

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L64200MH1995PLC086354
2.	Name of the Listed Entity	Tata Teleservices (Maharashtra) Limited
3.	Year of incorporation	1995
4.	Registered office address	D-26, TTC Industrial Area, MIDC Sanpada P.O., Turbhe, Navi Mumbai - 400 703
5.	Corporate address	Same as above
6.	E-mail	investor.relations@tatatel.co.in
7.	Telephone	+91 22 6661 5111
8.	Website	www.tatatelebusiness.com
9.	Financial Year for which reporting is being done	April 01, 2024 to March 31, 2025
10.	Name of the Stock Exchange(s) where shares are listed	1. BSE Limited 2. The National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 19,549,277,270
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Vrushali Dhamnaskar +91 22 6661 5111 investor.relations@tatatel.co.in
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone. Tata Teleservices (Maharashtra) Limited (TTML) does not have any entities which form part of its financial statements.
14.	Name of assurance provider	BSI Group Pvt. Ltd
15.	Type of assurance obtained	Reasonable Assurance (in progress)

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. Other services include Cloud & Platform services.	94.6%

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	94.6%

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

19. Markets served by the entity:

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

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B)/ (A)	No. (C)	% (C)/ (A)
Employees						
1	Permanent (D)	390	333	85%	57	15%
2	Other than Permanent (E)	157	131	83%	26	17%
3	Total Employees (D+E)	547	464	85%	83	15%
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

* We do not have any workers in the organisation.

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 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employee	19.3%	12.9%	18.4%	18.2%	12.7%	17.6%	23%	22%	23%
Permanent Workers	We do not have any workers in the organisation.								

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. Names of holding / subsidiary / associate companies / joint ventures***

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

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

VI. CSR Details**24.**

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013:	No
(ii) Turnover in ₹	1308.04 Crores
(iii) Net worth in ₹	(19,570.29) 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 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Investors (other than shareholders)	Yes. There are various touchpoints for stakeholder groups viz. investor.relations@tatatel.co.in for shareholders.	0	0		0	0	
Shareholders	The whistle blower policy can be accessed by any stakeholder for grievances redressal mechanism on our website.	6	0		14	0	
Employees and workers	https://services.tatatelebusiness.com/files/corporate/static/whistle-Blower-Policy-TTML-V.pdf	4	0		4	0	
Value Chain Partners		1	0		0	0	
Customers		For Customers, refer to Principle 9 Essential Indicator 3.					

Note: TTML is digital & connectivity solutions service provider hence it has no negative impact on community.

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

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

S. Material issue No. identified*	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1. Customer satisfaction and engagement	Opportunity	Being digital and connectivity solutions provider, customer satisfaction and engagement are critical for 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 to TTML for its digital and connectivity solution services. Risks include cyber threats, data breaches, and system failures impacting service continuity. Robust data security measures are essential to prevent 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
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

S. Material issue No. identified*	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
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 and has developed Supplier Code of Conduct to guide its decision-making. The code guides suppliers conduct in relation to ethics, labour and human rights, health and safety, environmental protection, and management practices. Engaging with stakeholders through Supplier Assessment has helped fostering 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
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 identified basis the materiality exercise carried out by the organisation are reported here.

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:

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://www.tatatelebusiness.com/policies/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Tata Code of Conduct (TCOC), Prevention of Sexual Harassment (POSH), Whistle Blower (WB) Policy, Sustainable Supply Chain Policy is extended to value chain partners.								
4. Name of the national and international codes/ certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	<ul style="list-style-type: none"> • ISO 9001:2015 • ISO 27001:2013 • ISO 22301:2019 • ISO 45001:2018 								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>TTML has defined short term goals for identified focus areas of energy, water, waste, skill upgradation, health & safety, and diversity & inclusion.</p> <p>TTML has aligned the environment initiatives with Tata Group's Sustainability vision "Project Aalingana".</p>								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met	<p>TTML has attained progress on several focus areas:</p> <ul style="list-style-type: none"> • Transition to renewable energy with investment in Group Captive Renewable energy access model for FY 26 is approved by the Board. • Municipal water demand reduced by 25% (33 lakh litres) due to wastewater recycling & reuse of treated water, water efficiency measures as sensors & aerators for taps. • 20 lakh litres of Rainwater harvesting potential created at our Headquarters, in alignment with Project Aalingana's goals of water circularity by 2030. • TTML also achieved ISO 45001:2018 certification in FY 25, the highest standard for occupational health and safety. • Gender diversity improved from 12% in FY 24 to 15% in FY 25. 								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Governance, leadership, and oversight									
Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure).	<p>TTML is leading a groundbreaking journey across SMEs through its smart digital solutions to connect, collaborate and drive transformation in their operations.</p> <p>We're prepared to drive this transformation based on sustainability principles aligned to India's and Tata Group's vision of sustainability to accelerate environmentally responsible growth.</p> <p>Significant steps towards driving the decarbonisation of our businesses and applying the circular economy approach to reduce resource use and waste have been initiated this year.</p> <p>Transitioning to renewable energy, energy efficient IT infrastructure, and water conservation has been our top priority. We're accelerating our sustainability efforts for long-term value creation as responsible business.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy.	Mr. Harjit Singh Managing Director								
9. Does the entity have a specified committee of the board/ director responsible for decision making on sustainability related issues? (Yes/ No). If yes, provide details.	No. The Board of Directors review the Business Responsibility and Sustainability Report.								
10. Details of Review of NGRBCs by the Company:									
Performance against above policies and follow up action	Yes								
Frequency (Annually / Half yearly / Quarterly / Any other - please specify)	The performance review is conducted from time to time.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliance	Compliance to all applicable laws is reported to the Board on a quarterly basis.								
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.	Yes. The Company conducts periodic internal reviews of its policies. The policies are evaluated by functional heads and approved by the leadership team. The internal audit plan of the company is based on the integrated framework, which takes into account functional policies & processes along with other aspects such as risk assessment.								
12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:	Not Applicable								

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1:

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

Essential Indicators:

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

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	6	Business Performance, Telecom and Regulatory Framework, Governance, Enterprise Risk Management, Information & Cyber Security	100
KMP	4	Tata Code of Conduct (TCoC) Certification, Prevention of Sexual Harassment (POSH) Certification, Safety Training, Insider Trading Training	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 FY25. (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

	NGRBC Principle	Name of the regulatory/ enforcement authority / judicial institutions	Amount (₹)	Brief of the case	Has an appeal been preferred? (Yes or No)
Monetary					
Penalty	Principle 9	TRAI	50,000	QoS parameter for the basic Telephone and Broadband Services 'Time taken for Refund of deposits after closures- within 60 days (100% within 60 days)' was not met in Maharashtra Circle for QE June, 2023.	No
Settlement			Nil		
Compounding Fee			Nil		
Non - Monetary					
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.

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.

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

The policy is available on intranet accessible to all its employees & others.

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

	FY 2024-25	FY 2023-24
Board of Directors	Nil	Nil
Key Managerial Positions	Nil	Nil
Employees other than BoD and KMPs	Nil	Nil

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

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

* FY 25 trade payable are excluding accrued expenses. The data for FY'24 is also revised on the same basis.

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 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0.52%	0.57%
	b. Number of dealers / distributors to whom sales are made	73	21
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	84.6%	92%
Share of RPTs in Sales	a. Purchases (Purchases with related parties / Total Purchases)	35%	35%
	b. Sales (Sales to related parties / Total Sales)	9%	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
2	Tata Code of Conduct (TCoC) & Prevention of Sexual Harassment (POSH)	100%

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.

PRINCIPLE 2:

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

Essential Indicators

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

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	0	0	NA
Capex	₹ 5,080,400	0	TTML has implemented Smart Racks and Free Cooling Units to reduce consumption of energy in its operations. Refer to Principle 6, Leadership Indicator 4 for more details.

2. **a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**
Yes. TTML follows a sourcing approach based on environmental, social, and ethical factors as per Tata Code of Conduct (TCoC). TTML has a Sustainable Supply Chain Policy as a part of its Procurement Policy. TTML has also developed a Supplier Code of Conduct to guide its decision-making regarding sustainable sourcing. The code guides suppliers' conduct in relation to ethics, labour and human rights, health and safety, environmental protection, and management practices.
b. If yes, what percentage of inputs were sourced sustainably?
Sustainable Supply Chain Policy and Supplier Code of Conduct is applicable to all of suppliers.
3. **Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) Other waste.**
Not Applicable.
Please refer to Principle 6, Essential Indicator 9 & 10 for details on waste management practices at our organization.
4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**
Not Applicable.
Extended Producer Responsibility does not apply to TTML's operations as it is a service-oriented company and does not fall under the definition of producer or importer or brand-owner as per the Plastic Waste Management Rules, 2024 and E-Waste Management Rules, 2024.

Leadership Indicators:

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

3. **Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Description	UOM	FY 2024-25	FY 2023-24
Recycle or reused network material	%	53	41

Reusing MUX and other telecom equipment as UBR extends the lifespan, reduces e-waste, conserves resources by reducing the need for manufacturing new products. It helps to align with circular economy principles and promotes sustainable consumption.

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

	FY 2024-25		
	Reused	Recycled	Safely disposed
Plastics (including packaging)	Not Applicable. Please refer to Principle 6, Essential Indicator 9 & 10 for details on waste management practices at our organization.		
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.	%
Permanent											
Male	333	333	100	333	100	NA	NA	NA	NA	NA	NA
Female	57	57	100	57	100	57	100	NA	NA	57	100
Total	390	390	100	390	100	57	15	NA	NA	57	15
Other than Permanent employees											
Male	131	131	100	NA	NA	NA	NA	NA	NA	NA	NA
Female	26	26	100	NA	NA	26	100	NA	NA	NA	NA
Total	157	157	100	NA	NA	26	17	NA	NA	NA	NA

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

Not Applicable as TTML do not directly employ any workers.

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.2	0.19

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

Benefits	FY 2024-25			FY 2023-24		
	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 the Pune office, has been carefully designed to comply with the applicable requirements.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Equal opportunity is covered as a part of the Tata Code of Conduct (TCoC). The policy is 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)
Permanent Employees	<p>TTML has established an 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.</p> <p>Furthermore, TTML has a comprehensive policy addressing the prevention, prohibition, and redressal of sexual harassment of women (POSH) at the workplace. The Prevention of Sexual Harassment (POSH) policy is available on the company website. TTML has established an Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace Act, 2013. The ICC comprises a majority of women members responsible for investigating complaints of sexual harassment.</p>
Other than Permanent Employees	<p>Specific modules of the grievance mechanism, Whistle Blower policy, and POSH are shared with employees on a periodic basis, including the employee induction program. TTML conducts regular workshops and awareness training sessions on POSH and the Tata Code of Conduct, both in group settings and through online training modules.</p>

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	FY 2024-25					FY 2023-24				
	Total	On Health and Safety measures		On Skill upgradation		Total	On Health and Safety measures		On Skill upgradation	
		No.	%	No.	%		No.	%	No.	%
Employees										
Male	333	328	98	314	94	337	326	97	292	87
Female	57	56	98	56	98	48	43	90	44	92
Total	390	384	98	370	95	385	369	96	336	87

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

Category	Total	FY 2024-25		Total	FY 2023-24	
		No.	%		No.	%
Employees						
Male	333	322	97	337	326	97
Female	57	54	95	48	47	98
Total	390	376	96	385	373	97

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

10. Health and safety management system

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

Yes. 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
- 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)

Refer 10a & 10b.

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

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

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

Safety Incident	Category	FY 2024-25	FY 2023-24
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

*Note: 1 recordable incident occurred for contractual worker.

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 2024-25		FY 2023-24	
	Filed during the year	Pending resolution at the end of the year	Filed during the year	Pending resolution at the end of the year
Working Conditions	0	0	0	0
Health & Safety	1	0	4	0
Total	1	0	4	0

14. Assessments for the year:

	FY 2024-25
	% 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. The 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.

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

For the partners in respect of whom the Company is “the principal employer”, the Company obtains documentary proof of such partner having deducted and deposited the PF & ESIC dues before releasing any payments to them. Further, 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 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
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 2024-25
	% of value chain partners (by value of business done with such partners) that were assessed
Working Conditions	22 of our suppliers for goods & services have been assessed on the major pillars of Environmental, Social & Governance. These value chain partners contribute 48% of the total spend on goods & services in FY 25. The key topics of assessments include Climate risk, Environmental Opportunities, Health and Safety, Human rights Issues, Training and Development, Data privacy, Cyber security, Business Ethics, etc.
Health & Safety Practices	

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

All 22 suppliers are ranked basis their ESG performance, and improvement areas or interventions are identified for 3 underperforming suppliers in the areas of climate risk assessment, cybersecurity & data privacy.

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.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication	Frequency	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> Email, SMS, Voice Company website Social media iManage app 	Ongoing	<ul style="list-style-type: none"> Seeking feedback on our services Delivering customer service and resolving customer queries New product launches
Regulatory bodies	No	<ul style="list-style-type: none"> Electronic and physical correspondence Face to face meetings Consultation forums 	Need based	<ul style="list-style-type: none"> Discussions about various regulations and amendments, approvals
Investors	No	<ul style="list-style-type: none"> Annual General Meeting Press release through stock exchange communications Email 	Ongoing	<ul style="list-style-type: none"> Financial performance
Lenders	No	<ul style="list-style-type: none"> Email Meetings 	Need based	<ul style="list-style-type: none"> Financial performance Upcoming Funding /other Banking requirements
Suppliers and Network Partners	No	<ul style="list-style-type: none"> Email Vendor Portal Meetings 	Ongoing	<ul style="list-style-type: none"> Resolving supplier queries Performance ratings of supplier / Network partner
Channel Partners	No	<ul style="list-style-type: none"> Email, SMS communication Partner Portal Annual Meetings Review Meetings 	Ongoing	<ul style="list-style-type: none"> Increase reach and enhance business Resolve channel partner queries Share new process & product related details
Employees	No	<ul style="list-style-type: none"> Company intranet portal Regular employee communication forums Email Townhall 	Ongoing	<ul style="list-style-type: none"> Employee Engagement Training & Development Employee Performance appraisal Well-being & Safety

Leadership Indicators**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 a 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 2024-25			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	390	390	100	385	385	100
Other than permanent	157	157	100	161	161	100
Total Employees	547	547	100	546	546	100
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	(B/A) %	No. (C)	(C / A) %		No. (E)	(E/D) %	No. (F)	(F/ D) %
Permanent – Employees										
Male	333	0	0	333	100	337	0	0	337	100
Female	57	0	0	57	100	48	0	0	48	100
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent										
Male	131	0	0	131	100	136	0	0	136	100
Female	26	0	0	26	100	25	0	0	25	100
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Permanent – Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

3. Details of remuneration/salary/wages:

a. Median remuneration / wages the following format:

Segment	Male		Female	
	No.	Median remuneration/ salary/ wages of respective category	No.	Median remuneration/ salary/ wages of respective category
Board of Directors*	5	6,90,000	1	11,00,000
Key Managerial Positions(KMP)#	2	99,00,000	1	30,00,000
Employees other than BoD and KMPs	332	15,95,000	56	12,90,000
Workers	NA	NA	NA	NA

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

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

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	12.2%	10.4%

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

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

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

TTML has 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:

	FY 2024-25		FY 2023-24	
	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	1	0	0	0
Working Conditions	0	0	0	0
Health & Safety	1	0	4	0
Discrimination at workplace	1	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:

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	0
Complaints on POSH as a % of female employees / workers	1.2	0
Complaints on POSH upheld	1	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 requirements form part of our Supplier Code of Conduct, which is an integral part of our business agreements and contracts. The Supplier Code of Conduct can be accessed with the link:

10. Assessments for the year:

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

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

No significant risk was identified during the assessment.

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.

Human rights are an integral part of the Tata Code of Conduct (TCoC). The Company regularly sensitises its employees on the Code of Conduct through various training programmes. TTML also conducts internal audits for its functional policies & processes on regular basis. Human rights requirements are also part of our Supplier Code of Conduct and their performance is evaluated through Supplier Assessment.

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

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

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	22 of our suppliers for goods & services, which contribute to 48% of total spend, have been assessed on the major pillars of Environmental, Social & Governance. The key topics of assessments include Climate risk, Environmental Opportunities, Health and Safety, Human rights Issues, Training and Development, Data privacy, Cybersecurity, Business Ethics etc.
Forced/ involuntary labour	
Sexual harassment	
Discrimination at the workplace	TTML also has Sustainable Supply Chain Policy as a part of its Procurement Policy. TTML has also developed a Supplier Code of Conduct to guide suppliers conduct in relation to ethics, labour and human rights, health and safety, environmental protection, and management practices.
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.

The suppliers are ranked basis their ESG performance, and improvement areas are identified for 3 underperforming suppliers out of 22 suppliers in the areas of climate risk assessment, cybersecurity & data privacy.

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 2024-25*	FY 2023-24
From renewable sources		
Total electricity consumption (A)	Nil	Nil
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	Nil	Nil
From non-renewable sources (in GJ)		
Total electricity consumption (D)	55,950	55,636
Total fuel consumption (E)	1,572	1,385
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	57,521	57,021
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) - GJ/INR (Revenue in Crores)	44	47.5
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)*	90.9	-
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

* The data is reported based on actual electricity & diesel consumption from April '24 to March'25. Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core is referred to calculate Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP). (Source: [Industry Standards Note on BRSR with Annexure.pdf](#))

The latest available PPP conversion rate for 2025 is used. (Source: [World Economic Outlook \(April 2025\) - Implied PPP conversion rate](#)).

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

Yes, independent assurance is conducted externally by DNV Business Assurance India Private Limited for FY 24. Additionally, energy audit is conducted by Wire Consultancy.

Independent assurance for FY 25 is currently in progress by BSI Group India Private Limited.

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

Not Applicable.

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

Parameters	FY 2024-25*	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater	Nil	Nil
(iii) Third party water	9,901	13,228
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres) (I + ii + iii + iv + v)	9,901	13,228
Total volume of water consumption (in kilolitres)	9,901	13,228
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	7.6	11
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	15.6	-
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*The usage of water at TTML is restricted to human consumption and maintenance of office premises only. Hence, the water withdrawal is reported basis actual utility bills for the supply of municipal water and drinking water at Pune & Mumbai area locations from April'24 to March'25. Water consumption for Mar'25 is estimated based on average consumption for Pune. Municipal water consumption has reduced on account of the reuse & recycling of wastewater for domestic utilities such as flushing, landscaping in addition to water savings measures as sensor taps, aerators, etc.

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, DNV Business Assurance India Private Limited for FY 24.

4. Provide the following details related to water discharged:

Parameters	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Nil	Nil
- No Treatment		
- With treatment – please specify level of treatment		
(ii) Groundwater	Nil	Nil
- No Treatment		
- With treatment – please specify level of treatment		
(iii) Seawater	Nil	Nil
- No Treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third party	Nil	Nil
- No Treatment		
- With treatment – please specify level of treatment		
(v) Others	Nil	Nil
- No Treatment		
- With treatment – please specify level of treatment		
Total water Discharged (in kilolitres)	Refer Principle 6, Essential Indicator 5.	

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

Yes, DNV Business Assurance India Private Limited for FY 24.

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

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

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

Parameter	Unit	FY 2024-25	FY 2023-24
Particulate matter (PM)	mg/Nm ³	79	TTML is exploring solutions to monitor air emissions.
SOx	mg/Nm ³	56	
NOx		-	
Persistent organic pollutants (POP)		Not Applicable	
Volatile organic compounds (VOC)		Not Applicable	
Hazardous air pollutants (HAP)		Not Applicable	
Others – please specify		-	

*As TTML is digital & connectivity service provider, air emissions from the use of DG sets as power backup are reported here.

TTML has planned to initiate monitoring of NOx, in addition to PM & SOx in FY 26.

HAPs, POPs and VOCs are emitted from specific industrial processes and operations, and TTML operations do not rely on such products or processes. (Ref: Corporate Air Emission Reporting Guide)

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

Yes, DNV Business Assurance India Private Limited for FY 24.

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

Parameter	Unit	FY 2024-25*	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	117	103
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	11,299	11,065
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/INR (Revenue in Crores)	8.7	9.31
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		18	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

* The data is reported based on actual electricity & diesel consumption from April '24 to March '25. The sources of emission factors used are CEA: CO₂ Baseline Database V20 for electricity and Intergovernmental Panel on Climate Change (IPCC) Emission Factor Database for Diesel.

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

Yes, DNV Business Assurance India Private Limited for FY 24.

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 have undertaken an energy audit in FY 2024-25 to identify areas of energy optimisation and enhance energy efficiency. We are also investing in transitioning to renewable energy at sites with higher energy consumption. In FY 25, energy-saving opportunities such as Free Cooling Units and Smart Rack Solutions for data centres and implemented at select locations as a pilot program. Refer to Principle 6, Leadership Indicator 6 for details.

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

Parameters	FY 2024-25*	FY 2023-24
Total waste generated (in metric tonnes)		
Plastic waste (A)	0.24	-
E-waste (B)	12.87	21.43
Bio-medical waste (C)	NA	NA
Construction and demolition Waste (D)	NA	NA
Battery waste (E)	85.54	96.53
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	-	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	52.86	-
Total (A+B+C+D+E+F+G+H)	151.5	117.96
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.16	0.098
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.24	-
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity		
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	134.3	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	17.16	NA
Total	151.5	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA

* Waste generation during FY 25 has increased due to the monitoring of additional categories of waste such as 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 is reported for the Mumbai & Pune locations, where TTML holds operational control. E-waste & Battery waste data are reported for all locations in TTML as a legal entity and is recycled through authorised vendors. Plastic, Paper, metal & carton waste is recycled through authorised recyclers. While another recovery method, i.e. composting, is used for food & horticulture waste.

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

Yes, DNV Business Assurance India Private Limited for FY 24.

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.

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

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

S. No.	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	Water (Prevention and Control of Pollution) Act, 1974	Application for renewal of consent to operate for Turbhe office is pending at Maharashtra Pollution Control Board (MPCB) and is sub-judice.	'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.
2	Air (Prevention & Control of Pollution) Act, 1981 & Air (Prevention & Control of Pollution) Rules, 1982	Maharashtra & Goa State Pollution Control Boards have issued directions for implementation of Stage-4 Generators or install either of Retrofit Emission Control Device (RECD) or Dual Fuel Kit on the existing Diesel Generator sets which have not crossed the criteria of 50,000 running hours or 15 years and scrap all those DG sets which have crossed 50,000 running hours or 15 years, whichever is earlier.		The replacement or upgradation of DG sets, as the case maybe, is under active consideration and is planned to be carried out in the gradual manner. It is to be noted that the overall telecom industry is treading on above approach, besides, there also being limitation with the Manufacturers in supplying CPCB Stage IV DG sets at present.

Leadership Indicators

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

(i) Name of the area

Not Applicable*

(ii) Nature of operations

Not Applicable*

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		Not Applicable*
Total volume of water withdrawal (in kilolitres) (I + ii + iii + iv + v)		
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 the water-stressed area.

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

Yes, DNV Business Assurance India Private Limited for FY 24.

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

Parameter	Unit	FY 2024-25*	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	30 (Business Travel)	TTML initiated data monitoring for Scope 3 emission sources.
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/INR (Revenue in Crores)	0.02	
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

* Scope 3 emissions are reported for Category 6 Business Travel. This category includes emissions from the transportation of employees for business-related activities in vehicles owned or operated by third parties, such as aircraft, trains, buses, and passenger cars. The emissions are calculated based on travel portal data monitoring established since Q2-FY25 for Air & Road transport and extrapolated for the full year. Emission factors are used from the India GHG Program for Air & Road Transport.

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, DNV Business Assurance India Private Limited for FY 24.

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:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Energy Efficiency initiatives	<p>In FY 25, energy-saving opportunities were identified such as Free Cooling Units and Smart Rack Solutions for data centres and implemented at select locations as pilot program.</p> <p>Free Cooling Units significantly reduced energy consumption by utilising ambient air for cooling. By reducing the load on air conditioning units, it has helped to extend the lifespan of existing cooling equipment and minimise the use of refrigerants.</p> <p>Smart racks help in optimising cooling and power distribution by providing real-time data on temperature, humidity, power usage etc. by sensors and monitoring tools. These racks are designed to maximise space utilisation, allowing for higher density of equipment without compromising on accessibility or cooling. As smart racks support remote monitoring and management, it is useful for distributed data centers for TTML.</p>	<p>TTML relies on data center for smooth delivery of its services to its enterprise customers. Hence, the reliability and efficiency of its IT infrastructure and service delivery equipment are of utmost importance to TTML for customer satisfaction.</p> <p>Free Cooling Units and Smart Rack Solutions for data centres have significantly reduced energy consumption, cost savings, leading to reducing environment footprint.</p>
2.	Renewable Energy	<p>Currently TTML does not consume any renewable energy as our business operations are spread across locations in decentralised manner and at varied scale. With varied RE models available in India, we decided to pool in energy demand for energy intensive locations and opt for Group Captive Open Access model. TTML is investing in renewable energy power plant of 6.7 MW in Maharashtra.</p>	<p>TTML being digital & connectivity solutions provider relies heavily on electricity for providing its services. Transitioning to renewable energy will not only reduce operational cost for TTML but also reduces carbon emissions to large extent.</p>
3.	Water Conservation	<p>TTML is committed to water conservation to reduce water demand, recycle wastewater and focus on rainwater harvesting to reduce our water intensity.</p> <p>In line with Tata Group's Sustainability Commitment under "Project Aalingana", we're applying a systemic, circular economy approach to reduce resource use in our operations.</p> <p>Our Corporate Headquarters at Navi Mumbai is now equipped with Rooftop Rainwater harvesting, replenishing freshwater back to nature.</p>	<p>20 lakh litres of water is being replenished annually by the rooftop rainwater harvesting installed at Hq.</p> <p>Our municipal water demand has reduced by 33 lakh litres in FY 25 due to multiple water conservation measures such as installation of sensor taps with aerators, reuse & recycling of wastewater, and waterless sanitary facilities in our owned buildings.</p>

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.

As part Sustainable Supply Chain Management, we assessed 22 suppliers, which contribute 48% of total spend, on the major pillars of Environmental, Social & Governance. The key topics of assessments include Climate risk, Environmental Opportunities, Health and Safety, Human rights Issues, Training and Development, Data privacy, Cybersecurity, Business Ethics etc. ESG performance is ranked for all 22 suppliers, and improvement areas or interventions are identified for 3 underperforming suppliers in the areas of climate risk assessment, cybersecurity & data privacy.

PRINCIPLE 7:

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

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

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

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

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

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

Sr. No.	Name of 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 discuss these proposals further. 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	Telecom Bill 2023	Comments on the draft Telecom Bill by the company as well as by the industry association (COAI)	Yes	Quarterly	www.dot.gov.in
2	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	www.trai.gov.in
3	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	www.trai.gov.in
4	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	www.trai.gov.in
5	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	www.trai.gov.in
6	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
7	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

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

- 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.

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

Not applicable.

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

Not applicable.

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

Parameter	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	13.24%	8.36%
Directly from within India	93.1%	90.33%

- 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 2024-25	FY 2023-24
Rural	NA	NA
Semi-Urban	NA	NA
Urban	NA	NA
Metropolitan	100%	100%

Leadership Indicators

- 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.

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

Sr. No.	State	Aspirational District	Amount Spent
Not Applicable.			

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

- 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.

- 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 highly technical nature of the business, purchases from suppliers under the above-mentioned groups are limited.

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

Not Applicable.

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

S. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)
-------	--	--------------------------	---------------------------

Not Applicable. TTML is not involved in with acquisition or use any intellectual properties based on traditional knowledge.

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

Not Applicable.

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups	Names of vulnerable and marginalised groups
-------	-------------	--	--	---

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

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 e-mail 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	
Safe and responsible usage	NA
Recycling and safe disposal	

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

Type of consumer complaints	FY 2024-25		FY 2023-24	
	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)*	40,643	67	41,947	73

*The customer service-related complaints are reported here.

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

Not Applicable.

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.html>. Our website serves as a central hub for detailed insights into our offerings. Additionally, TTML leverages a range of social media and digital platforms to 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).

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