

# 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 (TTML)
3	Year of incorporation	March 13, 1995
4	Registered office address	D-26, TTC Industrial Area, MIDC Sanpada P.O. Turbhe, Navi Mumbai - 400 703
5	Corporate address	D-26, TTC Industrial Area, MIDC Sanpada P.O. Turbhe, Navi Mumbai - 400 703
6	E-mail	<a href="mailto:investor.relations@tatatel.co.in">investor.relations@tatatel.co.in</a>
7	Telephone	+91 22 6661 5111
8	Website	<a href="https://www.tatatelebusiness.com">https://www.tatatelebusiness.com</a>
9	Financial Year for which reporting is being done	April 1, 2023 to March 31, 2024
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	₹ 19,54,93,00,000
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	<a href="mailto:Ms.Vrushali.Dhamnaskar">Ms.Vrushali.Dhamnaskar</a> <a href="tel:+912266615111">+91 22 6661 5111</a> <a href="mailto:investor.relations@tatatel.co.in">investor.relations@tatatel.co.in</a>
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 does not have any entities which form part of its financial statements.
14	Name of assurance provider	-
15	Type of assurance obtained	-

### 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 connectivity and voice connectivity and other services.	100%

#### 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	97.65%

### 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	7	7
International	NA	NA	NA

\*The number of offices includes all owned as well as leased buildings under TTML.

**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 customersBusiness Customers (B2B Services) –  
Domestic Enterprise and SMEs**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)	385	337	88	48	12
2	Other than Permanent (E)	161	136	84	25	16
3	Total Employees (D+E)	546	473	87	73	13
Workers						
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	0	0	0	0	0
6	Total Employees (F+G)	0	0	0	0	0

**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 Employees (F+G)	0	0	0	0	0

**21. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of females	
		No. (B)	% (B / A)
Board of Directors	6	1	17%
Key Management Personnel	3	1	33%

**22. Turnover rate for permanent employees and workers**

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employee	18.2%	12.7%	17.6%	23%	22%	23%	21%	14%	20%
Permanent Workers	We do not have any permanent workers in the organisation.								

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## 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 ₹	1191.65 Crores
(iii)	Net worth in ₹	(19,252.95) Crores

## VII. Transparency and disclosure compliances

## 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 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remark	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remark
Communities	Yes. There are various touchpoints for stakeholder groups viz. <a href="mailto:investor.relations@tatatel.co.in">investor.relations@tatatel.co.in</a> for shareholders.	0	0		0	0	
Investors (other than shareholders)		0	0		0	0	
Shareholders	Further, the whistle blower policy can be accessed by any stakeholder for grievances redressal mechanism on our website ( <a href="https://services.tatatelebusiness.com/files/corporate/static/whistle-Blower-Policy-TTML-V.pdf">https://services.tatatelebusiness.com/files/corporate/static/whistle-Blower-Policy-TTML-V.pdf</a> ).	14	0		4	0	
Employees and workers		4	0		5	0	
Customers*		41,947	73		45,194	275	
Value Chain Partners		0	0		0	0	
Other (Anonymous)		1	0		4	0	

\*The FY 2022-23 data regarding customers is revised basis inclusion of customer complaints at consumer forum, as well as inclusion of anonymous complaints.



## 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 and engagement	Opportunity	Customer satisfaction and engagement are critical for telecom companies like TTML. Customer satisfaction can positively impact revenue, brand reputation and market position.	TTML gives utmost importance to improving service quality, investing 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.	Positive
2	Data security and system stability	Risk	Data security and system stability are critical in telecom operations. Risks include cyber threats, data breaches, and system failures impacting service continuity. Customer data privacy regulations add complexity. Weak security measures can lead to 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 strengthens 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
3	Business conduct and ethics	Risk	Business conduct and ethics are critical for TTML's reputation and legal compliance. 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 sustainable business 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.	Negative

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S. No.	Material issue identified*	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Employee health, safety and wellbeing	Opportunity	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.	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.	Positive
5	Business and human rights	Risk	Business and human rights issues present risks for TTML, including labour exploitation, human trafficking, or violations of workers' rights. Failure to uphold human rights standards can lead to legal and reputational consequences. Ethical supply chain management and fair labour practices are essential for mitigating risks and ensuring responsible business conduct.	TTML actively mitigates this risk by conducting due diligence on suppliers, ensuring fair labour practices throughout the supply chain, and adhering to international human rights standards. Engaging with stakeholders, including human rights organisations, fosters transparency and accountability. Regular audits and corrective actions uphold ethical business practices and respect for human rights.	Negative
6	Transparent reporting	Opportunity	Transparent reporting offers TTML the opportunity to enhance stakeholder trust, attract investors, and demonstrate accountability. Clear and accurate reporting builds credibility and fosters positive relationships with stakeholders. Transparency can differentiate TTML as a responsible and ethical organisation in the telecommunications industry.	TTML capitalises on this opportunity by adopting robust reporting practices, disclosing key performance indicators, and engaging with stakeholders. Regular communication and feedback mechanisms ensure stakeholders are well-informed, promoting trust and long-term partnerships.	Positive
7	Employee training and development	Opportunity	Employee training and development offer TTML the opportunity to enhance workforce skills, improve performance, and foster employee engagement. Investing in training programs boosts 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

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)
8	Supply chain 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
9	Employee diversity and inclusion	Opportunity	Employee diversity and inclusion offer TTML the chance to enhance innovation, creativity, and employee engagement. Embracing diversity can improve problem-solving and reflect customer demographics. Inclusive workplaces promote talent retention and attract diverse talent pools, strengthening TTML's reputation as an employer of choice.	TTML promotes diversity through inclusive hiring practices, diversity training, and affinity groups. Creating an inclusive culture fosters collaboration and empowers employees to contribute unique perspectives. Regular assessments and feedback ensure continuous improvement, aligning with TTML's diversity and inclusion goals.	Positive
10	Responsible marketing	Risk	Responsible marketing is crucial for TTML to avoid regulatory scrutiny, consumer backlash, and reputational damage. Risks include misleading advertising, privacy violations, or unethical targeting practices. Non-compliance with marketing regulations can lead to legal consequences and erosion of brand trust. Upholding ethical standards in marketing is essential for sustainable business practices.	To address this risk, 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 misleading practices. Engaging stakeholders and adopting responsible advertising practices promote brand integrity and consumer trust.	Negative

\*Top ten material issues reported here have been identified basis the materiality exercise carried out by the organization.

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### SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

The Ministry of Corporate Affairs has released the updated National Guidelines on Responsible Business Conduct (NGRBC), which adopt nine areas of Business Responsibility. These are briefly outlined below:

<b>P1</b>	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
<b>P2</b>	Businesses should provide goods and services in a manner that is sustainable and safe
<b>P3</b>	Businesses should respect and promote the well-being of all employees, including those in their value chains
<b>P4</b>	Businesses should respect the interests of and be responsive to all its stakeholders
<b>P5</b>	Businesses should respect and promote human rights
<b>P6</b>	Businesses should respect and make efforts to protect and restore the environment
<b>P7</b>	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
<b>P8</b>	Businesses should promote inclusive growth and equitable development
<b>P9</b>	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>c. Web Link of the Policies, if available</b>	<a href="https://www.tatatelebusiness.com/policies/">https://www.tatatelebusiness.com/policies/</a>								
<b>2. Whether the entity has translated the policy into procedures. (Yes / No)(Yes / No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Tata Code of Conduct (TCoC), Prevention of Sexual Harassment (POSH), Whistle Blower (WB) Policy is extended to value chain partners.								
<b>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</b>	TTML is committed to align with the best accepted practices and holds several certifications such as ISO 9001:2015, ISO 27001:2013, ISO 22301:2019.								
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	Based on the materiality exercise, TTML has identified focus areas under energy, water, waste, CSR, skill upgradation, health & safety, and diversity & inclusion. The Company is in the process of setting goals and targets for the identified focus areas.								
<b>6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.</b>	Please refer above.								



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Governance, leadership, and oversight</b>									
<b>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure).</b>	<p>We at TTML, as a leading enabler of connectivity and communication solutions for small and medium enterprises, embody the principles of responsible business, enshrined in our culture through Tata Code of Conduct (TCOC). As an organisation, we're actively adapting the Environmental, Social and Governance (ESG) principles and global best practices around it.</p> <p>We're evolving as an organisation on this front and working towards defining framework of integrating Environmental, Social and Governance (ESG) principles into our operations.</p> <p>We prioritise providing safe, healthy, and fair working conditions for our employees and business associates. Our dedication to ethical business practices extend to the development of a responsible value chain. The Company remains committed to actively reduce our environmental footprint, driving impactful change.</p> <p>We aim to continually contribute towards social well-being through our CSR activities.</p> <p>We shall continue to strive for inclusive sustainable development and long-term value creation for our key stakeholders.</p>								
<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy.</b>	Mr. Harjit Singh Managing Director								
<b>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.</b>	No. The Board of Directors review the Business Responsibility and Sustainability Report.								
<b>10. Details of Review of NGRBCs by the Company:</b>									
<b>Performance against above policies and follow up action</b>	Yes								
<b>Frequency (Annually / Half yearly / Quarterly / Any other - please specify)</b>	Annually								
<b>Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliance</b>	Compliance with all applicable laws is reported to the Board on a quarterly basis.								
<b>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.</b>	The Company conducts periodic internal review of its policies which are evaluated by functional heads and approved by the leadership team. The evaluation of working of policies is done by internal audit team.								
<b>12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:</b>	Not Applicable								



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## 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**

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	3	Tata Business Excellence Model, Enterprise Risk Management	100
KMP	4	Tata Code of Conduct (TCoC), Prevention of Sexual Harassment (POSH), Health & Safety Tata Group Executive Leadership Seminar	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 FY24**

	NGRBC Principle	Name of the regulatory/ enforcement authority / judicial institutions	Amount (₹)	Brief of case	Has an appeal been preferred? (Yes or No)
<b>Monetary</b>					
Penalty	Principle 9	TRAI	100,000	1. The QoS parameter for the basic telephone & broadband services "Time taken for refund of deposits after closure (100% within 60 days)," was allegedly not met in Maharashtra and Mumbai circle.	No
		TRAI	50,000	2. Penalty against Non-Compliance of the provision of Quality-of-Service of Basic Telephone Service (Wireline) and Broadband Service - Termination / Closure of service (benchmark < 7 days)	No
		TRAI	100,000	3. Penalty against Non-Compliance of the provision of Quality-of-Service of Basic Telephone Service (Wireline) and Broadband Service - Faults Repair/Restoration Time % of faults repaired within 3 working day (=>99%)	No
		DoT	5,963,381	4. Financial Penalty on SUC demand paid under protest	No
Settlement				Nil	
Compounding Fee				Nil	



	NGRBC Principle	Name of the regulatory/ enforcement authority / judicial institutions	Amount (₹)	Brief of case	Has an appeal been preferred? (Yes or No)
<b>Non - Monetary</b>					
	Imprisonment		Nil		
	Punishment		Nil		

**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.**

Not applicable

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

TTML diligently adheres to legal requirements, particularly in matters concerning anti-bribery, anti-corruption, and ethical conflict management. We are committed to uphold the highest standards of the Tata Code of Conduct (TCoC), which governs the principles of anti-corruption and anti-bribery.

Tata Code of Conduct: <https://www.tatatelebusiness.com/code-of-conduct>

**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 2023-24	FY 2022-23
Board of Directors	Nil	Nil
Key Managerial Positions		
Employees other than BoD and KMPs		

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

	FY 2023-24		FY 2022-23	
	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 2023-24	FY 2022-23
Number of days of accounts payables	147	144

**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 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	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.	
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		

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Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0.57%	NA
	b. Number of dealers / distributors to whom sales are made	21	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	91.99%	NA
Share of RPTs in Sales	a. Purchases (Purchases with related parties / Total Purchases)	35%	29%
	b. Sales (Sales to related parties / Total Sales)	11%	11%
	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

## 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
5	Tata Code of Conduct (TCoC) & Prevention of Sexual Harassment (POSH)	48

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

Yes, TTML has established robust processes to proactively identify and manage conflicts of interest involving members of the board. Adhering to the Tata Code of Conduct, applicable to both directors and employees, TTML has implemented a structured organisational framework to address potential conflicts that may arise during its business activities.

TTML has instituted a guidance mechanism for directors and senior management to enable them to navigate potential conflicts of interest appropriately. The instances of conflict of interest are reported to the board on a quarterly basis, ensuring oversight and adherence to ethical standards. TTML's commitment reflects a proactive approach to maintain the highest standards of corporate governance and integrity within the organisation.

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

## Essential Indicators

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

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	0	0	NA
Capex	0	0	NA

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

Yes. As per Tata Code of Conduct (TCoC), TTML follows a sourcing approach based on environmental, social, and ethical factors. TTML has Sustainable Supply Chain Policy as a part of its Procurement Policy. TTML has also developed Supplier Code of Conduct to guide its decision-making regarding sustainable sourcing.

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

Key performance indicator to monitor sustainable sourcing will be initiated during FY25.

## 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 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 definition of producer or importer or brand-owner as per Plastic Waste Management Rules, 2016.

**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 2023- 24	FY 2022-23*
Recycle or reused network material	%	41	16

\*TTML reuses network electronics for providing services. Total Consumption of recycled input material is used for calculation, resulting in revision of FY 2022-23 numbers.

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

	FY 2023-24		
	Reused	Recycled	Safely disposed
Plastics (including packaging)	Not Applicable. Please refer 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 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.	%
<b>Permanent</b>											
Male	337	337	100	337	100	NA	NA	NA	NA	337	100
Female	48	48	100	48	100	48	100	NA	NA	48	100
Total	385	385	100	385	100	48	12	NA	NA	385	100

## Business Responsibility and Sustainability Report (Contd.)

Category	Total	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No.	%	No.	%	No.	%	No.	%	No.	%
Other than Permanent employees											
Male	136	136	100	0	0	0	0	0	0	0	0
Female	25	25	100	0	0	25	100	0	0	0	0
Total	161	161	100	0	0	25	16	0	0	0	0

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

Not Applicable.

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the Company	0.19	0.19

## 2. Details of retirement benefits for the current and previous financial year:

Benefits	FY 2023-24			FY 2022-23		
	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 are 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 Pune office has been carefully designed to comply with the requirements of the Rights of Persons with Disabilities Act, 2016.

## 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 Tata Code of Conduct (TCoC). The policy is placed on the website:

<https://www.tatatelebusiness.com/code-of-conduct>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	0	0	NA	NA
Female	0	0	NA	NA
Total	0	0	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)
<b>Permanent Employees</b>	TTML has established a Tata Code of Conduct and ethics structure, facilitating the reporting of grievances through various channels such as emails, ethics counsellors, and senior management, ensuring accessibility for all employees. The Company maintains an open-door policy, allowing employees at all levels to access senior management.
<b>Other than Permanent Employees</b>	Furthermore, TTML has a comprehensive policy addressing the prevention, prohibition, and redressal of sexual harassment of women (POSH) at the workplace, with an Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace Act, 2013. The Prevention of Sexual Harassment (POSH) policy is available on the Company website, and the ICC comprises a majority of women members responsible for investigating complaints of sexual harassment.  The details of the grievance mechanism, Whistle Blower policy, and Prevention of Sexual Harassment (POSH) are shared with employees through specific modules, including during the employee induction program. Additionally, TTML conducts regular workshops and awareness training sessions on sexual harassment prevention and the Tata Code of Conduct, both in group settings and through online training modules.

**7. Membership of employees in association(s) or unions.**

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

**8. Details of training given to employees:**

Category	Total	FY 2023-24				Total	FY 2022-23*			
		On Health and Safety measures		On Skill upgradation			On Health and Safety measures		On Skill upgradation	
		No.	%	No.	%		No.	%	No.	%
Employees										
Male	337	326	97	292	87	322	322	100	284	88
Female	48	43	90	44	92	46	46	100	36	78
Total	385	369	96	336	87	368	368	100	320	87

\*The FY 2022-23 data is revised basis active employee count.

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

Category	Total	FY 2023-24		Total	FY 2022-23*	
		No.	%		No.	%
<b>Employees</b>						
Male	337	326	97	322	302	94
Female	48	47	98	46	43	93
Total	385	373	97	368	345	94

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

\*The FY 2022-23 figures for total employees are revised to include all active employees within the financial year, whereas only employees eligible for performance and career development reviews were considered as total number of employees in FY 2022-23 report.

**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. Our safety protocols extend to all employees, ensuring comprehensive coverage across our workforce. TTML has below policies and programmes in place:

- Safety, Health & environment policy
- Wellness programmes to support employees in managing stress, maintaining work life balance & promoting overall health

## Business Responsibility and Sustainability Report (Contd.)

- Comprehensive annual training programmes such as Web Based Training Modules to educate employees on CPR and other safety protocols (building and office evacuation, safe driving at work, electrical safety, use of fire extinguishers and fire safety awareness)
- Emergency response protocols via regular drills and training exercises

**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 established a Safety Council for identifying hazards and assessing risks. The Safety Council reviews the near miss reports monthly. TTML encourages employees to report incidents and near misses, which provides valuable insights into potential hazards.

The internal audits under Project Suraksha & Hazard Identification and Risk Assessment (HIRA) are conducted bi-annually identify any potential risks and initiate corrective action accordingly.

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

Not Applicable.

TTML provides digital and connectivity services to its customers and does not have a separate category of workers in the organisation.

**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 2023-24	FY 2022-23
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 has taken several measures to ensure safe & healthy workplace as safe work practices and emergency procedure, safety training, and awareness sessions to educate employees as well as audits of the workplace through internal and external mechanism. TTML provides appropriate safety equipment and facilities to protect employees from workplace hazards.

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

	FY 2023-24		FY 2022-23	
	Filled during the year	Pending resolution at the end of the year	Filled during the year	Pending resolution at the end of the year
Working Conditions	0	0	0	0
Health & Safety	4	0	0	0
<b>Total</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>

**14. Assessments for the year:**

	FY 2023-24
	% 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, despite no occurrences in recent financial periods. Corrective actions (opportunities for improvement) are identified from regular audits, ensuring continuous improvement in safety practices. 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)** – NA

Yes. TTML covers medical expenses and has group insurance cover for all its employees. In addition, based on family's conditions, TTML may consider offering employment to the spouse/dependent of the deceased employee.

**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 "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, 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 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	0	0	0	0
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)**

No. TTML does not offer transition assistance programs.

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

	FY 2023-24
	% of value chain partners (by value of business done with such partners) that were assessed
Working Conditions	We are in the process of evaluating methods to assess our value chain partners on the working conditions and Health & Safety practices.
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.**

Not Applicable.

**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. Both internal and external stakeholders have been identified through this process.



## Business Responsibility and Sustainability Report (Contd.)

## 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"> <li>Email, SMS, Voice</li> <li>Company website</li> <li>Social media</li> <li>iManage app</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Seeking feedback on our services</li> <li>Delivering customer service and resolving customer queries</li> <li>New product launches</li> </ul>
Investors	No	<ul style="list-style-type: none"> <li>Annual General Meeting</li> <li>Press release through stock exchange communications</li> <li>Email</li> </ul>	Quarterly/ Ongoing	<ul style="list-style-type: none"> <li>Financial performance</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Company intranet portal</li> <li>Regular employee communication forums</li> <li>Email</li> <li>Townhall</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Employee Engagement</li> <li>Training &amp; Development</li> <li>Employee Performance appraisal</li> <li>Well-being &amp; Safety</li> </ul>
Suppliers and Network Partners	No	<ul style="list-style-type: none"> <li>Email</li> <li>Vendor Portal</li> <li>Meetings</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Resolving supplier queries</li> <li>Performance ratings of supplier / Network partner</li> </ul>
Channel Partners	No	<ul style="list-style-type: none"> <li>Email, SMS communication</li> <li>Partner Portal</li> <li>Annual Meetings</li> <li>Review Meetings</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Increase reach and enhance business</li> <li>Resolve channel partner queries</li> <li>Share new process &amp; product related details</li> </ul>
Regulatory bodies	No	<ul style="list-style-type: none"> <li>Electronic and physical correspondence</li> <li>Face to face meetings</li> <li>Consultation forums</li> </ul>	Need based	<ul style="list-style-type: none"> <li>Discussions about various regulations and amendments, approvals</li> </ul>
Community	No	-	Need based	-

## Leadership Indicators

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

The Board of Directors are periodically updated on broad spectrum of topics including macroeconomic overview, industry specific overview, customer service-related updates, digital initiatives, financial performance and strategic planning, etc.

Additionally, the Board is briefed on regulatory developments, circulars and amendments by DOT, TRAI, Securities & Exchange Board of India, Ministry of Corporate Affairs among others.

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

Yes, we actively engage with various stakeholders to understand their expectations, and this valuable input is incorporated into our sustainability framework.

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

TTML maintains its commitment to continued vigilance and inclusive stakeholder engagement practices. The Company encourages employees to volunteer for Tata Proengage initiatives in collaboration with Tata Sustainability Group for skill building through long-term volunteering programmes.

However, as of the current stakeholder evaluation, there are no identified vulnerable/marginalised stakeholder groups.

**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 2023-24			FY 2022-23*		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	385	385	100	368	348	95
Other than permanent	161	161	100	122	122	100
Total Employees	546	546	100	490	470	96
<b>Workers</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
<b>Total Workers</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

\*The data has been revised for FY 2022-23 basis active employee count for other than permanent employees.

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

	FY 2023-24					FY 2022-23*				
	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) %
<b>Permanent – Employees</b>										
Male	337	0	0	337	100	322	0	0	322	100
Female	48	0	0	48	100	46	0	0	46	100
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Other than Permanent</b>										
Male	136	0	0	136	100	106	0	0	106	100
Female	25	0	0	25	100	16	0	0	16	100
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Permanent – Workers</b>										
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
<b>Other than Permanent</b>										
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

\*The data has been revised for FY 2022-23 basis active employee count for other than permanent employees.

## Business Responsibility and Sustainability Report (Contd.)

## 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	8,20,000	1	14,00,000
Key Managerial Positions(KMP)*	2	90,00,000	1	20,00,000
Employees other than BoD and KMPs	336	14,19,000	47	11,48,300
Workers	NA	NA	NA	NA

\*TTML has six Board of Directors for FY'24 including Managing Director (MD). However, MD does not draw salary from TTML, hence is not accounted in median calculation.

The term of the two Board members concluded with effect from April 24, 2023 on account of resignations. As they were not there for major part of the financial year, the sitting fees paid to them is not accounted in median calculation.

#KMPs consist of Managing Director (MD), Chief Financial Office (CFO) and Company Secretary(CS).

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	10.4	10.7

## 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:

Mr. Harjit Singh (Managing Director)

Mr. Anshumaan Gambhir (Chief Human Resource Officer)

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

TTML has established a mechanism for addressing human rights grievances and similar other grievances. An Individual can report violation of human rights through Ethics, Whistle-blower, and Prevention of Sexual Harassment (POSH) framework or directly contact the location or Chief Ethics Counsellor.

This inclusive approach allows all employees, contractors, and suppliers to report any human rights-related concerns. Remediation actions are taken based on the severity of the violation. Consequences may include disciplinary measures such as termination of employees and business contracts, in accordance with Company's Consequence Management Policy.

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

	FY2023-24		FY2022-23	
	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	0	0
Working Conditions	0	0	0	0
Health & Safety	4	0	0	0
Discrimination at workplace	0	0	0	0
Child Labour	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0
Wages	0	0	0	0



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

<b>Safety Incident</b>	<b>FY 2023-24</b>	<b>FY 2022-23</b>
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

TTML has implemented a robust ethics structure, enabling the 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, all of which are treated with utmost confidentiality.

TTML has established a comprehensive Prevention of Sexual Harassment (POSH) Process and structure to address harassment cases. To maintain ethical standards, a Consequence Management process is in place, ensuring disciplinary actions are taken in accordance with established guidelines for cases involving discrimination and harassment.

It is imperative to emphasise that the Company unequivocally disapproves of any form of retaliation against individuals reporting legitimate concerns. Those found targeting such individuals will be subject to rigorous disciplinary action, as TTML remains resolute in fostering a workplace free from discrimination and harassment.

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

Yes. Human rights form a part of the Tata Code of Conduct (TCoC). TTML has a specific clause included in the agreements and contracts / purchase orders seeking compliance to Tata Code of Conduct (TCoC). The Company does not employ children at its workplaces and does not use forced labour in any form.

**10. Assessments for the year:**

	<b>% of your plants and offices that were assessed</b>
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others Specify	NA

TTML has a structured internal process evaluations under the overall umbrella of TCoC done by the internal audit function.

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

Not Applicable.

**Leadership Indicators:**

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

The introduction or modification of a business process in response to human rights grievances or complaints is not necessitated at TTML, as there have been no identified instances of such grievances or complaints. TTML remains committed to proactively addressing human rights concerns and maintaining a workplace environment that upholds fundamental rights and values.

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

TTML conducts internal audits for its governance. The Company regularly sensitises its employees on the Code of Conduct through various training programmes as Tata Code of Conduct (TCoC).

**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 Question 3 (Essential) of Principle 3.

## Business Responsibility and Sustainability Report (Contd.)

## 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	TTML ensures that 100% of its suppliers have signed the Tata Code of Conduct while onboarding.
Forced/involuntary labour	
Sexual harassment	
Discrimination at 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.

Not Applicable.

## 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:

Parameters	FY 2023-24	FY2022-23*
<b>From renewable sources</b>		
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
<b>From non-renewable sources (in GJ)</b>		
Total electricity consumption (D)	55,636	56,121
Total fuel consumption (E)	1,385	1,550
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	57,021	57,671
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) - GJ/INR (Revenue in Crores)	47.51	51.80
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

\*FY 2022-23 data is revised basis actual electricity consumption from Jan'23 to Mar'23.

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

No.

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

Not Applicable.

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

Parameters	FY 2023-24*	FY2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	
(ii) Groundwater	Nil	
(iii) Third party water	19,164.6	
(iv) Seawater / desalinated water	Nil	
(v) Others	Nil	
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	19,164.6	
Total volume of water consumption (in kilolitres)	19,164.6	
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	15.97	
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	-	
Water intensity in terms of physical output	NA	
Water intensity (optional) – the relevant metric may be selected by the entity	-	

The data is not reported as TTML has initiated monitoring in FY'24.

\*TTML usage of water is restricted to human consumption purposes only. The data is reported basis utility bills of municipal water supply and drinking water at Navi Mumbai & Pune location.

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

Yes, a water audit has been carried out by an external agency (Wire Consultancy).

**4. Provide the following details related to water discharged:**

Parameters	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Nil	
- No Treatment		
- With treatment – please specify level of treatment		
(ii) Groundwater	Nil	
- No Treatment		
- With treatment – please specify level of treatment		
(iii) Seawater	Nil	
- No Treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third party	*Refer Note	
- No Treatment		
- With treatment – please specify level of treatment		
(v) Others	Nil	
- No Treatment		
- With treatment – please specify level of treatment		
Total water Discharged (in kilolitres)		

\*TTML sends wastewater generated from its Headquarters located at Navi Mumbai to Common Effluent Treatment Plant maintained by Thane-Belapur Association.

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

No such assessment/ evaluation/ assurance was carried at any of our location by any external agency.

## Business Responsibility and Sustainability Report (Contd.)

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

No, the entity has not implemented a mechanism for Zero Liquid Discharge.

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

Parameter	Unit	FY 2023-24	FY 2022-23
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

TTML is exploring solutions to monitor air emissions.

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

No such assessment/ evaluation/ assurance was carried at any of our location by any external agency.

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

Parameter	Unit	FY 2023-24	FY 2022-23*
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	103	116
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	11,065	11,162
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO <sub>2</sub> e/ INR (Revenue in Crores)	9.31	10.13
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)		-	-
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		-	-

\*FY 2022-23 data is revised basis actual consumption values from Jan'23 to Mar'23. The latest CEA grid emission factor for Scope 2 calculation is used.

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

No such assessment/ evaluation/ assurance was carried at any of our location by any external agency.

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

TTML is actively engaged in evaluating its operations to identify opportunities for reduction in Greenhouse Gas (GHG) emissions. We'll be undertaking energy audit in FY 2024-25 to identify areas of energy optimisation and enhancing energy efficiency. We're also exploring opportunities for transitioning to renewable energy at sites with higher energy consumption.

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

Parameters	FY 2023-24	FY2022-23
Total waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	21.43	37.98
Bio-medical waste (C)	NA	NA
Construction and demolition Waste (D)	NA	NA
Battery waste (E)	96.53	70.32
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>117.96</b>	<b>108.30</b>
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
<b>Total</b>		
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.098	0.097
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)		
Waste intensity in terms of physical output		
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	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>
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
<b>Total</b>	<b>NA</b>	<b>NA</b>

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

No such assessment/ evaluation/ assurance was carried at any of our location by any external agency.



## Business Responsibility and Sustainability Report (Contd.)

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

At TTML, our waste management practices are structured and compliant with regulatory standards. We've initiated segregation of waste into categories such as plastic waste, food waste, and horticulture waste in addition to e-waste, battery waste. For responsible disposal, we collaborate with a third-party auctioning agency, limiting participation to PCB-certified vendors for e-waste and battery waste. Additionally, we have partnerships with recyclers for plastic waste, food waste, horticulture waste. To maintain transparency and compliance, we regularly submit annual or half-yearly returns to the Pollution Control Board (PCB).

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not applicable. 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.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not applicable. 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.	Specify the law / regulation / guidelines which was not complied with	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	TTML – Water (Prevention and Control of Pollution) Act, 1974	Application for renewal of consent to operate for TTML's office at Turbhe is pending at Maharashtra Pollution Control Board (MPCB) and is sub-judice.	MPCB, in its meeting of the approval committee held on 23.03.2018, refused to issue consent citing certain non-compliances and consequently 'Refusal to Consent' was issued vide letter dated 25.04.2018	An appeal was filed against the refusal order with the Appellate Authority in the Environment Dept. in Mumbai on 24.05.2018, which is pending with the Appellate Authority.

**Leadership Indicator**

**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 2023-24	FY2022-23
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 level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		Not Applicable.*
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

\*We do not have any facilities located in water stress 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.**

No such assessment/ evaluation/ assurance was carried at any of our location by any external agency.

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

Parameters	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			TTML is in the process of identifying the sources of scope 3 emissions.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)**

**If yes, name of the external agency.**

No such assessment/ evaluation/ assurance was carried at any of our location by any external agency.

## Business Responsibility and Sustainability Report (Contd.)

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

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 outcome of such initiatives, as per the following format:**

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
TTML is committed towards sustainability and as a part of its commitment, it is in the process of identifying initiatives for FY 2024-25 in the areas of transitioning to renewable energy, rainwater harvesting, wastewater treatment, green building certification, waste reuse and recycling.		

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

Yes. TTML, has a Business Continuity and Disaster Management Plan (BCDMP) and is certified as per ISO 22301:2019 from the British Standards Institute (BSI). Disaster Relief drills are carried annually to evaluate recovery capabilities.

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

As TTML is providing connectivity and digital services, any significant adverse impact on the environment arising from our value chain is not envisaged. However, we're planning to engage with value chain partners to understand their impact to the environment.

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

Not Applicable.

**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.**

S. 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.**

S. No.	Name of 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 association 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 further discuss these proposals. We also engage with 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	Internet Telephony	Representation by the Organisation followed by meeting the concerned officers in the Department.	Yes	Quarterly	<a href="http://www.dot.gov.in">www.dot.gov.in</a>
2	Telecom Bill 2023	Comments on the draft Telecom Bill by the Company as well as by the industry association (COAI)	Yes	Quarterly	<a href="http://www.dot.gov.in">www.dot.gov.in</a>
3	Recommendations on 'Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network	Comments on the consultation paper by the Company as well as by the industry association (COAI)	Yes	Quarterly	<a href="http://www.trai.gov.in">www.trai.gov.in</a>
4	TRAI's Consultation Paper on 'Regulation on Rating Framework for Digital Connectivity in Buildings or Yes Areas'	Comments on the consultation paper by the Company as well as by the industry association (COAI)	Yes	Quarterly	<a href="http://www.trai.gov.in">www.trai.gov.in</a>
5	Consultation Paper on Regulating Converged Digital Technologies and Services – Enabling Convergence of Carriage of Broadcasting and Telecommunication services	Comments on the consultation paper by the Company as well as by the industry association (COAI)	Yes	Quarterly	<a href="http://www.trai.gov.in">www.trai.gov.in</a>
6	Draft Regulation on Review of The Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2023	Comments on the draft Regulation by the Company as well as by the industry association (COAI)	Yes	Quarterly	<a href="http://www.trai.gov.in">www.trai.gov.in</a>

## Business Responsibility and Sustainability Report (Contd.)

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
7	Draft Telecom Regulatory Authority of India Repealing Regulations, 2023- inviting Comments from stakeholders on repeal of Regulation on Quality of Service of Dial-Up and Leased Line Internet Access Service, 2001	Comments on the draft Regulation by the Company as well as by the industry association (COAI)	Yes	Quarterly	www.trai.gov.in
8	Consultation Paper on Definition of International Traffic	Comments on the consultation paper by the Company as well as by the industry association (COAI)	Yes	Quarterly	www.trai.gov.in
9	Consultation Paper on Review of Quality-of-Service Standards for Access Services (Wireless and Wireline) and Broadband Services (Wireless and Wireline)	Comments on the draft Regulation by the Company as well as by the industry association (COAI)	Yes	Quarterly	www.trai.gov.in
10	Consultation Paper on Connectivity to Access Service VNOs From More Than one NSO	Comments on the consultation paper 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 2023-24	FY 2022-23*
Directly sourced from MSMEs/ small producers	8.36	22.37
Directly from within India	90.33	86.65

\*The data for FY 2022-23 is revised to align with the revision in categorisation of MSME.

**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 2023-24	FY 2022-23
Rural	NA	NA
Semi-Urban	NA	NA
Urban	NA	NA
Metropolitan	100	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:**

S. 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 the society, employees participated in various volunteering initiatives in collaboration with 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 the medium and small-scale enterprises. Given the nature of the business, purchases from suppliers under the above-mentioned groups 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			

Note: TTML has several trademarks related to IT products & services. Hence, TTML is not involved in with acquisition or use 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.

## Business Responsibility and Sustainability Report (Contd.)

## 6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups	Names of vulnerable and marginalised groups
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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 the society, employees participated in various volunteering initiatives in collaboration with Tata Group.

## 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 established a robust and formalised system to facilitate the receipt and response to customer and consumer complaints. Customers have multiple channels through which they can raise their concerns, ensuring accessibility and convenience. These channels include the Self Care Portal "iManage," Smart Assist, as well as traditional modes such as Email and Voice calls.

The Self Care Portal "iManage" provides a user-friendly online platform for customers to log and track their complaints efficiently. Smart Assist offers a technologically advanced avenue for addressing customer issues through intelligent assistance. Additionally, customers can choose to communicate their concerns via emails and voice calls.

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

Information type	As % of total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	100
Recycling and safe disposal	NA

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

Type of consumer complaints	FY 2023-24		FY2022-23*	
	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)	41,947	73	45,194	275

\*The FY 2022-23 data is revised basis inclusion of customer complaints at consumer forum.

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

Not Applicable. We maintain rigorous quality control measures to ensure the safety and satisfaction of our customers, and no such incidents requiring product recalls were identified during this period.

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

Yes, TTML is certified for ISO 27001:2013, reflecting our unwavering commitment to Information Security Management System. Our robust enterprise risk management policy underscores our dedication to ensuring compliance at all levels. The organisation has established an internal committee dedicated to reviewing and enhancing our information and cyber security program. To fortify our cyber and information security posture, corporate policies have been meticulously implemented, accessible to internal stakeholders through our intranet.



**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 Principle 1 for penalties.

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

- a. Number of instances of data breaches along-with impact**
- b. Percentage of data breaches involving personally identifiable information of customers**
- c. Impact, if any, of the data breaches.**

TTML did not witness any instances of data breaches during the current reporting period.

**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-ttml/>. 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 actively share in-depth information about our products and services. 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).**

The entity displays product information mandated as per local laws. TTML conducts Net Promoter Survey bi-annually.