

# Business Responsibility & Sustainability Report ('BRSR')

## SECTION A: GENERAL DISCLOSURES



### I. Details of the listed entity<sup>1</sup>

1.	Corporate Identity Number (CIN) of the Listed Entity	:	L64200MH1986PLC039266
2.	Name of the Listed Entity	:	Tata Communications Limited
3.	Year of incorporation	:	1986
4.	Registered office address	:	VSB, Mahatma Gandhi Road, Fort, Mumbai - 400001
5.	Corporate address	:	Tata Communications Limited, Tower C, Plot No. C-21 & C-36, G Block, Bandra Kurla Complex, Mumbai - 400 098
6.	E-mail	:	<a href="mailto:investor.relations@tatacommunications.com">investor.relations@tatacommunications.com</a>
7.	Telephone	:	+91 22 6659 1968
8.	Website	:	<a href="http://www.tatacommunications.com">www.tatacommunications.com</a>
9.	Financial year for which reporting is being done	:	FY 2024-2025
10.	Name of the Stock Exchange(s) where shares are listed	:	BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	:	₹ 2,85,00,00,000
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	:	Mr. Mukul Kumar, Vice President- EOHS & Sustainability Email Id: <a href="mailto:EOHS@tatacommunications.com">EOHS@tatacommunications.com</a>
13.	Reporting boundary <sup>2</sup> - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	:	The reporting boundary is summarized as follows:

Category	Indicators	Reporting Boundary
<b>Environmental</b>		
Environment	Energy, Water, Waste, Emissions and Environmental Compliances	Consolidated Basis: The disclosures relate to the global operations of Tata Communications Limited ('Tata Communications'), unless specified otherwise. Revenue considered for calculations of intensity is ₹19,259 crore which includes the subsidiaries businesses of Tata Communications unless specified otherwise.
<b>Social</b>		
Human Resources	Employee Headcount, Learning and Development, Career Progression Reviews, Minimum & Gross Wages, Diversity, Health and safety, Grievance Redressal, HR Compliances	Consolidated Basis: The disclosures relate to the global headcount of Tata Communications, unless specified otherwise.

<sup>1</sup>GRI 2-1, GRI 2-3

<sup>2</sup>GRI 2-2

Category	Indicators	Reporting Boundary
	Employee well-being, benefits provided, Remunerations, Job creations	Standalone Basis: These disclosures pertain exclusively to the India operations of Tata Communications, as regulatory requirements for the mentioned indicators vary across other global regions.
Corporate Social Responsibility	Social impact projects, beneficiaries, project locations	Standalone basis: The disclosures are specific to India operations of Tata Communications.
Value Chain Partners	Assessments, Awareness sessions, Purchase from trading houses	Consolidated Basis: These disclosures cover the global operations of Tata Communications, unless specified otherwise.
	Spent on MSME	Standalone basis: The disclosures are specific to India location only.
<b>Governance</b>		
Corporate Governance	Board details, Compliances, Committees, Goals and Targets Risks and material topics, Data protection and Privacy	These disclosures cover the global operations of Tata Communications, unless specified otherwise.
Financial	Revenue, Sales, Turnover, Paid up capital, Net worth, Accounts Payable, Openness of business	The disclosures are presented on a consolidated basis, including wholly owned subsidiaries of Tata Communications. Standalone figures are also provided wherever applicable.

14. Name of assessment or assurance provider: BSI Group India Private Limited
15. Type of assessment or assurance obtained<sup>3</sup>: We have obtained a Reasonable Assurance for the core indicators disclosed under this report. The assurance certificate is annexed to this report.

## II. Products/services<sup>4</sup>

### 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.	Telecommunications services	Telecommunications services	96.5

### 17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contribute
1	Telecommunications	Activities of providing internet access by the operator of the wired infrastructure. NIC Code - 61104 Other satellite telecommunications activities. NIC Code - 61309 Other telecommunications activities. NIC Code - 61900	96.5

## III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not Applicable	40	40
International		27	27

Note: The number of offices in India refers to locations from which Tata Communications conducts its business operations. The count of international offices includes the presence of Tata Communications along with its subsidiaries and virtual offices.

<sup>3</sup>GRI 2-4

<sup>4</sup>GRI 2-6

**19. Markets served by the entity:**

**a. Number of locations**

Locations	Number
National (No. of States)	28 states and 8 Union territories
International (No. of Countries)	Tata Communications has presence in 190+ countries and territories around the world.

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

The contribution of exports is 9.9% of the total turnover of the entity

**c. A brief on types of customers:** Tata Communications operates on B2B (Business to Business) model, serving service providers and mid to large enterprises globally including several leading Fortune 500 companies.

**IV. Employees**

**20. Details as at the end of Financial Year:**

**a. Employees and workers (including differently abled):<sup>5</sup>**

S. No.	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)
<b>EMPLOYEES</b>								
1.	Permanent (E)	13,047	9,941	76.19	3,104	23.79	2	0.015
2.	Other than Permanent (F)	3,926	3,291	83.86	6,35	16.17	0	0
<b>3.</b>	<b>Total employees (E + F)</b>	<b>16,973</b>	<b>13,232</b>	<b>77.96</b>	<b>3,739</b>	<b>22.03</b>	<b>2</b>	<b>0.011</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)	3	2	67	1	33
2.	Other than Permanent (E)	0	0	0	0	0
<b>3.</b>	<b>Total differently abled employees (D + E)</b>	<b>3</b>	<b>2</b>	<b>67</b>	<b>1</b>	<b>33</b>

Note:

- 1) Boundary: Tata Communications' global headcount includes employees of its wholly owned subsidiaries reflecting the Company's consolidated approach to workforce reporting.
- 2) Workforce Classification: Tata Communications classifies its entire workforce under the category of 'Employees.' This includes:
  - Permanent Employees: Individuals on the payroll of Tata Communications Limited and its wholly owned subsidiaries, including non-executive employees who transitioned from VSNL to Tata Communications' payroll.
  - Other than Permanent Employees: Contractual personnel engaged through third-party agencies.
- 3) Worker category disclosure: Tata Communications does not report separately on the 'Workers' category as defined under the BRSR framework, primarily because the nature of its operations is service-oriented and technology-driven. The organization predominantly employs a white-collar workforce under professional roles, either directly or through third-party arrangements. Given this context, the conventional classification of 'Workers' (typically associated with manufacturing or industrial setups) has limited applicability. Consequently, data is maintained and disclosed under the broader 'Employee' category, in line with how workforce management and HR systems are structured within the Company.
- 4) Gender Identity Disclosure: Two permanent employees chose not to disclose their gender identity during the reporting year. These employees have been included under the Others "Permanent (E)" category in the relevant disclosures.
- 5) Historical data: Tata Communications has initiated the process of capturing data related to differently abled employees from FY 2024-25. New fields have been added to include both existing and future employees. This disclosure remains optional and is based on voluntary self-declaration by employees.

<sup>5</sup>GRI 2-7, GRI 2-8, GRI 405-1

**21. Participation/Inclusion/Representation of women<sup>6</sup>**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	17
*Key Management Personnel	3	0	0

\*Note: Key Management Personnel includes the Chief Executive Officer (CEO), Chief Financial Officer (CFO) and Company Secretary (CS).

**22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)<sup>7</sup>**

	FY 2024-2025 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	10.4	13	11	11.2	13	11.6	20.3	28.6	22.1

Note: Turnover rate is calculated based on voluntary resignation of permanent employees at Tata Communications. There are no categories identified as 'workers' in Tata Communications, hence no details are provided.

**V. Holding, Subsidiary and Associate Companies (including joint ventures)<sup>8</sup>****23. (a) Names of holding / subsidiary / associate companies / joint ventures**

S.no	Name of the holding / subsidiary / associate companies / joint ventures (A)	indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Tata Sons Private Limited	Promoter	14.07	Yes, need-based
2	Panatone Finvest Limited	Promoter	44.8	Yes, need-based
3	TATA COMMUNICATIONS (AUSTRALIA) PTY LIMITED	Indirect subsidiary	100	The initiatives are driven by Tata Communications Limited and all the subsidiaries contribute towards such initiatives as and when required.
4	TATA COMMUNICATIONS (AMERICA) INC.	Indirect subsidiary	100	
5	TCPoP COMMUNICATION GmbH	Indirect subsidiary	100	
6	TATA COMMUNICATIONS (BELGIUM) SRL	Indirect subsidiary	100	
7	TC Networks Switzerland SA	Indirect subsidiary	100	
8	TATA COMMUNICATIONS SVCS PTE LTD	Indirect subsidiary	100	
9	TATA COMMUNICATIONS (BEIJING) TECHNOLOGY LIMITED	Indirect subsidiary	100	
10	TATA COMMUNICATIONS (CANADA) LTD.	Indirect subsidiary	100	
11	TATA COMMUNICATIONS (FRANCE) SAS	Indirect subsidiary	100	
12	TATA COMMUNICATIONS DEUTSCHLAND GmbH	Indirect subsidiary	100	
13	TATA COMMUNICATIONS (GUAM) L.L.C.	Indirect subsidiary	100	
14	TATA COMMUNICATIONS (HONG KONG) LIMITED	Indirect subsidiary	100	
15	TATA COMMUNICATIONS (HUNGARY) KFT - Tata Communications (Magyarország) Korlátolt Felelősségű Társaság	Indirect subsidiary	100	
16	TATA COMMUNICATIONS (IRELAND) D.A.C	Indirect subsidiary	100	
17	TATA COMMUNICATIONS (ITALY) S.R.L	Indirect subsidiary	100	
18	TATA COMMUNICATIONS (JAPAN) K.K.	Indirect subsidiary	100	
19	ITXC IP HOLDINGS S.A.R.L.	Indirect subsidiary	100	

<sup>6</sup>GRI 405-1

<sup>7</sup>GRI 401-1

<sup>8</sup>GRI 2-2

S.no	Name of the holding / subsidiary / associate companies / joint ventures (A)	indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
20	TATA COMMUNICATIONS (MALAYSIA) SDN. BHD.	Indirect subsidiary	100	
21	TATA COMMUNICATIONS (NETHERLANDS) B.V.	Indirect subsidiary	100	
22	TATA COMMUNICATIONS (NEW ZEALAND) LIMITED	Indirect subsidiary	100	
23	TATA COMMUNICATIONS (NORDIC) AS	Indirect subsidiary	100	
24	TATA COMMUNICATIONS (POLAND) SP. Z O. O.	Indirect subsidiary	100	
25	TATA COMMUNICATIONS (PORTUGAL) INSTALAÇÃO E MANUTENÇÃO DE REDES, LDA	Indirect subsidiary	100	
26	TATA COMMUNICATIONS (PORTUGAL), UNIPESSOAL LDA	Indirect subsidiary	100	
27	TATA COMMUNICATIONS (RUSSIA) LLC.	Indirect subsidiary	99.90	
28	TATA COMMUNICATIONS INTERNATIONAL PTE. LTD.	Direct subsidiary	100	
29	VSNL SNOSPV PTE. LTD.	Indirect subsidiary	100	
30	TATA COMMUNICATIONS SERVICES (INTERNATIONAL) PTE. LTD.	Indirect subsidiary	100	
31	TATA COMMUNICATIONS (SPAIN), S.L.	Indirect subsidiary	100	
32	TATA COMMUNICATIONS (SWEDEN) AB	Indirect subsidiary	100	
33	TATA COMMUNICATIONS (SWITZERLAND) GmbH	Indirect subsidiary	100	
34	TATA COMMUNICATIONS (TAIWAN) LTD	Indirect subsidiary	100	
35	TATA COMMUNICATIONS (THAILAND) LIMITED	Indirect subsidiary	100	
36	TATA COMMUNICATIONS (MIDDLE EAST) FZ-LLC	Indirect subsidiary	100	
37	TATA COMMUNICATIONS (UK) LIMITED	Direct subsidiary	100	
38	TATA COMMUNICATIONS TRANSFORMATION SERVICES LIMITED	Direct subsidiary	100	
39	TATA COMMUNICATIONS COLLABORATION SERVICES PRIVATE LIMITED	Direct subsidiary	100	
40	SEPCO COMMUNICATIONS (PTY) LIMITED	Indirect subsidiary	73.17	
41	TATA COMMUNICATIONS LANKA LIMITED	Direct subsidiary	90	
42	TATA COMMUNICATIONS SOUTH KOREA LIMITED	Indirect subsidiary	100	
43	TATA COMMUNICATIONS TRANSFORMATION SERVICES PTE LIMITED	Indirect subsidiary	100	
44	Tata Communications Transformation Services (Hungary) Kft.	Indirect subsidiary	100	
45	Tata Communications (Brazil) Participacoes Limitada	Indirect subsidiary	100	
46	Tata Communications Transformation Services (US) Inc	Indirect subsidiary	100	
47	Tata Communications Transformation Services South Africa (Pty) Ltd.	Indirect subsidiary	100	
48	Tata Communications Comunicações E Multimidia (Brazil) Limitada	Indirect subsidiary	100	

S.no	Name of the holding / subsidiary / associate companies / joint ventures (A)	indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
49	MuCoso B.V.	Indirect subsidiary	100	
50	NetFoundry Inc.	Indirect subsidiary	100	
51	TCTS Senegal Limited	Indirect subsidiary	100	
52	Oasis Smart SIM Europe SAS	Indirect subsidiary	100	
53	Oasis Smart E-Sim Pte Ltd	Indirect subsidiary	100	
54	The Switch Enterprises, LLC	Indirect subsidiary	100	
55	Tata Communications Middle East Technology Services LLC	Indirect subsidiary	100	
56	Kaleyra Inc.	Direct subsidiary	100	
57	Kaleyra S.P.A.	Indirect subsidiary	100	
58	Solutions Infini Technologies (India) Private Limited	Indirect subsidiary	100	
59	Solutions Infini FZ-LLC	Indirect subsidiary	100	
60	BUC Mobile, Inc.	Indirect subsidiary	100	
61	Campaign Registry, Inc.	Indirect subsidiary	100	
62	Campaign Registry, Inc. (Canada)	Indirect subsidiary	100	
63	Kaleyra Africa (Pty) Ltd	Indirect subsidiary	100	
64	Kaleyra US Inc.	Indirect subsidiary	100	
65	Kaleyra Dominicana, S.R.L.	Indirect subsidiary	100	
66	Kaleyra UK Limited	Indirect subsidiary	100	
67	mGAGE ATHENS PC	Indirect subsidiary	100	
68	MGAGE, S.A. de C.V.	Indirect subsidiary	100	
69	Novamesh Limited	Direct Subsidiary	100	
70	STT Global Data Centres India Private Ltd	Associate	26	
71	United Telecom Limited	Associate	26.66	No
72	Smart ICT Services Private Limited	Associate	24	

## VI. CSR Details

### 24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes, Corporate Social Responsibility is applicable for the Company.

### (ii) Turnover (in ₹)

Standalone: 7,277.86 crore

### (iii) Net worth (in ₹)

Standalone: 10,451.34 crore

Note: Standalone figures are considered for CSR applicability from India operations only.

**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 <sup>9</sup> (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	Tata Communications, as a digital solutions provider, has a minimal detrimental effect on local communities. Our CSR initiatives are designed to support communities in need and in general doesn't receive any grievances. The Company actively engages with communities as responsible corporate citizens, in support of its local impact partners to address and resolves all the queries promptly.	0	0	-
Investors (other than shareholders)	Yes. The process to register grievances is listed on the website.	0	0	-	0	0	-
Shareholders	Yes. The process to register grievances is listed on the website.	0	0	-	6	0	All complaints received were resolved to the satisfaction of shareholders.
Employees and workers	Yes, grievance redressal mechanism is available for all the employees. Using the channels available internally, the employees can register the grievance under Dignity in the Workplace (DWP) and Prevention of Sexual Harassment (PoSH)	Total: 26 DWP: 22 PoSH: 4	Total: 10 DWP: 10 PoSH: NIL	DWP - 10 Cases are pending for closure as on March 31, 2025.	Total 38 DWP: 34 PoSH: 4	Total: 17 DWP: 16 PoSH: 1	The cases mentioned herein are complaints registered by the permanent and other than permanent employees, which are resolved within a stipulated timeframe as per the Company's internal policies and guidelines.

<sup>9</sup>GRI 2-16, GRI 2-25, GRI 2-26

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place <sup>9</sup> (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes, Customers can report any grievances through Customer support channels available on our website.	0	0	There were no instances of customer complaints. Routine service-related grievances are resolved on an on-going basis and are not considered for this reporting	0	0	There were no instances of customer complaints. Routine service related grievances are resolved on an on-going basis and are not considered for this reporting
Value Chain Partners	Yes, the supply chain management team handles the grievances raised by the suppliers internally and is resolved within stipulated timeframes	0	0	A streamlined system for monitoring the grievances of value chain partners has been set up. Concerns and grievances can be shared with <a href="mailto:responsiblesupplychain@tatacommunications.com">responsiblesupplychain@tatacommunications.com</a>	0	0	-

Note: Dignity in the Workplace (DWP) cases refer to grievances raised on the grounds of discrimination, harassment, bullying and retaliation For any feedback, queries or grievances related to our sustainability practices please reach out to [EOHS@tatacommunications.com](mailto:EOHS@tatacommunications.com)

**26. Overview of the entity’s material responsible business conduct issues**

**Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format<sup>10</sup>**

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Data Privacy and IP infringement	Risk	This material issue poses a risk to the business and must be effectively addressed as Tata Communications relies on networks to handle data and information for its solutions, including cloud, IoT, mobility, collaboration, security, and network services. Therefore, preserving data integrity and avoiding breaches will enhance our brand value and reputation among our stakeholders in addition to shielding us from possible financial repercussions.	Strong framework, procedures, guidelines, and controls for data privacy ensures mitigation of data privacy issues. Furthermore, multi-layered governance framework that is overseen by the Board and the executives ensures effective readiness to address and mitigate them. Frequent trainings and awareness campaigns combined with a strict methodology for managing consequences is imparted to employees to identify, manage and mitigate any further risks.	Negative

<sup>10</sup>GRI 3-2, GRI 3-3, GRI 201-2

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Customer Experience, Loyalty and Privacy	Opportunity	In today's internet-driven society, protecting consumer information and personal data is crucial. Building meaningful, long-lasting relationships and gaining the trust of customers are the advantages of responsible data management. This material issue also gives Tata Communications the chance to improve customer experience, loyalty, and privacy measures by implementing appropriate procedures and policies for its customers. Revenue growth is facilitated by customer satisfaction, which is a measure of client loyalty and retention.	Not Applicable	Positive
3	Corporate Governance, Ethics and Transparency	Risk	Achieving our mission revolves around having strong corporate governance, and any risk related to ethics, transparency, or corporate governance may damage stakeholder trust, undermine a Company's reputation, and cause business disruptions.	To mitigate risks arising from ethical issues, we focus on proactive measures which primarily includes reinforcing our strong ethical culture throughout our operations and value chain network, implementing robust reporting mechanisms, and providing comprehensive training on ethical conduct and maintaining transparency. As a company, we believe in leading by example and defining clear ethical standards.	Negative
4	Human Capital Development	Opportunity	One of Tata Communications' top priorities is to strengthen its human capital. Our investment in our employees, which includes training, incentives, benefits, and a strong recruitment strategy, is essential to the growth and productivity of the Company and helps us retain great professionals. Our capacity to meet market needs and grow our revenue may be impacted if any of the talent management components fail.	Not Applicable	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Climate Change	Opportunity	Climate change-related extreme weather events present a real risk to Tata Communications' business operations as well as the security and welfare of our employees. Furthermore, the operational disruptions brought on by the transitional risks associated with climate change may have an effect on our business growth and financial success. Additionally, climate change offers us the chance to develop into a more resource-efficient and conscientious Company. We use a number of programs and projects that optimise resource usage and can help in reduction of carbon emissions.	Refer to the Net Zero Transition Report 2025, and the Carbon Disclosure Project 2024 Report separately published by Tata Communications.	Positive
6	Economic Performance	Opportunity	Achieving financial targets will result in increased revenue and profit margins for Tata Communications. It will help in enhancing the business while adding value for our customers and stakeholders.	Refer Financial Capital section of the Integrated Report	Positive
7	Resource Management and Environmental Conservation	Opportunity	For Tata Communications to continue operating smoothly and to benefit our stakeholders and communities, sustainable resource management is essential. Resources could put the business at risk and cause operational disruptions if they are not used effectively. This material issue also presents a chance for us to improve our processes in order to make better use of our resources and support environmental preservation. In addition to practicing resource reuse and recycling, we are trying to reduce the amount of energy and other resources used.	Refer to the Carbon Disclosure Project Report 2024 separately published by Tata Communications	Positive
8	Health, Safety, and Well-being	Risk	Employees at Tata Communications are the Company's top priority. Good working conditions and employee well-being are essential to our value-creation process because any health and safety concern can endanger our employees. In addition to providing everyone with safe and secure working circumstances, our goal is to promote a safety culture. Any problem that affects the safety and health of employees is a threat for the business.	Setting industry standards and striving for zero injury, we are committed to a robust health and safety culture. To safeguard its employees and ensure their well being, the company is continuously improving its safety procedures. It features a thorough governance structure and safety management system. Refer Section C, Principle 3, Essential Indicators, Question 12 of this report for further information.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9	Community Development	Opportunity	Tata Communications is committed to improving the communities and society in which it works. Community development offers a chance to strengthen bonds in order to promote sustainable development and equitable growth.	Refer to the Social Capital section of the Annual Integrated Report	Positive
10	Human Rights and Labour Compliance	Risk	Given the growing importance placed on stakeholder capitalism, stakeholders are worried about how Tata Communications is incorporating human rights principles into its business practices. This presents a risk to our operations as a responsible corporation as it is essential to uphold the rights of all parties involved and make sure that there are no cases of human rights violations of any kind.	Refer to the Risk Management section and Governance section of the Integrated Annual Report. Through its operations and value chain partners, Tata Communications ensures that no instances of misconduct occur at workplaces and that human rights principles are held intact	Negative



**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.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes<sup>11</sup></b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes, in accordance with the Company's Delegation of Powers (DoP) Policy, the authority to approve internal corporate policies has been sub-delegated by the Board to the respective Business and Functional Heads. Consequently, all internal policies listed have been approved under these delegated powers. Policies that require explicit Board approval under applicable laws continue to be reviewed and approved by the Board.								
c. Web Link of the Policies, if available	1. <a href="#">Acceptable Use</a> - P9 2. <a href="#">Terms of Use</a> - P9 3. <a href="#">Global Partner Programme - Terms of Use</a> - P9 4. <a href="#">Tata Code of Conduct</a> - P1, P2, P3, P4, P5, P8, P9 5. <a href="#">Whistleblower Policy</a> - P1, P3, P4, P7, P9 6. <a href="#">Privacy</a> - P9 7. <a href="#">Anti-corruption Policy</a> - P1, P7 8. <a href="#">Anti-Human Trafficking and Modern-day Slavery statement</a> - P3, P5 9. <a href="#">Business and Human Rights Policy</a> - P3, P4, P5 10. <a href="#">Occupational Health and Safety Policy</a> - P3 11. <a href="#">Environment Policy</a> - P6 12. <a href="#">USA Network Management Policy</a> - P9 13. <a href="#">Global Network Management Policy</a> - P9 14. <a href="#">Customer Service Chatbot Terms of Service</a> - P4, P9 15. <a href="#">Notice for Fraudulent Job Offers</a> - P9 16. <a href="#">Network Shutdown Policy</a> - P1, P3, P5 17. <a href="#">Sustainable Supply Chain Policy</a> - P1, P2, P3, P5, P6, P8, P9 18. <a href="#">Supplier Code of Conduct</a> - P1, P2, P3, P5, P6, P8, P9 19. <a href="#">Tata Communications RPT Policy</a> - P1 20. <a href="#">Material Subsidiary Policy</a> - P1, P4 21. <a href="#">CSR Policy</a> - P4, P8 22. <a href="#">Material Events Policy</a> - P4 23. <a href="#">Board Diversity Policy</a> - P3 24. <a href="#">Dividend Distribution Policy</a> - P1, P4								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

<sup>11</sup>GRI 2-23, GRI 2-24, GRI 3-3

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>Tata Communications adopts and complies with a variety of national and international standards on ESG and Sustainability, as applicable. Some important certifications are listed below:</p> <ol style="list-style-type: none"> <li>10 major Indian facilities in India are certified under ISO 14001 (compliance to environmental management system).</li> <li>16 major facilities, comprising 10 facilities in India and 6 international locations—specifically, 3 in Canada, 2 in Singapore, and 1 in Australia are certified under ISO 45001 (Occupational Health &amp; Safety Management Systems).</li> <li>Certified for ISO 27001 and ISO 9001 for IT and Quality systems.</li> <li>Science Based Targets initiative (SBTi) validated Net Zero short term targets.</li> <li>Signatory to the United Nations Global Compact (UNGC)</li> <li>Great Place to Work Certified in India, USA, Canada, Singapore, Hong Kong, Australia, UK and Sri Lanka.</li> </ol>								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	<p><b>Environmental Goals:</b></p> <ol style="list-style-type: none"> <li>Climate Change: Carbon Neutral by FY 2030, and NetZero by 2035, Customer Emission GHG reduction potential of 20x by FY 2027</li> <li>Water: 20% Water Consumption Reduction by FY 2030</li> <li>Waste: Zero Waste to Landfill by FY 2027</li> <li>Supply Chain Climate Action Framework: To engage and support 361 suppliers (~70% of SCM managed spend) on Climate Action Net Zero Goal.</li> <li>Set a target to achieve avoided GHG emissions (scope 4) at customer end to the tune of 20x wherein 'x' represents total GHG emissions of Tata Communications (scope 1,2, &amp; 3) by FY 2027.</li> </ol> <p><b>Social Goals:</b></p> <ol style="list-style-type: none"> <li>Diversity &amp; Inclusion: Enhance diversity to 27.5% by FY 2026</li> <li>Health and Safety: Zero fatalities</li> <li>Supply Chain: ESG assessment of our Top 50 Suppliers by 2027; Increase Tata Affirmative Action Plan (TAAP) supplier base from 41 Nos.(FY 2024-25) to 44 (FY 2026)</li> <li>Community: Impact 5 million beneficiaries by FY 2026</li> </ol> <p><b>Governance Goals:</b></p> <ol style="list-style-type: none"> <li>Data Protection and Privacy: Zero Data breach across Tata Communications by FY 2026</li> <li>Reporting: Ensuring transparent, balanced, and timely disclosures for investors and other stakeholders (Y-o-Y)</li> </ol>								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>The performance against the aforementioned goals is disclosed in detail through our Integrated Annual Report, <a href="#">Website</a> and <a href="#">ESG Addendum</a>.</p>								
<b>Governance, leadership and oversight<sup>12</sup></b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>Refer to the 'Message from the Managing Director &amp; CEO' which forms part of the Integrated Annual Report FY 2024-25</p>								

<sup>12</sup>GRI 2-22

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). <sup>13</sup>	A. S. Lakshminarayanan Managing Director and Chief Executive Officer Tata Communications Limited Email: <a href="mailto:EOHS@tatacommunications.com">EOHS@tatacommunications.com</a>								
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. <sup>14</sup>	Yes The Corporate Social Responsibility, Safety and Sustainability Committee ('CSRSSC') of the Board of Directors is responsible for decision making on sustainability related issues. For more details on the CSRSSC, kindly refer to the Corporate Governance Report which forms part of this Integrated Annual Report.								

**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									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Company's top leadership regularly reviews performance against various policies. Key outcomes and insights from these reviews are periodically shared with the Board and its Committees by the management. The Company has various committees like CSRSSC, Sustainability Committee, Global Safety Council, which periodically review the performance on all the identified material aspects as per NGRBC Principles.									On a periodic basis								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is in compliance with the existing regulations as applicable and a statutory compliance certificate on applicable laws is maintained and presented to the Board as needed.																	

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. <sup>15</sup>	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes, the policy and implementation of BRSR core principles is reviewed and assured by a third party (BSI Group India Private Limited) for FY 2024-25. In addition, we are assessed by the Tata Group TBEM assessors on the Tata Business Excellence Model ('TBEM') framework, which is based on the Malcolm Baldrige National Quality Award Model from the USA. During the assessment, qualified external assessors analyze all essential business processes and policies and their effectiveness, which is evaluated as per the industry best practices and standards at Tata Group level.  Tata Communications also obtained certification under various national and international standards, including ISO 14001, ISO 45001, ISO 27001, etc. These certifications also include assessment of the policies of the Company by an independent external assessor.									

<sup>13</sup>GRI 2-13

<sup>14</sup>GRI 2-9

<sup>15</sup>GRI 2-5

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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



This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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:<sup>16</sup>

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	6 Refer note (a)	Principles covered: P1, P3, P5 and P9	100
Key Managerial Personnel	8 Refer note (b)		100
Employees other than BoD and KMPs	27 Refer note (c)	Principles covered: P1, P3, P5, P6 and P9 Topics covered: Ethics and Transparency, Health & Safety, Skill Development, Tata Code of Conduct, Dignity in the Workplace, Data Privacy & Cybersecurity Awareness, Environment and Sustainability	100
Workers*	1 Refer note (d)	Principles covered: P3 Topics covered: First Aid, confined space, work at height, Health and safety induction	100

Note: This table represents the mandatory trainings for full time Employees, Board of Directors and Key Managerial Personnel, the topics are listed below. Apart from mandatory trainings, other awareness & knowledge sessions which includes, but not limited to, topics such as Environment & Sustainability, Supply Chain, Human Rights, Employee wellbeing, Health & Safety Human Resources processes, policies and protocols are conducted in each business units throughout the year for the relevant employees.

- (a) Sessions for the Board of Directors were on topics including mandatory course such as organisation strategy, governance, risk, litigation, sustainability, etc.
- (b) Sessions for the Key Managerial Personnel were on topics including organisation strategy, governance, risk, litigation, sexual harassment at workplace, Tata Code of Conduct, cyber security, CSR, sustainability, etc.
- (c) All employees are required to undergo training and awareness sessions on domain related subjects. Every employee is required to undergo mandatory training on Tata Code of Conduct, Delegation of Powers, Dignity in the Workplace, cyber security and data privacy, Induction, Health and Safety Training, Environment Training.
- (d) \*Workers refer to the contractual workers hired via a third party for daily or time bound operational work at the major facilities. These personnels are provided training related to HR policies, health & safety and environmental aspects.

<sup>16</sup>GRI 2-17

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):<sup>17</sup>

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			NIL		
Compounding fee					

Non-Monetary				
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment				
Punishment			NIL	

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Not Applicable	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.<sup>18</sup>

Yes, Tata Communications' anti-corruption policy aims to convey its commitment to preventing corruption and money laundering. It ensures that all employees and third-party representatives, including sales consultants, sales agents, channel partners, strategic partners, and resellers, are fully aware of the extent and application of relevant anti-corruption laws. The Policy explains the definition of corruption and money laundering, how they impact our Company, and our efforts to address them. It outlines the necessary steps to comply with our policies and illustrates how they are translated into workable processes and procedures. You may view the policy at the Company's [website](#).

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:<sup>19</sup>

	FY 2024-25	FY 2023-24
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

<sup>17</sup>GRI 2-27

<sup>18</sup>GRI 2-23, GRI 205-2

<sup>19</sup>GRI 205-3

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

	FY 2024-25		FY 2023-24	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	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:**

	FY 2024-25	FY 2023-24
Number of days of accounts payables	36	41*

Note: Trade payable excludes accrued expenses

\*Number of days of Accounts payable for last fiscal year restated

**9. Open-ness of business**

**Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:**

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases (Refer note 4,5)	a. Purchases from trading houses as % of total purchases	7	12
	b. Number of trading houses where purchases are made from	43	58
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	92	83
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	As an internet service-oriented Company, we engage with enterprises directly in a B2B model without engaging dealers and distributors. Hence this indicator is not applicable for reporting	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs	a. Purchases (Purchases with related parties / Total Purchases) <sup>1</sup>	5	5
	b. Sales (Sales to related parties / Total Sales) <sup>2</sup>	9	9
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances) <sup>3</sup>	6	23
	d. Investments (Investments in related parties / Total Investments made)	60	82

Note:

- Includes Network and Transmission, services received and Brand Equity and Brand Promotion expense as per Related party transaction disclosure in the financial statements.
- Sales includes Revenue from operations
- Advance to contractors and vendors who are Related parties
- Total purchase amount excludes capex purchases
- Partners, Distributors and Resellers have been considered as Trading houses

**Leadership Indicators**

**1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

As part of Tata Communications' Sustainable Supply Chain framework, awareness sessions are conducted globally to familiarize suppliers with the framework and the principles of the Supplier Code of Conduct. Key and strategic vendors are encouraged to actively participate to strengthen ESG performance. In the reporting period, two sessions were held globally, engaging over 35 suppliers.

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
2	1) Tata Communications' Sustainable Supply Chain Framework: session for suppliers awareness generation on Sustainable Supply Chain 2) ESG Assessment overview: Session on the basics of ESG Assessment required as per the Sustainable Supply Chain Framework 3) Supplier Code of Conduct: Awareness initiatives for value chain partners are broadly aligned with five key principles—Ethics & Transparency, Environment Health & Safety, Anti-Corruption & Bribery, Human Rights, and Data Privacy. 4) Implementation of Climate Action Framework: Session for suppliers to explain the requisites of the climate action framework	31.6

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

Tata Communications adheres to the Tata Code of Conduct ('TCoC'), which mandates that Board members and employees avoid any business, relationship, or activity that could conflict with the interests of the Company or the Tata Group. Key mechanisms include:

- **Disclosure Obligations:** Board members must disclose any potential conflicts of interest.
- **Recusal from Decision-Making:** Individuals with a conflict are required to abstain from related discussions and decisions.
- **Oversight Mechanisms:** Governance structures such as the Audit Committee and the Board oversee conflict management.
- **Related Party Transactions Policy:** This policy ensures that transactions involving related parties are identified, assessed, and conducted transparently and in compliance with regulatory standards.

These measures collectively ensure ethical governance and protect stakeholder interests.

**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.**

Values in ₹	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	3,54,12,086	15,24,321	Company-level operational expenditure to improve environmental performance is accounted for under R&D investments. These focus on advancing water management, improving energy efficiency, and increasing the renewable energy footprint—supporting the Company’s sustainability goals and reducing environmental impact.
Capex	11,23,00,349	11,46,63,044	Capital expenditure has been made to implement initiatives identified through R&D, including rainwater harvesting systems, pipelines, STPs, organic waste compost units, water aerators, renewable energy, and energy efficiency projects

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

**b. If yes, what percentage of inputs were sourced sustainably?<sup>20</sup>**

Yes. Tata Communications has implemented a Sustainable Supply Chain Framework (‘SSCF’) that integrates sustainability into our procurement decisions, vendor selection, supplier engagement and vendor performance management. We expect our suppliers to abide by our Supplier Code of Conduct and 100% of the suppliers are covered under this program.

**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.<sup>21</sup>**

This question is not applicable to Tata Communications as the Company is a digital solutions provider and does not manufacture, sell, or handle physical products that require end-of-life management processes such as reuse, recycling, or disposal. Consequently, Tata Communications does not generate plastics (including packaging), e-waste, hazardous waste, or other product-related waste that would necessitate reclamation processes. Our environmental focus is on minimizing operational impacts through energy efficiency, resource conservation, and sustainable practices within our service delivery.

**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.**

As per the latest regulations, Extended Producer Responsibility (EPR) for plastics and e-waste is not applicable to Tata Communications, as the Company does not manufacture, import, or sell products covered under these categories. However, EPR for batteries is applicable, and Tata Communications complies fully with all related regulatory requirements, including the submission and implementation of the battery waste collection plan as mandated by the Pollution Control Boards.

**Extended Producer Responsibility- CPCB Guidelines**

1. E waste Management Rules 2023	Not Applicable as per the latest regulations
2. Plastic Waste management rules 2024	Not Applicable as per the latest regulations
3. Battery waste management rules 2024	In compliance with the regulations. Battery wastes are collected by authorized entities for recycling.

<sup>20</sup>GRI 308-1

<sup>21</sup>GRI 306-2

**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?<sup>22</sup>**

Not material and applicable as Tata Communications is a digital solutions provider and does not manufacture any tangible products hence the life-cycle approach is not applicable to the Company's offerings.

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
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As a service industry, this indicator is not applicable to us.

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.**

Description of the risk / Service	Action Taken	Concern
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Tata Communications is a digital solutions provider. Hence, this indicator is not reported as no social or environmental concerns are associated with the use of the Company's offerings.

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).**

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24

As a digital solutions provider, Tata Communications does not engage in manufacturing or use significant physical input materials in its service delivery. Therefore, the percentage of recycled or reused input material by value used in providing services is not applicable.

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

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed

Plastics (including packaging)	Tata Communications is a digital solutions provider and does not manufacture or sell physical products or packaging. Therefore, the reclamation, reuse, recycling, or disposal of products and packaging at end of life is not applicable.					
E-waste						
Hazardous waste						
Other waste						

5. **Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
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Tata Communications, being a digital solutions provider, does not sell physical products or packaging materials. Therefore, this metric is not applicable.

<sup>22</sup>GRI 306-2

**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:<sup>23</sup>**

Category	% of employees 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)
<b>Permanent employees</b>											
Male	8,746	8,746	100	8,746	100	NA	NA	8,664	99	8,746	100
Female	2,779	2,779	100	2,779	100	2,779	100	NA	NA	2,779	100
<b>Total</b>	<b>11,525</b>	<b>11,525</b>	<b>100</b>	<b>11,525</b>	<b>100</b>	<b>2,779</b>	<b>24</b>	<b>8,664</b>	<b>75</b>	<b>11,525</b>	<b>100</b>
<b>Other than Permanent employees</b>											
Male	Not Applicable.										
Female	Not Applicable.										
<b>Total</b>	Not Applicable.										

Note: The above details of benefits and well-being measures are provided to Tata Communications permanent employees for India region only. For other than permanent employees, their benefits are covered by their employers.

\*Following the divestment of Tata Communications Payment Solutions Limited, the associated data has been excluded from the scope of insurance coverage.

\*\*Paternity benefit is not provided to Non-Executive employees.

**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)
	Not Applicable.										

Not Applicable. However, the Company monitors and tracks compliance regarding statutory benefits and other state-wise labour rules pertaining to individuals (other than permanent employees) on third party payroll, working on the Company premises.

**c. Spending on measures towards well-being of employees (permanent employees only) in the following format -**

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	1	1

Note: Well- being measures disclosed above are the benefits provided to the permanent employees of Tata Communications such as employee insurance, maternity and paternity benefits, infant care, health and safety measures, day care facilities etc.

<sup>23</sup>GRI 401-2

**2. Details of retirement benefits, for Current FY and Previous Financial Year.<sup>24</sup>**

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	Not Applicable	Y	100	Not Applicable	Y
Gratuity	100	Not Applicable	Y	100	Not Applicable	Y
ESI	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Note: The above disclosure pertains to Tata Communications' on roll employees (Permanent Employees) for India region only.

**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.**

We recognise the importance of meeting the requirements of the Rights of Persons with Disabilities Act, 2016 and are taking proactive steps to support the needs of individuals with disabilities. Our Company has implemented various measures to provide disabled-accessible infrastructure. In all of the offices and facilities, we have installed:

- Ramps
- Lowered reception desk for wheelchair access
- Evacuation chair
- Automated sliding doors to support mobility
- Tactile flooring and Braille signages
- All gender accessible toilets, fire alarm freshers and accessible guest room

**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, Tata Communications is an equal opportunity employer and abides by the TCoC. We provide equal opportunities to all our employees and to all eligible applicants for employment in our Company and do not unfairly discriminate on any ground including race, caste, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other category protected by applicable law. A copy of the TCoC can be accessed [here](#).

**5. Return to work and Retention rates of permanent employees and workers that took parental leave.<sup>25</sup>**

Gender	Permanent employees	
	Return to work rate*	Retention rate
Male	100	81
Female	94	90

\*Return to work rate also includes employees who took parental leave in previous FY 2023-24 and returned to work in FY2024-25, hence the above-mentioned numbers represent the cumulative return to work rate.

There are no categories identified as 'workers' in Tata Communications, hence no details are provided.

<sup>24</sup>GRI 201-3

<sup>25</sup>GRI 401-3

**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.<sup>26</sup>**

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees Other than Permanent Employees	Tata Communications' grievance redressal mechanism for all employees is encompassed within the Whistleblower Policy and the Global Dignity in the Workplace Policy. Employees can report grievances directly to their Manager, Business Head of Department (HOD), Business Unit Human Resources (BU HR), or escalate to higher authorities, following the procedures outlined in these policies. The Whistleblower Policy is publicly accessible on the Company website, while the Global Dignity in the Workplace Policy is an internal policy available to the all the employees onto the Company's internal portal. Additionally, grievances related to environment, occupational health, and safety can be reported directly to <a href="mailto:EOHS@tatacommunications.com">EOHS@tatacommunications.com</a>

Note: There are no categories identified as 'workers' in Tata Communications, hence no details are provided.

**7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:<sup>27</sup>**

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	No. of employees / 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>11,541</b>	<b>147</b>	<b>1.27</b>	<b>12,462</b>	<b>166</b>	<b>1.32</b>
Male	8,760	102	1.16	9,625	118	1.20
Female	2,781	45	1.62	2,837	48	1.60

Note: This data pertains exclusively to the India region. The number of employees mentioned in Column B refers to non-executive employees who transitioned from VSNL to Tata Communications.

Tata Communications does not directly employ workers on its payroll, hence no details are provided.

**8. Details of training given to employees and workers:<sup>28</sup>**

Category	FY 2024-25					FY 2023-24				
	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	9,941	936	9	9,618	97	10,873	Not Reported		10,849	99.7
Female	3,104	279	9	2,992	96	3,165			3,138	99.2
<b>Total</b>	<b>13,047</b>	<b>1,215</b>	<b>9</b>	<b>12,610</b>	<b>97</b>	<b>14,038</b>	<b>767</b>	<b>5.5</b>	<b>13,987</b>	<b>99.6</b>
<b>Workers*</b>										
Male	7,122	39,245	100	Not Reporting		8,353	44,728	100	Not Reported	
Female	536	5,864	100	Not Reporting		746	4,013	100	Not Reported	
<b>Total</b>	<b>7,658**</b>	<b>45,109***</b>	<b>100</b>	Not Reporting		<b>9,099</b>	<b>48,741</b>	<b>100</b>	Not Reported	

\*This category includes contractual workers hired for site-level tasks. All receive health, safety, and grievance redressal training. The reported data counts total training sessions, including multiple sessions per individual. Skill upgrade training is provided by their employers. Tata Communications Learning Academy (TCLA) in collaboration with LinkedIn learning, Tech Academy, Coursera and Make my labs conducts variety of sessions that imparts technical and leadership skills for the employees.

\*\*For FY 2024-25, Health and Safety induction data is not gender-bifurcated in the internal portal. A total of 1,215 sessions and participants were recorded as part of the induction training.

\*\*\*The total of 7,658 workers includes both contingent and service contractor manpower. Gender-based bifurcation began in FY 2024-25 (July 2024), and the average gender percentages are based on data available from the updated portal starting July 2024.

\*\*\*\*A total of 45,109 participants attended EOHS trainings in FY 2024-25. This includes both male and female participants, with individuals possibly attending multiple sessions. Topics include working at height, confined spaces, first aid and health & safety inductions.

<sup>26</sup>GRI 2-16, GRI 2-25, GRI 2-26

<sup>27</sup>GRI 2-30

<sup>28</sup>GRI 403-5, GRI 404-1, GRI 404-2

**9. Details of performance and career development reviews of employees and worker:<sup>29</sup>**

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	9,941	9,941	100	10,873	10,873	100
Female	3,104	3,104	100	3,162	3,162	100
Other	2	2	100	3	3	100
<b>Total</b>	<b>13,047</b>	<b>13,047</b>	<b>100</b>	<b>14,038</b>	<b>14,038</b>	<b>100</b>

Note: The performance and career development reviews are conducted as part of annual appraisals and quarterly coaching conversation for the permanent employees globally.

There are no categories identified as 'workers' in Tata Communications, hence no details are provided.

**10. Health and safety management system:**
**a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?<sup>30</sup>**

Yes. Tata Communications has implemented ISO 45001 Management system at its 16 major facilities across the globe which includes 10 facilities in India and 6 key international facilities (3 are situated in Canada, 2 in Singapore and 1 in Australia).

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

As a part of our Occupational Health and Safety Management System, all routine and non-routine activities are conducted with proper risk assessment of work-related hazards. All the work-related activities and their associated hazards are identified with suitable controls along with initial and final risk assessment being recorded in the Hazard Identification and Risk Assessment ('HIRA') register.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)<sup>31</sup>**

Tata Communications has a robust EOHS hazard reporting system via an internal app, accessible through QR codes placed across the premises. Employees, contractors, and visitors can easily report hazards, which are reviewed and assigned to designated SPOCs for resolution. Work may be paused in affected areas to ensure safety. This system promotes active stakeholder participation in maintaining a safe work environment.

**d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No) <sup>32</sup>**

Yes, Tata Communications provides employees access to non-occupational medical and healthcare services, including ergonomic support and mental well-being programs. This includes regular training, upgraded workplace infrastructure, counselling services, employee assistance programs, and flexible work policies that promote work-life balance and mental health.

**11. Details of safety related incidents, in the following format:<sup>33</sup>**

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0.07
	Workers	0.047	0.20
Total recordable work-related injuries	Employees	1	5
	Workers	1	8
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

Note: The workers reported in this category refer to contractual personnel hired on a daily or monthly basis for site-level internal work.

<sup>29</sup>GRI 404-3

<sup>30</sup>GRI 403-1

<sup>31</sup>GRI 403-2

<sup>32</sup>GRI 403-6

<sup>33</sup>GRI 403-9, GRI 403-10

**12. Describe the measures taken by the entity to ensure a safe and healthy work place<sup>34</sup>.**

Tata Communications is committed to ensuring a safe and healthy workplace through a comprehensive Environmental, Occupational Health and Safety (EOHS) Management System aligned with ISO 45001 standards. Key measures include:

- **EOHS Policy & Governance:** Strong governance led by top leadership with regular reviews and updates of safety protocols.
- **Hazard Identification & Reporting:** A digital EOHS app enables real-time reporting of unsafe conditions or near-miss incidents via QR codes accessible to employees, contractors, and visitors.
- **Training & Awareness:** Regular safety training, induction programs, mock drills, and targeted awareness campaigns for employees and contract workers.
- **Infrastructure & Controls:** Implementation of safety controls such as ergonomic furniture, proper lighting and ventilation, and safety signage across locations.
- **Emergency Preparedness:** Defined emergency response plans, regular fire and evacuation drills, and first-aid support at all sites.
- **Health & Well-being Initiatives:** Access to mental health resources, employee assistance programs, and non-occupational medical services.

These measures ensure proactive risk mitigation and foster a culture of safety across all operations.

**13. Number of Complaints on the following made by employees and workers:<sup>35</sup>**

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	None	0	0	None
Health & Safety	0	0	None	0	0	None

**14. Assessments for the year:<sup>36</sup>**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% of all the 400 global* facilities of Tata Communications
Working Conditions	

\*Includes smaller and leased premises of metro access network (MAN) and national long distance (NLD) pop locations across the globe.

**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.<sup>37</sup>**

We investigate all recordable incidents to identify the root causes and implement actions to avoid repeat incidents. We ensure closure of all gaps identified during internal and external audits/assessments in a timely manner. In FY 2024-25, over 7,000 safety audits were conducted, leading to the implementation of 2,100+ corrective actions across sites. Significant risks identified through assessments were addressed through initiatives such as 100% workforce training, 100% compliance in valid work permits for high-risk activities, and enhanced lead indicator reporting via the EOHS Safety App. Regular safety campaigns, strong recognition programs, and alignment with ISO 45001 and ISO 14001 standards further supported continuous improvement in health and safety practices.

<sup>34</sup>GRI 403-6, GRI 403-2, GRI 3-3, GRI 403-9, GRI 403-10

<sup>35</sup>GRI 2-16, GRI 2-25, GRI 2-26

<sup>36</sup>GRI 3-3

<sup>37</sup>GRI 403-10

**Leadership Indicators**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

Yes, we extend requisite support in the form of ex gratia to the legal heirs of all full-time employees and workers in the event of death during their service with us.

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

The Company monitors and tracks the compliance of its value chain partners. The administration teams, every month, at each centre upload the applicable, verified compliance documents onto the Company's compliance tracking system for central monitoring. The Company's Supply Chain Management team ensures monthly statutory dues are remitted to respective PF / ESI etc. authority by the contractors and proof of the same is produced on a periodic basis.

**3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	0	0	0	0
Workers	0	0	0	0

**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)**

Yes, the Company provides a platform that helps affected employees explore alternative roles by recommending suitable job functions, required skills, and relevant learning resources.

**5. Details on assessment of value chain partners:<sup>38</sup>**

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	55% of strategic and preferred value chain partners have been assessed.
Working Conditions	Apart from the above highlighted strategic partners, the Company assessed 100% of its contract partners on the applicable Mandatory Safety Standards.

Note: Strategic value chain partners are suppliers with whom we share risks and create value together beyond just contracts. Preferred value chain partners are suppliers mainly chosen for high-volume or routine needs, where switching is easy and the focus is on cost, timely delivery, and consistent performance.

**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.**

During the reporting period, no significant risks were identified in the assessment of suppliers and contractors. Corrective actions and recommendations from assessments are shared with the suppliers and contractors to improve their health and safety practices, supported by periodic training sessions on expected standards.

<sup>38</sup>GRI 414-2

**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.<sup>39</sup>**

Stakeholders are considered as persons, groups, or organisations who may affect us or may be affected by the Company’s operations, products or services and its performance. Our key stakeholders include Customers, Employees, Investors and Shareholders, Suppliers, Regulators and Industry Bodies, Communities and NGOs, Media and Analysts, among others. Stakeholder identification, mapping and prioritization is performed on periodic basis as part of materiality assessment. The process assists in mapping and understanding material issues as well as stakeholders’ perspective orientations, impacts and expectations which helps in prioritizing and designing appropriate responses along with preparation of corresponding communication strategies.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group<sup>40</sup>.**

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	Targeted customer interaction, feedback sessions, CXO connect, the bid review process, sales and account manager feedback, Gartner peer insights, mailers website, social media platforms etc.	Continuous: Website, Social Media Annual: Customer Satisfaction Survey, Customer Connect	<ul style="list-style-type: none"> <li>Understanding customers’ data privacy and security requirements</li> <li>Deciding on investments and capabilities in digital technologies to meet customers’ requirements</li> <li>Ethical behaviour</li> <li>Customer growth and transformation opportunities</li> <li>Fair business practices and ethical behaviour</li> <li>ESG practice</li> </ul>
Employees	No	Town halls, webcasts / webinars, project or operations reviews, video conferences, audio conference calls, ethics week, newsletters, events and quarterly coaching reviews	Weekly: Internal News Digest Quarterly: Coaching reviews Annual: Employee Satisfaction Survey Continuous: Website, intranet, internal communication platforms etc.	Training and skill development <ul style="list-style-type: none"> <li>Capacity building</li> <li>Building a safe work culture and environment</li> <li>Improving Diversity and Inclusion</li> <li>Employee-friendly practices</li> </ul>

<sup>39</sup>GRI 2-29

<sup>40</sup>GRI 2-29

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 and shareholders	No	Press releases and press conferences, e-mail advisories, in-person meetings, investor conferences, non-deal roadshows, conference calls, notices, advertisements, exchange notifications	Quarterly: Financial statements, earnings call, exchange notifications Annual: Annual General Meeting and Annual Report Continuous: <a href="#">Investor Relations page on Website</a>	<ul style="list-style-type: none"> <li>Educating investors about Tata Communications' business operations, governance practices, strategy, growth plans and environmental and social risk</li> <li>Addressing investor concerns on various matters</li> <li>Understanding shareholder expectations</li> </ul>
Regulators	No	Statutory compliances, filings and meetings, new engagements, conferences, seminars, consultations, surveys, representations on statutory provisions and amendments, participation in public consultation process.	As needed	<ul style="list-style-type: none"> <li>Compliance with corporate law</li> <li>Good governance</li> <li>Ethical practices</li> <li>Society / CSR expenditure</li> <li>Transparent reporting</li> <li>National and international agenda</li> </ul>
Communities	No	CSR team and partner meets, volunteering, engagement exercises like DRIVE Week, baseline and benchmark studies	Continuous / As needed	<ul style="list-style-type: none"> <li>Job creation</li> <li>Skill development</li> <li>Volunteering</li> <li>SDG implementation - health, school, poverty</li> </ul>
Media and Analysts	No	Press releases and press conferences, media interviews, e-mail advisories, exchange notifications, media or analyst events, analyst briefings, relationship building meetings, website and social media posts and updates	Quarterly / Annual / As needed	<ul style="list-style-type: none"> <li>Company news and updates</li> <li>Business strategy, milestones, industry recognition</li> <li>Regulatory and governance issues</li> <li>Public disclosures and transparent reporting</li> <li>Future strategy, growth and new products / service launches</li> </ul>
Suppliers	No	RFIs / RFPs, empanelment process, Transactional meetings, periodic reviews, surveys	Continuous: Transactional meetings, periodic reviews, surveys	<ul style="list-style-type: none"> <li>Job creation</li> <li>Ethical practices</li> <li>Payments</li> <li>Human rights</li> <li>Competitive pricing</li> </ul>

## 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.**

Based on the different types of stakeholders the Company engages with, Tata Communications has established systems to gather feedback from each of the identified groups and inform the Board and Committees during their meetings. As per the nature, frequency and mode of communication with the set of stakeholders, the Company collects and consolidates the feedback received from the various stakeholder groups. These feedbacks are collated by the senior management team who provide periodic updates to the Board and its Committees on relevant matters. The feedback and updates including the ESG topics are presented at the Board / Committee meetings.

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

Tata Communications emphasizes the importance of stakeholder engagement in shaping its strategic direction, particularly through the Materiality Assessment process. This approach enables the Company to identify and prioritize key environmental and social issues, leading to the development of targeted initiatives and measurable goals aligned with stakeholder expectations.

The Company's sustainability objectives are continuously refined based on ongoing stakeholder feedback and are influenced by emerging megatrends in the ICT sector. Detailed information on these goals, performance metrics, and strategic initiatives is available in the Integrated Report, [ESG Addendum](#), and on the corporate [website](#).

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

The Company supports and has adopted the Tata Affirmative Action Programme (TAAP) to fight societal inequities by empowering the vulnerable and marginalized communities. Through the TAAP initiative, we ensure that we work with marginalized communities and focus on building the capacities of the communities to gain socio-economic empowerment.

Additionally, we leverage our expertise of professionals to support the communities through the Global Employee Volunteering Program (GEVP), a multi-stakeholder employee volunteering program which is designed to create maximum impact through collaborations and aligned with organizational imperatives. For further details, please refer to the Social Capital section forming part of the Integrated Annual Report.

**PRINCIPLE 5**

Businesses should respect and promote human rights


**Essential Indicators**

1. Employees and workers who have been provided with training on human rights issues and - policy(ies) of the entity, in the following format:<sup>41</sup>

	FY 2024-25			FY 2023-24		
	Total (A)	No. of / employee worker covered (B)	% (B / A)	Total (C)	No. of / employee worker covered (B)	% (D / C)
<b>Employees</b>						
Permanent	13,047	12,724	98	14,038	12,944	92.2
Other than permanent	3,926	37	1	5,249	40	0.7
<b>Total Employees</b>	<b>16,973</b>	<b>12,761</b>	<b>75</b>	<b>19,287</b>	<b>12,984</b>	<b>67</b>

Notes: Trainings imparted: Tata Code of Conduct, and Dignity in the Workplace. Being a digital solutions provider, all the workforce is categorized as employees and none as workers, hence no details are included for workers category. Other than Permanent category includes individuals on direct contract or third party contractors. This is global headcount of Tata Communications and its subsidiaries since the training is imparted to all employees globally.

2. Details of minimum wages paid to employees (permanent employees only), in the following format:

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
<b>Permanent</b>	11,525	0	0	11,525	100	14,038	0	0	14,038	100
Male	8,746	0	0	8,746	100	10,873	0	0	10,873	100
Female	2,779	0	0	2,779	100	3,162	0	0	3,162	100
<b>Other than Permanent</b>	6,460	2,642	40.90	3,818	59.10	5,249	286	5	5,090	95
Male	5,352	2,082	39	3,270	61	4,440	272	6	4,273	94
Female	1,108	560	51	548	49	809	14	2	817	98

Note: The disclosed figures are for permanent employees of Tata Communications for India region only as per the laws and regulations of the nation excluding Tata Communications Payment Solutions Limited. There are no categories identified as 'workers' in Tata Communications, hence no details are provided.

3. Details of remuneration / salary/wages<sup>42</sup>

- a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	5	Not Applicable*	1	Not Applicable*
Key Managerial Personnel**	3	33,510,015	0	Not Applicable
Employees other than BoD and KMP	5,902	16,60,208	1,726	10,90,570
Workers	There are no categories identified as 'workers' in Tata Communications, hence no details are provided.			

Note:

\*Non-executive directors on the Board are paid remuneration only in the form of sitting fees for attending meetings of the Board or its committees and commission basis profits of the Company. Hence, this metric is not comparable.

\*\*At Tata Communications, CEO, CFO and Company Secretary are considered as the Key Managerial Personnel.

<sup>41</sup>GRI 2-24

<sup>42</sup>GRI 2-19, GRI 2-21

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	16	16

Note: This indicator is disclosed for permanent employees of Tata Communications' operations only.

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)<sup>43</sup>**

Yes. The Board-led Corporate Social Responsibility, Safety and Sustainability committee has the responsibility to oversee aspects of Human Rights for the Company. Issues and aspects with respect to Human Rights can be addressed to [EOHS@tatacommunications.com](mailto:EOHS@tatacommunications.com)

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.<sup>44</sup>**

Tata Communications has zero tolerance for malpractice, non-compliance, or human rights violations. To address such concerns, it has implemented a comprehensive grievance redressal framework through its Whistleblower Policy. This policy allows employees and external stakeholders to report issues such as human rights infringements, fraud, misconduct, or environmental and safety violations—especially those unresolved through regular channels. Reports can be made confidentially and without fear of retaliation via the independently managed “Ethics Helpline,” accessible through phone, email, web portal, or post.

**6. Number of Complaints on the following made by employees and workers:<sup>45</sup>**

	FY 2024-25			FY 2023-24		
	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	4	0	None	4	0	None
Discrimination at workplace	22	10	None	34	16	None
Child Labour	NIL					
Forced Labour/ Involuntary Labour						
Wages						
Other human rights related issues						

Note: Workplace discrimination includes complaints received under the Dignity in the Workplace (‘DWP’) mechanism. These complaints may relate not only to discrimination but also to broader Human Resources issues that affect an employee’s dignity and respect at work.

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

Safety Incident/Number	FY 2024-25	FY 2023-24	Remarks
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (PoSH)	4	4	None
Complaints on PoSH as a % of female employees / workers	0.13	0.13	None
Complaints on PoSH upheld	0	4	None

Note: Total female permanent employees at Tata Communications in FY 2024-25: 3,104

<sup>43</sup>GRI 2-13

<sup>44</sup>GRI 2-16, GRI 2-25, GRI 2-26

<sup>45</sup>GRI 406-1

**8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.<sup>46</sup>**

Tata Communications does not tolerate any malpractice, impropriety, non-compliance, or wrongdoing with reference to discrimination and harassment. All such complaints and concerns are dealt with / resolved in accordance with applicable internal policies and charters, in a confidential manner. Tata Communications does not tolerate any form of retaliation against anyone reporting concerns in good faith. Anyone involved in targeting a person raising such complaints would be subject to disciplinary action, if found guilty. To prevent such cases, mandatory training session and awareness generation is conducted periodically for all the employees throughout the year.

We assure confidentiality and no retaliation for all complaints made in good faith. Our policies and procedures are designed to ensure that individuals involved in the investigation including the witnesses, if any, will not face any adverse treatment. We uphold the highest standards of fairness and integrity in our redressal mechanism. Therefore, in cases where a complaint is found to be made with false intent, we ensure to safeguard interests of individuals and address the complaint through relevant disciplinary actions.

**9. Do human rights requirements form part of your business agreements and contracts?**

(Yes/No)<sup>47</sup>

Yes, human rights requirements are embedded in our Supplier Code of Conduct, which forms an integral part of our business agreements and contracts. For details, please refer to the [Supplier Code of Conduct](#).

**10. Assessments for the year:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	100% All the Tata Communications offices including subsidiaries.
Forced/involuntary labour	The Company periodically reviews and monitors the internal compliances for all the identified Human Rights Salient aspects at all of its offices and subsidiaries' offices.
Sexual harassment	In the previous financial year, the Company undertook a deep dive assessment of the human rights issues potentially present within its value chain and stakeholders through a detailed human rights salience assessment.
Discrimination at workplace	
Wages	
Others (Specify)	

**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 no significant risks/ concerns were identified from the human rights assessment.

**Leadership Indicators**

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

While no substantial modifications were required as a result of human rights grievances or complaints, Tata Communications remains committed to proactively enhancing its systems and processes to foster a safe, healthy, and inclusive workplace. Key initiatives which were introduced in this FY includes:

- A) An E-Module developed during FY 2024-25 which is scheduled for rollout in FY26, comprising five modules covering the fundamentals of human rights, their relevance to the Company and the importance of going beyond compliance to uphold these principles.
- B) The Company is transparently reporting on its performance w.r.t Business Human Rights and its Principles in an enhanced manner in Integrated Report, [ESG Addendum](#), & sustainability rating disclosures.
- C) The Company has started reporting the UNGC COP - Communication of Progress on Annual Basis from FY 25 onwards.
- D) Integrated human rights and labour standards in its Supplier Code of Conduct and emphasize ethical practices, a refined diligence process for supplier evaluation and rigorous ESG monitoring of key suppliers.

<sup>46</sup>GRI 2-16, GRI 2-25, GRI 2-26

<sup>47</sup>GRI 2-23, GRI 2-24

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

In FY 2022-23 the Company undertook a deep dive assessment of the human rights issues potentially present within its value chain & stakeholders through a detailed human rights salience assessment. The assessment was conducted to understand the actual and potential human rights relevant to the Company’s business activity and its relationships against the UNGP salience criteria, and the Tata Group Business’ Human Rights standard. The assessment was carried out in a consultative and participatory approach, while engaging with relevant stakeholders. Based on the discussions with the stakeholders, peer analysis, compliance with the international and national level commitment to human rights, the assessment confirmed no significant human rights gaps but with the need & requirement of comprehensive Business Human Rights policy, continuous awareness and capacity building and more disclosure on the Business Human Rights practices were identified.

**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. All our premises and offices have easy accessibility for differently abled visitors as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Child labour	55% of strategic and preferred value chain partners have been assessed on Human Rights issues. Based on the assessment, we will provide recommendations/ corrective actions to improve their scoring in the category.
Forced/involuntary labour	
Sexual harassment	
Discrimination at work-place	
Wages	
Others – please specify	

Note: Strategic value chain partners are suppliers with whom we share risks and create value together beyond just contracts. Preferred value chain partners are suppliers mainly chosen for high-volume or routine needs, where switching is easy and the focus is on cost, timely delivery, and consistent performance.

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

Based on the assessment results, the Company engages with the suppliers to seek recommendations regarding improvement in the areas of business and human rights.

**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:<sup>48</sup>**

Parameter	Unit	FY 2024-25	FY 2023-24
<b>From renewable sources</b>	Giga Joules		
Total Electricity consumption (A)	GJ	2,24,881	1,73,532
Total Fuel consumption (B)	GJ	0.0	0.0
Energy consumption through other sources (C)	GJ	0.0	0.0
<b>Total Energy consumption (A+B+C)</b>	GJ	<b>2,24,881</b>	<b>1,73,532</b>
<b>From non-renewable sources</b>			
Total electricity consumption (D)	GJ	4,18,263	4,51,769
Total fuel consumption (E)	GJ	19,995	24,166
Energy consumption through other sources (F)	GJ	0.0	0.0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	GJ	<b>4,38,258</b>	<b>4,75,935</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	GJ	<b>6,63,139</b>	<b>6,49,467</b>
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	GJ per crores ₹ in revenue	34.43	36.4
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	GJ per million USD in revenue adjusted for PPP	71.14	81.46*
Energy intensity in terms of physical output	GJ/No. of permanent employees	50.83	46.26

Note: Revenue used to calculate energy intensity - ₹ 19,259 crore reflects Tata Communications' Global operations.

\*The intensity per rupee of turnover adjusted for PPP has been restated for FY 2023-24 following the guidelines set forth in SEBI's circular dated December 20, 2024, which outlines Industry Standards Forum guidance for BRSR Core. The PPP factor has been sourced from IMF database published for the year 2025.

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

Yes, independent assurance is conducted externally by BSI Group India Private Limited.

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

Not applicable, since Tata Communications does not have any such sites.

**3. Provide details of the following disclosures related to water, in the following format:<sup>49</sup>**

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface Water	2,756	0
(ii) Ground Water	76,433	1,705
(iii) Third party water	1,21,681	2,20,100
(iv) Seawater/ Desalinated water	0	0
(v) Others	3,495	4,039
<b>Total volume of water withdrawal (in KL) (i+ii+iii+iv+v)</b>	<b>2,04,367</b>	<b>2,25,844</b>
<b>Total Volume of water consumption (in kilolitres)</b>	<b>1,61,174</b>	<b>2,25,844</b>

<sup>48</sup>GRI 302-1, GRI 302-3

<sup>49</sup>GRI 303-3, GRI 303-5

Parameter	FY 2024-25	FY 2023-24
<b>Water intensity per ₹ Crore of turnover</b> (Total water consumption / Revenue from operations) in KL/₹ crores	22.60	28.60*
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP) in KL/ million US\$	46.68	64.08*
<b>Water intensity (optional)</b> - the relevant metric may be selected by the entity in KL/No. of permanent employees	13.97	18.15

Note: As water is a material sustainability aspect for our operations in India, we capture and report water-related metrics specifically for our 15 major Indian facilities, where we have significant infrastructure and operational presence. Revenue used to calculate water intensity - ₹ 7,132.81 crore reflects Tata Communications' India operations only.

\*The intensity per rupee crore of turnover and per million USD of turnover adjusted for PPP has been restated for FY 2023-24 following the guidelines set forth in SEBI's circular dated December 20, 2024, which outlines Industry Standards Forum guidance for BRSR Core. The PPP factor has been sourced from IMF database published for the year 2025.

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

Yes, independent assurance is conducted externally by BSI Group India Private Limited.

#### 4. Provide the following details related to water discharged:<sup>50</sup>

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
i) To Surface water	0	0
No treatment		
With treatment - please specify level of treatment		
(ii) To Groundwater	0	0
No treatment		
With treatment - please specify level of treatment		
(iii) To Seawater	0	0
No treatment		
With treatment - please specify level of treatment		
(iv) Sent to third-parties		
No treatment	43,193	33,266
With treatment - please specify level of treatment		
(v) Others	0	0
No treatment		
With treatment - please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>	<b>43,193</b>	<b>33,266</b>

Note: For this indicator, five major facilities in India are equipped with Sewage Treatment Plants (STP) operating on a zero-discharge basis. For the remaining ten smaller facilities, wastewater discharge has been estimated in accordance with Central Ground Water Authority (CGWA) guidelines.

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

Yes, independent assurance is conducted externally by BSI Group India Private Limited.

#### 5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.<sup>51</sup>

Tata Communications has implemented Zero Liquid Discharge (ZLD) systems at five major facilities across India. These facilities viz. GK-1 (New Delhi), KIADB (Bengaluru), VSB (Chennai), BKC (Mumbai), and Dighi (Pune), are equipped with in-house Sewage Treatment Plants (STPs) that recycle wastewater generated on-site. The treated water is reused for non-potable applications such as flushing, landscaping and cooling tower operations, thereby promoting sustainable water management practices.

At other facilities where space constraints limit the installation of STPs, treated wastewater is discharged into municipal drainage systems in compliance with regulatory approvals and environmental standards.

<sup>50</sup>GRI 303-1, GRI 303-2, GRI 303-4

<sup>51</sup>GRI 303-1, GRI 303-2

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NO <sub>x</sub>	PPM	23.69	43
SO <sub>x</sub>	Kg/day	1.25	1
Particulate Matter (PM)	mg/Nm <sup>3</sup>	51.47	68.5
Persistent Organic Pollutants (POP)	Kg	Not monitored as not relevant for our facilities	
Volatile organic Compounds (VOC)	Kg		
Hazardous air pollutants (HAP)	Kg		
Others- please specify	Kg		

Note: The above-mentioned data is reported only for one major facility at Dighi, Pune, where Tata Communications has complete ownership of DG sets. In FY 2023-24, all the emissions were reported in mg/Nm<sup>3</sup>.

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

Yes, the data has been externally assured by BSI Group India Private Limited.

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:<sup>52</sup>**

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 emissions</b> (break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	4,424	4,519
<b>Total Scope 2 emissions</b> (break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	68,911	82,195
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions (tCO <sub>2</sub> e)/Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent	3.81	4.86
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> eq per million USD turnover adjusted for PPP	7.87	10.87*
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Metric tonnes CO <sub>2</sub> /No. of permanent employees	5.62	6.17

Note: Revenue used to calculate GHG intensity - ₹ 19,259 crore reflects Tata Communications' Global operations.

\*The intensity per rupee of turnover adjusted for PPP has been restated for FY 2023-24 following the guidelines set forth in SEBI's circular dated December 20, 2024, which outlines Industry Standards Forum guidance for BRSR Core. The PPP factor has been sourced from IMF database published for the year 2025.

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

Yes, the data has been externally assured by BSI Group India Private Limited.

**8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.<sup>53</sup>**

Yes. With a robust climate change strategy in place, we have emerged as industry leaders in mitigating the risks of energy transitions as well as capitalising on the opportunities that they offer. We strive to achieve Net Zero emissions, thereby minimising our environmental footprint and contributing to global climate action.

<sup>52</sup>GRI 305-1; GRI 305-2, GRI 305-4

<sup>53</sup>GRI 305-5

Following are some projects at Tata Communications related to GHG emission reduction:

- 1) Supply Chain Climate Action Framework:** We rolled out Supply Chain Climate Action Framework with the aim to support Tata Communications in its ambition to work with responsible suppliers and contribute positively to its climate action goal of Net Zero by 2035. The intended result of this framework is for the suppliers of the Company to complete their GHG inventory, respond to CDP and formulate Science-based emission reduction targets. Engagement scope includes 361 suppliers contributing to ~70% of SCM Managed Procurement spend with categorization in three GHG maturity levels.
- 2) Enhancing Energy Efficiency:** Tata Communications prioritises energy efficiency by streamlining operations, exploring IoT usage, and switching to LED lighting. The Indian operations team enhances HVAC, SMPS, and UPS effectiveness, reducing costs and energy consumption. Best practices include setting the air conditioner to 24 degrees and installing grill tiles in front of the Active Equipment Rack. These efforts reflect our sustained commitment to optimizing energy efficiency and raising sustainability awareness across all our global operations. In FY 2024-25, 169 energy efficiency projects were implemented. This led to total cumulative energy savings of 9.8 million kwh with cost savings of ₹ 10.1 crore. [Link](#)
- 3) Making a Switch to Renewable Energy:** A significant portion of our global electricity requirement is derived from renewable energy sources. This is in line with our commitment to reducing carbon emissions and promoting sustainable practices. In the years ahead, we will continue to focus on exploring new avenues to increase the share of renewable energy in our energy mix. In FY 2024-25, the RE contribution in the overall operations has increased to 34% from 27% in FY 2024 with the addition of 20.69 MU of new projects. These projects include VSB Chennai: 4.2 MU, LVSB Mumbai :11.6 MU, VSB Mumbai: 3 MU, Dighi Pune : 1.8 MU and VSB Cochin: 0.09 MU. [Link](#)
- 4) Decarbonization of Operations:** Recognising the detrimental effects of climate change caused by greenhouse gas (GHG) emissions, we are committed to adopting operational enhancements that lower our GHG intensity. We have laid the foundation for targeted efforts to reduce our carbon footprint by meticulously tracking our GHG emissions, which include both Scope 1 and Scope 2 emissions, in accordance with the GHG Protocol Corporate Accounting and Reporting Standard. The analysis and mitigation of Scope 3 emissions, involving emissions from employee commuting, business travel and other indirect activities, are also integral components of our strategy.
- 5) Developing Green Solutions:** To ensure a robust tracking mechanism, we undertook a comprehensive reassessment of our Low Carbon Products Methodology to estimate the GHG emissions avoided at customer end. The methodology has been prepared in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard ('GHG Protocol') as established by World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), the Avoided Emissions Framework by Net-Zero Climate Innovation Initiative (NZCII) and with references from the GeSI (Global enabling Sustainability Initiatives) resources. Through our portfolio—spanning IoT, MES, MOVE, GlobalRapide, Cloud, Incubation, and CPaaS/CCaaS —demonstrates an estimated avoided emissions of 34,57,749 MTCO<sub>2</sub> at the customer level in FY 2024, equivalent to 14x our operational footprint (x- times). [Link](#)
- 6) Community Carbon Offset Programmes:** We remain steadfast in our commitment to mitigating the risks of climate change and kindling a positive change within the communities in which we operate. We have undertaken an extensive baseline and community needs assessment to identify viable carbon offset projects. Through this approach, we have identified projects that have been evaluated on a financial and operational level and are aimed at improving cook stoves and plantations. Our unwavering focus on these initiatives underscores our role as a socially conscious corporate entity. [Link](#)

## 9. Provide details related to waste management by the entity, in the following format:<sup>54</sup>

Parameter	FY 2024-25	FY 2023-24
<b>Total waste generated (in metric tonnes)</b>		
Plastic waste (A)	7.2	4
E-waste (B)	273.19	78
Bio-medical waste (C)	Not applicable	Not applicable
Construction and demolition waste (D)	Not applicable	Not applicable
Battery waste (E)	93.30	139
Radioactive waste (F)	Not applicable	Not applicable

<sup>54</sup>GRI 306-3, GRI 306-4, GRI 306-5

Parameter	FY 2024-25	FY 2023-24
Other hazardous waste. Please specify if any <b>(G) - (Lubricants, used oil)</b>	7.68	49
Other Non-Hazardous waste generated <b>(H)</b> . Please specify, if any. (breakup by composition i.e. by materials relevant to the sector)	166.43	146
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>547.82</b>	<b>417</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations) in MT/₹ Crores	0.076	0.052*
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP) in MT/ Million US\$	0.159	0.118*
Waste intensity in terms of physical output in Tonnes/ No. of permanent employee	0.047	0.033
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	472.14	384
(ii) Re-used	0	0
(iii) Other recovery operations (Composting through in house OWCs)	43.70	0
Total waste Recycled intensity (Tonnes of Waste Recycled Recovered / Total Waste Generated) in Metric Tonnes	94	92.30
<b>For each category of waste generated, total waste disposed by nature of disposal method(in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0	0
(ii) Landfilling	18.71	33
(iii) Other disposal operations (Coproducting done by recycling vendor)	11.42	0
<b>Total</b>	<b>30.12</b>	<b>33</b>

Note: Non-hazardous waste disposal is considered a material aspect primarily for Tata Communications' operations in India. Accordingly, data reported pertains to major Indian facilities where we have significant infrastructure and employee presence. For hazardous waste, disclosures cover all Indian operations. The revenue used to calculate water intensity - ₹ 7,132.81 crore reflects Tata Communications' India operations only.

The intensity per rupee crore of turnover and per million USD of turnover adjusted for PPP has been restated for FY 2023-24 following the guidelines set forth in SEBI's circular dated December 20, 2024, which outlines Industry Standards Forum guidance for BRSR Core. The PPP factor has been sourced from IMF database published for the year 2025.

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

Yes, the data has been externally assured by BSI Group India Private Limited

**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.<sup>55</sup>**

Being a service-oriented organisation, Tata Communications does not typically generate waste as a by-product of its processes. The waste generated can be divided into two categories: non-hazardous waste generated by domestic activities such as housekeeping and cafeteria operations, and hazardous waste generated by equipment which provide services to customers. Such equipment is purchased based on business requirements, and Tata Communications relies on its suppliers for delivery of such products and services. Tata Communications aims to reduce the environmental impact of waste by focusing on the efficient and sustainable disposal of all types of waste. Non-hazardous garbage is collected by municipalities and authorized third party agencies to ensure safe disposal. Hazardous waste is appropriately disposed off through authorized recyclers. Tata Communications ensures adequate storage with secondary containments during collection and handling of such hazardous waste and ensures proper training of the waste handlers. The scrap waste is recycled and disposed through external agencies while ensuring that all regulatory criteria of waste management rules of relevant regions or nations are complied with.

<sup>55</sup>GRI 306-2, GRI 3-3

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests,<sup>56</sup>coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
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None of our sites are located in/around ecologically sensitive areas, coastal regulation zones etc. where environmental approvals / clearances are required.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year.<sup>57</sup>

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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Tata Communications has not undertaken any EIA related activities in FY 2024-25

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:<sup>58</sup>

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non- compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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Yes, Tata Communications has complied with all applicable environmental laws, regulations, and guidelines, to the extent relevant and applicable

### Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):<sup>59</sup>

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area
- (ii) Nature of operations

None of our facilities in India are located in regions identified as water-stressed

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

Not Applicable as none of our facilities are located in water stressed areas of India.

<sup>55</sup>GRI 306-2 GRI 3-3

<sup>56</sup>GRI 304-1

<sup>57</sup>GRI 413-1, GRI 303-1

<sup>58</sup>GRI 2-27

<sup>59</sup>GRI 303-3, GRI 303-4, GRI 303-1, GRI 303-2, GRI 303-5

**2. Please provide details of total Scope 3 emissions & its intensity, in the following format:<sup>60</sup>**

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 Emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1,83,454	1,63,721
<b>Total Scope 3 Emissions per rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> equivalent	9.53	9.17
<b>Total scope 3 emission intensity (Optional)-</b> the relevant metric may be selected by the entity	Metric tonnes of CO <sub>2</sub> equivalent	Not Applicable	Not Applicable

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

Yes, the data has been externally assured by BSI Group India Private Limited

**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.<sup>61</sup>**

Not applicable as none of our locations are in ecologically sensitive areas and hence no direct or indirect impacts are observed with respect to the Company's operation.

**4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Developing Green Solutions	<p>We emphasise developing innovative, low-carbon products and solutions that connect our business, the environment and society seamlessly. By offering green solutions to our clients, we assist them in becoming more competitive and sustainable in their supply chains. Our low-carbon products and solutions have the potential to significantly reduce GHG emissions.</p> <p>To help our clients save energy and lower their GHG emissions, we offer a variety of low-carbon products and services, including our network, the Internet of Things (IoT), the Manufacturing Execution System (MES), the cloud and business collaboration streams. Tata Communications has set a target to achieve avoided GHG emissions (scope 4) at customer end to the tune of 20x wherein 'x' represents total GHG emissions of Tata Communications (scope 1,2,&amp;3) by FY 2027.</p> <p>To ensure a robust tracking mechanism, we undertook a comprehensive reassessment of our Low Carbon Products Methodology to estimate the GHG emissions avoided at customer end. The methodology has been prepared in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard ('GHG Protocol') as established by World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), the Avoided Emissions Framework by Net-Zero Climate Innovation Initiative (NZCII) and with references from the GeSI (Global enabling Sustainability Initiatives) resources. The FY 2023-24 methodology and the estimated results have been assured by Grant Thornton Bharat LLP. <a href="#">Read More</a></p>	<p>Through our portfolio—spanning IoT, MES, MOVE, GlobalRapid, Cloud, Incubation, and CPaaS/CCaaS —demonstrates an estimated avoided emissions of 34,57,749 MTCO<sub>2</sub> at the customer level in FY 2024, equivalent to 14x our operational footprint (x- times).</p>

<sup>60</sup>GRI 305-3, GRI 305-4

<sup>61</sup>GRI 304-2, GRI 304-3

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
2.	Energy efficiency initiatives and Renewable energy projects.	In FY 2024-25, 169 energy-saving opportunities were implemented including projects on Heating, Ventilation and Air Conditioning ('HVAC'), Switched-Mode Power Supply ('SMPS') and Uninterruptible Power Supply ('UPS') efficiency enhancement/Optimisation and Consolidation, Smart Lighting (conversion of conventional lighting into LED), and PUE enhancement. These projects, resulted in energy savings of 9.8 million kWh (cumulative) and energy cost savings of ₹ 10.1 crore. We have consumed 184 million kWh of energy during FY 2024-25, procured from the national grid. Almost 63 million units (-34%) out of 184 million units consumed were produced from solar and wind energy. This year, we have added 20.69 million units (MU) of Renewable Energy (RE) capacity globally. In India, new RE projects were added with varied RE models, such as Group captive model led to 18.8 MU of RE addition, Capex based Solar roof top led to 0.09 MU of RE addition and third party Power Purchase Agreements led to 1.8 MU of RE addition.	Energy savings: 9.8 million kWh Renewable Energy capacity added: 20.69 million kWh Renewable Energy Consumption increased from 27% last year to 34% in FY 2024-25.

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

Yes, Tata Communications has a Business Continuity Management plan focusing to address any onsite emergencies that can disrupt the usual business. This plan is available for all the sites of Tata Communications with clear guidelines, incident response systems, roles and responsibilities.

**6. Disclose any significant adverse impact on the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.<sup>62</sup>**

No significant adverse impact on the environment have been identified in the value chain partners. The assessment has been conducted by a third-party assessor using key performance indicators for environmental impacts.

**7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.<sup>63</sup>**

55% of the strategic and preferred value chain partners have been assessed for environmental impacts.

Note: Strategic value chain partners are suppliers with whom we share risks and create value together beyond just contracts. Preferred value chain partners are suppliers mainly chosen for high-volume or routine needs, where switching is easy and the focus is on cost, timely delivery, and consistent performance.

**8. How many Green Credits have been generated or procured:**

a) by the listed entity

Tata Communications has not generated or procured any Green Credits as per the GCP Rules notified by the Govt of India.

Tata Communications has not generated or procured any Green Credits as per the GCP Rules notified by the Government of India. Tata Communications undertakes several initiatives that positively impact environmental parameters, including tree plantation drives, efficient resource utilization and robust waste management practices. The Company has implemented effective systems across major facilities to minimize its environmental footprint and enhance performance. Details of our environmental initiatives and performance are transparently disclosed and available here: <https://sustainability.tatacommunications.com/Planet>

b) by top ten (in terms of value of purchases and sales, respectively) value chain partners

Not monitored for FY24-25

<sup>62</sup>GRI 308-2

<sup>63</sup>GRI 308-1, GRI 308-2

**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.<sup>64</sup>**

Tata Communications is affiliated with several prominent trade bodies, industry chambers, and associations across India. These organizations work in close coordination with both, central and state governments. Additionally, Tata Communications actively collaborates with bilateral and multilateral international chambers on a range of technology and trade-related initiatives.

**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	Internet Service Providers Association of India (ISPAI)	National
2	ITU-APT Foundation of India	National
3	CII	National
4	FICCI	National
5	TSDSI (Telecommunica-tions Standards Development Society, India)	National
6	National Internet Ex-change of India ('NIXI')	National
7	ASSOCHAM	National
8	Bombay Chamber of Commerce and Industry	State
9	Cloud Security Alliance (CSA)	Global Membership
10	GSMA	Global Membership
11	International Telecom-munication Union (ITU)	Global Membership
12	LoRA alliance	Global Membership
13	Mobile ecosystem forum	Global Membership
14	UK India Business Council	Bilateral - Global
15	CII UK India Business Forum	Bilateral - Global
16	US-India Business Council (USIBC)	Bilateral - Global
17	Indian Danish Chamber of Commerce (IDCC)	Bilateral - Global
18	Indo-French Chamber of Commerce and Industry	Bilateral - Global
19	Sweden-India Business Council	Bilateral - Global
20	Northern Ireland Chamber of Commerce & Industry	Bilateral - Global
21	Norway India Chamber of Commerce and Industry (NICCI)	Bilateral - Global
22	Netherlands India Chamber of Commerce & Trade	Bilateral - Global

**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.**

Name of authority	Brief of the case	Corrective action taken
Not Applicable		

<sup>64</sup>GRI 2-28

## Leadership Indicators

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

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web Link, if available
<b>Public Consultations - TRAI</b>					
1	Assignment of Additional Spectrum to Indian Railways for its Safety and Security Applications	We actively participated in the consultation process	Yes	Ongoing Process	<a href="http://www.trai.gov.in">www.trai.gov.in</a>
2	Usage of Embedded SIM for Machine-to-Machine (M2M) Communications	by submitting formal representation, engaging in Open House Discussions, and conducting one-on-one meetings with key stakeholders.			
3	Rating Framework for Digital Connectivity in Buildings or Areas	Additionally, we provided supplementary inputs, including comments and counter-comments, as applicable, to support a comprehensive and collaborative decision-making process.			
4	Tera Hertz Spectrum				
5	Connectivity to Access Service VNOs From More Than one NSO				
6	Assignment of Spectrum for Certain Satellite-Based Commercial Communication Services				
7	Definition of International Traffic				
8	Issues Related to Critical Services in the M2M Sector and Transfer of Ownership of M2M SIMs				
9	Revision of National Numbering plan 70th and 71st Tariff Order 1999 related to Tariff for Public Data Office under PM-Wani scheme				
10	Auction of Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT				
11	Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023				
12	Review of the Telecom Commercial Communications Customer Preference Regulations, 2018				
13	Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023				
14	Encouraging Innovative Technologies, Services, Use Cases and Business Models through Regulatory Sandbox in Digital Communication Sector				
15	Telecommunication Infrastructure Sharing, Spectrum Sharing and Spectrum Leasing				

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web Link, if available
<b>Public Consultations - DoT</b>					
1	Draft Digital Communications Policy for next 5 years	We actively engaged in the consultation process by submitting formal representation, participating in Open House Discussions, and holding one-on-one meetings with key stakeholders.	Yes	Ongoing Process	<a href="http://www.dot.gov.in">www.dot.gov.in</a>
2	Draft Rules issued under the Telecommunications Act, 2023 <ul style="list-style-type: none"> <li>• Telecommunications (Critical Telecommunication Infrastructure) Rules, 2024.</li> <li>• Telecommunications (Telecom Cyber Security) Rules, 2024.</li> <li>• Telecommunications (Procedures and Safeguards for Lawful Interception of Messages) Rules, 2024.</li> <li>• Temporary Suspension of Telecommunication Services Rules, 2024.</li> <li>• Telecommunications (Right of Way), 2024 Rules</li> <li>• Telecommunications (Standards, Conformity Assessment and Certification) Rules, 2025</li> </ul>				

**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.<sup>65</sup>**

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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Tata Communications has not conducted any activities related to SIA

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

S. No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
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Tata Communications has not conducted any activity related to rehabilitation and resettlement

**3. Describe the mechanisms to receive and redress grievances of the community.<sup>66</sup>**

Tata Communications, as a service provider, has a minimal detrimental effect on local communities. Our CSR initiatives are designed to support communities in need and in general doesn't give rise to any grievances. The Company actively engages with communities as responsible corporate citizens, in support of its local impact partners to address and resolves all the queries promptly.

**4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:<sup>67</sup>**

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	2.52	6.59
Directly from within India	22	35

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

Location	FY 2024-25	FY 2023-24
Rural	Not Applicable	Not Applicable
Semi-urban	0.30	Not Reported
Urban	0.40	Not Reported
Metropolitan	99.30	99.5

Note: Classification is based on the RBI Guidelines and Census, 2011. As per the latest census all urban would be classified as Metropolitan based on the population index

<sup>65</sup>GRI 413-1

<sup>66</sup>GRI 2-16, GRI 2-25, GRI 2-26, GRI 413-1

<sup>67</sup>GRI 204-1

### 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):

Details of negative social impact identified	Corrective action taken
Not Applicable	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No	State	Aspirational District	Amount spent (In ₹)
1	Gujarat	Dohad (Garbada)	9,50,845
2	Gujarat	Narmada (Nandod)	5,31,009
3	Haryana	Nuh	1,69,99,301
4	Maharashtra	Nandurbar	1,45,28,562
5	Maharashtra	Nandurbar	4,32,150
6	Jharkhand	Dumka	1,36,65,600
7	Odisha	Rayagada	1,36,65,600
8	Odisha	Kandhmal	68,32,800
9	Jharkhand	West Singabhum	53,57,127
10	Odisha	Balangir	53,57,127
11	Uttarakhand	Nainital	70,08,908
12	Uttarakhand	Pauri Garhwal	19,25,866
13	Uttarakhand	Uddham Singh Nagar	5,000
14	Maharashtra	Dharashiv (Osmanabad)	1,40,08,860

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) -

Yes, Sustainable supply chain policy, Supplier Code of Conduct and the Sustainable Supply chain framework guides the Company towards the preferential procurement from marginalized groups.

- (b) From which marginalized /vulnerable groups do you procure.

As per the Sustainable Supply Chain Policy, there are targets undertaken by the Company to increase supplier diversity by increasing the supplier base and procurement from marginalized groups (Dalits and Tribals). The marginalized groups are identified based on the definitions of Tata Affirmative Action Project (TAAP) which is being followed at a group level.

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

1.53% (₹ 13.114 crore)

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

S. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
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.

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Economic Inclusion Program (End Ultra Poverty)	5,000	100
2	A NEW, A NEW Education Worldview - Kaivalya Education Foundation (KEF)	2,45,725	52
3	LAKHPATI KISAN - SMART VILLAGES 2.0 Scaling in Maharashtra	64,010	100
4	Climate sustainability through horticulture (Wadi afforestation)	2,530	100
5	MPOWERED PLUS - SCALE UP CLUSTER - Trickle Up India Foundation	19,484	100
6	Vitalize Rural - Empowering Rural Communities through Natural Resources Development at Dharashiv - Watershed Organisation Trust	5,240	100
7	MPOWERED PLUS - PILOT CLUSTER - Trickle Up India Foundation	6,000	43
8	Sahjeevan - The Corbett Foundation	10,383	14

Note: Tata Communications track direct and indirect beneficiaries both and sum of these two reported as persons benefitted from a CSR project. The Company mostly focuses on youth, women, and children from socially and economically underserved and vulnerable backgrounds like Affirmative Action communities (Dalits and Tribals). We are tracking these set of beneficiaries on quarterly basis. The reported figures represents the % of AA communities covered in each project.

**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.<sup>68</sup>**

Tata Communications has a dedicated customer service team which engages with customers for addressing their queries through various channels including over calls, emails etc. Additionally, the customers can also register their complaints using this link on [our website](#).

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Tata Communications is a digital solutions provider, this indicator is not reported as it is not majorly associated with the Company's offerings.
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	1	0	Technology implemented to track privacy related data
Advertising	0	0	-	0	0	-
Cyber-security	2	0	There is no service impact due to the security incident. Further more investigation identified gaps and rectified to avoid any further incident. Also, we implemented the security controls and real-time monitoring.	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others	0	0	-	0	0	-

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not Applicable

<sup>68</sup>GRI 2-16, GRI 2-25, GRI 2-26

**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.<sup>69</sup>**

Tata Communications has a comprehensive privacy policy which outlines our commitment to ensure compliance with applicable privacy laws and describes how we collect, use, disclose and protect personal data. The privacy policy is available [here](#).

**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.**

Considering the cyber security incident in FY 2024-25, the following corrective actions were undertaken to prevent such occurrences:

1. Endpoint Detection and Response has been installed on the all servers.
2. Real-time security monitoring enabled through Log monitoring tool.
3. Firewall and application hardening has been implemented.
4. Incident has been notified to CERT-In as per regulatory requirement. No penalty has been actioned.

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

- a. Number of instances of data breaches: 0
- b. Percentage of data breaches involving personally identifiable information of customers: 0
- 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).**

The details are updated on [our website](#) on a periodic basis as per the requirements.

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

As a service provider, we provide the information about our services and other terms and conditions of our offerings within [our website](#) itself.

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

The Company has in place dedicated team(s) who is responsible for interacting with the customers on an ongoing basis. Any disruptions or discontinuation of services due to unforeseen circumstances is informed well in advance by such team(s) to their respective customers along with a specific timeline for resolution.

**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)**

Yes, as a service provider, the information pertaining to the services to our customers are communicated with the customers via the customer engagement teams. We also carry out customer surveys to understand the customer satisfaction with respect to our offerings.

<sup>69</sup>GRI 2-23