

# TCI's Commitment

## Nurturing Sustainable Stewardship

As an integrated logistics company, TCI is working to connect and simplify our customers' supply chains. Every day, we facilitate and impact trade by offering end-to-end logistics solutions across oceans, ports, air and on land. Our vast network enables people countries to trade with anyone, anywhere – ultimately creating opportunities for people and communities to thrive, and for businesses to grow.

At TCI we believe that our development, accomplishments and evolution goes beyond balance sheets or conservative fiscal indices. As a responsible corporate citizen, we conduct our business ethically with diligence and transparency. In adherence to the Indian cultural values, the guiding principle of inclusivity - 'सर्वे भवन्तु सुखिनः' has been the beacon of light for all our social contributions. We respect diversity and acknowledge the rights of individuals across cultures and nations.

Moreover, we are committed to giving back to the communities we serve while minimizing our environmental footprint through our operations. Through our sustainability initiative as a part of "Janbhagidari" campaign, TCI has been making significant contributions for moving towards a socially responsible world. Through TCI Foundation, we have been working towards the upliftment living standards of the common people to ensure "Equality and better life for all". TCI has been #MakingTheDifference in the remotest locations from Ladakh to Andaman, serving the most neglected and marginalized sections of the society.

### Our Robust ESG Framework

Is a purpose-driven company and always has been. Increasing complexity in global supply chains drives the need for integrated logistics. We aim to fulfil that need by sustainably and responsibly delivering better, simpler and more reliable outcomes for our customers.

At TCI, we have developed and are enhancing an ESG framework that delivers sustainable logistics solutions to our customers by:

- Nurturing environmental stewardship
- Safeguarding the wellbeing of our people & Giving back to the society
- Promoting responsible, transparent and complaint business practices.



#### Environmental

##### ● Nurturing Environment for a Healthier Planet

- Multimodal Shift (from Road to Rail & Waterways)
- TCI IIMB Supply Chain Sustainability Lab Transport Emission Measurement Tool (TEMT)
- Green Materials for Sustainable Warehousing
- Alternative Fuels & Renewable Energy
- Recycle & Re-Use of materials
- Green Procurement Practices



#### Social

##### ● Health, Safety & Empowerment

##### ● Societal Impact & Nation Building

- Prioritizing Our People & HSE Policies
- Diversity, Equality & Inclusivity
- Upskilling Workforce (TCI Institute of Logistics)
- Sports Facilitation –Urmila Sports Academy
- Tribal & Rural Education -TCI DAV School
- Community Healthcare Services –TCI Foundation
- HarSafar ESG Safar -TCI Safe Safar



#### Governance

##### ● Trust, Dependability & Resilience

- Corporate Governance Framework
- Business Ethics & Transparency
- Business Continuity Planning
- Internal Financial Controls
- Risk Management & Diversification
- Configuration and integration for data security
- Business process for operational excellence
- Value-based relationships



## Our Environmental Commitment

We are aware of our responsibilities as a logistics services provider. We endeavor to contribute towards environmental preservation and conservation. Herein, we actively participate and promote the transition to green logistics by creating awareness through various ESG campaigns as well as implementing sustainable processes in day-to-day business operations. Other sustainable practices that we have adopted include Green trucks, Energy Conservation, Warehouse Management, as well as Water & Waste Management.

Within our decade-long journey of sustainability-driven endeavours, we continued to tap on industry opportunities while also addressing the need of the hour i.e., environmental conservation. Herein, we implemented a transition from road to rail and coastal multimodal solutions across our operations to achieve operational efficiencies while integrating sustainability throughout our processes.

### Our Green Initiatives



Push towards end-to-end integrated multimodal logistics along with tech-enabled control towers to reduce carbon footprint for us and our customers.



Managing returns and re-usables through a well-networked and centrally controlled process



Training MSMEs in executory norms of ESG/BRSR compliances



Lighting roads through solar panels and energy generation using Solar Roof tops on TCI warehouses



Making suppliers part of the entire ESG ecosystem, training, upgrading them and making them to give "green certificates"



Recycling of all items which contributes to the reduction in emissions



Usage of green materials for construction of modern Warehouses



Adoption of Alternative fuels, CNG for commercial vehicles especially for B2B last-mile deliveries.





## Supply Chain Sustainability Lab

### TCI IIMB Collaboration: Supply Chain Sustainability Lab

TCI Group in collaboration with IIM Bangalore has launched TCI-IIMB Supply chain sustainability lab. This will be one-of-its-kind center of excellence in sustainable supply chain practices, dissemination and advocacy. As a group that believes in knowledge-sharing and uplifting the industry, this is yet another addition to our initiatives that facilitates a culture of collaborative growth and thought leadership. With a continued commitment towards delivering excellence, we believe that this lab will build a community of solvers, by combining research with industry expertise.

TCI-IIMB Supply Chain Sustainability Lab strives to conduct research in areas such as decarbonization, circular economy and sustainable procurement, and publish white papers on sustainable supply chain management topics. It will also offer consulting services on carbon-related mapping, measurement, mitigation and management. Moreover, it targets to provide certification and assessment services, such as supplier sustainability assessment. It has already initiated research projects, white papers and case

studies, and is partnering with other organizations such as WRI India, Herbal Life, etc.

Backing intent with solid action, the lab has launched TEMT – an online GHG emission measurement tool. Emissions from India rank third highest in the global list, accounting for 2.46 Bn metric tons of carbon or 6.8% of the total global emissions. Industries including transportation and energy generation, account for the more than half of emissions for the country.

Hence, any climate action must begin with lowering or offsetting emissions generated by industrial and commercial activity. The only way to control this, is for each contributor – down to the smallest entity to be able to accurately measure and then mitigate their emissions. As they say, the “Trick is to Track it”.

However due to the lack of a comprehensive measurement tool, with operator & vehicle specific data customizations, measurement and credibility of the available statistics has been difficult to accept. This is precisely the solution that has garnered industry wide interest and acceptance for this multilingual tool.





The TCI - IIMB Supply Chain Sustainability Lab has announced the launch of an online transportation emission calculator in its beta version. This GHG emissions measurement tool called TEMT (Transport Emissions Measurement Tool) is an easy to use online calculator with multi-lingual interface. This user-friendly tool is crafted with the intention of making it accessible for adoption at the grassroots level by India's logistics and supply chain ecosystem. It covers all modes of transportation, including road, rail, air, and sea. Anyone, from the smallest SFO to a large conglomerate can assess their transportation related carbon emissions at the most granular level of individual trips. The reports & Dashboard section also provides the facility to calculate overall monthly emissions through trackers. The reports can span thousands of routes across geographies over single or as well as multimodal trips.









## Social

### Our Social Priorities Includes:

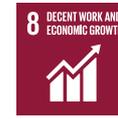
- Prioritizing Our People & HSE Policies
- Diversity, Equality & Inclusivity
- Upskilling Workforce (TCI Institute of Logistics)
- Sports Facilitation – Urmila Sports Academy
- Tribal & Rural Education - TCI DAV School
- Community Healthcare Services – TCI Foundation
- Har Safar ESG Safar - TCI Safe Safar

### Prioritizing Our People and HSE Policy

We value the rights of all our employees and strive to provide a secure, healthy, and supportive workplace that allows everyone to enhance their skills and develop their talents, regardless of their position.

At TCI, we prioritize the growth of our employees, fondly referred to as 'TCI Yodhas' - the driving force behind our business. We strongly believe that our people are the key to our long-term success and as of today, we have a family of over 3,687 direct employees and 881 outsourced associates.

Ensuring and safety and health of the workforce directly influences operational efficiencies while contributing to social development. Recognizing this significance, TCI is committed to providing a safe, healthy and eco-friendly work environment to all its employees and associates, ensuring that its business processes are carried as per SOPs, as to:



Strive for 'Zero Accident' at the workplace



Safe movement of man and material



Spread awareness about health, safety and the environment persistently through training programme



Create a responsible work environment where safety, health and environment are everyone's responsibility



Conserve energy and natural resources



Reuse and recycle wastes wherever possible



Controlled environmental pollution from business activities within permissible limits, and strive to reduce it further

## Diversity, Equality & Inclusivity

Empowering women is not only a moral imperative, but also a critical step towards achieving sustainable development, reducing poverty, and creating a more equitable society. In rural parts of India, lack of awareness about personal hygiene remains a serious problem. Social taboos surrounding women's health, particularly menstruation, prevent scientific discussions or solutions. To tackle this issue, TCI Foundation established a Self-Help Group for rural women in the Kara Block area of Jharkhand.

### 1. Empowering through 'Anokhee'

*Offering high quality and low-cost sanitary napkins*

The project directly helps adolescent school-going girls between the ages of 10 and 19, as well as women between the ages of 20 and 50, by providing better menstrual hygiene at affordable rates. It also benefits women and adolescent girls in the surrounding villages, including the Jamhar Village in Khunti District. Additionally, the project creates job opportunities and promotes economic development among the tribal women involved in the manufacturing process, giving them respect, confidence and independence through entrepreneurial training.



### 2. Sewing Centre in TCI DAV School

Jharkhand as a state has enormous cultural heritage. TCI Foundation respects and values the diverse cultures existing in the state. To this end, we have recently inaugurated a Sewing Center in TCI DAV school, giving vocational training to the tribal women enabling the tribal women to take their creativity to the world.



### 3. Digital Inclusion

TCI has believes in empowering of our women workforce by promoting Digital adoption. This year, we saw our guiding compass also showing way for the celebration of the International Women's Day in FY 2022-23. The United Nation's theme for this year's International Women's day (8<sup>th</sup> March 2023) was **DigitALL: Innovation and technology for gender equality**. Upholding our commitment to increase inclusivity, diversity & equality for all our employees, we also upskilled our women workforce through a day long webinar about various Digital technologies that can help empower them and transform their lives.

Our initiative, 'Samanta' is aimed at achieving equitable social and sustainable development in the rural areas of Andaman & Nicobar. Thereby, our focus is on increasing employment opportunities by providing a social safety plan and developing growth infrastructure through sustainable and equitable social development. Through this initiative, the Company envisions a future where rural communities have access to employment opportunities and growth infrastructure, leading to an improved quality of life for the local population.

#### 4. Celebrating Jan bhagidari

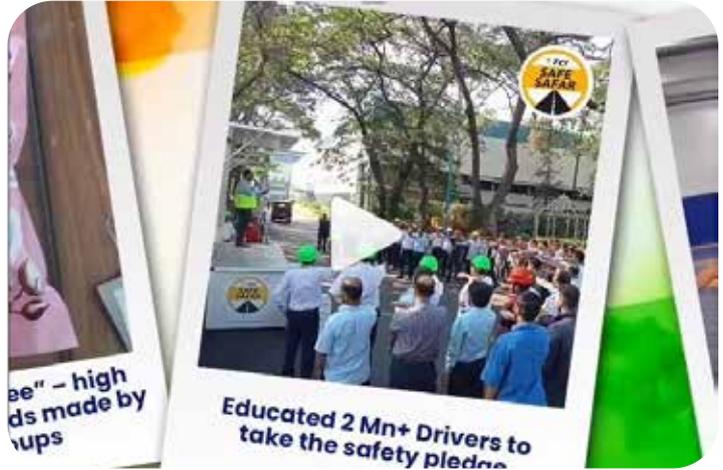
With our Janbhagidari campaign, TCI celebrates the participation of the common people as a part of our social commitments in driving holistic growth. Thus, making significant contribution for moving towards a socially responsible world.



Scan to watch video



<https://youtu.be/ZFq3p4QpTRU>



#### 5. Participating in Sri Anna Mission

Millets are a rich source of nutrients, versatile in the kitchen, and an important crop for small-scale farmers. TCI recognises this significance of 'Shri Anna' to the world and celebrates International Year of Millets through Jan-Bhagidari.



Scan to watch video



<https://youtube.com/shorts/SyIILUMwirY>



#### 6. TCI Skill Development Center - JHARKRAFT

TCI Foundation in collaboration with the Government of Jharkhand undertaking JHARKRAFT has initiated the handloom weavers' program at TCI Foundation Skill Development Center with a mission to change lives through creation of new opportunities that would effectively, efficiently and positively affect the lives of a large number of tribal and underprivileged communities across the state. Special emphasis is given to include maximum numbers of women to enhance their financial and social status in the community.



## Upskilling Workforce

### 1. TCI Institute of Logistics

In line with the Government's mission for professional upskilling & women led digital adoption, this year at TCI Institute of Logistics (TCIIL) we also trained the 1st batch of trainees, with 18 women professionals in Our Churu Training Centre.

Recruited from districts like Rajgarh, Taranagar, Jhunjhunu, Churu, Bhiwani, Hisar these women have undergone a 12 weeks training. After their On the Job Training (OJT) the entire batch got placed in various corporates across the industry including TCI group companies. This initiative was well received by the Logistics community and we are looking forward to extending such batches to our other Training centres – setting yet another the benchmark for the Logistics fraternity.



### 2. Trade Skill Development Center

TCI Foundation Skill Development Centre was set up at Village Jamhar District Khunti in Jharkhand, as part of skill development mission to fulfil the growing need in India for skilled manpower across sectors and narrow the existing gap between the demand and supply of skills.

### 3. IT Skilling Cente

TCI Foundation in professional partnership with NIIT Foundation has launched an initiative that offers computer education and training to underprivileged youth, which include training & certification of computer education teachers as well as pre-assessments, post-assessments and certification of the enrolled students. The program equips teachers and students with the latest competitive modules which are proven effective in the current industry. Students, upon completion of the course are presented certification by NIIT Foundation, which helps the students in their placement across the country.



## Tribal & Rural Education - TCI DAV School

Education is the cornerstone of personal and societal growth, enabling individuals to acquire knowledge, skills, and values to lead a fulfilling life and contribute positively to society. In remote areas, TCI focuses on the development of schools to educate and empower young minds. Thus, contributing towards nurturing the future leaders for tomorrow.



### 1. TCI DAV Public School

Affiliated with CBSE, TCI DAV Public school in Jharkhand makes education available, accessible, and affordable for tribal communities. With technical collaboration from DAV College Management Committee Delhi, the school focuses on all-round development of students in academics, sports, and culture. Recently upgraded with new facilities this year.

- Modern class room furniture
- Smart boards
- New PA system & CCTV for safety of our children and staff
- Upgrades in Science Labs
- Sports equipment & Junior Playschool
- Computer Lab for digital literacy
- New School Bus
- Upskilling Centre for rural empowerment



### 2. Transystem Educational Grant-in-Aid

Transystem Educational Grant-in-Aid was initiated to award the grant to students who excel in academics or sports and belong to the economically weaker section, studying in TCI-DAV school, Jamhar Distt. Khunti, Jharkhand.



Scan to watch video



<https://youtu.be/yMB5oEDma2Q>

## Community Healthcare Services – TCI Foundation

### 1. Project 'Kavach' – Preventive Healthcare

As part of Project Kavach, we work with an objective of promoting health and safety through education & information. Specifically targeted at preventing the spread of HIV/AIDS and other STIs in the truckers' community, this program showcases prevailing health risks and the methods of preventing their spread by providing a favourable environment to disseminate health awareness amongst targeted populations. TCI Foundation works closely with AIDS control societies, PSUs and corporates across 12 states in India. CI Foundation has been credited to render HIV and STI prevention and control services to more than 7.5 Mn truckers in India.



# 28

Healthcare centers  
setup across



# 11

States till date



# 1.4 Mn+

Patients served till date



### 2. Khushi Clinics

We recognize that driver healthcare is not just a short-lived intervention, but an ongoing process of improving driver's lives and alleviating the underlying socioeconomic conditions that contribute to poor health. To this effect, TCI Foundation in association with various corporate stakeholders like Tata Motors, Valvoline Cummins, GAIL, HPCL etc. provides leadership and resources for the enhancement of health and the quality of life of the truckers community in India.

Directly contributing to the national Ayushman Bharat Mission, we strive to take health care to all irrespective of their age, caste, and social status, on an ongoing basis. These efforts also contribute towards elevating India's ranking in the UNDP health index by:

- Reducing exclusion and social disparities in health
- Organising health services around people's needs and expectations
- Integrating health into all sectors
- Pursuing collaborative models of policy dialogue
- Increasing stakeholder participation



Scan to  
watch video



[https://youtube.com/  
shorts/tXqVUpYIOeU](https://youtube.com/shorts/tXqVUpYIOeU)

### 3. Project GUARD

TCI Foundation, works with US AID for catering to the demand of Covid-19 vaccination, specifically among the marginalized and under-served sections of the society. The project team works in direct coordination with the respective State Governments' Health and District Health Authorities as well as District Administrations.



**1.7+ Mn**

Helped Governments vaccinate 1.7+ Mn people in 105 far-flung districts



### 4. TCI-Jaipur Foot & Rehabilitation Centre

TCI Foundation, supported by leading prosthetic manufacturer 'Jaipur Foot', established 'TCI Jaipur Foot & Rehabilitation Centre' in Patna. The center operates on the UN theme of 'Break Barriers, Open Doors'. Since FY 2007-08, the center has provided free clinical examination, prosthesis, and physical aids to underprivileged differently-abled individuals in the country. Equipped with a mobile prosthesis workshop in a specially designed ambulance, the center reaches out to inaccessible areas to deliver charitable services at the doorstep of those in need.



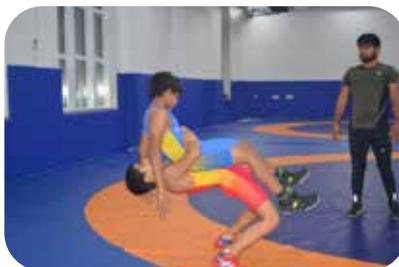
**1400+**

Beneficiaries served by artificial limb center



### Sports Facilitation – Urmila Sports Academy

Under our initiative 'Shourya', we established the Urmila Sports Academy in Nyangal Bari village, Rajgarh Tehsil, Churu District, Rajasthan, with the aim of promoting Indian talent in the field of sports. Affiliated with the Rajasthan State Government, Khelo India, and the Sports Authority of India Ministry of Youth Affairs and Sports, the academy focuses on imparting training to budding and leading athletes in the sports of wrestling, weightlifting, and boxing. Enabled by qualified coaches, the academy has already produced talented female weightlifters who have represented India and won medals in the Asian Youth Weightlifting Championship 2020 held in Uzbekistan, which is a matter of great pride for the academy.



## Har Safar ESG Safar - TCI Safe Safar

Contributing to the National Road Safety Mission, in an endeavour to make India's roads safer, we at TCI have been running TCI Safe Safar campaign for the past 4 years. This initiative has a 3 pronged objective

- Drive awareness for Road Safety
- Social upliftment by sensitizing, coaching & enabling the Driver Community
- Taking the concept of ESG to the grass-root levels of the logistics industry.

Through our engaging & entertaining Nukkad Nataks, TCI Safe Safar, endeavours to develop environmental consciousness, educating the drivers to avoid single use plastic, switching to alternative sources of energy, subscribing to insurance policies & adopting Digital ways of life. This is to sensitize the transport fraternity about climate change & taking a pledge for advancing towards a sustainable tomorrow.

Several corporates and associations support this initiative in the form of grants and letters of appreciation. Some of our Awards and accolades are:

- James Tye Award at the International Safety Awards by British Safety Council (FY 2019-20)
- FICCI Road Safety Awards in the category 'Innovative Educational Program' in Road Safety (FY 2018-19)
- 'Innovation in Sustainability & Corporate Social Responsibility' at AIMA's 8<sup>th</sup>



Scan to watch video



<https://youtu.be/hc7r9KQiph4>



**34,000+**

Pledges Taken



**42,000+ KM**

Distance Covered



**23,000+**

Drivers Reached



**1 Mn+**

Participants reached under 'Har Safar ESG Safar' campaign in Delhi



Through our TCI Safe Safar Campaign, we have been partnering with other prominent organizations for conducting Driver Safety trainings, Insurance facilitation, ESG awareness drives to avoid single use plastic and digital adoption drives. These drives help our clients achieve their HSE commitments which directly contributes to meeting their ESG goals. In the process, our efforts have been highly valued across industries. Here is a glimpse of the recent appreciation we have received.





## Governance

Trust, dependability, integrity, empathy and the heartfelt warmth of human touch have been the building blocks of Brand TCI over 6+ decades. These values have been our lighthouse as we navigate through balancing the interests of our internal and external stakeholders. Our business processes support accountability and responsibility towards the social, regulatory & market dynamics. We believe of transparent and impeccable corporate governance has been the corner stone of our stability, profitability and desired growth outcomes.

The importance of Governance has further intensified, owing to ever-growing competition in businesses across all economic sectors, both at National & International levels. We are committed to continue scaling up our corporate governance standards. Our Governance Model incorporates the following tenets:

### Corporate Governance Framework

- Strengthening Independence, transparency & diversity of the Board of Directors
- Compliance: Rendering our services in compliance with current legislation and following our values
- Conducting Business with ethics & transparency
- Maintaining the independence of auditors
- Business Continuity Planning
- Internal Financial Controls
- Risk Management & Diversification
- Maintaining a balance between economical & social goals

### Respect for Human Rights

- Equitable treatment and rights of shareholders.
- Maintaining ethical culture within & outside of the organization
- Development of a long-term performance-linked remuneration system
- Sustainable supplier relations

### Tech-Adoption for Transparency

- Decision Support Systems
- IT Infrastructure & Database for improved services
- Cybersecurity & Business continuity
- Configuration & Integration for Tracking & visibility
- Business Processes for Operational Excellence
- Tools for nurturing value based relationships

### Our Governance Goals

With this model, we have set up the following governance goals for the coming years.

- Foster a diverse and accountable governance model
- Diversity in leadership positions
- Strict Adherence to the Code of Conduct
- Maintain Data and cybersecurity

\* Refer Corporate Governance Report for more details.

### Risk Management

TCI understands that effectively managing risk is paramount to achieving its strategic business objective and like all responsible listed entities, TCI also has developed a mature enterprise risk management system. The Company has a comprehensive internal audit and corporate risk assessment and mitigation system in place. Risk evaluation and management is an ongoing process at TCI.

Our annual survey is conducted at beginning of each financial year, spans across all business and departmental heads. It identifies and rates the top risks basis the impact and probability of occurrence. Risks evaluation is done basis -

- Impact (Severe, Major, Significant, Important & Minor)
- Probability of their likelihood (Rare, unlikely, Possible, Likely & Almost certain)

Mitigation steps are planned and executed based on systematic data inputs for arriving at the residual score and a risk heat-map is generated. This is recorded in the risk register & a regular review framework is established. In TCI risk has been categorized as

- Corporate risk – HR, Compliance, IT & Cyber Security, Brand & Reputation, Dynamic Business conditions, Natural calamities
- Division specific risk – each for Freight, SCS and Seaways division

Updated risk register and risk heat map is presented to risk management committee of board, which reviews it along with management and after deliberation the same is approved. The exercise is done twice in a financial year. TCI has adopted a balanced approach to risk management with an endeavour to mitigate risks to an acceptable level within its tolerances and protecting TCI's reputation and brand while supporting the achievement of operational and strategic goals. The control environment of the Company undergoes rigorous testing by Management, Statutory, and Internal Auditors.

### Internal Financial Controls

The Company has a very exhaustive Internal Financial Control framework including internal controls over financial reporting, entity level control and operating controls. We follow established guidelines, processes, and structures to implement internal financial controls throughout the organization and ensure efficient and orderly business conduct. These controls encompass policies and procedures, both manual and automated, including IT applications, such as ERP applications that approve and record transactions. The control systems are adequate and functioning effectively, with appropriate review and control mechanisms in place. The framework is reviewed regularly by the management and tested by statutory auditors as well as internal audit team and finding are presented to the Audit Committee. Based on the periodical testing, the framework is strengthened from time to time, to ensure adequacy and effectiveness of Internal Financial Controls.

### Business Continuity Framework

TCI has a well-established business continuity and disaster management framework supported by a team of trained business continuity champions and subject matter experts. We follow a comprehensive BCP plan that addresses business disruptions at every level to minimise the impact of disruptions. The plan ensures seamless continuity of business,

utmost safety of employees and organization assets, while continuously meeting customer's expectations.

A dedicated & professional team oversees the maintenance of business continuity plans, conducts drills, and identifies potential threats and risks that may hinder business continuity. A business impact analysis is conducted to identify critical activities that require continuous monitoring, which should be restored within a defined time period in case of any disruption. Along with identification of critical activities across various verticals, alternatives arrangements and SOPs are also defined to ensure continuance of these critical activities in case of any disruption.

The team is also responsible for ITDR, including recovery, safety, and access to data in case of any unforeseen disaster. Continuous training is provided to all employees and stakeholders to achieve a seamless resumption of operations in case of any disruption. DR capabilities have been implemented for critical infrastructure. Data leakage prevention has been strengthened. The framework has since been seamlessly integrated into our Enterprise Risk Management program.

### Cautionary Statement

Statements in this Report describing the Company's objectives, projections, estimates and expectations may constitute forward looking statements within the meaning of applicable laws and regulations that involve risks and uncertainties. Such statements represent the intention of the management and the efforts being put into place by them to achieve certain goals. Actual results might differ materially from those either expressed or implied in the statement depending on the circumstances. Therefore, the investors are requested to make their independent assessments and judgments by considering all relevant factors before making any investment decision.

