



May 13, 2026

BSE Limited
P. J. Towers,
Dalal Street
Mumbai – 400 001

National Stock Exchange of India Limited
Exchange Plaza C-1, Block G,
Bandra Kurla Complex,
Bandra (East), Mumbai - 400 051

Scrip Code: 532371

Scrip Symbol: TTML

Sir/Madam,

Subject: Business Responsibility and Sustainability Report for the financial year 2025-2026

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended from time to time (“Listing Regulations”), we are submitting herewith the Business Responsibility and Sustainability Report for the financial year 2025-2026, which also forms part of the 31st Annual Report for FY 2025-2026, submitted to the exchanges vide our letter dated May 13, 2026.

The Business Responsibility and Sustainability Report for the financial year 2025-2026 is also available on the website of the Company at

<https://services.tatatelebusiness.com/files/corporate/Investor/ttml/Business%20Responsibility%20and%20Sustainability%20Report%20for%20FY2025-2026.pdf>

This is for your information and records.

Thanking you,

Yours faithfully,

For Tata Teleservices (Maharashtra) Limited

Amit Gupta
Company Secretary & Compliance Officer
ACS 13518

Encl.: As stated above.

TATA TELESERVICES (MAHARASHTRA) LIMITED

Registered Office D 26 TTC Industrial Area MIDC Sanpada PO Turbhe Navi Mumbai 400703
Phone +91 22 6661 5111 Fax +91 22 6660 5517 Email investor.relations@tatatel.co.in Website www.tatatelebusiness.com
CIN L64200MH1995PLC086354



Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L64200MH1995PLC086354
2	Name of the Listed Entity	Tata Teleservices (Maharashtra) Limited
3	Year of incorporation	1995
4	Registered office address	D-26, TTC Industrial Area, MIDC Sanpada P. O. Turbhe, Navi Mumbai - 400 703
5	Corporate address	Same as above
6	E-mail	investor.relations@tatatel.co.in
7	Telephone	+91 22 6661 5111
8	Website	www.tatatelebusiness.com
9	Financial Year for which reporting is being done	April 01, 2025- March 31, 2026
10	Name of the Stock Exchange(s) where shares are listed	1. BSE Limited 2. The National Stock Exchange of India Limited
11	Paid-up Capital	₹ 19,549,277,270
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. Adavaita Deshmukh investor.relations@tatatel.co.in
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)	Standalone. Tata Teleservices (Maharashtra) Limited (TTML) does not have any entities that form part of its financial statements.
14	Name of assurance provider	BSI Group Pvt. Ltd
15	Type of assurance obtained	Reasonable Assurance

II. Products/services

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

S. No.	Description of main activity	Description of business activity	% of Turnover of the entity
1	Wired Telecommunications and other business solutions	Providing wired telecommunication services including data and voice connectivity and other services. Other services include Cloud & Platform Services	99.12%

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	Wired Telecommunications activities	611	99.12%

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	NA	6	6
International	NA	NA	NA

19. Markets served by the entity:

a.	Number of locations	
	Locations	Number
	National (No. of States)	2
	International (No. of Countries)	NA
b.	What is the contribution of exports as a percentage of the total turnover of the entity?	0%
c.	A brief on types of customers	Business Customers (B2B Services) – Domestic Enterprise, SMEs and Retail Customers (B2C)

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)	396	341	86	55	14
2	Other than Permanent (E)	121	104	86	17	14
3	Total Employees (D+E)	517	445	86	72	14
	Workers*					
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	0	0	0	0	0
6	Total Workers (F+G)	0	0	0	0	0

* At present, there is no resource categorised as worker. Accordingly, the applicability and impact, if any, arising from the implementation of the Code on Wages and the new labour codes are under examination. Necessary updates will be made in due course, based on the final notifications and rules issued by the respective State Government(s), as and when applicable.

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)	0	0	0	0	0
2	Other than Permanent (E)	0	0	0	0	0
3	Total Employees (D+E)	0	0	0	0	0
	Differently abled workers					
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	0	0	0	0	0
6	Total Workers (F+G)	0	0	0	0	0

21. Participation/Inclusion/Representation of women

	Total (A)	No. and the percentage of females	
		No. (B)	% (B / A)
Board of Directors	6	1	17
Key Management Personnel	3	0*	0

*KMPs consist of Managing Director (MD), Chief Financial Officer (CFO) & Company Secretary. The lady Company Secretary resigned effective 13th Dec, 2025.

22. Turnover rate for permanent employees and workers

Particulars	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employee	15%	16%	15.4%	19.3%	12.9%	18.4%	18.2%	12.7%	17.6%
Permanent Workers	We do not have any workers in the organisation.								



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

23. Names of holding / subsidiary / associate companies / joint ventures*

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Tata Teleservices Limited	Holding	48.30	Yes
2	Tata Sons Private Limited	Holding	19.58	Yes

*Please refer to the sections on "Holding Company" in the Directors' Report.

VI. CSR Details

24.

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013:	No
(ii) Turnover in ₹	1,160.23 Crores
(iii) Net worth in ₹	(19,983.38) Crores

VII. Transparency and disclosure compliance

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

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance 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. There are various touchpoints for stakeholder groups viz. investor.relations@tatatel.co.in for shareholders. The whistle blower policy can be accessed by any stakeholder for grievances redressal mechanism on our website. (https://services.tatatelebusiness.com/files/corporate/static/whistleBlower-Policy-TTML-V.pdf) A helpline is also available for customers on our website.	0	0	-	0	0	-
Investors (Other than shareholders)		0	0	-	0	0	-
Shareholders		0	0	-	6	0	-
Employees and workers		6	0	-	4	0	-
Value Chain Partners		0	0	-	1	0	-
Customers		For Customers, refer to Principle 9 Essential Indicator 3.					

*As a data & voice connectivity service provider, TTML has no negative impact on the community.

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.

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)
1	Customer Satisfaction & Responsible Marketing	Opportunity and Risk respectively	<p>Being data and voice connectivity solutions provider, customer satisfaction and responsible marketing are critical for TTML. Customer satisfaction positively impacts revenue, brand reputation and market position.</p> <p>Responsible marketing plays a key role in safeguarding TTML from legal and reputational risks while reinforcing brand image.</p>	<p>TTML invests in customer support and enhancing product offerings based on customer feedback. Regular surveys and personalised communications enable enhancing the customer engagement and allow addressing root causes of dissatisfaction lowering the customer attrition and winning loyalty.</p> <p>TTML emphasises adherence to ethical marketing guidelines, transparency, and consumer privacy. Regular compliance audits and robust approval processes for marketing campaigns ensure regulatory compliance and prevent misinformation. Engaging stakeholders and adopting responsible advertising practices promote brand integrity and consumer trust.</p>	Positive & Negative
2.	Business Ethics	Opportunity	Business ethics are critical for TTML's governance mechanism. Risks include unethical behaviour, corruption, or non-compliance with regulations. These can result in legal consequences, damage to brand image, and loss of stakeholder trust. Ensuring ethical practices is essential to maintain integrity and operations.	TTML actively manages this risk through strict adherence to ethical guidelines, robust compliance programs, and regular training for employees. Implementing effective whistle blower mechanisms encourages reporting of unethical behaviour. Transparent communication with stakeholders fosters trust. Continuous monitoring and enforcement of ethical standards uphold integrity across all business operations.	Positive



S. Material issue No. 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)
3. Data Privacy	Risk	Data privacy is critical to TTML for its digital and connectivity solution services. Risks include cyber threats, data breaches, and system failures impacting service continuity. Robust data security measures are essential to prevent breach of privacy, reputational damage, legal issues, and loss of customer trust, affecting business operations.	TTML actively addresses this risk by implementing robust cybersecurity measures, conducting regular system audits, and providing continuous staff training, utilising encryption, access controls, and incident response plans to strengthen data protection. TTML has partnered with OTON (One Tata Operating Network) to improve its cybersecurity posture for its IT systems and has created a roadmap to refresh technology that doesn't support the latest security patches. All Network and IT systems have a comprehensive BCP/ DR mechanism to ensure high availability across the components to provide world class stability. Collaboration with industry experts and compliance with regulatory standards ensure system stability and customer data privacy.	Negative
4. Human Capital Development	Opportunity	Employee training and development offer TTML the opportunity to enhance workforce skills, improve performance, and foster employee engagement. Investing in training programs boost employee morale and retention. Skilled employees contribute to innovation and operational excellence, giving TTML a competitive advantage in the telecom industry.	To leverage this opportunity, TTML fosters employee growth through diverse training programs, mentorship, and career development initiatives. Tailored plans address individual and organisational needs, promoting skill enhancement and career progression. Regular feedback and performance evaluations ensure alignment with business objectives, fostering a culture of continuous learning and development.	Positive
5. Supplier Relationship Management	Opportunity	Effective supply chain management represents an opportunity for TTML to enhance efficiency, reduce costs, and minimise risks. Optimising the supply chain can lead to improved quality, shorter lead times, and better customer satisfaction. Sustainable practices in the supply chain also contribute to TTML's corporate social responsibility objectives.	To capitalise on this opportunity, TTML emphasises optimising supply chain processes, cultivating supplier partnerships, and implementing sustainable sourcing practices. Collaborative supplier relationships, transparent communication, and regular performance assessments ensure alignment with TTML's goals and standards. Embracing digital technologies enhances visibility and agility within the supply chain, driving continuous improvement.	Positive

S. Material issue No. 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)
6. Resource Management	Risk	Resource management is critical for TTML as its operations rely heavily on network infrastructure and customer premises equipment (CPE). Inefficient use of materials, inadequate recycling practices, or delays in component availability can increase operational costs and expose the company to supply chain disruptions. Additionally, rising material prices and shortages further intensify operational challenges. Effective resource management is therefore essential to maintain cost efficiency and ensure compliance with environmental standards.	TTML mitigates this risk by investing in resource efficient processes, strengthening repair, refurbishment and return, implementing robust recycling mechanisms. TTML evaluates vendors for responsible sourcing and monitor retrieval & disposal processes to ensure alignment with e waste regulations.	Negative
7. Fair Working Conditions	Risk	Fair working conditions are essential to maintaining employee morale, productivity, and organisational stability at TTML. Any lapses in fair working conditions practices, diversity, equity, and inclusion (DEI) standards can lead to employee dissatisfaction, increased attrition, and potential legal or reputational risks. Such challenges can ultimately impact service reliability and weaken stakeholder confidence.	TTML strengthens this area by reinforcing comprehensive HR policies, enhancing DEI initiatives, and ensuring transparent and ethical workforce practices. Regular compliance monitoring, employee engagement surveys, skill building programs, and accessible grievance redressal systems ensure early identification and resolution of concerns. Continuous focus on equity and inclusion nurtures a positive and safe work environment.	Negative
8. Protection of Whistleblowers	Opportunity	A strong whistleblower protection framework enhances organisational transparency, accountability, and ethical conduct. A robust whistleblower framework encourages employees and stakeholders to report unethical behaviour without fear of retaliation, thereby reinforcing trust and organisational integrity.	TTML fosters this opportunity by maintaining confidential reporting channels, ensuring non retaliation policies, and conducting regular awareness sessions on ethical practices. Independent review committees handle reported concerns, ensuring neutrality and timely resolution. Continuous improvements in policy implementation help build long-term stakeholder confidence.	Positive



S. Material issue No. 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)
9. Energy	Opportunity	<p>Electricity constitutes a significant operational cost for TTML, especially due to network and data center requirements. Dependency on diesel generators as back up system has significant impact on cost as well as operational efficiency.</p> <p>By adopting energy-efficient technologies for DG sets and transitioning toward renewable energy sources, the company can reduce operational expenses while strengthening its environmental performance.</p>	<p>Planned adoption of a Group Captive Renewable model in FY27, introducing energy-efficient network equipment & DG sets, and investing in energy optimisation programs for sites and facilities supports energy security and shields operations from grid price volatility.</p>	Positive
10. Occupational Health & Safety	Opportunity	<p>Employee health, safety, and wellbeing are vital for TTML's workforce productivity and corporate responsibility. We implement programs to help with health issues, or stress impacting employee performance and morale. We comply with all legal obligations basis safety regulations. Prioritising employee wellbeing has always been core strength of our sustainable operations.</p>	<p>TTML actively promotes culture of safety, providing regular health and safety training, and implementing ergonomic workplace practices. Conducting regular safety audits and responding promptly to employee feedback ensures a safe and healthy work environment. Employee assistance programs and wellness initiatives support overall wellbeing and productivity.</p>	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the National Guidelines on Responsible Business Conduct (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	https://www.tatatelebusiness.com/policies/ https://www.tatatelebusiness.com/environment-social-governance/								
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)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Tata Code of Conduct (TCoC), Prevention of Sexual Harassment (POSH), Whistle Blower (WB) Policy, Human Rights Policy & Sustainable Supply Chain Policy is extended to value chain partners.								
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	<ul style="list-style-type: none"> • ISO 9001:2015 • ISO 27001:2013 • ISO 22301:2019 • ISO 45001:2018 								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>In alignment with Tata Group's Sustainability vision of "Project Aalingana", TTML has set targets towards</p> <ul style="list-style-type: none"> • Reduction in absolute carbon emissions • Diverting Waste from Landfill • Replenishing more freshwater • Biodiversity assessment <p>Additionally, we've been working towards enhancing transparency in reporting & disclosures with global frameworks</p> <ul style="list-style-type: none"> • Revised materiality matrix (Double Materiality i.e. financial & impact materiality) • ESG Reporting Centre (Webpage on ESG Initiatives) • Sustainability report basis Global Reporting Initiative • ESG PULSE, an internal ESG awareness channel • Participation in ESG ratings 								



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met	<p>TTML has attained remarkable progress in the past year:</p> <ul style="list-style-type: none"> • TTML’s Turbhe and Pune offices have received Zero Waste Certification (Maturity Level: Silver) for achieving ≥90% diversion of waste from landfill through prevention, reuse, recycling, and composting initiatives. • A rainwater harvesting structure at two TTML facilities has created a water replenishment potential of approximately 21 lakh litres per annum. • Municipal water demand has reduced by 16% in the past year and by 35% since FY24, following the implementation of wastewater recycling, reuse of treated water, and water efficiency measures such as sensors and aerators for taps. • TTML’s 6.7 MW Group Captive Renewable Energy Power Plant in Maharashtra is expected to be operational in FY27, which will significantly contribute to reducing the company’s carbon emissions and dependence on conventional energy sources. • Our Headquarter at Navi Mumbai, hosts 156 trees of 16 different species, sequestering an estimated 98.8 metric tonnes of carbon dioxide annually, reflecting strong carbon-sink capacity for an urban facility. • TTML conducted a double materiality assessment covering both financial and impact materiality in alignment with global frameworks. The process identified risks and opportunities across 13 material ESG topics, which now forms the foundation of the company’s ESG roadmap. • TTML publishes its Sustainability Report in accordance with the Global Reporting Initiative (GRI) Standards. • TTML has improved ESG rating by 36% in a year, in its first year of participation in Corporate Sustainability Assessment by S&P Global. • ESG Reporting Centre webpage highlights vision, strategy and initiatives of the organisation under ESG pillars. 								

Governance, leadership, and oversight

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).

TTML is charting a new course for the future of India’s SME ecosystem, delivering smart digital solutions that empower businesses to connect seamlessly, collaborate effectively, and accelerate transformation across their operations. As we scale this digital impact, our long-term vision is firmly anchored in sustainability.

TTML has taken significant strides this year to decarbonise operations and embed circular economy principles across the business in line with this vision. Our initiatives span a strategic shift toward renewable energy, the deployment of energy efficient infrastructure, and the adoption of water conservation measures, all aimed at reducing environmental impact while strengthening operational resilience.

Looking ahead, TTML is committed to accelerating its sustainability agenda and driving real change. By integrating low carbon technologies, enhancing resource optimisation, and expanding sustainable digital solutions for SMEs, we aim to create long term value for customers. We’re working with clear ambition of sustainable digital transformation to build a future where technology and responsibility advance together.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy.	Mr. Harjit Singh Managing Director								
9. Does the entity have a specified committee of the board/ director responsible for decision-making on sustainability-related issues? (Yes/ No). If yes, provide details.	Yes. ESG Committee has been formed on April 23, 2026 at the Board level which will be responsible for governance of sustainability issues. From FY27, the BRSR report will be reviewed by the Committee before submitting to the Board.								
10. Details of Review of NGRBCs by the Company:									
Performance against the above policies and follow up action	Yes								
Frequency (Annually / Half yearly / Quarterly / Any other - please specify)	The performance review is conducted from time to time.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliance	Compliance with all applicable laws is reported to the Board on a quarterly basis.								
11. Has the entity carried out an independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	Yes. The Company conducts periodic internal reviews of its policies. The policies are evaluated by functional heads and approved by the leadership team. The internal audit plan of the company is based on the integrated framework, which takes into account functional policies & processes along with other aspects such as risk assessment.								
12. If the answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:	Not Applicable								



SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1:

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

Essential Indicators:

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

Particulars	Total number of training and awareness programmes held	Topics / principles covered under the training and their impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	8	Business Performance, Telecom and Regulatory Framework, Governance, Enterprise Risk Management, Information & Cyber Security	100
KMP	4	Prohibition of Insider Trading Tata Code of Conduct (TCoC), Prevention of Sexual Harassment (POSH), Health & Safety	100
Employees other than BoD and KMPs	3	Tata Code of Conduct (TCoC), Prevention of Sexual Harassment (POSH), Health & Safety	100

2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings with regulators/ law enforcement agencies/ judicial institutions in FY26. (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):

	NGRBC Principle	Name of the regulatory/ enforcement authority / judicial institutions	Amount (₹)	Brief of the case	Has an appeal been preferred? (Yes or No)
Monetary					
Penalty	Principle 9	Telecom Regulatory Authority of India	150,000	QoS Wireline parameters were non-compliant for QE Sept'24: Accessibility of Call Centre (≥ 95%): MH – 85.71% % of Faults Repaired within 5 Days (≥ 100%): MUM – 98.37%, MH – 99.87%	No
	Principle 9	Telecom Regulatory Authority of India	200,000	QoS Wireline parameters were non-compliant for QE Jun'25: Fault Repair by Next Working Day (≥ 85%): MU – 77.00% Fault Repair within Three Working Days (≥ 99%): MU – 94.80%	No
	Principle 9	Department of Telecom	38,128,600	Penalty of ₹ 3,40,28,600/- for the period from April 2007 to April 2012 and ₹ 41,00,000/- for March 2010 for Maharashtra LSA for alleged violation of subscriber verification norms.	Yes
Settlement					
Compounding Fee					
Non-monetary					
Imprisonment					
Punishment					

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.

The amount ₹ 3.4 Crores out of the above penalty of ₹ 3.8 Crores is challenged at Bombay High Court.

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.

We are committed to upholding the highest standards of the Tata Code of Conduct (TCoC), which governs the principles of anti-corruption and anti-bribery.

Anti-Bribery and Anti-Corruption Policy of TTML uphold all laws relevant to countering bribery and corruption applicable to it across all the jurisdictions in which it operates. The policy sets up adequate procedures to prevent its involvement in any activity relating to bribery or corruption. The policy is available on the intranet and is accessible to all its employees & others.

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
Board of Directors	Nil	Nil
Key Managerial Positions	Nil	Nil
Employees other than BoD and KMPs	Nil	Nil

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

	FY 2025-26		FY 2024-25	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMP	Nil	NA	Nil	NA

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

Not Applicable

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

	FY 2025-26*	FY 2024-25	FY 2023-24
Number of days of accounts payables	53	47	30

*Trade payables are excluding accrued expenses.

9. Open-ness of business

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

Parameter	Metrics	FY 2025-26*	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0.01%	0.52%
	b. Number of dealers / distributors to whom sales are made	32	73
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	89.15%	84.6%



Parameter	Metrics	FY 2025-26*	FY 2024-25
Share of RPTs in Sales	a. Purchases (Purchases with related parties / Total Purchases) [#]	34%	35%
	b. Sales (Sales to related parties / Total Sales)	9%	9%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NIL	Nil
	d. Investments (Investments in related parties/ Total Investments made)	NIL	Nil

*By virtue of the nature of business, procurement happens through either telecom equipment suppliers, telecom service providers or OEM's. Therefore, there is no purchase from trading houses.

[#]Total Purchases exclude capex purchases.

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year.

Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
2	Tata Code of Conduct (TCoC) & Prevention of Sexual Harassment (POSH)	100%

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

TTML has implemented strong processes to proactively identify and manage conflicts of interest involving board members. In line with the Tata Code of Conduct and Conflict of Interest Policy applicable to directors and employees, the company has established a structured framework to address potential conflicts arising from business activities. A guidance mechanism supports directors and senior management in appropriately handling such situations. Instances of conflict of interest are reported to the board on a quarterly basis, ensuring effective oversight and adherence to ethical standards.

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 products and processes to total R&D and capex investments made by the entity, respectively.

	FY 2026-25	FY 2024-25	Details of improvements in environmental and social impacts
R&D	0	0	NA
Capex	2.1%	0.11%	<ul style="list-style-type: none"> TTML has implemented CPCB Compliant eco-friendly 13 DG sets to reduce the air pollution at 13 sites along with RECD kits at 1 DG at 1 site. TTML has continued implementing the Smart Rack – Self-contained solutions unit that provides cooling to telecom equipment, which utilises naturally cool outdoor air to cool equipment room, helping to reduce consumption of energy. TTML is implementing the group captive Solar power Plant which is expected to operationalise in FY27.

2. a. **Does the entity have procedures in place for sustainable sourcing? (Yes/No)**
Yes. TTML follows a sourcing approach based on environmental, social, and ethical factors as per Tata Code of Conduct (TCoC). TTML has Sustainable Supply Chain Policy and Supplier Code of Conduct applicable to all suppliers, guiding conduct in ethics, labour, human rights, health & safety, and environmental protection.
- b. **If yes, what percentage of inputs were sourced sustainably?**
Sustainable Supply Chain Policy and Supplier Code of Conduct is applicable to all of suppliers.
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.**
Not Applicable.
Please refer to Principle 6, Essential Indicator 9 & 10 for details on waste management practices at our organisation.
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.**
Not Applicable.
Extended Producer Responsibility does not apply to TTML's operations as it is a service-oriented company and does not fall under the definition of producer or importer or brand-owner as per the Plastic Waste Management Rules, 2024 and E-Waste Management Rules, 2024.

Leadership Indicators:

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**
No.
2. **If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same.**
Not Applicable.
3. **Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Description	UOM	FY 2025-26	FY 2024-25
Recycle or reused network material	%	56	53

Reusing MUX and other telecom equipment reduces e-waste, conserves rare minerals. It supports a circular economy for sustainable consumption.

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

	FY 2025-26		
	Reused	Recycled	Safely disposed
Plastics (including packaging)	Not Applicable. Please refer to Principle 6, Essential Indicator 9 & 10 for details on waste management practices at our organisation.		
E-waste			
Hazardous waste			
Other waste			

5. **Reclaimed products and their packaging materials (as a percentage of products sold) for each product category.**
Not Applicable.



PRINCIPLE 3:

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

Essential Indicators

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

Category	Total	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No.	%	No.	%	No.	%	No.	%	No.	%
Permanent											
Male	341	341	100	341	100	NA	NA	NA	NA	NA	NA
Female	55	55	100	55	100	55	100	NA	NA	55	100
Total	396	396	100	396	100	55	14	NA	NA	55	14
Other than Permanent employees											
Male	104	104	100	104	100	NA	NA	NA	NA	NA	NA
Female	17	17	100	17	100	17	100	NA	NA	17	100
Total	121	121	100	121	100	17	14	NA	NA	17	14

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

Not Applicable as TTML does not employ any workers.

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	0.19	0.2

2. Details of retirement benefits for the current 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	100	NA	Y	100	NA	Y
Gratuity	100	NA	Y	100	NA	Y
ESI	NA	NA	NA	NA	NA	NA
Others - Specify	NA	NA	NA	NA	NA	NA

3. Accessibility of workplaces

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

TTML is committed to providing an inclusive and accessible work environment for all employees, including differently abled. Our corporate office, at Navi Mumbai, as well as the Pune office, has been carefully designed to comply with the applicable requirements.

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.

Equal opportunity is covered as a part of the Tata Code of Conduct (TCoC). The policy is available on the website: <https://www.tatatelebusiness.com/code-of-conduct>.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	100	NA	NA	NA
Total	100	NA	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.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes. TTML has a robust grievance-redressal mechanism for all employees, including other than permanent employees and also vendors. These include dedicated Ethics and POSH email IDs, a QR-based reporting app, a third-party toll-free helpline, regional ethics counsellors, the POSH Committee, and direct access to senior management. The Company follows an open-door policy and maintains a comprehensive POSH framework aligned with statutory requirements. Employees are regularly sensitised through induction sessions, training modules, and periodic workshops on ethics, POSH, Whistle Blower policy and the Tata Code of Conduct.
Other than Permanent Employees	

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

TTML does not have any employee association and does not recognise any union.

8. Details of training given to employees

Category	FY 2025-26					FY 2024-25				
	Total	On Health and Safety measures		On Skill upgradation		Total	On Health and Safety measures		On Skill upgradation	
		No.	%	No.	%		No.	%	No.	%
Employees										
Male	341	341	100	323	95	333	328	98	314	94
Female	55	55	100	52	95	57	56	98	56	98
Total	396	396	100	375	95	390	384	98	370	95

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

Category	Total	FY 2025-26		Total	FY 2024-25	
		No.	%		No.	%
Employees						
Male	341	338	99	333	322	97
Female	55	55	100	57	54	95
Total	396	393	99	390	376	96

TTML has a defined performance management system. All employees of TTML undergo mid-year and annual performance review cycle.

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?

Yes. TTML operates an occupational health and safety management system certified under ISO 45001:2018, with coverage extended to all employees across the organisation.

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

TTML has a dedicated Safety Council responsible for identifying work-related hazards and assessing risks. The Council reviews near-miss reports on a monthly basis, and employees are encouraged to report incidents and near misses to support early risk identification. Additionally, bi-annual internal audits under Project Suraksha and the Hazard Identification and Risk Assessment (HIRA) framework are conducted to detect potential risks and initiate corrective actions.

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

Refer 10a & 10b.

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

Yes, all employees at TTML have access to non-occupational medical and healthcare services. The employees are covered under the company's comprehensive health insurance and group accident policy, ensuring their well-being both on and off the job. Wellness workshops, nutrition counselling etc. are being organised regularly. Flexible work arrangements are provided to accommodate employees for their health care needs.



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

Safety Incident	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-man hours worked)	Employees	0	0
Total recordable work-related injuries	Employees	0	0
Fatalities caused	Employees	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0

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

TTML ensures a safe and healthy workplace through well defined safety practices, including established safe work procedures, emergency response protocols, and regular safety training and awareness sessions for employees. The Company conducts periodic internal and external audits to assess workplace safety and compliance. Appropriate safety equipment and infrastructure are provided to safeguard employees against potential hazards.

13. 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 the year	Filed during the year	Pending resolution at the end of the year
Working Conditions	0	0	0	0
Health & Safety	0	0	1	0
Total	0	0	1	0

14. Assessments for the year:

	FY 2025-26	
	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Working Conditions	100	
Health & Safety Practices	100	

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.

TTML remains proactive in addressing safety incidents and risks and ensures continuous improvement in safety practices. The opportunities for improvement are identified from regular audits. We prioritise employee training and awareness sessions to reinforce safety protocols and prevent potential risks.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

(A) Employees (Y/N) - Yes

(B) Workers (Y/N) – No, as we do not have workers.

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

For the partners in respect of whom the Company is the “principal employer”, the Company obtains documentary proof of such partner having deducted and deposited the PF & ESIC dues before releasing any payments to them. Further, the Company has also appointed an agency for verifying PF compliance for outsourced resources.

3. Provide the number of employees / workers having suffered high-consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	0	0	NA	NA
Workers	NA	NA	NA	NA

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

Yes. Outplacement support through a third party is provided to employees who have been transitioned out due to role redundancies.

5. Details on assessment of the value chain partners

	FY 2025-26
	% of value chain partners (by value of business done with such partners) that were assessed
Working Conditions	Vendors contributing 42% of the total spend on goods & services are assessed on the major pillars of Environmental, Social & Governance. The key topics of assessments include Climate risk, Health and Safety, Human rights Issues, Training and Development, Data privacy, Business Ethics, etc.
Health & Safety Practices	

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

During the reporting period, no significant risks were identified in the assessment of suppliers. Corrective actions and recommendations from the assessments were shared with the suppliers to improve their health and safety practices, energy and emissions monitoring and ESG disclosures.

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.
TTML distinguished its key stakeholders based on the criteria of stakeholder interest and level of impact or importance to the business. Stakeholder identification, mapping and prioritisation is performed on periodic basis as part of materiality assessment. Both internal and external stakeholders have been identified through this process. Our key stakeholders include Customers, Regulatory bodies, Employees, Investors, Lenders and Shareholders, Suppliers, Channel Partners etc.
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 & Marginalised Group (Yes/No)	Channels of communication	Frequency	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> Email, SMS, Voice Company website Social media iManage app Meetings 	Ongoing	<ul style="list-style-type: none"> Seeking feedback on our services Delivering customer service and resolving customer queries New product launches
Channel Partners	No	<ul style="list-style-type: none"> Email, SMS communication Partner Portal Review Meetings 	Ongoing	<ul style="list-style-type: none"> Increase reach and enhance business Resolve channel partner queries Share new process & product related details



Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication	Frequency	Purpose and scope of engagement including key topics and concerns raised during such engagement
Regulatory bodies	No	<ul style="list-style-type: none"> Electronic and physical correspondence Face to face meetings Consultation forums 	Need based	<ul style="list-style-type: none"> Discussions about various regulations and amendments, approvals
Investors	No	<ul style="list-style-type: none"> Annual General Meeting Press release through stock exchange communications Email 	Ongoing	<ul style="list-style-type: none"> Financial performance
Lenders	No	<ul style="list-style-type: none"> Email Meetings 	Need based	<ul style="list-style-type: none"> Financial performance Upcoming Funding /other Banking requirements
Suppliers & Network Partners	No	<ul style="list-style-type: none"> Email Vendor Portal Meetings 	Ongoing	<ul style="list-style-type: none"> Resolving supplier queries Performance ratings of supplier / Network partner
Employees	No	<ul style="list-style-type: none"> Company intranet portal Regular employee communication forums Email Townhall 	Ongoing	<ul style="list-style-type: none"> Employee Engagement Training & Development Employee Performance appraisal Well-being & Safety

Leadership Indicators

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

The Board of Directors are periodically updated on on key economic, environmental, and social matters through established management reporting mechanisms. These updates cover a broad spectrum of topics, including macroeconomic overview, industry-specific overview, customer service-related updates, digital initiatives, financial performance, and strategic priorities etc.

In addition, the Board is regularly informed of regulatory developments and changes issued by authorities such as DoT, TRAI, SEBI, and the Ministry of Corporate Affairs. Feedback from stakeholder engagements and consultations conducted by relevant functions is directed to the Board through formal presentations and periodic review meetings.
- Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes. Stakeholder consultations are actively used to identify and manage environmental and social topics. In FY26, we engaged with customers, employees, suppliers, and other key stakeholders while conducting ESG materiality, Climate Risk Assessment, Supplier Assessment etc.
- Provide details of instances of engagement with, and actions taken to address the concerns of vulnerable/ marginalised stakeholder groups.**

TTML remains committed to proactive and inclusive stakeholder engagement. Based on the latest stakeholder assessment, no vulnerable or marginalised stakeholder groups have been identified. The Company also encourages employee participation in Tata Proengage initiatives, conducted in collaboration with the Tata Sustainability Group, through long-term volunteering programmes.

PRINCIPLE 5: Businesses should respect and promote human rights**Essential Indicators****1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format**

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees /workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	396	396	100	390	390	100
Other than permanent	121	121	100	157	157	100
Total Employees	517	517	100	547	547	100
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

	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) %
Permanent – Employees										
Male	341	0	0	341	100	333	0	0	333	100
Female	55	0	0	55	100	57	0	0	57	100
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent										
Male	104	0	0	104	100	131	0	0	131	100
Female	17	0	0	17	100	26	0	0	26	100
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Permanent – Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA



3. Details of remuneration/salary/wages:

a. Median remuneration / wages the following format:

Segment	Male		Female	
	No.	Median remuneration/ salary/ wages of respective category	No.	Median remuneration/ salary/ wages of respective category
Board of Directors	5*	160,000	1	1,400,000
Key Managerial Positions (KMP)	3	11,000,000	0 [#]	-
Employees other than BoD and KMPs	340	1,650,000	55	1,343,800

* TTML has six Directors including a Managing Director (MD). However, MD does not draw salary from TTML, hence is not accounted in median calculation of Board or KMP.

KMPs consist of Managing Director (MD), Chief Financial Officer (CFO) & Company Secretary. The lady Company secretary resigned effective 13th Dec, 2025 and hence not included in the calculation.

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	11.5%	12.2%

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

TTML is committed to addressing human rights impacts resulting from its business activities. The designated focal points responsible for managing and mitigating such issues are MD & CHRO.

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

TTML has a structured mechanism to address grievances related to human rights. Concerns can be reported through the Ethics, Whistle-blower, and POSH frameworks, or directly to the location Ethics Counsellor or the Chief Ethics Counsellor.

This system is accessible to employees, contractors, and suppliers, ensuring comprehensive coverage. Reported issues are reviewed and addressed based on severity, with remediation measures including disciplinary action or termination of employment or contracts, implemented in line with the Company's Consequence Management Policy. Our Human right policy applies to all employees, contractors, suppliers, and partners and focuses on training and awareness of employees, grievance redressal and is committed to continuously improving our human rights practices.

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 the year	Filed during the year	Pending resolution at the end of the year
Sexual Harassment	0	0	1	0
Working Conditions	0	0	0	0
Health & Safety	0	0	1	0
Discrimination at workplace	1	0	1	0
Child Labour	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0
Wages	0	0	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)	0	1
Complaints on POSH as a % of female employees / workers	0	1.2
Complaints on POSH upheld	0	1

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

TTML has a robust Ethics and POSH framework that ensures individuals reporting discrimination or harassment are fully protected from any adverse consequences. Employees can confidentially raise concerns through dedicated Ethics and POSH email IDs, a toll-free helpline, or directly with Regional or Chief Ethics Counsellors, as well as through HR.

A comprehensive POSH procedure and a welldefined Consequence Management framework guide fair, unbiased investigations and appropriate action. TTML enforces a strict zeroretaliation policy; any attempt to victimise, influence, or retaliate against a complainant result in serious disciplinary action.

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

Yes. Human rights requirements form part of our Supplier Code of Conduct, which is an integral part of our business agreements and contracts.

The Supplier Code of Conduct can be accessed with the link: <https://www.tatatelebusiness.com/supplier-code-of-conduct/>.

10. Assessments for the year:

	% of your plants and offices that were assessed
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others (Health & Safety)	100

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

No risks were identified during the assessment.

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

TTML remains committed to proactively upholding human rights and fostering a workplace environment grounded in fairness, dignity, and respect. TTML has not introduced or modified any business processes in response to human rights grievances, as no such instances have been reported.

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

Human rights principles are embedded in the Tata Code of Conduct (TCoC), and employees are regularly sensitised through structured awareness and training programmes. TTML conducts periodic internal audits of its functional policies and processes to ensure alignment with human rights commitments. Additionally, human rights expectations are integrated into the Supplier Code of Conduct, and supplier adherence is monitored through a formal Supplier Assessment process.

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

Yes. Details on the necessary infrastructure to facilitate accessibility for Persons with Disabilities have been provided in Principle 3, Essential Indicator 3.



4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	Vendors contributing 42% of the total spend on goods & services are assessed on the major pillars of Environmental, Social & Governance. The key topics of assessments include Climate risk, Health and Safety, Human rights Issues, Training and Development, Data privacy, Business Ethics, etc.
Forced/ involuntary labour	
Sexual harassment	
Discrimination at the workplace	
Wages	
Others Specify	

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

During the reporting period, no significant risks were identified in the assessment of suppliers. Corrective actions and recommendations from assessments are shared with the suppliers to improve their health and safety practices, energy and emissions monitoring and ESG disclosures.

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:

	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A)	Nil	Nil
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	Nil	Nil
From non-renewable sources (in GJ)		
Total electricity consumption (D)	51,308	55,950
Total fuel consumption (E)	1,692	1,572
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	53,000	57,521
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) - GJ/INR (Revenue in Crores)	45.7	44
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)*	92.9	90.9
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

* The data is reported based on actual electricity & diesel consumption from April '25 to Mar '26.

The latest available PPP conversion rate for 2026 is used. (Source: <https://www.imf.org/external/datamapper/PPPEX@WEO/IND?zoom=IND&highlight=IND>) (World Economic Outlook (April 2026) - Implied PPP conversion rate)

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.

Independent assurance for FY26 is carried out by BSI Group India Private Limited.

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

Not Applicable.

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

	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater	Nil	Nil
(iii) Third-party water	8,552	9,901
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	8,552	9,901
Total volume of water consumption (in kilolitres)	8,552	9,901
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	7.4	7.6
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	15	15.6
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

The usage of water at TTML is restricted to human consumption and maintenance of office premises only. Hence, the water withdrawal is reported basis actual utility bills for the supply of municipal water and drinking water at 2 major offices from April'25 to Mar'26.

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.

Independent assurance for FY26 is carried out by BSI Group India Private Limited.

4. Provide the following details related to water discharged:

	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Nil	Nil
- No Treatment		
- With treatment – please specify the level of treatment		
(ii) Groundwater	Nil	Nil
- No Treatment		
- With treatment – please specify the level of treatment		
(iii) Seawater	Nil	Nil
- No Treatment		
- With treatment – please specify the level of treatment		
(iv) Sent to third party	Nil	Nil
- No Treatment		
- With treatment – please specify the level of treatment		
(v) Others	Nil	Nil
- No Treatment		
- With treatment – please specify the level of treatment		
Total water discharged (in kilolitres)	Refer Principle 6, Essential Indicator 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.

Independent assurance for FY26 is carried out by BSI Group India Private Limited.

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

The entity has implemented a mechanism for Zero Liquid Discharge through the reuse & recycling of wastewater at its headquarters.



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

Parameter	Unit	FY 2025-26	FY 2024-25
Particulate matter (PM)	mg/Nm ³	59	79
SOx	mg/Nm ³	31	56
NOx	mg/Nm ³	28	-
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)		Not Applicable	
Hazardous air pollutants (HAP)			
Others – please specify			

Air emissions from the use of DG sets as power backup TTML operations are reported here. (Ref: Corporate Air Emission Reporting Guide)

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

NA

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

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	126	117
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)	Metric tonnes of CO ₂ equivalent	10,119	11,299
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/INR (Revenue in Crores)	8.8	8.7
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		18	18
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		-	-

The data is reported based on actual electricity & diesel consumption from April '25 to Mar '26.

The sources of emission factors used are from Central Electricity Authority i.e. CEA: CO2 Baseline Database V21 for electricity and Intergovernmental Panel on Climate Change (IPCC) Emission Factor Database for Diesel.

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.

Independent assurance for FY26 is carried out by BSI Group India Private Limited.

8. Does the entity have any projects related to reducing greenhouse gas emissions? If yes, then provide details.

TTML has deployed CPCBcompliant DG sets at 13 sites and installed a Retrofit Emission Control Device (RECD) on one DG set to minimise air emissions. TTML is also expanding the use of Smart Rack self-contained solutions, which uses naturally cool outdoor air to efficiently cool telecom equipment, thereby reducing energy consumption and associated emissions. Also, TTML's group captive solar power plant, is expected to commence in FY27.

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

Parameter	FY 2025-26	FY 2024-25
Total waste generated (in metric tonnes)		
Plastic waste (A)	0.83	0.24
E-waste (B)	49.43	12.87
Bio-medical waste (C)	NA	NA
Construction and demolition Waste (D)	NA	NA
Battery waste (E)	100.71	85.54
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	37.81	52.86
Total (A+B + C + D + E + F + G + H)	188.8	151.5
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.16	0.16
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.33	0.24
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity		
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	172.8	134.3
(ii) Re-used	NA	NA
(iii) Other recovery operations	16	17.16
Total	188.8	151.5
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA

The data is reported based on actual waste generation from April '25 to March '26.

E-waste & Battery waste data are reported for all locations in TTML as a legal entity and is recycled through authorised vendors.

Plastic, Paper, metal & carton waste is recycled through authorised recyclers. While another recovery method, i.e. composting, is used for food & horticulture waste.

b. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No)

Independent assurance for FY26 is carried out by BSI Group India Private Limited.

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.

TTML, being a digital and connectivity solution service provider, generate waste from office activities and from equipment used for providing services to the customer. Waste management practices such as segregation of waste into categories such as plastic, food, cartons, metals and horticulture waste in addition to e-waste, battery waste, are established. We've collaborated with a third-party auctioning agency, limiting participation to PCB-certified vendors for e-waste and battery waste for responsible disposal. We have partnered with authorised recyclers for reuse & recycling of all non-hazardous waste. We aim to reduce the environmental impact of waste by focusing on the efficient and sustainable management of all types of waste.



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. operations/offices	Type of operations	Whether the conditions of environmental approval / clearance being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not applicable. None of our operations are in or around any ecologically sensitive areas.		

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

S. No. operations/offices	Type of operations	Whether the conditions of environmental approval / clearance being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not applicable. TTML does not require any land acquisitions for any of its business operations. Thus, an environmental impact assessment is not conducted.		

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

S. No. which was not complied with	Specify the law / regulation / guidelines	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	Water (Prevention and Control of Pollution) Act, 1974	Application for renewal of 'Consent to Establish' for TTML's Turbhe office was refused by Maharashtra Pollution Control Board (MPCB) vide its letter dated 25.04.2018.	No fine or penalty was levied. The matter is sub-judice.	An appeal was filed by TTML in May 2018, with the Appellate Authority in the Environment Department challenging the refusal order issued by MPCB. The appeal is pending disposal with the Appellate Authority.
2	Air (Prevention & Control of Pollution) Act, 1981 & Air (Prevention & Control of Pollution) Rules, 1982	Maharashtra & Goa State Pollution Control Boards have issued directions for implementation of Stage-4 Generators or install either of Retrofit Emission Control Device (RECD) or Dual Fuel Kit on the existing Diesel Generator sets which have crossed the criteria of 50000 running hours or 15 years, whichever is earlier.	No fine or penalty has been levied on TTML.	TTML has undertaken the phased installation of new DG sets and RECDs, compliant with the prescribed standards. During FY26, a total of thirteen (13) DG sets and one (01) RECD have been installed across network locations.

Leadership Indicators

1. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area

Not Applicable*

(ii) Nature of operations

Not Applicable*

(iii) Water withdrawal, consumption, and discharge 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		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (I + ii + iii + iv + v)		Not Applicable
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment		
- With treatment – please specify the level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify the level of treatment		
(iii) Into Seawater		
- No treatment		Not Applicable
- With treatment – please specify the level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify the level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify the level of treatment		
Total water discharged (in kilolitres)		

* We do not have any facilities located in the water-stressed area.

**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.**

Independent assurance for FY26 is carried out by BSI Group India Private Limited.

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

Parameter	Unit	FY 2025-26*	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2486.5	30
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/INR (Revenue in Crores)	2.1	0.02
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

*Scope 3 emissions are reported for Category 3: Fuel & Energy related in addition to Category 6: Business Travel (only category reported in FY25).

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

NA

3. With respect to the ecologically sensitive areas reported in Question 11 of Essential Indicators above, provide details of the significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

TTML is in the field of providing digital & connectivity services. Thus, our operations do not directly or indirectly impact biodiversity in the surrounding areas. However, TTML actively contributes to the preservation and enhancement of biodiversity by participating in initiatives facilitated by the Tata Sustainability Group.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency or reduce impact due to emissions /effluent discharge/waste generated, please provide details of the same as well as the 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 a summary)	Outcome of the initiative
1.	Zero Waste to Landfill	In line with Tata Group's Sustainability Commitment under "Project Aalingana", to reduce resource use and waste, Tata Group is committed to Zero Waste to Landfill by 2030. TTML has established audit ready processes for prevention, reuse, recycling, composting of ≥90% of the waste generated.	TTML has achieved Zero Waste to Landfill Certificate (Maturity level: Silver) in FY26, well in advance of its 2030 target timeline. The initiative has diverted waste sent to landfills, lowering soil, water, and air contamination. The initiative has helped us to promote a culture of accountability and continuous improvement in waste handling and increase in employee awareness through training, segregation practices.
2.	Carbon Capture by Green Cover	Carbon sequestration potential of green cover at Turbhe headquarters is assessed using field survey followed by statistical analysis. Turbhe campus has 156 trees across 16 species with varying levels of abundance, canopy cover, and age distribution, which sequesters an estimated 98.8 metric tons of carbon dioxide annually.	Terrestrial carbon sequestration stands out as a natural, cost effective and multifunctional approach to capture atmospheric carbon dioxide. Our campus reflects a strong carbon-sink capacity for an urban commercial facility, strengthening localised carbon sinks.
3.	Emission Reduction	TTML has installed 13 CPCB Stage IV compliant DG sets & 01 RECD across Network locations in FY26.	CPCB Stage IV compliant DG sets help in reduction of harmful NO _x and particulate matter (PM) emissions compared to CPCB II from backup power operations.
4.	Energy Efficiency	TTML has continued implementing the Smart Rack- Self-contained solutions unit that provides cooling to telecom equipment, which utilises naturally cool outdoor air to cool equipment room, helping to reduce consumption of energy.	Smart Rack Solutions for data centres have significantly reduced energy consumption leading to reduction of environmental footprint and significant cost savings.

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

TTML is certified for ISO 22301 standard. IT DR drills are conducted annually to test and evaluate recovery capabilities of IT systems.

6. Disclose any significant adverse impact on the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

As TTML is providing connectivity and digital services, any significant adverse impact on the environment arising from our value chain is not envisaged.

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

Value chain partners contributing 42% of the total spend on goods & services are assessed on the major pillars of Environmental, Social & Governance. The key topics of assessments include Climate risk, Health and Safety, Human rights Issues, Training and Development, Data privacy, Business Ethics, etc.

8. How many Green Credits have been generated or procured:**a. By the listed entity****b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners**

We are working towards developing a strategy for generation of green credits.

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.**

TTML has 2 affiliations with trade and industry chambers / associations.

b. List the top 10 trade and industry chambers/ associations you are a member of/are affiliated to, on the basis of no. of members.

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Cellular Operators Association of India (COAI)	National

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

Sr. No.	Name of the Authority	Brief of the case	Corrective Action taken
		Not Applicable	

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

We engage with the licensor (DoT) and regulator (TRAI) directly as well as through trade bodies and industry associations for any change in the existing policy. We also participate actively in the formulation of the new policies to govern the telecom services by providing feedback on consultation papers issued by TRAI and participating in open houses to discuss these proposals further. We also engage with the Licensor/ Regulator to mitigate the regulatory risk arising out of the business.

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	Draft Telecommunications (Authorisation for Telecommunication Network) Rules, 2025	Comments on the draft Telecommunications (Authorisation for Telecommunication Network) Rules 2025 through industry association (COAI)	Yes	Quarterly	www.dot.gov.in



S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
2	Draft Telecommunications (User Identification) Rules, 2025	Comments on the draft Telecommunications (User Identification) Rules, 2025 through industry association (COAI)	Yes	Quarterly	www.dot.gov.in
3	Draft Telecommunications (Authorisation for Provision of Miscellaneous Telecommunication Services) Rules, 2025.	Comments on the draft Telecommunications (Authorisation for Provision of Miscellaneous Telecommunication Services) Rules, 2025 through industry association (COAI)	Yes	Quarterly	www.dot.gov.in
4	Draft Telecommunications (Authorisation for Provision of Main Telecommunication Services) Rules, 2025.	Comments on the draft Telecommunications (Authorisation for Provision of Main Telecommunication Services) Rules, 2025 through industry association (COAI)	Yes	Quarterly	www.dot.gov.in
5	Draft Use of Low Power and Very Low Power Wireless Access System including Radio Local Area Network in Lower 6 GHz band (Exemption from Licensing Requirement) Rules, 2025.	Comments on the draft Use of Low Power and Very Low Power Wireless Access System including Radio Local Area Network in Lower 6 GHz band (Exemption from Licensing Requirement) Rules, 2025 through industry association (COAI)	Yes	Quarterly	www.dot.gov.in
6	Consultation Paper on Review of existing TRAI Regulations on Interconnection matters	Comments on the draft Regulation by the company as well as by the industry association (COAI)	Yes	Quarterly	www.trai.gov.in
7	Draft the Telecommunication Tariff (Seventy Second Amendment) Order, 2025	Comments on the draft Regulation by the company as well as by the industry association (COAI)	Yes	Quarterly	www.trai.gov.in
8	The Reporting System on Accounting Separation (Amendment) Regulations, 2025	Comments on the draft Regulation by the company as well as by the industry association (COAI)	Yes	Quarterly	www.trai.gov.in
9	Consultation Paper on Assignment of the Microwave Spectrum in 6 GHz (lower), 7 GHz, 13 GHz, 15 GHz, 18 GHz, 21 GHz Bands, E-Band, and V-Band	Comments on the draft Regulation by the company as well as by the industry association (COAI)	Yes	Quarterly	www.trai.gov.in
10	Pre-Consultation Paper on Review of Tariff for Domestic Leased Circuits (DLCs)	Comments on the draft Regulation by the company as well as by the industry association (COAI)	Yes	Quarterly	www.trai.gov.in

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**Essential Indicators**

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

Not applicable.

As TTML is in the field of providing connectivity and digital services, the operations of the business do not impact the community.

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

Not Applicable.

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

Not Applicable.

4. **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	23.20%	13.24%
Directly from within India	94.98%	93.10%

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

Location	FY 2025-26	FY 2024-25
Rural	NA	NA
Semi-Urban	NA	NA
Urban	0.05%	NA
Metropolitan	99.95%	100%

Leadership Indicators

1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above)**

Not Applicable.

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

Sr. No.	State	Aspirational District	Amount Spent
		Not Applicable	

Note: The Company did not make profits in the past 3 financial years; hence, it does not have any budgeted CSR expenditure. However, in keeping with the Tata Group's philosophy of giving back to society, employees participated in various volunteering initiatives in collaboration with the Tata Group.

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

No, TTML does not have a preferential procurement policy.

- (b) **From which marginalised /vulnerable groups do you procure?**

TTML is in the business of providing telecom services to medium and small-scale enterprises. Given the highly technical nature of the business, purchases from suppliers under the groups, as mentioned earlier, are limited.

- (c) **What percentage of total procurement (by value) does it constitute?**

Not Applicable.



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

S. No	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes / No)
	Not Applicable. TTML is not involved in with acquisition or use of any intellectual properties based on traditional knowledge.		

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

Not Applicable.

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups	Names of vulnerable and marginalised groups
	Not Applicable. The Company did not make profits in the past 3 financial years; hence, it does not have any budgeted CSR expenditure. However, in keeping with the Tata Group's philosophy of giving back to the society, employees participated in various volunteering initiatives in collaboration with Tata Group. Refer CSR Section in Annual Report for details.			

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.

TTML has a well-structured and robust grievance-redressal system that enables customers to easily register and track complaints through multiple accessible channels. Customers can raise concerns via the SelfCare Portal iManage, Smart Assist, email, or voice calls. The iManage SelfCare Portal offers a userfriendly digital platform for lodging and monitoring service requests, ensuring transparency and convenience. Smart Assist provides an advanced, technologyenabled interface that helps resolve issues through intelligent support features. Customers who prefer traditional modes can also share their concerns through dedicated email and voice call channels. Together, these mechanisms ensure timely response, efficient resolution, and enhanced overall customer experience.

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

Information type	As % of total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	NA
Recycling and safe disposal	

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

Type of consumer complaints	FY 2025-26		FY 2024-25	
	Received during the year	Pending resolution at the end of the year	Received during the year	Pending resolution at the end of the year
Data privacy	0	0	0	0
Advertising	0	0	0	0
Delivery of essential services	0	0	0	0
Restrictive Trade Practices	0	0	0	0
Unfair Trade Practices	0	0	0	0
Others (Customer Complaints)	51,596	62	40,643	67

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

Not Applicable.

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

TTML has implemented the information & cybersecurity framework aligned and certified to ISO 27001 standard, ensuring a robust Information Security Management System. The framework is governed by comprehensive policies on security and data privacy and managed by dedicated security team led by CISO. An internal governance committee oversees risk management and ensures alignment of security programs with evolving threats. TTML conducts regular audits, vulnerability assessments, and employee training to maintain compliance and resilience.

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:

TTML places a strong emphasis on customer-centric practices, ensuring a fair and transparent approach in advertising, essential service delivery, cybersecurity, and data privacy of customers. Our commitment to resolving grievances is reflected in our proactive measures and adherence to all relevant regulations and compliance standards.

Refer to Principle 1 for penalties.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches along with impact

No data breaches reported for the said period

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

NA

c. Impact, if any, of the data breaches.

NA

Leadership Indicators:

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

For comprehensive information on all products and services offered by TTML, we encourage stakeholders to visit TTML's Official Website <https://www.tatatelebusiness.com/aboutus.html>. Our website serves as a central hub for detailed insights into our offerings. Additionally, TTML leverages a range of social media and digital platforms to share in-depth information about our products and services actively. This multi-channel approach ensures accessibility and transparency, allowing our audience to stay informed through various online avenues.

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

TTML is in the field of providing connectivity & digital services. Hence, steps taken to inform and educate consumers about the safe and responsible usage of our services are limited to data security.

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

TTML has a defined procedure to inform customers about any potential risk of disruption or discontinuation of essential services. In the event of mass outages, TTML takes a proactive approach by communicating directly with customers through email and SMS to keep them informed.

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 as TTML does not manufacture any product. TTML carries out an annual customer satisfaction survey to gauge customer satisfaction on all parameters of the customer life cycle with us. Based on the results we plan improvements over the year.



INDEPENDENT ASSURANCE OPINION STATEMENT

To Mr. Harjit Singh, Managing Director of Tata Teleservices (Maharashtra) Ltd. (TTML)

Holds Statement No. **SRA 842745**

The British Standards Institution (**BSI**) has conducted a reasonable assurance engagement on the sustainability information (described in the "Scope") in the Business Responsibility and Sustainability Report (BRSR Core KPI's) for FY 2025-2026 of **Tata Teleservices (Maharashtra) Ltd. (TTML)**.

Scope

The scope of engagement was agreed upon with Tata Teleservices (Maharashtra) Ltd. (TTML) and includes the following:

The assurance covers the information of the following subject matters in the Business Responsibility and Sustainability Report (BRSR Core KPI's) for the FY 2025-2026.

- Greenhouse gas (GHG) footprint - P6:E7
- Water footprint - P6:E3 and P6:E4
- Energy footprint - P6:E1
- Embracing circularity - P6:E9
- Enhancing Employee Wellbeing and Safety - P3:E1(C), P3:E11
- Enabling Gender Diversity in Business - P5:E3(B), P5:E7
- Enabling Inclusive Development - P8:E4, P8:E5
- Fairness in Engaging with Customers and Suppliers - P9:E7, P1:E8
- Openness of business – P1:E9

The selected pieces of information are reported in accordance with the Business Responsibility and Sustainability Report (BRSR Core KPI's). However, the following exclusions do apply to the reporting KPI's.

- Except for GHG emissions from diesel consumption in DG sets, all remaining sources have been excluded from the Scope 1 inventory due to the unavailability of activity data.
- Except for the Turbe and Pune sites, (i) water consumption and discharge, (ii) waste generation and disposal at the remaining co-location sites have been excluded from reporting due to the unavailability of activity data. However, reported battery waste and e-waste covered all locations.

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The details of subject matters and their boundaries within the scope are described in Appendix A and Appendix B in this independent assurance opinion statement.

Opinion Statement

We have conducted a reasonable assurance engagement on the sustainability information described in the "Scope" above (BRSR for FY 2025-2026 covering disclosures on Green-house gas (GHG) footprint, Water footprint, Energy footprint, Embracing Circularity, Enhancing Employee Wellbeing and Safety, Enabling Gender Diversity in Business, Enabling Inclusive Development, Fairness in Engaging with Customers and Suppliers, Open-ness of business).

In our opinion, the accompanying sustainability information is fairly presented, in all material respects, in accordance with the Business Responsibility and Sustainability Report (BRSR Core KPI's) for FY 2025-2026.

Methodology

Our assurance engagements were carried out in accordance with the ISAE3000 (Revised) assurance standard, following the principles of Integrity, Objectivity, Professional competence and due care, Confidentiality, Professional behaviour, and ISO 14064-3:2019 for GHG statement. Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- A top-level review of issues raised by external parties that could be relevant to Tata Teleservices (Maharashtra) Ltd. (TTML) policies to provide a check on the appropriateness of statements made in the report.
- Discussion with managers and staff on Tata Teleservices (Maharashtra) Ltd. (TTML) approach to stakeholder engagement. However, we had no direct contact with external stakeholders.
- Interviews with staff involved in sustainability management, BRSR report preparation, and provision of report information were carried out.
- Document review of relevant systems, policies, and procedures where available.
- Review of key organisational developments.
- Review of the findings of internal audits.
- Review of supporting evidence for claims made in the reports.
- Review of data about all the units of Tata Teleservices (Maharashtra) Ltd. (TTML) to confirm the data collection processes, record management practices, and check BRSR Core KPI's physically and through virtual mode.
- A sample-based assessment of the reliability and quality of information as provided in the BRSR towards TTML's performance.

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Responsibility

Tata Teleservices (Maharashtra) Ltd. (TTML) is responsible for the preparation and fair presentation of the sustainability information and BRSR report in accordance with the agreed criteria. BSI is responsible for providing an independent assurance opinion statement to stakeholders, giving our professional opinion based on the scope and methodology described.

Independence, Quality Control, and Competence

BSI is independent of Tata Teleservices (Maharashtra) Ltd. (TTML) and has no financial interest in the operation of Tata Teleservices (Maharashtra) Ltd. (TTML) other than for the assurance of the sustainability statements contained in the Business Responsibility and Sustainability Report.

This independent assurance opinion statement has been prepared for the stakeholders of Tata Teleservices (Maharashtra) Ltd. (TTML) only to verify its statements relating to its environmental, social, and governance (ESG) KPI's as required in SEBI-BRSR Core Format, more particularly described in the Scope above and detailed in Annexure A.

This independent assurance opinion statement is prepared based on a review by BSI of information presented to it by Tata Teleservices (Maharashtra) Ltd. (TTML). In making this independent assurance opinion statement, BSI has assumed that all information provided to it by Tata Teleservices (Maharashtra) Ltd. (TTML) is true, accurate, and complete. BSI accepts no liability to any third party who places reliance on this statement.

BSI applies its own management standards and compliance policies for quality control, in accordance with ISO/IEC 17021-1:2015, and accordingly maintains a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

BSI is a leading global standards and assessment body founded in 1901. The BSI assurance team has extensive experience in conducting verification over environmental, social, and governance (ESG), GRI Universal Standard 2021, AA1000AS, ISO10002, ISO 9001, ISO 14001, ISO 45001, ISO 50001, ISO 14064, ISO 14067, ISO 14068, etc. The assurance is carried out in line with the BSI Fair Trading Code of Practice.

Issue Date: 04-05-2026

For and on behalf of BSI:

S Krishnaraj, Lead Assurer

Emmanuel Herve, Managing Director, South & South East Asia (S&SEA)

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Appendix A: [Data of subject matters within the scope].

Sr: No	Subject Matter / Attribute	Parameter	Unit of Measurement	Final Value
1	GHG Footprint	Total Scope-1 Emissions	tCO2e	126
		Total Scope-2 Emissions	tCO2e	10119
		GHG Emission Intensity (Scope 1+2)	tCO2e/Rs Crores (Revenue)	8.8
			tCO2e/million USD (Revenue adjusted for PPP)	18
			tCO2e/No of product (Physical output)	NA
2	Water Footprint	Total water consumption	KL	8552
		Water consumption intensity	KL/Rs Crores (Revenue)	7.4
			KL/million USD (Revenue adjusted for PPP)	15
			KL/No of product (Physical output)	NA
		Water discharge by destination and levels of treatment	KL	NIL
3	Energy Footprint	Total energy consumed from renewable sources	GJ	NIL
		Total energy consumed from non-renewable sources	GJ	51308
		Percentage of energy consumed from renewable sources	In % terms	NIL
		Energy consumption intensity	GJ/Rs Crores (Revenue)	45.7
			GJ/million USD (Revenue adjusted for PPP)	92.9
			GJ/No of product (Physical output)	NA
4	Embracing circularity -	Plastic waste (A)	MT	0.83
		E-waste (B)	MT	49.43

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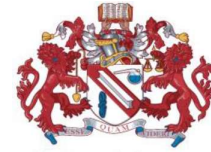


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	details related to waste management by the entity	Bio-medical waste (C)	MT	NR
		Construction and demolition waste (D)	MT	NIL
		Battery waste (E)	MT	100.71
		Radioactive waste (F)	MT	NIL
		Other Hazardous waste (G)	MT	NR
		Other Non-hazardous waste generated (H)	MT	37.81
		Total waste generated (A+B + C + D + E + F + G + H)	MT	188.8
		Waste generation intensity	MT/Rs Crores (Revenue)	0.16
			MT/million USD (Revenue adjusted for PPP)	0.33
			MT/No of product (Physical output)	NA
		Waste diverted from disposal	MT (Recycled)	172.8
			MT (Re-used)	-
			MT (Other recovery)	16
		Waste is directed to disposal	MT (Incineration)	-
MT (Landfilling)	-			
MT (Other disposal)	-			
Waste recycled intensity	(Total waste recycled/Total waste generated)	0.92		
5	Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers (<u>including only permanent employees' insurance</u>)	Cost incurred on well-being measures as a % of the total revenue of the company	0.19
		Details of safety-related incidents for employees and workers (including contract workforce)	Number of Permanent Disabilities	NIL
			Lost Time Injury Frequency Rate (LTIFR)	NIL
			No. of fatalities	NIL
6	Enabling gender diversity in business	Gross wages paid to females as % of wages paid (<u>including only permanent employees</u>)	In % age terms	11.5
		Complaints on POSH (<u>including only permanent employees</u>)	Total Complaints on Sexual Harassment (POSH) reported	NIL

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			Complaints on POSH as a % of female employees/ workers	NIL
			Complaints on POSH upheld	NIL
7	Enabling inclusive development	Input material directly sourced from MSMEs/ small producers from within India, as a percentage of total purchase (<u>including purchased goods, services and capital goods</u>)	In % of total purchases by value	23.20
			Job creation in smaller towns - Wages paid to persons employed in smaller towns as % of total wage cost (<u>including only permanent employees</u>)	
		Rural, as % of total wage cost	NIL	
		Semi-urban, as % of total wage cost	NIL	
		Urban, as % of total wage cost	0.05	
			Metropolitan, as % of total wage cost	99.95
8	Fairness in Engaging with Customers and Suppliers	Instances involving loss/ breach of data of customers as a percentage of total data breaches (or) cybersecurity events	Percentage of data breaches	NIL
		Number of days of accounts payable	Days	53
9	Open-ness of business	Concentration of Purchases	Purchases from trading houses as % of total purchases	NA
			Number of trading houses where purchases are made from.	NA
			Purchases from top 10 trading houses as % of total purchases from trading houses	NA
		Concentration of Sales	Sales to dealers/distributors as % of total sales	0.01

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			Number of dealers/distributors to whom sales are made	32
			Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	89.15
		Share of RPTs in percentage	Purchases with related parties / Total Purchases	34
			Sales to related parties / Total Sales	9
			Loans & advances given to related parties / Total loans & advances	NIL
			Investments in related parties / Total Investments made	NIL

Appendix B: List of locations from the boundaries of “Greenhouse gas (GHG) footprint, Water footprint, Energy footprint, Embracing Circularity, Enhancing Employee Wellbeing and Safety, Enabling Gender Diversity in Business, Enabling Inclusive Development, Fairness in Engaging with Customers and Suppliers, Open-ness of business”.

Sr:NO	Locations	Facility Address
1	Pune_MSC	A1 AQMAR BUILDING, 5, GANESHKIND ROAD, SHIVAJI NAGAR, PUNE- 411005
2	GOA	TRISTAR BUILDING, 13-B-EDC COMPLEX, PATTO PLAZA, BEHIND PANJIM BUS STAND, GOA- 403001
3	TURBHE	D-26 TTC INDUSTRIAL AREA, MIDC SANPADA P.O. TURBHE, NAVI MUMBAI-400703
4	NAGPUR	VISHNU VAIBHAV BUILDING, 222 PALM ROAD, CIVIL LINES, NAGPUR- 440001
5	MUMBAI-TECHNOPOLICE	TECHNOPOLIS KNOWLEDGE PARK -1ST FLOOR, SERVER ROOM, PO BOX NO19411, MAHAKALI CAVES ROAD, CHAKALA, ANDHERI EAST MUMBAI 400-093
6	NASIK-MSC	C/O. M/S SPARK SWITCHGEARS (P) LTD, A-37, M.I.D.C. AMBAD, NASHIK- 422010

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