

Connect. Collaborate. Transform.

Redefining Sustainability with
Smart, Responsible Solutions.



About The Report

This report provides an overview of sustainability initiatives and responsible business practices of Tata Tele Business Services (TTBS) during the financial year 2024-25 (the “Reporting Period”). It highlights TTBS’s strategic approaches and ongoing efforts to integrate sustainability into its operations, focusing on key achievements and future plans aimed at enhancing environmental stewardship and social responsibility.

Reporting Framework

This report has been prepared in reference to the Global Reporting Initiative (GRI) Standards. The content adheres to the reporting principles of Stakeholder Inclusiveness, Sustainability Context, Materiality, and Completeness, ensuring a comprehensive and balanced view of TTBS’s sustainability performance. This report addresses issues relevant to both internal and external stakeholders. As TTBS’s first sustainability report for this period, it does not include external assurance. However, it incorporates BRSR Core KPIs that have been assured, establishing a credible basis for future assessments and tracking progress.

Scope of the Report

The scope of this report encompasses Tata Teleservices (Maharashtra) Limited (TTML) and Tata Teleservices Limited (TTSL), with a focus on their shared commitment to sustainability and responsible business practices during the financial year 2024-25.

Feedback

As part of its continuous efforts to improve sustainability performance, TTBS welcomes comments or feedback on any aspect of this report. Stakeholders are invited to send their feedback to ESGPulse@tatatel.co.in



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A GLANCE AT TTBS

Tata Tele Business Services (TTBS), belonging to the prestigious Tata Group of Companies, is the country's leading enabler of connectivity and communication solutions for businesses. With services ranging from connectivity, collaboration, cloud, security, and marketing solutions, TTBS offers the largest portfolio of ICT services for businesses in India. With an unwavering focus on customer-centricity and innovation, TTBS continues to garner recognition from customers and peers alike.

Redefining Possibilities for SMEs with Smart Digital Solutions

In an increasingly connected world, where innovation moves at the speed of thought, businesses must Connect, Collaborate and Transform to thrive.

We, at Tata Tele Business Services (TTBS), are redefining possibilities for businesses through our Smart Digital Solutions. Be it smart and reliable connectivity, intelligent network management, unified employee experience, enhanced customer interactions, or security, our solutions are empowering SMEs in their growth journey.

We enable businesses to connect seamlessly, collaborate effectively, and achieve transformative outcomes. By democratizing access to advanced ICT solutions, we help SMEs embrace a digital-first world, redefine their full potential, and Do Big.

Products and Services: From Infrastructure to Innovation

TTBS offers a comprehensive portfolio designed to solve for today's enterprise challenges. Its solutions include the following:



Business Communication

Helps businesses manage customer interactions and internal communications efficiently with scalable VoIP, SIP Trunking, and Toll-Free services.



Network & Connectivity

Keeps enterprise locations reliably connected with SLA-backed Internet Leased Lines, MPLS, and SD-WAN that optimizes network performance and ensures seamless application delivery.



Collaboration & Productivity

Enables distributed teams to collaborate in real-time and stay productive through unified communication tools like Google Workspace, Microsoft Teams, and Zoom.



Cyber Security Solutions

Safeguards critical data and infrastructure by preventing unauthorized access, blocking cyber threats, and ensuring compliance across endpoints and networks.



Cloud Infrastructure

Allows businesses to access, manage, and scale data and applications flexibly through managed cloud services, SaaS platforms, and hybrid cloud environments.



Managed Services

Supports businesses with expert managed services that boost agility, enhance overall security, and reduce technology costs.

These offerings address critical business needs and reinforce our commitment to enabling SMEs to operate seamlessly, remain competitive, and grow sustainably.

Verticals Served

TTBS serves a diverse range of industries:



Manufacturing



E-commerce



IT & ITES



Healthcare & Pharmaceutical



Services



BFSI (Banking, Financial Services, and Insurance)



Media & Entertainment



Retail

Partnerships and Associations

Tata Tele Business Services (TTBS) maintains strategic membership affiliations with leading industry bodies to foster innovation and drive sector-wide best practices:

- **Confederation of Indian Industry (CII):** As a CII member, TTBS actively participates in digital transformation initiatives, sustainability frameworks, and customer-centric programs

- **Cellular Operators Association of India (COAI):** TTBS collaborates with COAI to advance regulatory policies, promote telecom infrastructure development, and advocate for enterprise communication standards, reinforcing its commitment to industry growth and technological advancement

Awards & Rewards

For Empowering Enterprises



ET Telecom Awards 2025

Enterprise Digital
Transformation of the Year
Cloud Service Provider and
Cloud Technology (Jury
Recognition)



Partner of the Year Award

Zoom



Best Channel Partner Award

Truecaller Business

For Engaging Audience with Meaningful Marketing



ET Telecom Awards 2025

Best Brand Awareness



ET DG+ Awards

Best B2B campaign
Dreams se no samjhauta



DOD Awards

Best B2B digital campaign
Empowering Businesses
to do big



videa Award

Video Campaign
Azaadi kuch bada karne ki



Social Star Award

Best Integrated Campaign -
Dreams se no samjhauta
Best B2B campaign IT
Professionals Day



Unlocked Award

Best B2B Campaign
Dreams se no samjhauta



e4m Performance Marketing Awards

Best B2B Campaign

For Process Innovation



e4m Martech India Awards

Best use of Martech for
Sales Enablement
Best use of Martech B2B



Bharat CSR & Sustainability Summit Awards

Best Workplace
CSR Practice
Award Recognition



Gallup Workplace Award

Gallup Exceptional
Workplace Award for 2025

For Driving Sustainability and Workplace Excellence



ET Telecom Awards

Best Customer Service



Unlocked Awards

Best use of Technology for
Customer Service
eNXT



National Feather Awards

Innovation in Customer care
Telecom Sector



Customer Fest Award

Best use of Innovation to
Enhance Customer Experience
eNXT



FROM THE DESK OF MD

“ —

As the world leaned deeper into digital, we sharpened our focus - not just on enabling seamless connectivity, but on ensuring that our growth narrative was firmly rooted in sustainability, responsibility, and resilience.

”



FY 2023–24 was a year of reset and resolve for Tata Tele Business Services (TTBS). As the world leaned deeper into digital, we sharpened our focus — not just on enabling seamless connectivity, but on ensuring that our growth narrative was firmly rooted in sustainability, responsibility, and resilience.

At the heart of this shift was a decisive pivot towards greener operations. We significantly reduced Scope 1 emissions and lowered total energy consumption across our core locations. Solar energy usage has increased meaningfully, now representing a more prominent share of our overall energy mix. Water consumption has also decreased, driven by efficiency initiatives and the implementation of rooftop harvesting systems across key campuses. These changes reflect the deliberate choices we’re making to future-proof our operations while minimising our environmental footprint.

But transformation didn’t stop at carbon and water. We upgraded our infrastructure with low-emission generators, smart cooling units and compliant backup systems. Our waste management strategy ensured scientific disposal — with 100% of e-waste and hazardous materials diverted for responsible recycling. Every intervention was designed not just for compliance, but for long-term impact.

Trust continues to be the cornerstone of our customer relationships. In a year marked by rising digital threats, TTBS recorded zero data breaches — a reflection of the strength of our ISO 27001:2013-certified data governance protocols. From safeguarding enterprise data to enabling SME scalability with platforms like Smartflo and iFLX, we’ve helped clients run smarter, safer, and more sustainable.

Internally, we remained equally focused. Every single employee — permanent or otherwise — was trained on ethical conduct, data security and workplace rights. We continued to invest in a diverse and inclusive culture, even as we scaled talent and strengthened our leadership pipeline.

What emerges from all of this is a Company that’s not just adapting to change but shaping it. Sustainability is integral to our business strategy that is built into our business model, anchored in materiality, and driven by an honest reckoning of the risks and responsibilities of a digital-first economy.

In line with our report’s theme, “Connect. Collaborate. Transform. Redefining Sustainability with Smart, Responsible Solutions,” we are inspired by the potential of digital infrastructure to catalyse positive change — in business, society and the environment. As we move ahead, our priority is clear: to build infrastructure that powers businesses, connects communities and contributes meaningfully to India’s sustainable growth journey. At TTBS, we’re not just offering services — we’re helping shape the architecture of a more connected, conscious future.


Harjit Singh
Managing Director

REDEFINING SUSTAINABILITY WITH SMART, RESPONSIBLE SOLUTIONS



Greener Operations



Reduced Carbon Emissions

- **7.5%** drop in total Scope 1 + Scope 2 emissions
- Smart cooling & free-air systems rolled out



Cut Energy Consumption

- **4.8%** reduction year-on-year
- Solar now powers **10%** of total energy use (19,511 GJ) at core locations



Saved Water. Replenished Nature.

- **10%** drop in water usage
- **27 lakh** litres and **20 lakh** litres water replenished via rainwater harvesting by TTSL and TTML respectively



Zero Waste to Landfills

- **376 MT** waste recycled
- **100%** of e-waste & battery waste recycled through authorised vendors

Empowered People



Advanced Workforce Diversity

- Women in workforce: **15%**
- Women on board: **17%**



Invested in Employee Growth

- **1,747** trained in health & safety
- **1,661** people upskilled in critical roles
- Career development reviews for **1,680** employees



Mobilised Community Impact

- **5,456** volunteer hours
- **98+** CSR projects across 12 cities



Protected Health & Well-being

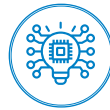
- **0** injuries. 0 fatalities
- **ISO 45001** certified
- **100%** insurance coverage

Responsible Business



Fortified Data Security

- **Zero** data breaches
- Backed by **ISO 27001:2013**
- ESG assessments of **22** Suppliers, contributing **48%** of spend



Delivered Tech-Driven Innovation

- Rolled out **2,600+** patented network devices
- Enabled Smartflo, iFLX, UCaaS across critical sectors



Raised Governance Standards

- 100% of offices assessed for ethics, labour, human rights
- **Zero** bribery / corruption incidents
- ESG-aligned supplier audits and improvement plans initiated



Mission

The Company's mission is to drive digital inclusion and contribute to India's socio-economic development through cutting-edge technology and customer-centric services.



Purpose

To accelerate the adoption of digital technologies by businesses aspiring to Do Big.



Sustainability at TTBS

For TTBS, sustainability is integral to its mission of driving digital inclusion and contributing to India's socio-economic development. It is about leveraging cutting-edge technology and customer-centric services to foster a more sustainable future. Sustainability at TTBS means aligning its technological innovations with ESG principles to ensure that its business operations support long-term value creation for both its stakeholders and the environment. As TTBS accelerates the adoption of digital technologies, it incorporates sustainable practices that minimise environmental impact, promote social well-being, and maintain high governance standards, ensuring a resilient and sustainable business ecosystem. This commitment to sustainability not only enhances TTBS's social license to operate but also positions it as a responsible leader in India's digital transformation.

Stakeholder Engagement

As a forward-looking digital solutions provider, TTBS recognises its responsibility to meet the evolving expectations of its stakeholders in a dynamic business and sustainability environment. An effective stakeholder engagement strategy remains central to TTBS's commitment to creating long-term, inclusive value. TTBS has instituted a structured

framework to foster transparent, responsive, and enduring relationships across its stakeholder ecosystem. This approach is guided by the principles of materiality, completeness, and accountability — ensuring that the voices of all key stakeholders are reflected in the company's strategy, operations, and sustainability agenda.

TTBS's Stakeholder Engagement Approach



Identify

Identification of key stakeholders who are directly / indirectly impacted by business activities, as well as those who directly / indirectly influence business activities.



Engage

Consultation with the key stakeholders, with due weightage given to each stakeholder based on the nature of engagement with the organisation.



Prioritise

Identification and prioritisation of concerns and needs.



Address

Addressing the prioritised concerns and needs in a consistent and transparent manner.

Key Stakeholder Groups:

Customers

- **Mode of Engagement**
Email, SMS communication, Partner Portal, Annual Meetings and Review Meetings
- **Purpose**
Seeking feedback on services, delivering customer service, resolving queries, and launching new products



Regulatory Bodies

- **Mode of Engagement**
Electronic and physical correspondence, Face-to-face meetings, Consultation forums
- **Purpose**
Discussing regulations, amendments, and approvals



Lenders

- **Mode of Engagement**
Emails and Meetings
- **Purpose**
Discussing financial performance, upcoming funding and other banking requirements



Investors

- **Mode of Engagement**
Annual General Meeting, Press releases through stock exchange communications and Emails
- **Purpose**
Discussing financial performance



Suppliers and Network Partners

- **Mode of Engagement**
Email, Vendor portal, and Meetings
- **Purpose**
Resolving supplier queries and assessing performance ratings



Channel Partners

- **Mode of Engagement**
Email, SMS communication, Partner Portal, Annual Meetings, Review Meetings
- **Purpose**
Increasing reach, enhancing business, resolving queries, and sharing new process and product details



Employees

- **Mode of Engagement**
Company intranet portal, Regular employee communication forums, Email, Townhall meetings
- **Purpose**
Employee engagement, training and development, performance appraisal, well-being, and safety



Materiality Assessment

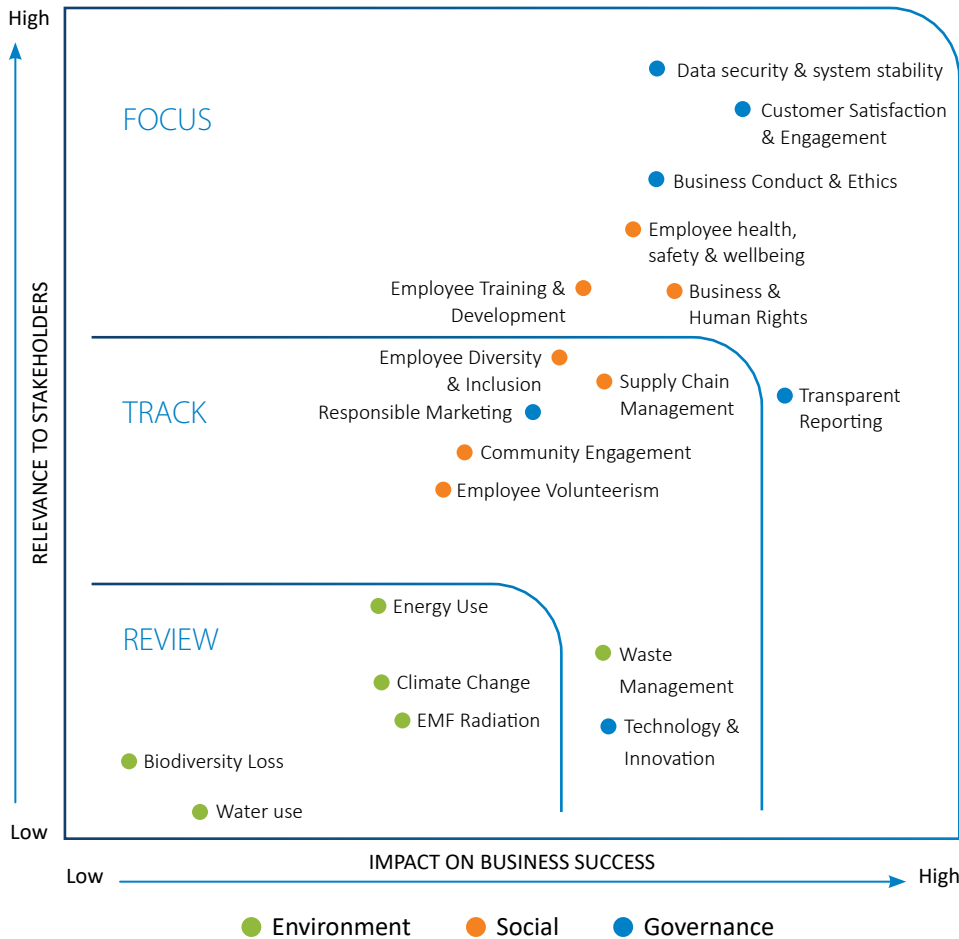
TTBS recognises that conducting a materiality assessment is essential in establishing a clear direction for its corporate sustainability strategy as it allows for better comprehension and prioritizing of various sustainability issues. Such an assessment enables the Company to incorporate diverse

stakeholder perspectives and identify the Environmental, Social, and Governance (ESG) topics that are most relevant to both stakeholders and its business operations.

Recognising the complexities of its material concerns, TTBS continuously evaluates and addresses the most significant ESG issues impacting its value creation. This assessment allows the Company to identify and prioritise sustainability challenges that require immediate attention, ensuring

alignment between its business objectives and stakeholder expectations. By doing so, TTBS can effectively focus resources on key areas, enhance transparency, reduce risks, and drive long-term sustainable growth.

Materiality Assessment



The materiality matrix categorises various factors based on their relevance to stakeholders and their impact on business success.

- Focus areas in the materiality matrix are highly relevant to stakeholders and have a significant impact on the Company's business success. These areas are prioritised for strategic attention and resource allocation due to their critical importance
- Track areas in the materiality matrix have medium relevance to stakeholders and a moderate impact on the Company's business success. These areas are important but not as critical as the focus areas, and they require regular monitoring and management to ensure optimal performance
- Review areas in the materiality matrix are areas with lower relevance and impact

Reporting Topics



RESPONSIBILITY TOWARDS THE ENVIRONMENT



Why it Matters?

At TTBS, environmental stewardship is woven deeply into its vision of Connect. Collaborate. Transform., reflecting its unwavering belief that true sustainability lies in harmonising growth with ecological responsibility. Through innovative, responsible solutions, TTBS seeks not only to refine its operational footprint but also to reimagine its role in fostering a greener, more resilient world.

The Company is aware that every action it takes, from energy management to waste reduction, from sustainable supply chain to technology innovation, must align with the imperative to protect and preserve

natural resources. Environmental responsibility at TTBS extends beyond compliance; it is a conscious and proactive pursuit of transformative practices that mitigate impact, enhance efficiency, and inspire systemic change throughout the value chain.

By integrating environmental considerations into strategic decision-making, TTBS connects the urgency of today's challenges with the possibilities of tomorrow. Its collaborations with partners, suppliers, and communities are rooted in a shared commitment to stewardship, while its transformative initiatives signal a future where progress and planetary well-being are not competing priorities but twin pillars of enduring success.

Climate Change & Energy Management

In Action: Energy Efficiency and Emissions Reduction

During FY 2024-25, TTBS implemented energy-efficient solutions at selected data centres, including free cooling units and smart rack systems. The free cooling units reduced energy consumption by utilising ambient air, thereby easing the burden on traditional cooling systems and reducing the need for refrigerants. Smart racks, fitted with real-time monitoring sensors, helped improve cooling efficiency, optimise power distribution and space usage, and allowed for remote management. These efforts resulted in meaningful energy savings, a reduced environmental impact, and improved infrastructure reliability, aligning with TTBS's focus on providing sustainable and uninterrupted service to its enterprise customers.

TTBS undertakes energy audits to identify opportunities for energy optimisation and further enhance efficiency across its operations. In line with this commitment, the Company is actively exploring innovative solutions to increase renewable energy adoption, improve energy efficiency and integrate sustainable practices across its operations.



Reporting Progress: Reducing Emissions

TTBS is committed to closely monitoring and reducing its greenhouse gas (GHG) emissions by regularly assessing its operations and implementing targeted initiatives to enhance energy efficiency. The Company keeps a close eye on its Scope 1 and Scope 2 emissions, which include emissions from direct operations and purchased electricity.

Through a range of optimisation efforts, including enhancing energy efficiency, increasing the use of renewable energy, and implementing green initiatives, TTBS has managed to reduce its total emissions (Scope 1 + Scope 2) by 7.5% compared to the previous year. However, there has been a 12% increase in Scope 1 emission from last year due to increase in fuel consumption.

Emission Footprint (tCO₂e) for TTBS

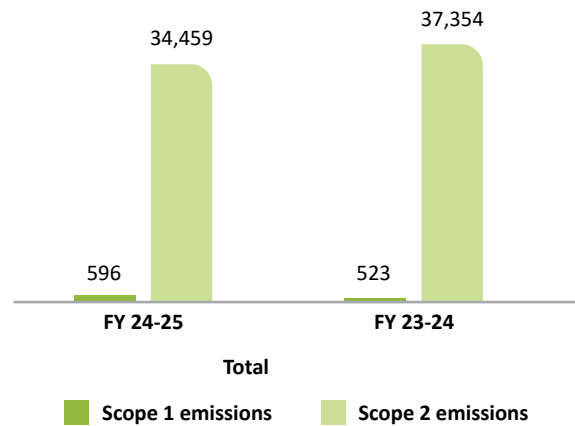


Table: Emission Footprint (tCO₂e)

Emission	TTSL		TTML		Total	
	FY 24-25	FY 23-24	FY 24-25	FY 23-24	FY 24-25	FY 23-24
Scope 1	479	420	117	103	596	523
Scope 2	23,160	26,119	11,299	11,235	34,459	37,354
Scope 1 + Scope 2	23,639	26,539	11,416	11,338	35,055	37,878

Reporting Progress: Growing Use of Renewable Energy

As an ICT solutions provider, TTBS relies on electricity and diesel generators to power its core locations and network infrastructure. Recognising the environmental impact of fossil fuel-based energy sources, the Company is committed to reducing its dependence on conventional energy sources, conserving natural resources and expanding its renewable energy footprint, which currently accounts for 10% of total energy usage at core locations.

Through regular monitoring of energy consumption patterns and air emissions, the Company implements targeted initiatives to optimise energy use and drive efficiency improvements. These efforts led to a 4.8% reduction in total energy consumption across core locations during the reporting year.

Energy consumption in GJ

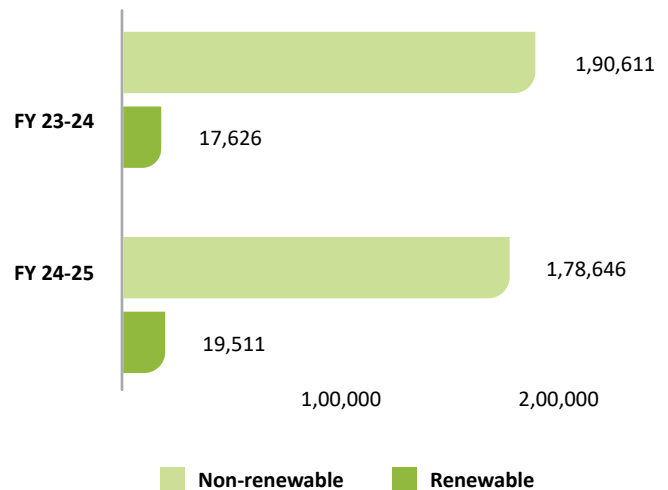


Table: Energy Footprint (in GJ)

Source	TTSL		TTML		Total	
	FY 24-25	FY 23-24	FY 24-25	FY 23-24	FY 24-25	FY 23-24
Renewable Energy (Solar)	19,511	17,626	0	0	19,511	17,626
Fuel	6,441	5,641	1,571	1,385	8,013	7,026
Grid Electricity	1,14,683	1,27,949	55,950	55,636	1,70,633	1,83,585
Grand Total	1,40,635	1,51,216	57,521	57,021	1,98,157	2,08,237

Responsible Water Use

In Action: Responsible Management of Water

As part of the Tata Group's sustainability initiative under Project Aalingana, TTBS has implemented several water conservation measures to reduce water consumption and promote responsible resource use.

A rooftop rainwater harvesting system has been installed at the TTBS headquarters in Navi Mumbai, contributing significantly to water replenishment efforts.

The Company has implemented several water conservation measures in its owned buildings, including the installation of sensor taps with aerators and waterless sanitary facilities.

Reporting Progress: Conscious Water Use

Given the nature of its operations, TTBS has limited dependence on water consumption. However, recognising the critical importance of water as a scarce resource, the Company remains committed to its efficient use through recycling, reuse, and minimising water wastage.

TTBS recorded a water consumption of 33,032 KL in the current reporting year. This is 10% lower than the previous year.

Table: Water Footprint (KL)

Particular	TTSL		TTML		Total	
	FY 24-25	FY 23-24	FY 24-25	FY 23-24	FY 24-25	FY 23-24
Water Withdrawal	23,131	23,491	9,901	13,228	33,032	36,719
Water Consumption	23,131	23,491	9,901	13,228	33,032	36,719

Note: The usage of water is restricted to human consumption and maintenance of office premises only. Hence, the water withdrawal is reported based on actual utility bills for the supply of municipal water and drinking water at the Hyderabad, Pune and Mumbai locations from April 2024 to March 2025. Water consumption for March 2025 is estimated based on the average consumption for Pune.

TTSL is replenishing approximately 27 lakh litres of water annually through rainwater harvesting. As a result of these initiatives, TTSL has achieved a reduction of 3.6 lakh litres in municipal water demand in FY25.

TTML is replenishing approximately 20 lakh litres of water annually through similar initiatives, which have led to a reduction of 33 lakh litres in municipal water demand in FY25.



Effective Waste Management

In Action: Responsible Management of Waste

As a digital and connectivity solutions provider, TTBS generates waste from both office operations and the equipment used to deliver services to customers. To manage this responsibly, the Company has established comprehensive waste management practices.

Waste is segregated into categories such as plastic, food, horticulture, e-waste, and battery waste. For the disposal of e-waste and battery waste, TTBS collaborates with a third-party auctioning agency, ensuring that only PCB-certified vendors participate, promoting safe and compliant disposal.

For non-hazardous waste, including food and horticulture waste, paper, and plastics, the Company has partnered with authorised recyclers and works in coordination with municipal agencies to ensure proper reuse and recycling.

Reporting Progress: Conscious Waste Handling

Table: Waste Handling (MT)

Particular	TTSL		TTML		Total	
	FY 24-25	FY 23-24	FY 24-25	FY 23-24	FY 24-25*	FY 23-24
Plastic Waste	0.1	0	0.2	0	0.3	0
E-waste	70.6	52.3	12.9	21.4	83.5	73.7
Battery Waste	169.1	88.9	85.5	96.5	254.6	185.5
Other Hazardous waste	0.7	0	0	0	0.7	0
Non-Hazardous Waste	66	0	52.9	0	118.9	0
Grand Total	306.5	141.2	151.5	118	458	259.1
Waste Recycled	242	141.2	134.3	118	376.3	259.2

Note: Waste generation during FY 24-25 increased due to the monitoring of additional categories of waste, including plastic waste and other non-hazardous waste. The other non-hazardous waste includes food waste, cartons, paper, horticulture waste and metal scrap. Plastic waste and other non-hazardous waste are reported for the Mumbai & Pune locations, where TTBS holds operational control.

E-waste and battery waste data are reported for all locations in TTBS and are recycled through authorised vendors.

Plastic, Paper, metal, and cardboard waste are recycled through authorised recyclers. Another recovery method, i.e. composting, is used for food & horticulture waste.

Biodiversity Management

In Action: Conserving Biodiversity

TTBS has been taking hands-on steps to support the environment. The Company has organised tree plantation drives and clean-up efforts at places that are often overlooked but vital to our ecosystem, like beaches, lakes and mangrove areas.

These activities are part of a broader effort to make a real difference on the ground. By involving employees and local communities, TTBS is helping to restore natural spaces and build awareness about the importance of protecting them.

RESPONSIBILITY TOWARDS THE PEOPLE



Why it Matters?

At TTBS, responsibility towards people is not an ancillary consideration but a defining principle — one that breathes life into its ethos of 'Connect'. Collaborate. Transform. Guided by the vision of refining sustainability through smart and responsible solutions; TTBS places its employees, communities and partners at the very heart of its transformative journey.

The Company recognises that a resilient enterprise is built on the foundation of a psychologically safe, inclusive, and empowering workplace. It fosters an environment where individuals are encouraged to think boldly, express candidly and collaborate openly — free from fear or prejudice. In nurturing this culture of trust and innovation, TTBS unlocks not merely professional excellence but human potential in its fullest sense.

Extending this philosophy beyond its immediate workforce, TTBS engages its communities and suppliers with the same unwavering commitment to respect, fairness, and sustainability. It actively promotes ethical practices across its value chain, ensuring that every connection forged, and every collaboration undertaken upholds the highest standards of integrity and care. No act is seen in isolation; each is a building block in the Company's broader mission to create lasting, positive transformation.

In embracing the power of people, TTBS recognises that genuine progress is not measured solely by technological advancement but by the ability to connect responsibly, collaborate meaningfully, and transform enduringly — forging a future that is inclusive, equitable, and resilient.

Employee Diversity & Inclusion

In Action: Establishment of an Inclusive and Diverse Corporate Entity

TTBS strives to create a workplace where everyone feels welcome, respected, and valued, regardless of their race, age, gender, religion, ethnicity, physical ability, sexual orientation, political views, or national origin. The Company provides equal opportunities and support for career advancement, professional development, and personal growth to all employees. Its goal is to empower everyone to reach their full potential and contribute their best work, fostering a sense of belonging and knowing that their unique perspectives are valued and appreciated.

The Company has implemented a robust ethics structure, enabling direct reporting of any concerns or issues related to discrimination and harassment via email or toll-free numbers to the Chief or local ethics counsellors. Additionally, employees have the option to directly approach HR with their concerns, which are all treated with utmost confidentiality and discretion.

To maintain ethical standards, a Consequence Management Process is in place to ensure disciplinary actions for discrimination and harassment cases follow established guidelines.

The Company has established a comprehensive Prevention of Sexual Harassment (POSH) process and structure to address cases of harassment.

The Company has a system in place for conducting regular assessments and feedback sessions to ensure continuous improvement, aligning with TTBS's diversity and inclusion goals.

The Company follows the Tata Code of Conduct (TCoC) to ensure equal opportunity. This policy can be accessed - <https://www.tatatelebusiness.com/code-of-conduct>.

The Company has implemented measures to maintain an inclusive and accessible work environment for all employees, including those with disabilities. The corporate office in Navi Mumbai has been designed to comply with the Rights of Persons with Disabilities Act, 2016.

Under the Parivartan initiative, the Company introduced the "Be Our Next CEO" campaign and appointed 70 Change Champions from diverse backgrounds. These Champions have delivered over 20 cross-functional projects aligned with the Company's growth agenda.

The Company's flagship program, AspireHer, is designed to nurture women's talent for leadership roles, strengthen the gender diversity pipeline for critical positions, and foster an inclusive environment through sensitisation programs for people managers. This initiative also includes cross-functional mentorships and exposure to various domains aligned with individual career aspirations.

Leadership at TTBS actively supports and mentors' women's talent, ensuring they have access to the right opportunities and learning pathways. This approach not only benefits underrepresented groups but also contributes to a more equitable and inclusive organisational culture.

Reporting Progress: Upholding Fair Compensation Practices

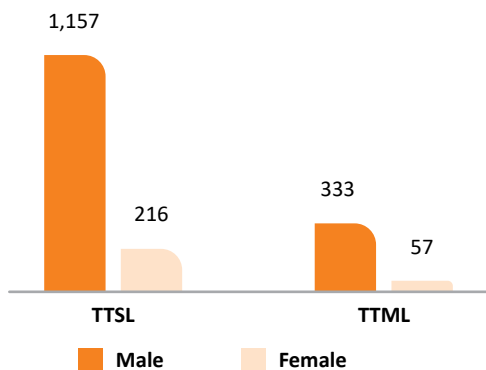
TTBS does not differentiate its compensation offering to employees based on gender or any other diversity in the background in any of the locations where the Company operate. The remuneration is based on the employee's role and total years of work experience.

Table: Wage Comparison

Category	FY 25	
	Female:Male of Median Remuneration / Salary / Wages of Respective Category	
Employee Level	Entity	
	TTML	TTSL
Board of Directors	1.6: 1	1.6: 1
Key Managerial Positions(KMP)	0.30: 1	0.2:1
Employees other than BoD and KMPs	0.80: 1	0.75:1

Reporting Progress: Diversity

Employee Diversity for FY 24-25



- In FY 24-25, women comprised 15% & 16% of the permanent workforce in TTML & TTSL, respectively
- 17% of the Board members in FY 24-25 are women, i.e. 1 of 6 members in TTML & TTSL each
- During FY 24-25, 2 cases of POSH were filed.
- According to TTBS, a work location employing more than 20 people is classified as a significant operation

Table: Employee Diversity for FY 24-25

Category	TTML						TTSL					
	Male		Female		Total		Male		Female		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Permanent	333	86%	57	14%	390	100%	1,157	84%	216	16%	1,373	100%
Other than permanent	138	85%	25	15%	163	100%	267	92%	24	8%	291	100%

Table: Workforce Turnover Gender-wise

Category	Unit	FY25		FY24		FY23	
		Male	Female	Male	Female	Male	Female
TTML	%	13.2%	11.3%	18.2%	12.7%	23%	22%
TTSL	%	9.4%	8.6%	12.5%	13.2%	13.5%	7.4%



Table: Governance Board Diversity

Category	TTML						Category	TTSL					
	Male		Female		Total			Male		Female		Total	
	No.	%	No.	%	No.	%		No.	%	No.	%	No.	%
Board Composition	5	83%	1	17%	6	100%	Board Composition	5	83%	1	17%	6	100%
Key Management Personnel	2	67%	1	33%	3	100%	Key Management Personnel	2	67%	1	33%	3	100%

Employee Training & Development

In Action: Development of Employees

TTBS has established a robust three-tier Learning & Development (L&D) approach. Central to this strategy is a commitment to “Anytime, Anywhere Learning,” which provides employees with seamless access to world-class digital learning platforms, including LinkedIn Learning, Harvard Manage Mentor, Skillsoft, and Udemy. Accompanying these digital resources are best-in-class classroom experiences and targeted on-the-job coaching, all designed to democratise learning and align closely with both current and future business priorities.

TTBS’s learning needs assessment process is both holistic and data-driven, utilising multiple inputs such as the Annual Performance Management System (PMS), individual performance evaluations, competency assessments, feedback from managers and business leaders, and Annual Operating Plans (AOP). By analysing these insights, TTBS identifies core skills essential for both current and future success.

TTBS has launched a series of strategic Learning & Development (L&D) initiatives to support its evolution from a traditional wireline connectivity provider into a Smart Digital Solutions Company. These initiatives are designed to equip the workforce with the skills and mindset necessary to meet evolving customer expectations, adopt emerging technologies, and foster future readiness.

Key initiatives include:

- **Fostering a Learning Culture:** TTBS democratises learning by providing enterprise-wide access to leading digital platforms. To promote continuous development, the Company regularly publishes learning dashboards that track hours spent and skills acquired, reinforcing the importance of self-driven upskilling
- **Being a Coach Program:** This program empowers people managers with coaching skills to facilitate meaningful and developmental conversations within their teams, fostering a culture of feedback, empathy, and holistic engagement
- **New-Age Technology & Product Training:** TTBS offers targeted programs on emerging technologies, including Generative AI, Internet Protocols, Advanced Networks, Cybersecurity, and modern digital services. Industry-recognised certifications, including Microsoft Azure and Fortinet SD-WAN, help ensure teams stay ahead of trends and customer needs
- **Skill Quotient Program:** Focused on core competencies, this initiative provides curated learning pathways hosted on TTBS’s Oracle-based Learning Management System (LMS), enabling structured development of foundational and intermediate behavioural skills throughout the organisation
- **Nurturing the Right Talent:** Sustainable learning strategies include tailored Learning Journeys through programs like LEAP (Leadership Enablement and Advancement Program), targeted coaching conversations, and the identification and development of high-potential talent
- **Promoting Diversity:** TTBS has curated a focused 10-month development programme for mid-management women, AspireHer, which includes leadership masterclasses, coaching, mentoring, immersions, and secondments to support career growth

TTBS follows a structured four-tier leadership development framework for mid to top-level leaders in collaboration with the Tata Management Training Centre (TMTTC). This approach is designed to build a strong and future-ready leadership pipeline across all levels of the organisation.

Reporting Progress: Training

TTBS understands that its growth and success are intrinsically linked to the development of its employees. TTBS places a strong emphasis on comprehensive and continuous training and development programmes, aligning with its long-term sustainability objectives.

Table: Training on Health and Safety Measure

Gender	FY 24-25				FY 23-24			
	TTML		TTSL		TTML		TTSL	
	No.	%	No.	%	No.	%	No.	%
Male	328	98	1,148	99	326	97	1,108	96
Female	56	98	216	100	43	90	193	96
Total	384	98	1,363	99	369	96	1,301	96

TTBS has achieved a total of 99% employee training on health and safety measures (98% from TTML and 99% from TTSL) in FY 24-25, compared to 96% in FY 23-24 for both TTML and TTSL.

Table: Training on Skill Upgradation

Gender	FY 24-25				FY 23-24			
	TTML		TTSL		TTML		TTSL	
	No.	%	No.	%	No.	%	No.	%
Male	314	94	1,090	94	292	87	1,006	87
Female	56	98	201	93	44	92	173	86
Total	370	95	1,291	94	336	87	1,179	87

In FY 24-25, TTBS provided skill upgradation training to 95% of employees from TTML and 94% from TTSL. This reflects an increase in training participation for both TTML & TTSL compared to FY 23-24 when 87% of employees from both TTML and TTSL received training.

Table: Enabling Digital Talent for FY 2024–25

Engagement highlights			Content highlights		
Learning Hours Invested	Unique Employees	eLearning hrs. per employee	Learning Path Completion	Course completions	Learning Assets
20,705	1,336	12	2,014	20,452	52,000+

Reporting Progress: Career Development

Table: Performance and Career Development Reviews of Employees

Gender	FY 24-25				FY 23-24			
	TTML		TTSL		TTML		TTSL	
	No.	%	No.	%	No.	%	No.	%
Male	322	97	1,096	95	326	97	1,129	98
Female	54	95	208	96	47	98	195	97
Total	376	96	1,304	95	373	97	1,324	97

At TTBS, all employees take part in mid-year and annual performance review cycles. In FY 24-25, 96% of employees from TTML and 95% of TTSL employees completed their performance and career development reviews.

Employee Health, Safety & Well-Being

In Action: Workplace Safety Initiatives

TTBS emphasises a strong commitment to ensuring a safer and more secure work environment. To achieve this, the Company has established a dedicated Safety Council that conducts thorough assessments to identify potential hazards and risks, including ergonomic assessments for workstations, ensuring proper maintenance of equipment and conducting electrical safety inspections. This council plays a critical role in reviewing near-miss reports on a monthly basis, which helps gather valuable insights into potential dangers that might otherwise go unnoticed.

TTBS actively encourages its employees to report any incidents or near misses, which significantly enhances the ability to address potential risks proactively

Internal audits are conducted biannually under initiatives such as Project Suraksha and Hazard Identification and Risk Assessment (HIRA) to identify emerging risks

TTBS has achieved ISO 45001:2018 certification in FY 2024-2025, the highest standard for occupational health and safety certification. Proactively working to improve management systems, minimise health and safety hazards, and ensure compliance across all operational activities

TTBS ensures that all employees and suppliers are provided with proper safety equipment, implements facilities to mitigate hazards, and fosters a culture of awareness to address potential risks effectively

TTBS offers annual web-based safety training that covers CPR, evacuation, fire and electrical safety, and safe driving. These interactive modules ensure standardised, accessible instruction.

In Action: Employee Mental Health and Well-Being Initiatives

Employee health, safety, and well-being are crucial to TTBS's workforce productivity and corporate responsibility. TTBS has introduced dedicated programmes to address health concerns and stress, thereby enhancing employee performance and morale whilst fostering a positive work environment.

TTBS provides 100% coverage for health insurance, accident insurance, maternity benefits, paternity benefits, and access to daycare facilities, creating a safe and supportive environment where its workforce can excel and collaborate effectively.

Reporting Progress: Workplace Safety

Table: Safety Incidents

Safety Incident	FY 24-25		FY 23-24	
	TTML	TTSL	TTML	TTSL
Lost Time Injury Frequency Rate (LTIFR) (per one million-man hours worked)	0	0	0	0
Total Recordable Work-Related Injuries	0	0	0	0
Fatalities Caused	0	0	0	0
High Consequence Work-Related Injury or Ill-Health (Excluding Fatalities)	0	0	0	0

Community Engagement & Employee Volunteering

In Action: Supporting Community

TTBS's role as a provider of connectivity and digital services ensures that its operations have no negative impact on the community. The Company's services are designed to enhance connectivity and digital access, thereby making a positive contribution to the community's development.

One of the key pillars of TTBS's community engagement strategy is employee volunteerism. The Company encourages its employees to participate in Tata Proengage initiatives in collaboration with the Tata Sustainability Group. These initiatives focus on skill development through long-term volunteer programs, enabling employees to enhance their skills and make meaningful contributions to the community.

Key Initiatives and Outcomes undertaken during the FY 2024-25 include -



Environmental Sustainability

- Organised tree plantation drives and clean-up campaigns targeting beaches, lakes, and mangroves
- Conducted e-waste recycling initiatives and launched Smart Circularity projects, such as denim recycling
- Promoted sustainability through seed ball-making activities and Plogathon drives



Education and Skill Development

- Donated books and stationery to underprivileged children
- Conducted engaging craft activities and encouraged reading habits among young learners



Healthcare and Wellness

- Organised blood donation drives, health awareness Walkathons, and Cyclathons
- Partnered in eye screening camps, yoga sessions, and healthcare initiatives for underserved communities



Reporting Progress: Community Development

TTBS is proud to report that, based on the current stakeholder evaluation, there are no identified vulnerable or marginalised stakeholder groups affected by its operations .

During FY 24-25, the Company undertook 98 impactful volunteering projects across 12 cities, with 2,375 employees contributing a total of 5,456 service hours across a diverse range of programmes. These efforts supported key areas, including education, healthcare, environmental sustainability, and the restoration and preservation of natural resources —such as soil, air, and water.

Ethical & Sustainable Supply Chain

In Action: Creating a Sustainable Value Chain

TTBS prioritises ensuring its suppliers adhere to rigorous standards for product quality, health, and safety, with regular assessments and corrective actions to uphold ethical business practices and human rights, enhancing supply chain resilience and responsible business practices.

By carefully selecting and overseeing suppliers, TTBS ensures adherence to environmental and social standards, thereby reducing its ecological footprint and demonstrating its commitment to responsible business practices.

TTBS optimises its supply chain processes by building strong supplier relationships, implementing sustainable supply chain practices, and maintaining collaborative relationships with transparent communication and regular performance assessments, aligning suppliers with TTBS's goals and standards. This approach enhances the quality of TTBS's services and products while emphasising dedication to customer satisfaction and loyalty.

TTBS has developed a Supplier Code of Conduct to guide decision-making regarding sustainable supply chain, emphasising ethics, labour and human rights, health and safety, environmental protection, and management practices, underscoring its commitment to a sustainable and safe working environment throughout its supply chain ecosystem.

Reporting Progress: Pathway for a Sustainable Supply Chain

Progress

The Sustainable Supply Chain Policy and Supplier Code of Conduct applies to all suppliers.

During the financial year, two awareness programs were conducted for value chain partners. The programmes covered were the Tata Code of Conduct (TCoC) and the Prevention of Sexual Harassment (POSH).

In FY24–25, TTBS evaluated 22 key suppliers—representing 48% of its total procurement spend—against a comprehensive set of ESG criteria. The assessment covered critical areas, including climate risk, environmental innovation, occupational health and safety, human rights, employee development, data protection, cybersecurity, and ethical business conduct. Based on the findings, targeted improvement plans were initiated for three suppliers, focusing on enhancing climate risk management, data privacy, and cybersecurity practices.

Customer Satisfaction & Engagement

In Action: Customer-Centric Strategies

Customer satisfaction is fundamental to TTBS's success and sustainability, making it crucial for building long-term relationships, fostering loyalty, and maintaining a positive reputation.

TTBS conducts regular surveys and utilises personalised communications to enhance engagement and address the root causes of dissatisfaction, reducing customer attrition and fostering loyalty.

TTBS has multiple channels for customer concerns, including:

- The user-friendly self-care portal "iManage" for logging and tracking complaints
- Smart assist for intelligent assistance
- Email and voice calls for convenient communication
- E-track for real-time ticket allocation and field force tracking, offering improved service visibility
- TNPS on WhatsApp for seamless in-chat feedback collection, enabling instant customer input

TTBS maintains rigorous quality control measures to ensure customer safety and satisfaction through:

- Regular audits and compliance checks
- Continuous monitoring of service performance
- Stringent quality standards to ensure reliability and security in products and services, which is integral to exceeding customer expectations and building trust-based relationships
- Active customer engagement through platforms such as the Do Big Knowledge Series, Solution Workshops, and Do Big Forum
- An annual customer satisfaction survey is conducted to assess performance across all stages of the customer lifecycle. Insights from the survey are used to identify areas for improvement and guide enhancements throughout the year

Reporting Progress: Building Trust and Satisfaction

- TTBS received over 4,900 customer appreciations for its in-house and partner teams, reflecting the high quality and responsiveness of its customer service operations
- The Company's customer service solutions have been recognised across multiple industry forums, showcasing its commitment to excellence
- TTBS was ranked among the Top 15 Tata Group companies in the 'Making Customer Smile' Contest 2025, an initiative led by the Tata Group's Customer Centricity Team to honour outstanding service delivery
- The Company has been recognised for its strong commitment to customer excellence, receiving multiple industry awards for innovation and service delivery. These include accolades for best customer service, technology utilisation, and innovation through its digital platform, eNXT-affirming its customer-first approach



Business & Human Rights

In Action: Human Rights

TTBS remains firmly committed to respecting and preserving human rights in all aspects of its business. It recognises the importance of preserving labour rights and does not employ children in its workplaces or employ forced labour in any form.

The Company has formulated a Supplier Code of Conduct to guide its supplier partners on ethics, labour rights, health and safety, environmental protection, and management practices. The Company ensures compliance with the Tata Code of Conduct, which serves as the guiding principle for ethical business conduct within the Tata Group.

The Company regularly conducts training to sensitise its employees to the Tata Code of Conduct.

TTBS has established a mechanism for grievance redressal wherein any individual can report a violation of human rights under the Ethics, Whistleblower or Prevention of Sexual Harassment (PoSH) frameworks directly to the Chief Ethics Counsellor. The Company has also devised a Consequence Management Policy dedicated to meting out the ramifications of such violations in a fair, just, and inclusive manner.

Reporting Progress: Coverage



100%

of offices assessed for
Child Labour in FY 2024-25



100%

of offices assessed for
Forced / Involuntary
Labour in FY 2024-25



100%

of offices assessed for
Sexual Harassment in FY
2024-25



100%

of offices assessed
for Discrimination at
Workplace in FY 2024-25



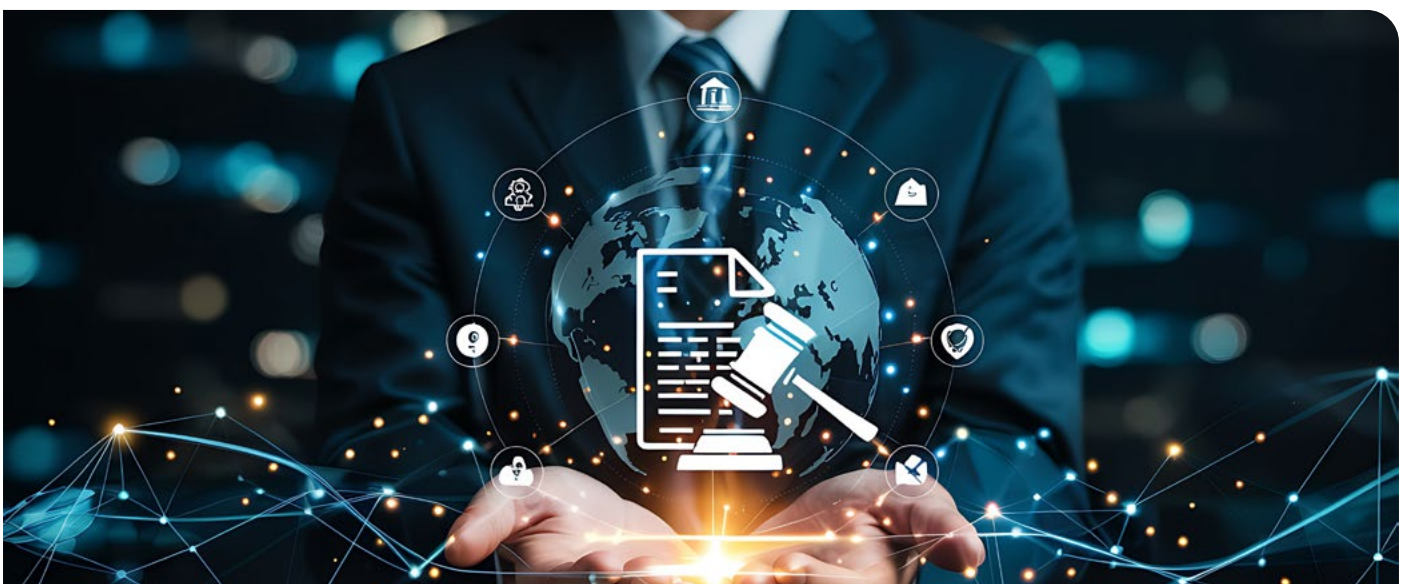
100%

of offices assessed for
Wages in FY 2024-25



Nearly **100%**

coverage for human rights
training for its permanent
and non-permanent
employees in FY 2024-25



RESPONSIBILITY TOWARDS THE BUSINESS



Why it Matters?

At TTBS, responsibility towards business is viewed not merely as a commercial imperative but as a cornerstone of enduring value creation encompassing ethical conduct, environmental responsibility and social impact with a strong focus on transparency and accountability. Anchored in its guiding ethos of Connect. Collaborate. Transform, TTBS embraces the challenge of refining sustainability through smart, responsible solutions, embedding integrity, innovation, and resilience at the very core of its operations.

The Company is unwavering in its commitment to uphold the highest standards of governance, transparency, and ethical conduct. In an

increasingly dynamic and interconnected world, TTBS recognises that sustainable business success is predicated not on short-term gains but on long-term trust and shared prosperity. Every decision, every collaboration, and every investment is weighed against its capacity to contribute to lasting stakeholder value.

By fostering a culture of continuous improvement, technological excellence, and responsible leadership, TTBS ensures that it remains agile in the face of change while steadfast in its principles. It sees business not as an end in itself but as a powerful vehicle to connect markets, collaborate across industries, and transform aspirations into enduring impact — shaping a future where economic growth and social good advance hand in hand.

Transparent Reporting

In Action: Transparency in Disclosures

TTBS publishes its annual reports on a standalone basis on its website. Its financial statements (both standalone and consolidated) clearly define entities designated as related parties, with which the Company conducts all transactions at arm's length. It also includes dedicated sections for disclosures in alignment with Schedule V of the Companies Act, 2013 and the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

The Company's standalone financial statements (comprising the Balance Sheet and Statement of Profit and Loss (including Other Comprehensive Income), the Statement of Changes in Equity, and the Statement of Cash Flows for the year that ended) are subject to an independent audit by a third party. Additionally, the Company has appointed independent parties for its internal and statutory audits in compliance with the Companies (Audit and Auditors) Rules, 2014.

TTBS ensures transparency across its sustainability reporting by maintaining an assurance framework for BRSR (Business Responsibility and Sustainability Reporting) through an ESG taskforce at the functional level. This task force reports directly to management, which in turn reports to the Board. Defined responsibilities are allocated to each function, ensuring that all aspects of sustainability and reporting are managed effectively and transparently.

The Company's Annual Report for FY 24-25 includes a dedicated annexure for social impact, disclosing the depth of its effects in terms of the number of activities undertaken, hours of volunteering contributed, and employees mobilised towards social awareness initiatives. It focuses on themes of alleviating challenges at scale, uplifting those in need, acting as an agent of harmony between people and the planet, and showing visible impact by encouraging Indigenous innovation. The report also outlines these parameters for marquee undertakings by the Company, such as the Tata Volunteering Week.



Business Conduct & Ethics

In Action: Business Ethics

A part of the esteemed Tata Group, TTBS holds ethical conduct and transparency in the highest regard. With the Tata Code of Conduct at its core, the Company ensures that every decision and action is guided by the highest ethical standards, building trust among stakeholders and fostering sustainable growth.

The Tata Code of Conduct is formed on the pillars of -

- **Unity:** Cohesive, collective efforts at a local and global level, culminating in fruitful relationships based on tolerance, understanding and cooperation
- **Integrity:** Fair business conduct, including the key facets of honesty and transparency to the public at large
- **Responsibility:** Sensitivity towards greater responsibility held towards countries, communities, and environments, ensuring the achievement of a sense of giving back in multiple ways
- **Understanding:** Fostering the qualities of care, respect, compassion and humanity for all and developing a working-for-benefit ethos
- **Excellence:** Constant focus on adhering to the highest possible standards of work and the quality of goods and services resulting from that work

Reporting Progress: Coverage

TTBS recorded **zero** complaints and reported **zero** instances of disciplinary actions taken against its Directors, KMPs, and workforce for bribery / corruption breaches by law enforcement agencies for FY 2024-25.

Technology & Innovation

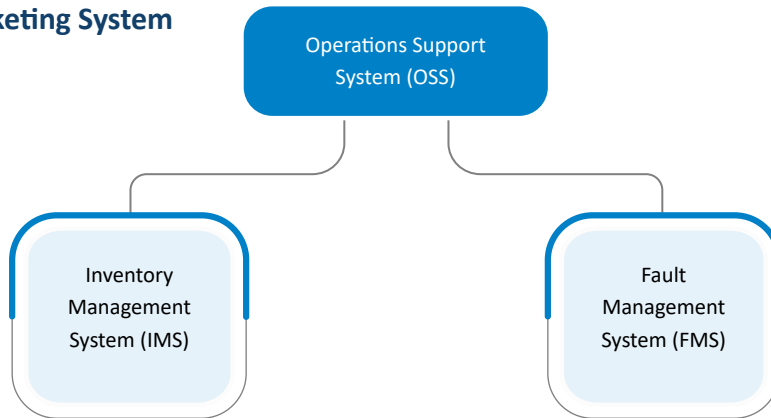
In Action: Digital Transformation and Innovation Strategies

TTBS focusses on incorporating technological prowess into its offerings, leading to key wins for a number of its clients. The Company's practices involve value-driven innovation, leading to solutions that effectively address the distinct challenges faced by a range of clients across various industries. TTBS's efforts to modernise and accelerate the growth of network infrastructure hinge on two key initiatives: network expansion and Product Innovation. Internally, TTBS has overhauled its support structure for the Management Information System (MIS) in the form of an Operations Support System (OSS), which comprises three modules. The Inventory Management System (IMS) provides a comprehensive overview of the Company's telecom network and customer services. The Fault Management System (FMS) records incidents and alarms raised in real time and, coupled with the IMS, enables the analysis of these incidents on the active network and service lines. Complementing these systems is the automatic trouble ticketing system, which ensures proactive customer communication.

TTBS has further enhanced its digital solutions offerings with a focus on the specific needs of SMEs:-

- **Smartflo Suite** - Smartflo has evolved into a robust omnichannel platform with CCaaS, CPaaS and UCaaS suite of offerings, now powered by AI for intelligent automation, realtime analytics, and sentiment-driven customer engagement
- **Smart Internet Telephony** - Revolutionizes business communication by enabling high-quality voice calls over the internet, offering seamless connectivity and enhanced customer interactions
- **Managed Wi-Fi** - Goes beyond connectivity to deliver a fully managed, seamless, and secure Wi-Fi experience, customized to meet the unique needs of SMEs
- **SD-WAN iFLX Edge** - A smart networking solution, which intelligently manages and optimizes network traffic across multiple connections, ensuring high performance, secure connectivity, and simplified network operations
- **SD-WAN Ready ILL** - Combines the reliability of ILL with NextGen security features, offering SMEs a robust networking solution that delivers agility, efficiency, and protection
- **Azure AI** - Empowers businesses with intelligent, future ready solutions to drive innovation, streamline operations, and transform decision-making processes

Automatic Trouble Ticketing System



Operations Support System (OSS) at TTBS

Reporting Progress: Transforming Industries through Technological Advancements

In FY 2024-25, the Company received a design patent for an innovation it pioneered in the form of a "Network Device Box", which it has rolled out and deployed over 2,600 of in its existing network infrastructure.

Case Study

Use-Case	Solution
Industry: Athleisure Goal: Market Sustenance Target: Establishing meaningful connections with the community	TTBS leveraged WhatsApp to create a business platform, "Smartflo", enabling interaction with millions of customers
Industry: Finance (NBFC) Goal: Systemic Consolidation Target: Centrally aggregating traffic for 100+ branches of the Company for enhanced security, visibility and control	TTBS devised a solution labelled "iFLX" based on the Software-Defined Wide Area Network (SD-WAN) technology to support the Company in the undertaking
Industry: Marketing Services Goal: Delivering Positive Brand Experience Target: Establishing trust and credibility for product offering(s)	TTBS deployed the Truecaller Verified Business Solution, with credibility-enhancing and verification features
Industry: Financial Services Goal: Information & Communications Technology (ICT) Integration Target: Establishing a seamless communications platform for customers and employees	TTBS provided a cloud-based solution along the lines of Unified Communications as a Service (UCaaS), enabling integration of on-premises infrastructure with proprietary ICT software
Industry: Manufacturing & Retail Goal: Information Technology (IT) Overhaul Target: Enhancing the scalability, reliability and security of IT assets	TTBS devised the IZO Private Cloud solution, providing the workforce with access to critical resources and more efficient data management, thereby expanding the Company's digital footprint

Responsible Marketing

In Action: Building Brands Responsibly

TTBS remains committed to responsible marketing practices as a cornerstone of its corporate governance and brand integrity. In an evolving regulatory landscape, TTBS recognises that ethical marketing is not only a compliance requirement but also a strategic imperative. Misleading claims, privacy breaches, or inappropriate targeting can expose the Company to legal risks and reputational harm.

TTBS recognises Responsible Risk Marketing as a critical material topic, and to mitigate these possibilities, the Company has reinforced its internal controls and compliance frameworks. It ensures that all marketing initiatives align with legal standards and ethical norms. Addresses marketing-related risks by prioritising adherence to ethical guidelines, transparency, and the protection of consumer privacy.

TTBS has implemented regular compliance audits and established rigorous approval protocols for all marketing campaigns to ensure alignment with regulatory standards and to prevent any form of misleading communication.

Reporting Progress: Impact of Responsible Marketing

No marketing-related consumer complaints were received by either TTSL or TTML in FY 2023-24 and FY 2024-25.

Data Security & System Stability

In Action: Security Systems for Data Protection

TTBS treats data privacy as being of utmost importance. It is ISO 27001:2013 certified for Information Security Management Systems and has a robust enterprise risk management system in place to combat any possible information security risks.

The Company's Privacy Policy assures privacy, treating all customer information as confidential. Disclosure is made only in cases where applicable law requires it and to persons authorised.

The Company makes full disclosure of the sources of information it acquires on its customers and the sources of disclosure it associates with, in due course of providing personalised services to its customers. Customers running a subscription of TTBS services can choose to discontinue the same and post dissociation, their information remains with TTBS for a minimum of 180 days.

The Company limits employee access to personal information to only those who have need of the same. Third-party contractors are also bound by contractual obligations to adopt and maintain reasonable levels of data security.

TTBS has partnered with One Tata Operating Network (OTON), an organisation-wide synergistic strategic initiative to improve the Company's cybersecurity framework. All security systems at TTBS consider business continuity and ensure systemic integrity and stability. Additionally, the Company collaborates with industry experts to gain insights into and stay current with regulatory standards.

The Company has also recognised the disruptive potential of Generative Artificial Intelligence (Gen AI) and has launched initiatives to upskill its workforce, keeping them abreast of global technological trends & movements.

Reporting Progress: Measuring and Reporting Data Privacy and Security Effectiveness

TTBS faced zero complaints and reported zero instances of data breaches for FY 2024-25. To maintain this, it has implemented physical, electronic, and managerial measures designed to safeguard the information it collects from its websites.

In FY 2024-25, TTBS conducted general assessments, including cybersecurity and data privacy on 22 key supplier partners, whose transactions accounted for approximately 48% of TTBS's total annual expenditures for goods and services.

GRI Content Index

Statement of use	Tata Tele Business Services has reported the information cited in this GRI content index for the period 01st April 2024 – 31st March 2025 with reference to the GRI Standards.
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	2-4 Restatements of information	Not applicable, as this is the first Sustainability Report published by TTBS	-
	2-5 External assurance	About The Report	2
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