00%	No
8.	PT Travel Food Services Indonesia	Step - down subsidiary of the Company	100.00%	No
9.	Semolina Kitchens Limited (formerly known as Semolina Kitchens Private Limited)	Joint Venture	24.99%	No
10.	GMR Hospitality Limited	Joint Venture	30.00%	No
11.	SSP TFS HK Lounge Limited	Joint Venture	49.00%	No
12.	Mumbai Airport Lounge Services Private Limited	Associate	44.40%	No
13.	Tabemano True Aromas Limited (formerly known as Tabemano True Aromas Private Limited)	Associate	24.99%	No
14.	Gourmet Foods LLC, Oman [#] (Associate of Subsidiary - Travel Food Services Global Private Limited)	Associate	49.00% [^]	No
[#] Under process of Liquidation				
15.	Select Service Partner Malaysia Sdn Bhd	Associate	49.90%	No

[§] categorised as per financial statements for the year ended March 31, 2026

[^] shareholding of Travel Food Services Global Private Limited

VI. CSR Details

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

The details as on March 31, 2026 as per Standalone Financial Statements are as follows:

(i) Turnover (in Million ₹) – 13,021.42

(ii) Net worth (in Million ₹) – 11,127.92

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for grievance redress policy	FY 2025-26			FY 2024-25		
		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 (Corporate Social Responsibility Policy) Web-link: https://www.travelfoodservices.com/tfscms/uploads/governancepolicies/governancepolicies_1733850649.pdf	0	0	-	0	0	-

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for grievance redress policy	FY 2025-26			FY 2024-25		
		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
Investors (other than shareholders)	Not Applicable	0	0	-	0	0	-
Shareholders	Yes Web-link: https://www.travelfoodservices.com/investors#relations-contact	0	0	-	0	0	-
Employees and workers	Yes (Stakeholder Engagement Policy and Human Rights Policy) Web-link: Stakeholder Engagement Policy: https://www.travelfoodservices.com/investors#compliance-reports Human Rights Policy: https://www.travelfoodservices.com/investors#compliance-reports	24	2	-	0	0	-
Customers	Yes (Stakeholder Engagement Policy) Web-link: https://www.travelfoodservices.com/investors#compliance-reports	2,612	1,217	*	1,277	400	*
Value chain partners	Yes (Stakeholder Engagement Policy) Web-link: https://www.travelfoodservices.com/investors#compliance-reports	0	0	-	0	0	-

*The complaints outstanding at the end of the reporting period primarily pertain to cases where customer contact could not be established or where additional information and confirmations are awaited from customers to facilitate resolution and closure.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive/negative implications
1	Food Safety & Hygiene	Risk	Being an F&B operator at airports, any lapse in food safety can lead to health incidents, regulatory action, brand damage, and loss of airport concession contracts	FSSAI compliance, HACCP & ISO 22000 certifications, regular audits, supplier quality checks, employee hygiene training.	Negative: Regulatory action, penalties, product recalls, and reputational damage if food safety is not effectively managed.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive/negative implications
2	Energy Consumption & GHG Emissions	Risk & Opportunity	The nature of TFS's operations requires continuous energy use, creating opportunities to improve energy efficiency and manage emissions.	Energy-efficient kitchen equipment, LED lighting, renewable energy sourcing where feasible, Monitoring of energy and emissions.	Negative: Higher capex for decarbonization and exposure to energy/carbon costs Positive: Lower operating costs, reduced emissions, and greater resource efficiency.
3	Waste Management	Opportunity	Promoting efficient resource utilization through waste reduction and responsible disposal, resulting in improved operational performance and lower environmental impact.	We manage food waste such as used cooking oil, and other wastes through segregation, responsible handling and disposal practices in compliance with applicable regulatory requirements.	Positive: Efficient waste management enables better resource utilization, waste reduction, and improved environmental performance.
4	Water Management	Risk	Operations rely on a continuous supply of water for food preparation, cleaning, and hygiene, making efficient water management critical.	Adopting water conservation and efficiency training and measures helps optimize water use.	Negative: Water scarcity or inefficient water use may affect operational continuity and increase operating costs.
5	Employee Health, Safety and Well-Being	Risk	Frontline kitchen and service operations expose employees to occupational health and safety risks.	We are committed to providing a safe and healthy workplace through regular health and safety training, awareness programmes, and preventive measures.	Negative: Workplace safety incidents may adversely affect employee well-being, operational continuity, and organizational reputation.
6	Diversity, Equity & Inclusion	Opportunity	Diverse workforce enhances service quality at multicultural travel hubs	Gender diversity initiatives, inclusive workplace policies, POSH compliance, and fair and equitable remuneration practices.	Positive: Enhanced employee well-being, engagement, and long-term organizational resilience.
7	Responsible Sourcing & Supply Chain	Risk & Opportunity	Our operations rely on a diverse supplier network, making responsible sourcing and effective supply chain management critical for food safety, business continuity, and customer trust.	Supplier Code of Conduct, Due Diligence, responsible sourcing and local procurement	Negative: Supply disruptions, supplier non-compliance, and reputational impacts. Positive: Improved supply chain resilience, product quality, and customer trust.
8	Customer Health and Nutrition	Opportunity	Growing demand for healthier, allergen-free, plant-based menu options among travellers.	Menu innovation, calorie/nutrition labelling, allergen disclosure, healthier choices.	Positive: Strengthened customer relationships and sustained business growth through healthier food choices.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive/negative implications
9	Data Privacy and Cyber Security	Risk	Business operations depend on interconnected digital systems, requiring robust protection of business and customer data.	We have established policies and procedures for protection of data in compliance with applicable laws and regulations. Our dedicated IT team implements robust cybersecurity measures to safeguard data against cyber threats and unauthorized access.	Negative: Potential regulatory, legal, and reputational implications arising from data security or cybersecurity incidents.
10	Regulatory & Concession Risk	Risk	Operations depend on long-term concession agreements with airport authorities, where compliance and sustainability practices increasingly influence concession renewals and new bids.	Strong ESG governance, transparent reporting, BRSR compliance, stakeholder engagement.	Negative: Potential impact on concession renewals and business opportunities due to non-compliance

B

SECTION: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web-link of the policies, if available.	Governance Policies: https://www.travelfoodservices.com/investors#governance-policies . Policies framed under BRSR Framework: https://www.travelfoodservices.com/investors#compliance-reports Note: Certain policies applicable to internal stakeholders are available on the Company's internal portal.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the applicable policies are extended to the value chain partners								

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest stewardship council, Fairtrade, Rainforest alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.	We have the following National and International Certifications: National: 1. Food Safety and Standards Authority of India (FSSAI) International: 1. ISO 22000: 2018 Food Safety Management Systems 2. Company’s own brand tea volumes - Rainforest Alliance Certified.								
5. Specific commitments, goals, and targets set by the entity	During the reporting period, we have not set any formal, measurable ESG commitments, goals or targets. However, we remain committed to responsible business practices, including efficient resource use, waste management, employee well-being, food safety and customer satisfaction. We are currently working on establishing relevant baselines and intend to set measurable targets from FY 2026-27 onwards.								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	The Company is presently working towards setting measurable ESG commitments, goals and targets and establishing systems to assess performance against the same for FY 2026-27.								
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)	At Travel Food Services, we recognise that operating at the heart of India’s travel ecosystem places a unique responsibility on us to serve millions of passengers in a manner that is safe, inclusive, and environmentally responsible. We are mindful of the ESG challenges inherent to our business, including energy and emissions intensity, reliance on packaging, food waste, water usage, and the need to nurture a diverse workforce. In response, we have set clear priorities around transitioning to cleaner energy, eliminating single-use plastics, conserving water, reducing food waste, advancing gender diversity, and upholding the highest standards of food safety and governance. Guided by these commitments, we will continue to embed sustainability across our value chain and create enduring value for our travellers, partners, employees, and the communities we serve.								
8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy/policies	Mr. Varun Kapur (Managing Director and Chief Executive Officer)								
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.	The Company does not have a dedicated Board-level committee for sustainability-related issues. Such matters are reviewed directly by the Board of Directors, supported by the Corporate Social Responsibility Committee and the Risk Management Committee within their respective scopes.								

10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether the review was undertaken by Director/committee of the board/ any other committee									Frequency (Annually/ half-yearly/ quarterly/ any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Board of Directors, supported by the CSR Committee and the Risk Management Committee review the policies of the Company as and when required																	
Compliance with statutory requirements of relevance to the principles, and, the rectification of any non-compliances																		

The Company has been compliant with the statutory requirements and there have been no instances of non-compliances.

11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No. However, the policies are periodically reviewed to ensure alignment with best practices and to assess potential risks. Additionally, compliance with these policies is internally evaluated by various departments and business heads.									

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Not Applicable

**SECTION: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

This section provides an overview of Travel Food Services Limited's commitment to integrating the NGRBC Principles and Core Elements into its key business processes and decision-making frameworks. The disclosure requirements are presented under two categories for each principle: “Essential” and “Leadership.” While the essential indicators are mandatory, the leadership indicators are voluntary and reflect the Company's broader commitment to responsible business conduct. Through its disclosures under the Essential indicators, Travel Food Services Limited highlights its commitment to sustainable and responsible business practices. The reporting reflects the Company's approach to creating long-term value while upholding social, environmental, and ethical responsibilities across its operations in the Travel QSR and Lounge sector.



Principle 1

Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.

At Travel Food Services Limited, strong governance forms the foundation of sustainable and responsible business operations. To promote ethical conduct, transparency and accountability across all levels of the organization, the Company follows a robust framework of policies and practices that guide its operations and support long-term business continuity. To uphold high standards of professional and ethical behavior, the Company has adopted a Code of Conduct applicable to the Board of Directors and Senior Management, along with an internal Code of Conduct and Ethics policy for employees. In addition, employee guidelines and internal policies are communicated across the organization to encourage responsible business behavior and ethical engagement with both internal and external stakeholders.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors (BOD) Key Managerial Personnel (KMPs)	17*	The Board of Directors and KMPs are regularly apprised at Board and Committee meetings through structured familiarisation programmes, including briefings and presentations on business strategy, operational and financial performance, governance practices, risk management, regulatory developments, ESG initiatives, Information Security and Cyber Security awareness and industry trends, enabling informed decision-making and continuous learning. We also provide trainings on the Company's Code of Conduct and POSH.	100%
Employees other than BoD and KMPs	4	We provided trainings covering Anti-Bribery & Corruption Prevention, Human Rights, Modern Slavery and Responsible Marketing Principles with the objective of fostering an ethical workplace, protecting human rights, eliminating modern slavery risks and ensuring responsible marketing conduct.	85%

*Familiarization programmes are undertaken during the Board and Committee meetings held on a regular basis during reporting year.

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):

	Monetary				Has an appeal been preferred? (Y/N)
	NGRBC Principles	Name of the regulatory/ enforcement agencies/ judicial institution	Amount (INR)	Brief of the Case	
Penalty/fine Settlement Compounding Fee	There have been no instances of material fines/penalties/punishment/ award/ compounding fees/ settlement amount paid in proceeding with regulators/ law enforcement agencies/judicial institutions in FY 2025-26.				

Note: Regulatory fines and penalties arising in the ordinary course of business are excluded.

	Non-Monetary			
	NGRBC Principles	Name of the regulatory/ enforcement agencies/ judicial institution	Brief of the Case	Has an appeal been preferred? (Y/N)
Imprisonment Punishment Others	There have been no instances of imprisonment or punishment during the reporting period.			

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

Case details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. Travel Food Services Limited has adopted an anti-bribery and anti-corruption framework/policy covering employees, subsidiaries and entities under its control, directors, vendors, business partners and other stakeholders. The policy generally prohibits bribery, facilitation payments, kickbacks, improper gifts, conflicts of interest and unethical business practices. It also provides mechanisms for reporting concerns, including whistle-blower or vigil mechanisms, and requires compliance with applicable anti-corruption laws.



[Click Here](#) to know more

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

	FY 2025-26	FY 2024-25
Directors	No Directors, KMPs, employees, were involved in any bribery or corruption cases during FY 2025-26 or FY 2024-25. Consequently, no action was initiated by any law enforcement agency in either year.	
KMPs		
Employees		
Workers	Not Applicable	

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

	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the directors	Nil	-	Nil	-
Number of complaints received in relation to issues of conflict of interest of the KMP's				

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, as we do not have any instances of corruption/conflicts of interest.

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

	FY 2025-26	FY 2024-25
Number of Days of Accounts Payable	57.21	69.55

9. Openness of Business

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

Parameters	Metrics	FY 2025-26	FY 2024-25
Concentration of purchase	a. Purchase from trading houses as % of total purchase	66.87%	69.39%
	b. Number of trading houses where purchases are made from	409	439
	c. Purchases from top 10 trading houses as % of total purchase from trading houses	30.62%	28.30%
Concentrations of sales	a. Sales to dealers/ distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/ distributors	NA	NA
Share of RPTs in	a. Purchases (purchases with related parties/total purchase)	4.80%	5.11%
	b. Sales (Sales to related parties/total sales)	2.79%	4.01%
	c. Loans and advances (Loans and advances with related parties/total Loans and advances)	100%	100%
	d. Investments (Investments to related parties/total Investments made)	8.42%	9.77%

Principle 2

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

Travel Food Services Limited is committed to delivering quality food, beverage, and hospitality services to its customers through responsible, safe, and sustainable business practices. As a prominent player in the QSR and Lounge sector, the Company carefully curates its offerings and collaborates with partners and brands that align with its standards for quality, safety, and responsible operations. By upholding these principles, Travel Food Services Limited ensures that customers receive a diverse and reliable range of products and services that meet evolving consumer preferences while reflecting the Company's commitment to sustainability and operational excellence. The Company remains focused on enhancing the overall customer experience while supporting sustainable practices.

Essential Indicators

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

	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D	-	-	Not Applicable
Capex	-	-	Currently being assessed, disclosure to follow in future reporting cycles

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

Yes. The entity defines sustainable sourcing expectations in its Supplier Code of Conduct covering human rights, product quality and food safety, environmental sustainability and business conduct. We expect 100% of our contracted suppliers to sign up to our Supplier Code of Conduct or demonstrate equal standards. We also have key metrics and targets in place for applicable suppliers relating to food safety and certifications for certain products.

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

Yes, the following were sourced sustainably:

- 100% of our contracted suppliers have signed up to our Supplier Code of Conduct or demonstrated equal standards;
- 100% of applicable standards meet our FSSAI food safety standards;
- 83% of tea for our own brands is sourced from Rainforest Alliance certified farms;
- 89% of fish for our own brands is from fisheries certified to standards such as Marine Stewardship council (MSC) or classified as 'Least Concern' by the International Union for Conservation of Nature (IUCN) Red List; and
- 100% of our packaging is free from unnecessary single use plastic and recyclable, reusable or compostable.

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.

100% of the waste are disposed off for recycling purposes and due to the nature of business reclaim for re-use is not feasible.

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

The Company is currently assessing its waste streams. As part of this exercise, it is undertaking waste inventorisation and evaluating packaging streams across its operations to understand the nature, quantity, and ownership of packaging materials.



Principle 3

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

Travel Food Services Limited is committed to providing a safe, secure, and healthy workplace for its employees, vendors, partners, and others across its value chain, while upholding high standards of occupational health and safety. The Company places strong emphasis on the well-being of its workforce and actively promotes awareness and engagement on health and safety matters. It is also committed to fostering an inclusive and diverse workplace by ensuring equal opportunity and maintaining an environment free from discrimination across its operations.

Essential Indicators

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

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	2,985	2,985	100%	2,985	100%	-	-	2,985	100%	0	0%
Female	1,409	1,409	100%	1,409	100%	1,409	100%	-	-	0	0%
Total	4,394	4,394	100%	4,394	100%	1,409	100%	2,985	100%	0	0%
Other than Permanent employees											
Male	37	0	0%	0	0%	0	0%	0	0%	0	0%
Female	46	0	0%	0	0%	0	0%	0	0%	0	0%
Total	83	0	0%	0	0%	0	0%	0	0%	0	0%

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E /A)	Number (F)	% (F/A)
Permanent workers											
Male	TFS does not have workforce in the workers category										
Female	TFS does not have workforce in the workers category										
Total	TFS does not have workforce in the workers category										
Other than Permanent workers											
Male	TFS does not have workforce in the workers category										
Female	TFS does not have workforce in the workers category										
Total	TFS does not have workforce in the workers category										

TFS does not have workforce in the workers category

TFS does not have workforce in the workers category

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

	FY 2025-26	FY 2024-25
Cost incurred on well-being measures as a % of total revenue of the company	0.30%	0.23%

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

Benefits	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	98.12%	NA	Yes	96.39%	NA	Yes
Gratuity	98.15%	NA	NA	96.41%	NA	NA
ESI*	100%	NA	Yes	100%	NA	Yes

*100% of eligible employees are provided the ESIC benefits

3. Accessibility of workplaces

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

Yes, the premises and offices of TFS are accessible to differently abled employees and workforce. The entity has provided necessary infrastructure such as ramps, accessible washrooms, and elevators at key locations, and continues to undertake steps to enhance accessibility across all its outlets and offices progressively.

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, TFS is committed to equal opportunity and non-discrimination for all, including persons with disabilities, as part of our 'OTP' principles: Ownership, Transparency and Trust and People-First.

Web-link of the Policy:

<https://www.travelfoodservices.com/investors#compliance-reports>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	73.40%	NA	NA
Female	100%	100%	NA	NA
Total	100%	73.68%	NA	NA

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

	(If Yes, then give details of the mechanism in brief)
Permanent workers	Not Applicable to TFS
Other than permanent workers	Not Applicable to TFS
Permanent employees	Yes. TFS has appropriate mechanisms in place for employees across categories to raise workplace-related concerns and seek resolution. Grievances may be brought through supervisory channels, the Human Resources function, or other designated forums and are addressed through a structured process aimed at ensuring fair, timely and confidential redressal. TFS has grievance redressal channels such as 'Speak Up' and 'We Care' to address the grievances.
Other than permanent employees	

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

Category	FY 2025-26			FY 2024-25		
	Total employees/ workers in the respective category (A)	No. of employees/ workers in the respective category, who are part of the association(s) or Union (B)	% (B / A)	Total employees/ workers in the respective category (C)	No. of employees/ workers in the respective category, who are part of the association(s) or Union (D)	% (D / C)
Total permanent employees	4,394	0	0	4,321	0	0
Male	2,985	0	0	3,026	0	0
Female	1,409	0	0	1,295	0	0
Total permanent workers						
Male						
Female						

Not Applicable

8. Details of training given to employees and workers:

Category	FY 2025-26					FY 2024-25				
	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	3,022	3,022	100%	2,668	88.29%	3,105	-	-	2,562	82.51%
Female	1,455	849	58.35%	1,301	89.42%	1,377	-	-	1,208	87.73%
Total	4,477	3,871	86.46%	3,969	88.65%	4,482	3,047	67.98%	3,770	84.11%
Workers										
Male										
Female	Not Applicable									
Total										

Not Applicable

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	3,022	2,985	98.78%	3,105	3,026	97.46%
Female	1,455	1,409	96.84%	1,377	1,295	94.05%
Total	4,477	4,394	98.15%	4,482	4,321	96.41%
Workers						
Male						
Female						
Total						

Not Applicable

Note: All eligible employees are included in performance reviews.

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, what is the coverage of such a system?

Yes. We have implemented an Occupational Health and Safety (OH&S) Management System aligned with applicable statutory requirements and globally recognised standards such as ISO 45001. The system covers 100% of the Company's employees, and contract staff across all operational locations, including airport and highway outlets, central kitchens, warehouses, and corporate offices, encompassing aspects such as kitchen safety, fire safety, ergonomic practices, food handling hygiene, incident reporting and regular health & safety training.

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

We have established a structured Hazard Identification and Risk Assessment (HIRA) framework across all our outlets, central kitchens, and lounges to ensure a safe and healthy working environment.

For routine operations, hazards are systematically identified through daily safety checklists, periodic internal safety audits, and regular kitchen and equipment inspections. For non-routine activities such as equipment installation, deep cleaning, maintenance work, and new outlet commissioning work permits are issued prior to commencement, supported by active on-site supervision.

All identified hazards and associated risks are documented and reviewed by the Occupational Health and Safety (OHS) team. Appropriate mitigation measures are implemented through a hierarchy of controls, including engineering controls, standardized operating procedures (SOPs), use of personal protective equipment (PPE) and focused employee training programs.

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

Multiple channels are available for the workforce to report work-related hazards, unsafe conditions and near-miss incidents. These include informing immediate supervisors, raising concerns during routine safety audits and inspections, utilizing formal incident and near-miss reporting systems. Reported concerns are promptly investigated and addressed through corrective actions. Employees are trained and empowered to remove themselves from any situation posing an imminent risk to their health or safety.

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

Yes, the employees are covered under medical and accidental insurance schemes.

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

Safety incident/number	Category*	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Employees	0.73	1.02
	Workers	NA	NA
Total recordable work-related injuries	Employees	8	11
	Workers	NA	NA
No. of fatalities	Employees	-	-
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	8
	Workers	NA	NA

*Including in the contract workforce.

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

TFS is committed to providing a safe, hygienic, and healthy workplace across all its outlets, central kitchens and lounges. We have implemented a structured Occupational Health & Safety (OH&S) framework supported by the following measures:

- **Policies & Systems:** A documented OHS policy and standard operating procedures (SOPs)
- **Hazard Identification:** Risk Assessment, kitchen and equipment inspections and internal safety audits to proactively identify and mitigate risks.
- **Training & Awareness:** Regular safety induction, toolbox talks, fire safety drills, first-aid training and refresher programs for its workforce.
- **Infrastructure & PPE:** Provision of appropriate personal protective equipment (gloves, non-slip footwear, aprons, heat-resistant gear), well-maintained kitchen equipment, fire-fighting systems and emergency exits at all locations.
- **Health & Hygiene:** Group medical insurance, hygiene protocols, pest control clean drinking water and sanitation facilities.
- **Incident Management:** A robust incident reporting and investigation mechanism with root-cause analysis and corrective/preventive actions to prevent recurrence.

These initiatives collectively foster a culture of safety, well-being and continuous improvement across the organization.

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

Benefits	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	0	0	-	0	0	-
Health & safety	0	0	-	0	0	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working conditions	100%

Note: The assessments have been performed by the entity itself

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.

No significant risks have been identified during the assessment undertaken by TFS

**Principle 4**

Businesses should respect the interests of and be responsive to all its stakeholders.

Travel Food Services Limited recognizes that meaningful stakeholder engagement is integral to its operational effectiveness and long-term sustainability across the value chain. The Company is committed to understanding and addressing the expectations and concerns of its key stakeholders, including employees, customers, business partners, shareholders, investors, regulatory authorities and the communities in which it operates. To support this approach, the Company has established appropriate grievance redressal mechanisms for relevant stakeholder groups, including customers, employees and shareholders, enabling timely and effective resolution of concerns and reinforcing trust, transparency and stakeholder confidence.

Essential Indicators

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

TFS identifies key stakeholder groups through a structured assessment of individuals and institutions impacted by or influencing its operations. The process includes mapping internal and external stakeholders such as employees, customers, suppliers, investors, regulators, communities and business partners. Stakeholders are prioritized based on their level of influence, dependency, engagement frequency and relevance to business sustainability. Inputs from consultations, business reviews, regulatory requirements and grievance mechanisms are used to periodically review and update stakeholder groups.

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

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers (Travellers/ Passengers)	No	Feedback forms, Email, Website, Social media, On-outlet interactions, Mobile app	Continuous	Service quality, food safety, menu preferences, hygiene standards, grievance redressal

Workforce	No	Emails, Town halls, Training sessions, Notice boards, HR portal, Engagement surveys	Continuous / Quarterly	Workplace policies, training, safety, well-being, career development, grievance handling
Shareholders & Investors	No	Annual Reports, Stock exchange filings, Investor meets, Earnings calls, Website	Quarterly / Annually	Financial performance, strategy, governance, ESG disclosures
Airport & Travel Infrastructure Partners (Licensors)	No	Meetings, Emails, Contractual reviews, Joint reviews	Continuous / Monthly	Concession agreements, compliance, operational performance, passenger experience
Suppliers & Vendors	No	Emails, Vendor meets, Audits, Supplier portal	Continuous / Quarterly	Quality, food safety, timely supply, ESG compliance, code of conduct
Regulatory & Government Authorities (FSSAI, Airport Authorities, Tax, Customs)	No	Filings, Meetings, Inspections, Letters, Emails	As required / Periodic	Regulatory compliance, licensing, food safety, statutory reporting
Local Communities	Yes	Community meetings, CSR programs, NGO partnerships, On-ground engagement	Periodic / As per CSR plan	CSR initiatives, livelihood, education, skill development, hunger relief
Media & Industry Associations	No	Press releases, Interviews, Industry forums, Conferences	Periodic	Brand communication, industry developments, advocacy
Lenders & Financial Institutions	No	Meetings, Emails, Reports	Quarterly / As required	Financial covenants, funding requirements, compliance updates



Principle 5

Businesses should respect and promote human rights

Travel Food Services Limited is committed to upholding human rights and labour rights across its operations and value chain. The Company's governance framework and Code of Conduct set out clear expectations on key matters, including the prohibition of child labour and forced labour, prevention of discrimination and harassment and the promotion of diversity, equity, and inclusion. The Company has also instituted a whistleblower mechanism to encourage employees and stakeholders to report concerns relating to unethical conduct, misconduct, or violations of the Code, without fear of retaliation. The relevant reporting channels are made available through the Company's established communication platforms, reinforcing its commitment to accountability, transparency and responsible business conduct.

Essential Indicators

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	4,394	4,394	100%	4,321	4,321	100%
Other than permanent	83	83	100%	161	161	100%
Total employees	4,477	4,477	100%	4,482	4,482	100%

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Workers						
Permanent						
Other than permanent						
Total workers						

Not Applicable

Note: The Company provides Human Resource Handbook to all employees which includes information on human rights awareness as part of our Code of Conduct and Ethics Policy.

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	4,394	2,753	62.65%	1,641	37.35%	4,321	3,070	71.05%	1,251	28.95%
Male	2,985	1,637	54.84%	1,348	45.16%	3,026	2,010	66.42%	1,016	33.58%
Female	1,409	1,116	79.21%	293	20.79%	1,295	1,060	81.85%	235	18.15%
Other than permanent	83	83	100%	-	0%	161	161	100%	-	0%
Male	37	37	100%	-	0%	79	79	100%	-	0%
Female	46	46	100%	-	0%	82	82	100%	-	0%
Workers										
Permanent										
Male										
Female										
Other than permanent	Not Applicable									
Male										
Female										

Not Applicable

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	2	46,50,000	2	33,75,000
Key managerial personnel	2	4,17,55,449	1	51,99,944
Employees other than BoD and KMP	3,020	2,50,453	1,454	1,88,587
Workers				

Not Applicable

*Remuneration of the CEO and CFO has been excluded from the calculation of the median remuneration of the Board of Directors (BoD).

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wage.	21.47%	19.90%

4. Do you have a focal point (individual/ committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, the Human Resources (HR) function serves as the focal point responsible for addressing human rights impacts or issues caused or contributed to by the business.

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

TFS has internal grievance redressal mechanisms managed by the Human Resources (HR) function, which acts as the focal point for addressing human rights-related concerns. Employees can raise grievances relating to workplace discrimination, harassment, unfair treatment, health and safety, wages, working conditions, or any other human rights concerns.

Grievances are reviewed by HR in a confidential and impartial manner, with appropriate investigation and corrective action taken wherever required. The Company also has mechanisms such as employee grievance handling processes, escalation to senior management where necessary, and applicable committees such as the Internal Committee for prevention and redressal of sexual harassment complaints. The Company endeavours to ensure that grievances are addressed in a timely manner and that complainants are protected against retaliation.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed During the year	Pending resolution at the end of year	Remarks
Sexual harassment	21	0	-	10	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced labour/Involuntary labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	24	2	-	0	0	-

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

	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	21	10
Complaints on POSH as a % of female employees / workers	1.49%	0.75%
Complaints on POSH upheld	21	10

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

TFS ensures confidentiality of complainants and witnesses in discrimination and harassment cases, with complaints handled sensitively by HR and relevant committees. The Company prohibits retaliation or victimisation against complainants and takes appropriate corrective action in case of any adverse consequences.

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

Yes. Human rights requirements are incorporated through our Supplier Code of Conduct, which forms part of the Company's expectations from suppliers and business partners. The Code requires suppliers to comply with applicable laws and uphold responsible labour practices, including prohibition of child and forced labour, non-discrimination, fair treatment, safe working conditions, and respect for workers' rights.

10. Assessments of the year

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	TFS has not carried out any dedicated human rights assessment in the reporting period. However, the Company has implemented stringent policies and processes to avoid social and human rights risk.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

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

Not applicable.



Principle 6

Businesses should respect and make efforts to protect and restore the environment.

Travel Food Services Limited is committed to creating a positive environmental and social impact by integrating sustainability considerations into its business operations. The Company continues to undertake initiatives aimed at reducing its environmental footprint and promoting responsible resource use across its operations. As part of its commitment to continuous improvement, the Company has carried out greenhouse gas emissions accounting for its Scope 1 and Scope 2 emissions for FY 2025-26 and is focused on identifying and implementing measures to reduce emissions over time. These measures may include increasing the share of renewable energy, adopting advanced technologies to improve energy efficiency, and pursuing other relevant decarbonisation initiatives, in line with its commitment to responsible and sustainable business practices.

Essential Indicators

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

Parameter	FY 2025-26	FY 2024-25
For Renewable Sources (Giga Joules)		
Total electricity consumption (A)	8,133	7,048
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	8,133	7,048
From non-renewable sources (Giga Joules)		
Total electricity consumption (D)	59,526	53,333
Total fuel consumption (E)	20,765	20,628
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	80,291	73,961
Total energy consumed (A+B+C+D+E+F)[#]	88,424	81,009
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (GJ/ Million INR)	6.79	6.67
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*	138.12	137.84
Energy intensity in terms of physical output**	NA	NA
Renewable Energy consumed % of Total Energy	9.20%	8.70%

*For calculation of intensity adjusted Purchasing power parity (PPP), conversion factor 20.34 for current FY 26 and 20.66 for previous year FY 25 as per IMF has been considered.

[#]Total energy consumption includes energy from cooking fuels (LPG and PNG) and electricity procured from the national grid. Energy consumption from LPG and PNG has been calculated using GHG Protocol-aligned methodology and emission/conversion factors based on the IPCC 2006 Guidelines.

**The output of the Company cannot be expressed in one physical measure. Hence, we have not calculated and disclosed physical output intensities of the environmental indicators.

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

No

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:

We do not have any sites or facilities identified as designated consumers (DCs) under the Government of India's Performance, Achieve, and Trade (PAT) Scheme, hence the following indicator is not applicable to us.

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third-party water (municipal water supplies)	211,700	196,996
(iv) Seawater / desalinated water	-	-
(v) Others (Rain Water Harvesting)	-	-
(v) Others (Tertiary Treated Reverse Osmosis)	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	211,700	196,996
Total volume of water consumption (in kilolitres) *	42,340	39,399
Water intensity per rupee of turnover (water consumed / turnover) (KL/ Million INR)	3.25	3.24
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)#	66.14	67.04
Water intensity in terms of physical output (KL/MT) **	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*Water discharge has been estimated as 80% of the total water withdrawn, based on the assumptions outlined in the NITI Aayog report Urban Wastewater Scenario in India (August 2022). Accordingly, water consumption has been estimated as the remaining 20% of total water withdrawal.

#For calculation of intensity adjusted Purchasing power parity (PPP), conversion factor 20.34 for current FY 26 and 20.66 for previous year FY 25 as per IMF has been considered.

**The output of the Company cannot be expressed in one physical measure. Hence, we have not calculated and disclosed physical output intensities of the environmental indicators.

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

No

4. Provide the following details related to water discharged:

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kiloliters).		
(i) To Surface water		
- No Treatment	-	-
- With treatment-please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(iv) Sent to third parties		
- No treatment #	169,360	157,597
- With treatment-please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
Total water discharged (in kiloliters)	169,360	157,597

Discharged water is filtered by Airport Authorities and Local Authority as per stipulated laws for treatment via local sewage lines

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

No.

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

Wastewater generated at airport locations is discharged into the Airport Authority's designated system and treated in accordance with its established processes. At highway locations, wastewater is treated through the respective Effluent Treatment Plants (ETPs), and the treated water is discharged or disposed of in compliance with applicable local statutory norms.

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

Parameter	Unit	FY 2025-26	FY 2024-25
NOx	MT		
SOx	MT		
Particulate matter (PM)	MT		
Persistent organic pollutants (POP)	NA		
Volatile organic compounds (VOC)	NA		
Hazardous air pollutants (HAP)	NA		
Others – Please specify.	NA		

The Company is in process of tracking its air emissions (other than GHG emissions) on account of its operations.

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

No

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)*	Metric tonnes of CO ₂ equivalent	1,320	1,311
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) – Market based method**	Metric tonnes of CO ₂ equivalent	11,740	10,770
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO₂e/ Million INR	1.003	0.995
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)#	tCO₂e/ Million INR	20.40	20.56
Total Scope 1 and Scope 2 emission intensity in terms of physical output***	-	NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Parameter	Unit	FY 2025-26	FY 2024-25
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Notes:

*Scope 1 emissions include emissions from cooking fuels (LPG and PNG) and fugitive emissions from air conditioning systems at the corporate office. Emissions from LPG and PNG have been calculated using GHG Protocol-aligned methodology and emission factors based on the IPCC 2006 Guidelines, while fugitive emissions have been estimated using Global Warming Potential (GWP) factors from IPCC AR6.

**Scope 2 emissions are reported using grid emission factor from Version 21 of the Central Electrical Authority's CO₂ database.

#For calculation of intensity adjusted Purchasing power parity (PPP), conversion factor 20.34 for current FY 26 and 20.66 for previous year FY 25 as per IMF has been considered.

***The output of the Company cannot be expressed in one physical measure. Hence, we have not calculated and disclosed physical output intensities of the environmental indicators.

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

No

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Yes, Travel Food Services is committed to reducing its GHG footprint by increasing dependency on renewable electricity.

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

Parameter	FY 2025-26	FY 2024-25
Total waste generated (in metric tonnes)		
Plastic waste (A)**	1.88	1.97
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other hazardous waste. Please specify, if any. (G)	-	-
Other non-hazardous waste generated (H). **	183.00	213.55
Total (A+B + C + D + E + F + G + H)*	184.88	215.52
Waste intensity per rupee of Turnover (Total waste generated /Revenue from operations) (MT/ Million INR)	0.014	0.018
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT/ USD in Millions) #	0.289	0.367
Waste intensity in terms of physical output ***	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity.	-	-

*Waste generation data consists of cooking oil, plastic waste and biodegradable waste.

**For consumable-related plastic and biodegradable waste, the quantity of consumables procured has been considered as waste generated, as the collection and disposal of such waste are managed within airport premises by the respective airport operators and local authorities.

#For calculation of intensity adjusted Purchasing power parity (PPP), conversion factor 20.34 for current FY 26 and 20.66 for previous year FY 25 as per IMF has been considered.

***The output of the Company cannot be expressed in one physical measure. Hence, we have not calculated and disclosed physical output intensities of the environmental indicators.

Parameter	FY 2025-26	FY 2024-25
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	184.88	215.52
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	184.88	215.52
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

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

No

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

We remain committed to a sustainable waste management system that adheres to hazardous, non-hazardous and other waste regulations and embraces statutory compliance.

The following are some of the initiatives at our facilities:

- 1) Reducing single-use plastics - We have eliminated unnecessary and problematic single-use plastic packaging and items across our brands
- 2) Preventing food waste - We minimize food waste through smart ordering and efficient inventory management.

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

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.
Not applicable.			

12. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

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
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The Company has not undertaken any environmental impact assessments during the reporting financial year 2025-26.

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (prevention and control of pollution) Act, Air (prevention and control of pollution) Act, Environment Protection Act, and rules there under (Y/N). If not, provide details of all such non-compliances, in the following format:

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
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All locations are compliant with the prescribed norms.



Principle 7

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

Travel Food Services Limited is committed to addressing matters that are relevant across the sector, its operations, offerings and customers. The Company supports the advancement of responsible and sustainable business practices through participation in industry platforms, trade associations and other relevant forums. As it continues to strengthen its sustainability journey, the Company remains focused on identifying opportunities to create positive social and environmental impact. It believes that by upholding high standards of governance and progressively embedding sustainable practices across its operations, it can contribute to meaningful long-term value creation for its stakeholders and the communities it serves.

Essential Indicators

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

TFS is affiliated with 2 trade and industry associations.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Retailer Association of India (RAI)	National
2	National Restaurants Association of India (NRAI)	National

- 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
There were no adverse orders from regulatory authorities relating to anti-competitive conduct, during the reporting period.		



Principle 8

Businesses should promote inclusive growth and equitable development.

Travel Food Services Limited recognizes the importance of contributing to inclusive growth and responsible development in the communities connected with its operations. The Company endeavours to conduct its business in a manner that supports livelihoods, creates economic opportunities, and delivers value to relevant stakeholders. The Company remains mindful of its wider social responsibilities and seeks to align its business practices with the broader objective of sustainable and inclusive development.

Essential Indicators

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant web link
Social Impact Assessments are not applicable to the Company in FY 2025-26					

- Provide information on the project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

S No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
During FY 2025-26, we have not undertaken any projects that require Rehabilitation and Resettlement (R&R).						

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

Our technical partners maintain a regular on-ground presence to ensure communities have accessible channels to raise their needs and concerns. Grievances are primarily received through periodic community consultations and designated focal points at each location, who act as the first level of contact for community members.

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

Parameter	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ small producers	46%	45%
Directly from within India	100%	100%

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

Location	FY 2025-26	FY 2024-25
Rural	0.68%	0.71%
Semi-Urban	5.87%	6.45%
Urban	2.47%	2.60%
Metropolitan	90.97%	90.24%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)



Principle 9

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

Travel Food Services Limited recognizes the evolving preferences of consumers for more responsible and sustainable products and services and is progressively integrating sustainable practices into its operations and customer offerings. This approach not only strengthens the Company's environmental commitment but also aligns with changing customer expectations within the QSR and Lounge services sectors. The Company also places importance on customer feedback and continuously seeks to enhance the service experience and improve customer satisfaction across its operations.

Essential Indicators

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

TFS has instituted a robust Customer Experience and Complaint Management Framework to ensure timely, transparent, and effective resolution of consumer complaints and feedback.



Multiple Channels for Receiving Feedback:

- ▶ Dedicated customer service email: customerservice@travelfoodservices.com
- ▶ 24x7 Contact Centre helpline: 9867222111
- ▶ QR code-based survey feedback at outlets
- ▶ Social media platforms (Twitter, Instagram, Facebook)
- ▶ Feedback escalations received via airport and highway authorities



Complaint Handling and Resolution Process:

- ▶ All complaints are logged and tracked through an integrated CRM system managed by the Contact Centre team.
- ▶ A Service Champion coordinates with regional teams and site managers to investigate the issue, obtain incident reports, CCTV footage, and conduct Root Cause Analysis (RCA).
- ▶ Final closure communication is issued by the Customer Experience Head/Manager at the Head Office.
- ▶ A defined Turnaround Time (TAT) relating to the specific nature of complaint is maintained for complaint closure, supported by a structured Escalation Matrix extending up to senior leadership.



Monitoring, Reporting, and Continuous Improvement:

- ▶ Daily dashboards on region-wise complaints are circulated to internal stakeholders.
- ▶ Weekly analyses are shared to drive Corrective and Preventive Actions (CAPA).
- ▶ Specific issues are escalated to the relevant functions, such as Training & HR (staff-related), Executive Chef (food-related), Supply Chain, and Maintenance teams, with timelines and evidence-based closures.

This end-to-end mechanism ensures that consumer voices are heard, addressed promptly, and leveraged for continuous enhancement of service quality and customer satisfaction.

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

	As a % to total turnover
Environmental and social parameters relevant to the product	100% of our products carry full details on nutrition, per-serving values, warnings, allergens. We also uphold responsible paper and packaging disposal practices across our operations.
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2025-26		Remarks	FY 2024-25		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive trade practices	Nil	Nil	-	Nil	Nil	-
Unfair trade practices	Nil	Nil	-	Nil	Nil	-
Other	2,612	1,217	*	1,277	400	*

*The complaints outstanding at the end of the reporting period primarily pertain to cases where customer contact could not be established or where additional information and confirmations are awaited from customers to facilitate resolution and closure.

Note: Complaints classified under the "Other" category primarily relate to food quality and quantity, staff behaviour, service-related concerns and payment-related issues. The average turnaround time for resolution of such complaints is approximately 72 hours. Appropriate corrective and preventive actions are implemented based on the nature, severity and root cause of each complaint to ensure timely resolution and continuous improvement in service standards.

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

	Number	Reason for Recall
Voluntary recalls	No such instances were observed during the reporting period.	
Forced recalls		

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

Yes. TFS has an Information Security and Data Privacy Framework in place, supported by internal policies covering IT security, acceptable use, data protection, and incident response, aligned with applicable laws. The framework governs the secure handling of customer, employee, and business data across its F&B and lounge operations at airports and other travel hubs. As these policies are internal in nature, they are not hosted on the public website; however, they are accessible to all employees and relevant stakeholders through the Company's internal portal.

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 the safety of products/services.

There have been no incidents relating to advertising, and delivery of essential services; cyber security and data privacy of customers. Hence, there has been no penalty or action taken by regulatory authorities.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Nil

b. Percentage of data breaches involving personally identifiable information of customers

Nil

c. Impact, if any, of the data breaches

Not Applicable