



July 21, 2025

BSE Limited 1st Floor, New Trading Ring, Rotunda Bldg., P. J. Towers, Dalal Street, Fort, Mumbai 400 001 Scrip Code: <b>543965</b>	National Stock Exchange of India Limited Exchange Plaza, 5th Floor, Plot No. C/1, G Block, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051 NSE Symbol: <b>TVSSCS</b>
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**Sub:** Submission of Business Responsibility and Sustainability Report for the Financial Year 2024- 25 (FY25).

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we submit herewith the Business Responsibility and Sustainability Report of the Company for the FY25.

The same are also available on the website of the Company at [www.tvsscs.com](http://www.tvsscs.com)

You are requested to take the above information on records.

Thanking You,

Yours faithfully,

**For TVS Supply Chain Solutions Limited**

**P D Krishna Prasad**

Company Secretary

*Encl: As above*

## **TVS Supply Chain Solutions Limited**

**Corporate Office:** Tamarai Tech Park, South Block, 3rd Floor, No.16, SP Developed Plot, Jawaharlal Nehru Road, Industrial Estate, Guindy, Chennai - 600 032, India. **Phone:** +91 - 44 - 3088 2400 / 4098 0300

**Registered Office:** No: 10, Jawahar Road, Chokkikulam, Madurai - 625002, India.

**CIN:** L63011TN2004PLC054655

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

TVS Supply Chain Solutions Limited ("TVS SCS" and /or "the Company") as a public listed Company, believes that sustainability is about fostering a shared future that promotes greater success and a more equitable society.

Our approach on sustainability is to focus on transparency, accountability, and continuous improvement.

The Business Responsibility and Sustainability Report ("BRSR") demonstrates this commitment by transparently communicating TVS SCS' performance and business practices to its stakeholders.

The BRSR signifies our unwavering commitment to integrating responsible business practices into our core operations and beyond. At TVS SCS, we believe that sustainability is not just a responsibility but a catalyst for long-term success and positive societal impact.

In this report, we aim to provide our stakeholders with a clear understanding of our sustainability journey, achievements and ongoing initiatives.

We invite you to explore how TVS SCS is shaping a sustainable future through innovation, collaboration, and a steadfast commitment to making a difference.

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity: L63011TN2004PLC054655
2. Name of the Listed Entity: TVS Supply Chain Solutions Limited
3. Year of incorporation: 2004
4. Registered office address: No. 10, Jawahar Road, Chokkikulam, Madurai -625 002, Tamil Nadu, India
5. Corporate address: Tamarai Tech Park South Block 3<sup>rd</sup> FLR, 16 SP Developed Plot, Jawaharlal Nehru Road, Guindy Industrial Estate, Chennai -600032, Tamil Nadu, India.
6. E-mail: [cs.compliance@tvsscs.com](mailto:cs.compliance@tvsscs.com)
7. Telephone: +91 44 30882400
8. Website: [www.tvsscs.com](http://www.tvsscs.com)
9. Financial year for which reporting is being done: April 01, 2024-March 31, 2025
10. Name of the Stock Exchange(s) where shares are listed: National Stock Exchange of India Limited and BSE Limited
11. Paid-up Capital: ₹ 44.16 Crores
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:  
**Name:** P D Krishna Prasad (Company Secretary and Compliance Officer)  
**Telephone:** +91 44 30882400  
**Email address:** [krishnaprasad@tvsscs.com](mailto:krishnaprasad@tvsscs.com)
13. Reporting boundary – Disclosures made in this report are on a Standalone Basis.
14. Name of assurance provider: For the reporting period, external assurance is not applicable.
15. Type of assurance obtained: For the reporting period, external assurance is not applicable.

## 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	Income from supply chain management services	End-to-end supply chain services from sourcing and procurement to consultancy and product Management Solutions. Integrated solutions provider in terms of global forwarding solutions and time critical final mile solutions.	98.02

### 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	Supply Chain Management	492	98.02

## III. Operations

### 18. Number of locations where plants and/or operations/offices of the entity are situated:

Locations	Number of plants	Number of offices	Total
National	198*	15	213
International	NIL	NIL	NIL

\*These are Operational Locations/Warehouse.

### 19. Markets served by the entity:

#### a. Number of locations

Locations	Number
National (No. of States)	28
International (No. of Countries)	0

#### b. What is the contribution of exports as a percentage of the total turnover of the entity?

Nil

#### c. A brief on types of customers

TVS SCS is among the largest providers of integrated supply chain solutions among listed supply chain solutions companies in India in terms of revenues and offerings.

The Company manages large and complex supply chains across multiple industries in Indian markets through customized tech-enabled solutions for various customers.

The Company's solutions cover the entire value chain from sourcing to consumption that includes procurement, transportation, in-plant logistics, aftermarket fulfilment and spare parts logistics.

The Company's transportation solutions include first-mile, long haul and last-mile deliveries through milk run, point-point and cross dock, storage and redelivery models. The Company's solutions consist of various multimodal transportation solutions, i.e. air, road, and operates vehicles primarily sourced from our network partners.

TVS SCS has the most varied customer base among key players in the supply chain industry in India. TVS SCS is differentiated from other supplier chain solutions providers with its unique global capabilities and network across the value chain with cross deployment abilities.

TVS SCS customers span across various sectors including Automotive, FMCG, FMCD, Electronics & Durables, E-commerce, Telecom & IT, Textile & Apparel, Oil & Gas, cement, Retail, Engineering and capital goods, ITES,

Renewable energy and Healthcare. TVS SCS serves 26 customers from the Fortune 500 list in India. Some of the key industries in which the Company provides services are as follows:

**Automotive & Manufacturing:** We provide our Manufacturing & Automotive Customers with the Company's automotive-related solutions including aftermarket support, spare parts distribution, point of use feeding, Value-add assembly, kitting, and sequencing.

**Consumer/FMCG/E-Commerce:** The Company provides FMCG & E-Commerce customers with complex FMCG supply chains as a 3PL/4PL service. These services include mainly warehousing, transportation, material handling solutions and packaging. TVS SCS manages inventory, suppliers, transporters, orders, purchasing, and shipments – all from a single platform to fast-forward client business.

**Telecom:** TVS SCS has a set of customers in the Telecom industry to whom the Company provides engineering solutions for project implementation, network rollouts, operations, maintenance, and managed services solutions to meet our customers' operational and project requirements. TVS SCS has been serving several international OEMs, telecom and non-telecom service providers, for managing their end-to-end operations by clubbing all three logistics, warehousing and engineering services meeting Key Performance Indicators on a Service Level Agreement basis. Apart from the core telecom industry, the Company is supporting health care, ATM, Point of sales-POS machines, IT industry-laptop/ desktop/ printers, Network equipment-servers, routers, switches, etc.

#### 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)
			<b>EMPLOYEES</b>			
1.	Permanent (D)	3727	3458	93%	269	7%
2.	Other than Permanent (E)	9	7	78%	2	22%
3.	<b>Total Employees (D+E)</b>	<b>3736</b>	<b>3465</b>	<b>93%</b>	<b>271</b>	<b>7%</b>
			<b>WORKERS</b>			
4.	Permanent (F)	1542	1512	98%	30	2%
5.	Other than Permanent (G)	6829	6324	93%	505	7%
6.	<b>Total workers (F + G)</b>	<b>8371</b>	<b>7836</b>	<b>94%</b>	<b>535</b>	<b>6%</b>

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
			<b>DIFFERENTLY ABLED EMPLOYEES</b>			
1.	Permanent* (D)	2	2	100%	0	0%
2.	Other than Permanent** (E)	0	0	0%	0	0%
3.	<b>Total differently abled employees (D + E)</b>	<b>2</b>	<b>2</b>	<b>100%</b>	<b>0</b>	<b>0%</b>
			<b>DIFFERENTLY ABLED WORKERS</b>			
4.	Permanent (F)	0	0	0%	0	0%
5.	Other than permanent (G)	0	0	0%	0	0%
6.	<b>Total differently abled workers (F + G)</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

\*Permanent employees comprise of full-time employees and probationers on the payroll of TVS SCS.

\*\*Other than permanent employees include consultants.

## 21. Participation/Inclusion/Representation of women

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20%
Key Management Personnel	4*	NIL	0%

\*Includes Executive Chairman and Managing Director.

## 22. Turnover rate for permanent employees and workers

Category	FY 2024 - 2025			FY 2023 -2024			FY 2022 -2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	32%	30%	32%	29%	34%	30%	24%	38%	25%
Permanent Workers	10%	34%	10%	9%	11%	9%	8%	11%	8%

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

## 23. (a) Names of holding/subsidiary/associate companies/joint ventures as on March 31, 2025

S. No	Name of the holding/subsidiary /associate companies/ Joint Venture	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	TVS SCS Global Freight Solutions Ltd.	Subsidiary	100%	No
2	FLEXOL Packaging (India) Limited	Subsidiary	100%	No
3	SPC International India Private Limited	Subsidiary	100%	No
4	White Data Systems India Private Limited	Subsidiary	100%	No
5	TVS Packaging Solutions Private Limited	Subsidiary	100%	No
6	TVS SCS (Siam) Limited	Subsidiary	100%	No
7	TVS Logistics Investment UK Limited	Subsidiary	100%	No
8	TVS Logistics Investments USA Inc.	Subsidiary	100%	No
9	TVS Supply Chain Solutions Pte. Ltd., Singapore	Subsidiary	100%	No
10	TVS Toyota Tsusho Supply Chain Solutions Limited	Subsidiary	60%	No
11	Fit 3PL Warehousing Private Limited	Subsidiary	100%	No
12	TVS Supply Chain Solutions Limited, UK	Subsidiary	100%	No
13	Peter Thomas & Co (Refurbishing) Limited, UK	Subsidiary	100%	No
14	TVS Logistics Iberia S.L., Spain	Subsidiary	100%	No
15	TVS Autoserv GmbH, Germany	Subsidiary	51%	No
16	TVS Supply Chain Solutions GmbH, Germany	Subsidiary	100%	No
17	TVS SCS IFM Limited (Erstwhile Rico Logistics Limited)	Subsidiary	100%	No
18	Ricochet Spain S.L, Spain	Subsidiary	100%	No
19	Eltec IT Services S.L.U	Subsidiary	100%	No
20	Rico Logistique, France	Subsidiary	100%	No
21	Rico Logistics Pty Ltd, Australia	Subsidiary	100%	No
22	Tri -Tec Computer Support Limited, Northern Ireland	Subsidiary	100%	No
23	Tri -Tec Support Limited, Ireland	Subsidiary	100%	No
24	TVS SCS Rico Italia SRL	Subsidiary	100%	No
25	Triage Services Limited	Subsidiary	100%	No
26	Triage Holdings Limited	Subsidiary	100%	No
27	SPC International Limited, UK	Subsidiary	100%	No
28	SPCINT Limited, UK	Subsidiary	100%	No
29	SPC International Inc., USA	Subsidiary	100%	No

S. No	Name of the holding/subsidiary /associate companies/ Joint Venture	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)
30	SPC International s.r.o., Slovakia	Subsidiary	100%	No
31	TVS Supply Chain Solutions North America Inc., USA	Subsidiary	100%	No
32	TVS Transportation Solutions LLC, USA	Subsidiary	100%	No
33	TVS Supply Chain Solutions De Mexico S.A de C.V., Mexico	Subsidiary	100%	No
34	TVS Supply Chain Solutions Manufacturing North America Inc.	Subsidiary	100%	No
35	TVS Packaging Solutions Inc. US	Subsidiary	100%	No
36	TVS SCS International Freight (Spain) SLU, Spain	Subsidiary	100%	No
37	TVS SCS International Pte. Ltd	Subsidiary	100%	No
38	TVS SCS Singapore Pte. Ltd	Subsidiary	100%	No
39	TVS SCS Logistics Ltd	Subsidiary	100%	No
40	TVS SCS (Korea) Ltd	Subsidiary	100%	No
41	TVS SCS Logistics (Thailand) Limited	Subsidiary	100%	No
42	TVS SCS Hong Kong Limited	Subsidiary	100%	No
43	Pan Asia Container Line Pte Ltd, Hong Kong	Subsidiary	100%	No
44	TVS SCS Deutschland GmbH	Subsidiary	100%	No
45	TVS SCS Malaysia Sdn Bhd	Subsidiary	100%	No
46	TVS SCS Vietnam Company Limited	Subsidiary	95%	No
47	PT Pan Asia Logistics Indonesia	Subsidiary	90%	No
48	TVS SCS Taiwan Limited	Subsidiary	100%	No
49	Pan Asia Freight-Forwarding & Logistics India Private Limited	Subsidiary	100%	No
50	TVS Supply Chain Solutions (Thailand) Limited, Thailand	Subsidiary	100%	No
51	TVS SCS Logistics Management Co. Ltd	Subsidiary	100%	No
52	TVS SCS Philippines Corporation	Subsidiary	100%	No
53	TVS Supply Chain Solutions Australia Holdings Pty Ltd	Subsidiary	100%	No
54	T.I.F. Holdings Pty Ltd, Australia	Subsidiary	100%	No
55	TVS SCS (Aust) Pty. Ltd., Australia	Subsidiary	100%	No
56	TVS SCS New Zealand Limited, New Zealand	Subsidiary	100%	No
57	KAHN Nominees Pty Ltd, Australia	Subsidiary	100%	No
58	TVS SCS International Freight Hong Kong Limited	Subsidiary	100%	No
59	TVS Supply Chain Solutions Holdings Limited (Thailand)	Subsidiary	100%	No
60	TVS SCS International Freight (Thailand) Limited, Thailand	Subsidiary	100%	No
61	Transtar International Freight (Malaysia) SD Bhd, Malaysia	Subsidiary	100%	No
62	TVS Industrial and Logistics Parks Private Limited	Joint Venture	25%	No

## VI. Corporate Social Responsibility (CSR) Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹): 1885.17 Crore

(iii) Net worth (in ₹): 2637.95 Crore

However, the average net profit of TVS SCS made during the three (3) immediately preceding financial years is ₹ 35 Crore. Hence, TVS SCS has spent ₹ 70 Lakhs on CSR activities for the financial year 2024-25.

## VII. Transparency and Disclosures 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 redressal policy	FY 2024 - 2025			FY 2023 -2024		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities*	No	NA	NA		NA	NA	
Investors (Other than shareholders)	Yes, they can contact the contact person as made available at <a href="https://www.tvsscs.com/investor-relations/">https://www.tvsscs.com/investor-relations/</a>	0	0		0	0	
Shareholders	Yes, they can report to the contact person at <a href="https://www.tvsscs.com/investor-relations/">https://www.tvsscs.com/investor-relations/</a>	1**	0		201**	1	
Employees and workers	Yes  (Code of Business Conduct & Whistle blower policy): <a href="https://tvsscs.com/wp-content/uploads/2022/06/TVS-SCS-Whistleblower-Policy-V1.pdf">https://tvsscs.com/wp-content/uploads/2022/06/TVS-SCS-Whistleblower-Policy-V1.pdf</a>	9	0		9	0	
Customers	Yes,  The Company's customers can register grievances at <a href="mailto:customer.support@tvsscs.com">customer.support@tvsscs.com</a>	20	4		140	17	
Value Chain Partners***	No	NA	NA		NA	NA	NA

\* TVS SCS is deeply integrated with urban and rural communities surrounding the Company's operations premises. Through attentive listening mechanisms, the Company actively assess, and address community needs in alignment with the Company's management principles.

\*\* In relation to IPO of the Company

\*\*\* TVS SCS Business Contacts/Value Chain Partners have direct contact with the Company's Finance/Procurement/Operations team. In case of grievances, the Business Contacts/Value Chain Partners can reach out to them directly and such issues are addressed/resolved on an immediate basis.

### 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, and approach to adapt or mitigate the risk along with its financial implications, as per the following format

S. No	Material issue identified	Indicate whether risk or opportunity. (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (indicate positive or negative implications)
1	Employee Health, Safety and Wellbeing	Risk	Both vehicular movement and warehouse management have risks of possible injuries. It is imperative therefore for the Company to provide a safe working space for all the employees	<ul style="list-style-type: none"> <li>Ensuring highest standards of health and safety of employees through our EHS policy and strict adherence to the same.</li> <li>Improved training initiatives to avoid accidents</li> <li>Ensuring well-being through undertaking of various programmes</li> </ul>	Negative
2	Climate Change, Emissions	Risk	As a supply chain solutions provider with transportation solutions in the service portfolio, the Company's operations do generate emissions.	<ul style="list-style-type: none"> <li>Mapping Scope 1,2 and 3 emissions and setting up targets with action plan for mitigation.</li> <li>Estimation of GHG intensity as part of footprint estimate and identification of projects to reduce the footprint.</li> <li>The Company's operations teams are consistently exploring opportunities to invest in Green Technologies as part of the target to reduce the carbon footprint.</li> </ul>	Negative
3	Energy Management	Opportunity	The Company's operations across several facilities results in energy intensity. With increasing energy expenses and decarbonization requirements, the Company is looking how operations can be streamlined to reduce the energy expenses.	<ul style="list-style-type: none"> <li>The Company is consistently looking at how it can incorporate renewables and clean energy into the Company's operations to reduce energy footprint and make the operations greener.</li> <li>The Operations teams are looking for measures to reduce the energy intensity. These means will help us both reduce the energy and carbon footprint.</li> </ul>	Positive
4	Human Rights	Risk	The logistics and supply chain industry is fragmented and consists of several touch points where there is a potential for human rights concerns	<ul style="list-style-type: none"> <li>Human rights assessments are conducted at all the facilities.</li> <li>Training of internal and external stakeholders on human rights issues</li> </ul>	Negative
5	Customer Relations & Satisfaction	Opportunity	Customer satisfaction was and continues to be one of our top priorities. It is important for us to position ourselves as a customer focused organization by offering the Company's clients a wide range of choices, with best-in-class service while ensuring an outstanding value proposition across all the Company's business verticals.	<ul style="list-style-type: none"> <li>We have been tracking the Company's satisfaction score through Customer satisfaction surveys</li> <li>Going ahead the Company will be implementing digital tools to enhance customer satisfaction through better customer management and customer protection.</li> </ul>	Positive
6	Human Capital Development	Opportunity	The Company's employees are its greatest resource. The Company will be looking to empower them with all the resources, tools and opportunities to lead the Company.	<ul style="list-style-type: none"> <li>Invest in Talent retention</li> <li>Provide the resources for the employees to learn and improve while working and hence discover diverse growth opportunities internally</li> <li>Champion diversity and inclusion by providing equal opportunities for all.</li> <li>Provide cutting edge training and skills Development incorporating tools to boost productivity.</li> <li>Create a fair performance appraisal and Incentives system that promotes the identification and growth of internal talent.</li> </ul>	Positive



S. No	Material issue identified	Indicate whether risk or opportunity. (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (indicate positive or negative implications)
7	Corporate Governance	Opportunity	A strong corporate governance is key to achieve the organization's purpose while ensuring risk mitigation that is key to ensuring stakeholder trust ensuring long term growth.	<ul style="list-style-type: none"> <li>Analyzing ESG risks as part of the Company's enterprise risk management framework</li> </ul>	Positive
8	Brand Management	Opportunity	Brand Management will enable the Company to differentiate the offerings and provide add-on value to the customers	<ul style="list-style-type: none"> <li>Increase sustainable brand appeal through innovative marketing techniques</li> </ul>	Positive
9	Supply Chain Management	Opportunity	The Company's footprint expands across 400+ facilities. While TVS SCS begins its ESG transition, it is also key that we empower the Company's supply chain partners in this journey.	<ul style="list-style-type: none"> <li>Develop policy and set a target to ensure sustainable sourcing guidelines are met.</li> <li>Incorporate ESG into the Company's Supplier assessment</li> <li>Developing and maintaining a strong supply chain by managing initiatives and strategies on responsible procurement practices</li> </ul>	Positive
10	Community Relationship Management	Opportunity	Being a responsible organization, the Company's relationship with the community is indispensable. It is key for the Company to implement community programs that can both benefit them as a society and continue to contribute to the nation's economic growth.	<ul style="list-style-type: none"> <li>Undertaking various initiatives such as Skill development &amp; village development programme</li> <li>Skill development directly contributing to human capital enhancement which is a crucial material topic</li> <li>Village development programme focusing on water management and biodiversity</li> </ul>	Positive

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
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	1. Child Labour Policy 2. Forced/bonded Labour Prohibition Policy 3. Employee Advance Policy 4. Maternity Benefit Policy 5. Supplier Relationship Policy 6. Information Classification Policy 7. Management Direction for Information security 8. Global Data Privacy Policy 9. POSH (Prevention of Sexual Harassment) policy								

\*Policies 1-9 are internal policies and have been published on our Intranet.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
	c. Web Link of the Policies, if available	10. Whistle blower policy <a href="https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/WhistleBlower.pdf">https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/WhistleBlower.pdf</a> 11. Code of Business Conduct <a href="https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/cobc-final-lr-05-10-21.pdf">https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/cobc-final-lr-05-10-21.pdf</a> <a href="https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/cobc-final-lr-05-10-21-1.pdf">https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/cobc-final-lr-05-10-21-1.pdf</a> 12. Code of conduct on Prohibition of Insider Trading <a href="https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/1.-Code-of-conduct-on-Prohibition-of-Insider-Trading.pdf">https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/1.-Code-of-conduct-on-Prohibition-of-Insider-Trading.pdf</a> 13. Code of Fair Disclosures <a href="https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/2.-Code-of-Fair-Disclosures.pdf">https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/2.-Code-of-Fair-Disclosures.pdf</a> 14. Policy for determination of Materiality of Events and Information <a href="https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/3.-Policy-for-determination-of-Materiality-of-Events-and-Information.pdf">https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/3.-Policy-for-determination-of-Materiality-of-Events-and-Information.pdf</a> 15. Related Party Transactions Policy <a href="https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/4.-Related-Party-Transactions-Policy.pdf">https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/4.-Related-Party-Transactions-Policy.pdf</a> 16. Risk Management Policy <a href="https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/5.-Risk-Management-Policy.pdf">https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/5.-Risk-Management-Policy.pdf</a> 17. Policy for Determination of Material Subsidiary <a href="https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/9.-Policy-for-Determination-of-Material-Subsidiary.pdf">https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/9.-Policy-for-Determination-of-Material-Subsidiary.pdf</a> 18. Global CSR Policy <a href="https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/12.-Global-CSR-Policy.pdf">https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/12.-Global-CSR-Policy.pdf</a>								
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)	N	N	Y	N	Y	N	N	N	Y

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
4	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001, UNGC Principles, UN SDGs, National Guidelines on Responsible Business Conduct (NGRBC) (P1) ISO 9001:2015 (P1, P2, P3, P4, P6, P7, P8, P9) ISO 14001:2015 (P4) ISO 45001:2018 (P5) ISO 27001:2013 (P9) ISO 9000 (P2) ISO 14000(P1, P2) ISO 45000 (P6)								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	As part of its ESG strategy, it has completed identifying its material risks and opportunities. TVS SCS has also officially rolled out its ESG Vision Statement Leveraging the Power of Us for a Sustainable Planet. The focus will be to progress towards its ESG goals, targets and other Key Performance Indicators.								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Performance shall be measured once the goals, targets and Key Performance Indicators are finalized.								
Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.  TVS SCS has always been guided by its vision to become a global leader in the Supply Chain industry. Since its inception, TVS SCS has worked in line with the interest of the Environment and Society.  As a supply chain company, TVS SCS is also constantly looking for means and measures to reduce its carbon footprint in collaboration with its various supply chain partners to increase operational efficiency and reduce carbon footprint.  TVS SCS remains committed to overcoming challenges, setting ambitious targets, and continuing its journey towards enhancing ESG performance and creating lasting value for all stakeholders.									
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Managing Director								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.	Yes, the Risk Management Committee will oversee sustainability related matters.								

#### 10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Performance against policies is tracked, and review is done by HR, Legal and Secretarial and IT teams on a need basis. Recommendations (if any) and amendments to the policies are submitted to the Board of Directors for approval.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	TVS SCS is compliant to the applicable statutory requirements.								
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.	TVS SCS is currently in the process of identifying an independent external agency for assessment/evaluation of the policies.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	
The entity does not consider the Principles material to its business (Yes/No)	
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not applicable
It is planned to be done in the next financial year (Yes/No)	
Any other reason (please specify)	

## 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 programmes 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 (BoD)	3	<ul style="list-style-type: none"> <li>Familiarization programmes</li> <li>Code of Business Conduct &amp; Whistleblower Training</li> </ul>	100%
Key Managerial Personnel (KMP)	3	<ul style="list-style-type: none"> <li>Session on Insider trading</li> <li>Code of Business Conduct &amp; Whistleblower Training</li> <li>Information security awareness</li> </ul>	100%
Employees other than BoD and KMPs	13*	<ul style="list-style-type: none"> <li>Code of Business Conduct &amp; Whistle blower training</li> <li>Prevention of Sexual Harassment Awareness Training</li> <li>Information Security awareness</li> <li>New Joiners Induction</li> <li>Safety Awareness Training</li> </ul>	100%
Workers	4967**	<ul style="list-style-type: none"> <li>Code of Business Conduct &amp; Whistleblower Training</li> <li>Prevention of Sexual Harassment</li> <li>New Joiners Induction</li> <li>Safety Awareness Training</li> </ul>	100%

\*For Employees: Each online program delivered through LMS is considered as 1 session.

\*\*For Workers, Safety awareness offline sessions -4915 and Induction/Code of Business Conduct sessions -52

#### 2. Details of fines/penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (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):

Nil, as there were no monetary fines/penalties/punishment/award/compounding fees/ settlement amount during the financial year.

#### 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?

Yes

If yes, provide details in brief

The Code of Conduct Policy is applicable on all employees, which includes clauses related to anti-bribery.

If available, provide a web-link to the policy.

<https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/cobc-final-lr-05-10-21.pdf>

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

Nil

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

Nil

**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:**

Parameter	FY 2024 – 2025	FY 2023 – 2024
Number of days of accounts payables	74	127

**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 – 2025	FY 2023 – 2024
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	1.00%	0.85%
	b. Number of trading houses where purchases are made from	89	51
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	54%	85%
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/ distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	3.90%	2.84%
	b. Sales (Sales to related parties/Total Sales)	5.54%	6.23%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	100%	100%
	d. Investments (Investments in related parties/Total Investments made)	100%	100%

\*Trading Houses have been defined here as businesses working with different kind of products which are sold for business purposes.

**Leadership Indicators**

**1. 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.**

TVS SCS has in place a 'Policy on Related Party Transactions', which are applicable to our Board members. Transactions with the Board members or any entity in which such Board members are concerned or interested are required to be approved by the Audit Committee and the Board of Directors pursuant to provisions of Companies Act, 2013 and SEBI Listing Regulations.

The web link of the policy is <https://www.tvsscs.com/investor-relations/wp-content/uploads/2024/10/4.-Related-Party-Transactions-Policy.pdf>

## 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.

Parameter	FY 2024 – 2025	FY 2023 – 2024	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	6% of the total Capex expenditure	21% of the total Capex expenditure	Investment in recyclable/reusable pallets

2.
  - a. Does the entity have procedures in place for sustainable sourcing?  
No
  - b. If yes, what percentage of inputs were sourced sustainably?  
Not applicable
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.  
TVS SCS is a supply chain service provider and is not into the production of finished goods. Hence, TVS SCS is not involved in reusing, recycling and disposing of the products.
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

### 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?  
Not applicable
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).  
Not applicable. TVS SCS is a supply chain services provider and is not into manufacturing into any products.
4. Of the products and packaging reclaimed at end of life of products, amount (in metric tons) reused, recycled, and safely disposed, as per the following format:  
Not applicable. TVS SCS is a supply chain services provider and is not into manufacturing into any products.
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:

	% of employees covered by										
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	3458	1633	47%	3458	100%	0	0%	0	0%	0	0%
Female	269	123	46%	269	100%	269	100%	0	0%	0	0%
Total	3727	1756	47%	3727	100%	269	7%	0	0%	0	0%
Other than Permanent employees											
Male	7	0	0%	0	0%	0	0%	0	0%	0	0%
Female	2	0	0%	0	0%	0	0%	0	0%	0	0%
Total	9	0	0%	0	0%	0	0%	0	0%	0	0%

\* Benefits are provided through various means to employees like Group Medclaim policy, ESIC etc.,

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	1512	1145	76%	1512	100%	0	0%	0	0%	0	0%
Female	30	30	100%	30	100%	30	100%	0	0%	0	0%
Total	1542	1175	76%	1542	100%	30	2%	0	0%	0	0%
Other than Permanent Workers											
Male	6324	5083	80%	6324	100%	0	0%	0	0%	0	0%
Female	505	468	93%	505	100%	505	100%	0	0%	0	0%
Total	6829	5551	81%	6829	100%	505	7%	0	0%	0	0%

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

Parameter	FY 2024 - 2025	FY 2023 - 2024
Cost incurred on well-being measures as a % of total revenue of the Company	0.31%	0.35%

#### 2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2024 - 2025			FY 2023 -2024		
	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%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	NA	100%	100%	NA
ESI	17%	79%	Yes	26%	82%	Yes
Others – Superannuation	0.6%	0	NA	0.6%	0	NA

### 3. Accessibility of workplaces

Are the premises/offices of the entity accessible to differently abled employees and workers, 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.

The premises/offices of the Company are accessible to differently abled employees and workers.

### 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.

Yes, TVS SCS has established an equal opportunity policy committed to providing equal employment opportunities for all its employees. The Company has established a policy to ensure zero discrimination on the basis of age, disability, gender, marital status, race, religion, and other grounds.

### 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	N/A	N/A	N/A	N/A
Female	100%	100%	N/A	N/A
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>N/A</b>	<b>N/A</b>

### 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	<p>Yes, TVS SCS recognizes that the early detection and reporting of wrongdoing depends on maintaining a culture of openness, trust, and integrity in which employees are encouraged to report actual or potential wrongdoing as soon as possible.</p> <p>To report the issue and raise concerns following are the options:</p> <ul style="list-style-type: none"> <li>Discuss with the direct manager/ supervisor.</li> <li>Contact human resources or compliance or legal department representatives.</li> <li>Use the email address: <a href="mailto:ethics.helpline@tvsscs.com">ethics.helpline@tvsscs.com</a> for reporting purposes.</li> </ul> <p>Further details are mentioned in the Code of Business Conduct and Whistle Blower Policy.</p>
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

### 7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

Category	FY 2024 - 2025			FY 2023 -2024		
	Total employees / workers in respective category (A)	No. of employee/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	<b>3727</b>	<b>Nil</b>	<b>0%</b>	<b>3605</b>	<b>Nil</b>	<b>0%</b>
- Male	3458	Nil	0%	3359	Nil	0%
- Female	269	Nil	0%	246	Nil	0%
<b>Total Permanent Workers</b>	<b>1542</b>	<b>848</b>	<b>55%</b>	<b>1813</b>	<b>874</b>	<b>48%</b>
- Male	1512	848	56%	1769	874	49%
- Female	30	Nil	0%	44	0	0%



## 8. Details of training given to employees and workers:

Category	FY 2024 – 2025					FY 2023 -2024				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	3545	3125	90%	3305	96%	3366	2812	84%	2855	85%
Female	269	219	81%	230	86%	249	197	79%	209	84%
<b>Total</b>	<b>3727</b>	<b>3360</b>	<b>90%</b>	<b>3535</b>	<b>95%</b>	<b>3615</b>	<b>3009</b>	<b>83%</b>	<b>3064</b>	<b>85%</b>
<b>Workers</b>										
Male	7836	1370	17%	1492	19%	8057	1379	17%	1769	22%
Female	535	95	18%	50	9%	481	34	7%	44	9%
<b>Total</b>	<b>8371</b>	<b>1465</b>	<b>17.5%</b>	<b>1542</b>	<b>18.4%</b>	<b>8538</b>	<b>1413</b>	<b>17%</b>	<b>1813</b>	<b>21%</b>

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

Category	FY 2024 – 2025			FY 2023 -2024		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	3458	3256	94%	3366	3301	98%
Female	269	245	91%	249	174	70%
<b>Total</b>	<b>3727</b>	<b>3501</b>	<b>94%</b>	<b>3615</b>	<b>3475</b>	<b>96%</b>
<b>Workers*</b>						
Male	7836	468	6%	8057	688	9%
Female	535	35	7%	481	52	11%
<b>Total</b>	<b>8371</b>	<b>503</b>	<b>6%</b>	<b>8538</b>	<b>740</b>	<b>9%</b>

\*Eligible employees are covered above and for the rest of the workers as per their contract.

## 10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).

Yes, occupational health and safety management system has been implemented by TVS SCS.

If yes, the coverage of such system?

TVS SCS has set up a Quality, Environment and Occupational Health and Safety Policy (QHSE Policy) which shall endeavor to maintain a safe, healthy, pollution free working environment, reduce the environmental impact of our activities and services through optimal use of resources. Additionally, operations are certified under ISO 45001:2018 (Occupational Health and Safety Management System OHSMS) and ISO14001:2018 (Environment Management System (EMS)).

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

The ISO 45001:2018 (Occupational Health and Safety Management System OHSMS) process is used to assess work related hazards and assess risks. Also, unsafe acts, unsafe conditions are reported which is used as a process by the entity to identify work-related hazards.

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

Yes.

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

Yes. TVS SCS has a procedure for health checkups and medical support for employees as per its internal HR policy.

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

Safety Incident/Number	Category*	FY 2024 – 2025	FY 2023 – 2024
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.61	1.06
	Workers		
Total recordable work-related injuries	Employees	93	60
	Workers		
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

*\*Including in the contract workforce*

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

- Employee and worker awareness training programme;
- Daily briefing on Safety Measures;
- Online learning module for creating safe and Healthy workplace;
- Recognizing top projects and warehouse with Zero hazards;
- Conducting Mock Safety Drill; and
- Conducting/Celebrating National Safety Day reiterating the importance of following the safety rules, regulations and measures.

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

**14. Assessments for the year:**

Parameter	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and Safety Practices	98.5%
Working Conditions	

**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.**

Yes, based on identified safety incidents, appropriate actions are taken to create awareness to avoid the recurrence of the incidents.

**Leadership Indicators**

- Does the entity extend any life insurance or any compensatory package in the event of death of**
  - Employees (Y/N) -Yes
  - Workers (Y/N) – Yes
- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

Yes, the Company's contracts with the value chain partners contain clauses relating to compliances with applicable laws in relation to payment of wages, working hours, human rights. The Company has set up internal controls wherein the finance team ensures that the value chain partners comply with the required dues for ESI, PF and GST.

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:

Nil

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

No

5. Details on assessment of value chain partners:

Parameter	% of value chain partners (by value of business done with such partners) that were assessed
Health and Safety Practices	No such assessments have been undertaken in the current year; no such statutory requirements
Working Conditions	

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

Not applicable

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**

**Essential Indicators**

1. Describe the processes for identifying key stakeholder groups of the entity.

Engaging with stakeholders is central to our approach, emphasizing collaboration to achieve benefits for Customers, the Company, and all involved in the operations and management of the Company. These stakeholders are pivotal for sustainable growth. Therefore, understanding and meeting their needs and aspirations are crucial aspects of the Company's service delivery process.

Throughout the year, TVS SCS conducted a thorough exercise to comprehensively engage all stakeholders, ensuring that the process added substantial value both to TVS SCS and to each stakeholder group. TVS SCS tailored the approach by dividing stakeholders into sub-groups based on business verticals/functions and their roles in delivering exceptional customer service.

Stakeholder engagement is undertaken with the objective of catering to the needs and expectations of the various stakeholders of TVS SCS. The key stakeholder groups both internal and external to the entity are identified based on the nature of operations of the Company which includes Employees and Workers, Shareholders, Investors, Customers, Suppliers and Vendors.

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 & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors (other than shareholders)	No	1. Annual Report 2. Press Release 3. TVS SCS Website 4. Statutory & voluntary disclosures 5. Investor Presentation & earnings call	Annually, Quarterly & As per requirement.	1. To keep Investors and shareholders updated about the TVS SCS progress and macro developments
Shareholders	No	1. Annual Report 2. Press Release 3. TVS SCS Website 4. Statutory & voluntary disclosures 5. Investor Presentation & earnings call		

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	1. Customer satisfaction surveys 2. Customer Meetings 3. Email	Regularly	1. To evaluate our performance, identify lead and lag indicators and formulate plans to offer best in class service to our customers
Suppliers	No	1. Supplier Evaluation Process 2. Email 3. Procurement Discussions	As per requirement	1. Performance Evaluation 2. Compliance Assurance
Employees	No	1. Emails 2. Trainings 3. Policies 4. Website 5. Intranet 6. Townhall 7. Magazines 8. Survey	Regularly	1. Identification of Employee needs 2. Sourcing of employees challenges 3. To keep our employees informed about our goals and progress

## 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.**

Our aim is to ensure an effective and transparent communication channel is established that allows for meaningful stakeholders' engagement and Board awareness. The process is currently being refined and tested to ensure it meets the needs of all parties involved. We are committed to creating a robust framework that supports effective consultation and meaningful Board engagement on these critical topics.

- 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 input received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes, stakeholder consultation is used to support the identification and management of environmental and social topics. This year, TVS SCS conducted a comprehensive materiality assessment which involved extensive stakeholder consultations. These consultations were integral to identifying and setting targets for our Environmental, Social, and Governance (ESG) initiatives. During the stakeholder survey process, TVS SCS engaged with a diverse group of stakeholders including employees, customers, suppliers, investors and the board. Their feedback was crucial in understanding the key environmental and social issues that matter most to them and our business.

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

TVS SCS has formulated internal policies such as the Code of Business Conduct, and Prevention of Sexual Harassment Policy to ensure that everyone (including employees and workers) in the workplace is treated with respect and equality without any form of discrimination. POSH Policy has been made as a precautionary measure to ensure that no employee/worker faces any form of sexual harassment.

## 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 - 2025			FY 2023 -2024		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	3727	3727	100%	3605	3605	100%
Other than permanent	0	0		10	10	100%
<b>Total Employees</b>	<b>3727</b>	<b>3727</b>	<b>100%</b>	<b>3615</b>	<b>3615</b>	<b>100%</b>
<b>Workers</b>						
Permanent	1542	1542	100%	1813	1813	100%
Other than permanent	6829	6829	100%	6725	6725	100%
<b>Total Workers</b>	<b>8371</b>	<b>8371</b>	<b>100%</b>	<b>8538</b>	<b>8538</b>	<b>100%</b>

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

Category	FY 2024 - 2025					FY 2023 -2024				
	Total (A)	Equal to Minimum Wage		More than Minimum wage		Total (D)	Equal to Minimum Wage		More than Minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	3727	44	1%	3683	99%	3605	356	10%	3249	90%
Male	3458	42	1%	3416	99%	3359	331	10%	3028	90%
Female	269	2	1%	267	99%	246	25	10%	221	90%
<b>Other than Permanent</b>	7	0	0%	7	100%	10	0	0%	10	100%
Male	6	0	0%	6	100%	7	0	0%	7	100%
Female	1	0	0%	1	100%	3	0	0%	3	100%

Category	FY 2024 - 2025					FY 2023 -2024				
	Total (A)	Equal to Minimum Wage		More than Minimum wage		Total (D)	Equal to Minimum Wage		More than Minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Workers</b>										
<b>Permanent</b>	1542	1	0%	1541	100%	1813	227	13%	1586	87%
Male	1512	1	0%	1511	100%	1769	209	12%	1560	88%
Female	30	0	0%	30	100%	44	18	41%	26	59%
<b>Other than Permanent</b>	6829	307	4%	6522	96%	6725	3105	46%	3620	54%
Male	6324	278	4%	6046	96%	6288	2942	47%	3346	53%
Female	505	29	6%	476	94%	437	163	37%	274	63%

### 3. Details of remuneration/salary/wages

#### a. Median remuneration/wages:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	₹ 16,87,500	2	₹ 17,37,500
Key Managerial Personnel (KMP)	4	₹ 2,38,46,368	NIL	NA
Employees other than BoD and KMP	3454	₹ 3,72,066	269	₹ 3,59,988
Workers	7836	₹ 2,41,692	535	₹ 2,27,784

\*Executive Chairman and Managing Director are considered as KMP

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

Category	FY 2024 - 2025	FY 2023 - 2024
Gross wages paid to females as % of total wages	7.1%	6.8%

### 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, we have a dedicated team to address Employee Grievances related to (but not limited to) Human Rights violations. Also, Internal Committee, set up as per the requirements under the Sexual Harassment against Women at the Workplace (Prevention, Prohibition & Redressal) Act 2013, ensures that we develop a safe & secure work environment for all our colleagues.

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

Employees can write to [ethics.helpline@tvsscs.com](mailto:ethics.helpline@tvsscs.com) to highlight any grievances related to human rights, post which a committee constituted, as per the instructions of our Global Chief Human Resources Officer and Global General Counsel investigates the issues and takes appropriate action as per the standard operating procedure formulated for handling such complaints.

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

Category	FY 2024 - 2025			FY 2023 - 2024		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	3	0	NIL	1	0	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

Particulars	FY 2024 - 2025	FY 2023 - 2024
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	1
Complaints on POSH as a % of female employees/ workers	0.39%	0.05%
Complaints on POSH upheld	1	NIL

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

TVS SCS will treat all disclosures under the whistle blower policy ("Policy") or Prevention of Sexual Harassment Policy ("POSH Policy") in an appropriate and sensitive manner. Every effort will be made to keep the identity in confidence and the identity will be revealed only on a 'need to know' basis in connection with investigation or resolving the concern or management action.

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

Yes, human rights requirements form a part of certain business agreements and contracts of the company

**10. Assessments for the year:**

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

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

Not applicable as there have been no major risks or concerns which could result in material adverse impact.

**Leadership Indicators**

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

Not applicable. During FY -25, no business process was modified as a result of addressing human rights grievances/complaints.

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

None

**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. The premises/offices of the Company are accessible to differently abled employees and workers.

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

No such assessments have been undertaken in the current year; no such statutory requirements

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

Not applicable

## PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

### Essential Indicators

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	Units	FY 2024 – 2025	FY 2023 – 2024
<b>From non -renewable sources</b>			
Total electricity consumption (A) (All India + COE) (MWh)	Tera Joules	54.03	39.87
Total fuel consumption (B)	Tera Joules	5.83	4
Energy consumption through other sources (C)	Tera Joules	0	0
<b>Total energy consumed (A+B+C)</b>	<b>Tera Joules</b>	<b>60</b>	<b>44</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed/ Revenue from operations)	TJ/INR	0.0000000022	0.0000000032
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed/Revenue from operations adjusted for PPP)	TJ/\$	0.0000000455	0.0000000654
<b>Energy intensity in terms of physical output</b>	-	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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 – None

#### 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:

Parameter	FY 2024 – 2025	FY 2023 – 2024
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	18,238	18,774
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>18,238</b>	<b>18,774</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>18,238</b>	<b>18,774</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption/Revenue from operations)	0.00000097	0.00000097
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption/Revenue from operations adjusted for PPP)	0.00002004	0.0000198
<b>Water intensity in terms of physical output</b>	-	-
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	-

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

None



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

Parameter	FY 2024 – 2025	FY 2023 – 2024
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) To Groundwater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third parties	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
<b>Total water discharged (in kilolitres)</b>	Nil	Nil

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.

None

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

TVC SCS is a zero liquid discharge (ZLD) company, ensuring that all third-party water acquired are fully consumed within our facilities, with no wastewater discharge. This commitment reflects our dedication to sustainability and responsible water management, aligning with industry best practices to minimize environmental impact.

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

Currently, TVS SCS is in the process of refining its operational framework to effectively capture the details of air emissions

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

Parameter	Units	FY 2024 – 2025	FY 2023 – 2024
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	t CO <sub>2</sub> e	440.77	302.052
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	t CO <sub>2</sub> e	10,912	7930
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	t CO <sub>2</sub> e/INR	0.00000060	0.00000042
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	t CO <sub>2</sub> e/\$	0.0000123	0.0000000858
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	NA	NA	NA
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity	-	-	-

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

None

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

Yes, this year we are working on formulating various projects aimed at reducing our Greenhouse Gas (GHG) emissions. We are currently in the planning phase, developing comprehensive strategies and initiatives to address this critical issue. Once these projects are fully formulated, we will implement them internally to ensure their effectiveness and alignment with our broader environmental goals. Further details on these projects will be available as we finalize and roll them out.

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

Parameter	FY 2024 – 2025	FY 2023 – 2024
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	3	7
E-waste (B)	2.5	2
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	47	8
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	394 (Metal and iron scraps) 110 (wooden scraps, paper, office furniture, paper, etc.)	6 (Metal and iron scraps) 53 (wooden scraps, paper, office furniture, paper, etc.)
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>556</b>	<b>76</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated/Revenue from operations)	0.00000003	0.000000004
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated/Revenue from operations adjusted for PPP)	0.00000062	0.0000000817
<b>Waste intensity in terms of physical output</b>	NA	NA
<b>Waste intensity (optional) – the relevant metric may be selected by the entity</b>	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Currently TVS SCS is in the process of refining its operational framework to effectively capture these details		

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.

None

**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.**

The Company ensures that all waste materials are disposed of in compliance with PCB regulations through authorized partners for recycling or proper disposal. Mixed solid waste, both dry and wet, is sent to authorized vendors for recycling or composting. Guided by the four 'R' principles—Reduce, Reuse, Recover, and Recycle—the Company has implemented waste management initiatives such as waste segregation, on-site composting, and source reduction, significantly easing the burden on municipal landfills. It also actively curtails the use of single-use plastics, drinking containers, and utensils in cafeterias and meeting rooms, with strict monitoring to minimize overall waste generation.

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:

None of our operations are in ecologically sensitive areas.

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

Not applicable.

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:

Yes, TVS SCS is compliant to applicable environmental laws/regulations and guidelines to the extent applicable to its business operations

### 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

(ii) Nature of operations

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

Not applicable as there is no facility/plant located in areas identified as water stress

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

Parameter	Units	FY 2024 – 2025	FY 2023 – 2024
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	t CO <sub>2</sub> e per year	1,36,044	1,19,289
<b>Total Scope 3 emissions per rupee of turnover</b>	t CO <sub>2</sub> e/INR	0.00000723	0.00000615
<b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity	-	-	-

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.

None

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.

Not applicable

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:

Not applicable

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

Yes, the purpose of TVS SCS's Business Continuity Plan("BCP")/Disaster Recovery ("DR") policy is to provide direction and general rules for the creation, implementation, and management of the TVS SCS Business Continuity Plan and Disaster Recovery Plan.

The Business continuity and disaster management plan is split into the following sections:

- a. The Business Continuity Plan is a proactive plan designed to ensure TVS SCS continues to deliver its service obligations in the event of all foreseen business disruptions. The focus of BCP is to ensure business continuity and hence connect all business functions of TVS SCS
- b. DRP -Disaster Recovery Plan, A Disaster Recovery plan is the set of procedures designed and practiced to ensures that TVSSCS technology is capable of recovering as per business expectations from all known disruptions.
- c. Business Impact Analysis – Business Impact Analysis, is an assessment of the possibility of meeting service expectations as per contractual, regulatory and business requirements from various disaster scenarios to critical infrastructure components on which the business depends.

**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.**

Not applicable

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

Not applicable

**PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators**

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

TVS SCS has affiliations with three industry associations.

**b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry	National
2	Madras Chamber of Commerce	State
3	International Market Assessment India Private Limited	National

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

None

**Leadership Indicators**

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

None

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

**Essential Indicators**

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

Not applicable

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Not applicable

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

We are deeply integrated with urban and rural communities surrounding our place of operations. Through attentive listening mechanisms, we actively assess, and address community needs in alignment with the Company's management principles.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Category	FY 2024 – 2025	FY 2023 – 2024
Directly sourced from MSMEs/ small producers	58%	65%
Directly from within India	100%	100%

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

Location	FY 2024 – 2025	FY 2023 – 2024
Rural	47%	18%
Semi-urban	27%	0%
Urban	22%	44%
Metropolitan	3%	38%

### Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):
- Not applicable
2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:
- Not applicable
3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
- No.
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:
- Not applicable
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 Benefitted	Percentage of Beneficiaries
1	Skill Development	412	100% -Economically Weaker Section

## 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.

- Customer can report their complaints to our Complaint Management system by sending an email to [customer.support@tvsscs.com](mailto:customer.support@tvsscs.com)
- TVS SCS' staff, on behalf of the customer, reports the grievances on the designated email ID/concerned personnel and action is taken to address the grievances in the shortest possible time to the best satisfaction of the customer.
- Complaint Portal-Ticket auto logged in Customer Complaint management system (CCMS), auto acknowledgement mail to customer with Ticket Number
- Service Desk assigns the ticket to concerned Single Point of Contact ("SPOC")/ Key Account Manager ("KAM")/Warehouse ("WH") in charge.
- KAM/ WH in charge will plan the resolution, set the timeline to resolve (based on the nature of complaint) and respond to service desk on email.
- Service Desk sends email to customer with resolution timeline planned and the TVS Staff in charge of the case.
- KAM /WH in charge to take necessary action to successfully resolve complaints and update resolution along with the action taken by replying to same mail.
- Complaint Portal-Ticket will get resolved & customer will receive the alert seeking his feedback on successful resolution (Yes/No). If the response is 'No' complaint will be reopened for further resolution tracking.
- Complaint Portal-For delayed resolution, escalation mechanism will be activated. Escalation mail will be triggered every 24 Hours to next levels (up to CEO of the respective region/entity).
- Complaint Portal-Post complaint resolution team will wait for 7 days for customer response, post which same will be closed in the portal.

#### 2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and/or safe disposal:

Not Applicable.

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

Category	FY 2024 - 2025			FY 2023 -2024		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	Nil	Nil		Nil	Nil	
Advertising	Nil	Nil		Nil	Nil	
Cyber-security	Nil	Nil		Nil	Nil	
Delivery of essential Services	Nil	Nil		Nil	Nil	
Restrictive Trade Practices	Nil	Nil		Nil	Nil	
Unfair Trade Practices	Nil	Nil		Nil	Nil	
Other	20	4		140	17	

#### 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, TVS SCS has framed and implemented its policies on cyber security and data privacy. These policies also address the other digital risks including access to confidential and sensitive data. These policies are available on the Company's Intranet for its employees.

TVS SCS manages information security in conformance with the ISO 27001 standard.

**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.**

Not applicable

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

- a. Number of instances of data breaches – None
- b. Percentage of data breaches involving personally identifiable information of customers -None
- c. Impact, if any, of the data breaches – None

### Leadership Indicators

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

TVS SCS transparently discloses and shares information about its services to all its stakeholders (including website visitors, prospective customers etc.). TVS SCS' website has a designated segment on its technology systems, value-add services and technology infrastructure. Web link to access TVS SCS Website: [www.tvsscs.com](http://www.tvsscs.com)

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

Not applicable

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

The business continuity plan includes communication strategies for communications both inside and outside the organization in the event of any form of disruption/discontinuation.

**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)**

TVS SCS is in the service sector and does not manufacture any products. Hence, the displaying of product information is not applicable.

Yes, In relation to customer satisfaction, the Company conducts periodic customer satisfaction surveys on operational parameters.