

Business Responsibility and Sustainability Report ('BRSR')

This report provides a holistic view and insights into Tata Communications' impact and value addition to the economy, environment, and society while ensuring transparency with its stakeholders. Our Environmental, Social and Governance ('ESG') performances and metrics have been disclosed as per the requirements of the prescribed framework. This report provides details of Tata Communications' existing policies and processes in place to fulfill the expectations of investors and stakeholders as well as strategic approaches to create value while managing risks in the external environment.

SECTION A: GENERAL DISCLOSURES

I. Details of listed entity

1.	Corporate Identification 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 id	investor.relations@tatacommunications.com
7.	Telephone	+91 22 6659 1968
8.	Website	www.tatacommunications.com
9.	Financial year reported	FY 2022-23
10.	Name of the Stock Exchanges 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 Email Id: mukul.kumar@tatacommunications.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Consolidated Basis (unless otherwise mentioned)

II. Products / services

14. 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	97.3%

15. Products / Services sold by the entity (accounting for 90% of the turnover)

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Telecommunications	a. Activities of providing internet access by the operator of the wired infrastructure. NIC Code - 61104 b. Other satellite telecommunications activities. NIC Code - 61309 c. Other telecommunications activities. NIC Code - 61900	97.3%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	70	70
International		17	17

17. Markets served by the entity

a. Number of locations

Location	Total
National (No. of States)	All states and union territories in India
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 as a percentage of Tata Communications' Standalone turnover is 8.5%.

c. Types of customers: Tata Communications works with Service Providers and Mid-Large Enterprises around the world, including several leading Fortune 500 companies.

IV. Employees

18. Details as at the end of Financial Year, i.e., March 31, 2023:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female		Others
			No. (B)	% (B/A)	No. (C)	% (C/A)	No.
EMPLOYEES							
1.	Permanent (D)	13,426	10,503	78%	2,922	22%	1
2.	Other than Permanent (E)	5,482	4,642	85%	840	15%	-
3.	Total employees (D+E)	18,908	15,144	80%	3,762	20%	1

b. Differently abled employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
1.	Permanent (D)					
2.	Other than Permanent (E)					
3.	Total differently abled employees (D+E)			NA		

Notes:

- a) Tata Communications' global headcount includes employees of its wholly-owned subsidiaries.
- b) Tata Communications categorises its entire workforce as 'Employees'. Employees consist of Permanent Employees (i.e., those who are on the Company's or its subsidiaries' payroll) and Other than Permanent Employees (i.e., contractual employees who are on an external party's payroll). Hence, no details relating to sub-categorisation for workers is provided in this report.
- c) Tata Communications is an equal opportunity employer. We do not unfairly discriminate on any grounds, including race, caste, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability or any other category protected by applicable law. Hence, we do not track statistics with respect to differently abled employees.

19. Participation / Inclusion / Representation of women

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

20. Turnover rate for permanent employees and workers (disclose trends for the past 3 years)

	FY 2022-23 (%)			FY 2021-22 (%)			FY 2020-21 (%)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	20.3	28.6	22.1	21.9	31.8	24.1	10	11.9	10.4

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

21. Name 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 the entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the entity (Yes / No)
1	Tata Sons Private Limited	Promoter and Holding	14.07	Yes, need-based
2	Panatone Finvest Limited	Promoter	44.80	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.

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether Holding / Subsidiary / Associate / Joint Venture	% of shares held by the entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the entity (Yes / No)
4	Tata Communications (America) Inc.	Indirect subsidiary	100	The initiatives are driven by Tata Communications Limited and all the subsidiaries contribute towards such initiatives as and when required.
5	TCPOP Communication GmbH	Indirect subsidiary	100	
6	Tata Communications (Belgium) S.R.L	Indirect subsidiary	100	
7	Tata Communications (Bermuda) Limited	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	Indirect subsidiary	100	
16	Tata Communications (Ireland) DAC	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	
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) L.L.C.	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	Indirect subsidiary	100	
38	Tata Communications Transformation Services Limited	Direct subsidiary	100	
39	Tata Communications Payment Solutions Limited	Direct subsidiary	100	
40	Tata Communications Collaboration Services Private Limited	Direct subsidiary	100	
41	SEPCO Communications (Pty) Limited	Indirect subsidiary	73.17	
42	Tata Communications Lanka Limited	Direct subsidiary	90	
43	Tata Communications South Korea Limited	Indirect subsidiary	100	
44	Tata Communications Transformation Services Pte. Limited	Indirect subsidiary	100	
45	Tata Communications Transformation Services (Hungary) KFT.	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 the entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the entity (Yes / No)
46	Tata Communications (Brazil) Participacoes Limitada	Indirect subsidiary	100	
47	Nexus Connexion (SA) Pty Limited	Indirect subsidiary	100	
48	Tata Communications Transformation Services (US) Inc.	Indirect subsidiary	100	
49	Tata Communications Transformation Services South Africa (Pty) Ltd.	Indirect subsidiary	100	The initiatives are driven by Tata Communications Limited and all the subsidiaries contribute towards such initiatives as and when required.
50	Tata Communications Comunicações E Multimídia (Brazil) Limitada	Indirect subsidiary	100	
51	Tata Communications Move B.V.	Indirect subsidiary	100	
52	Tata Communications Move Nederland B.V.	Indirect subsidiary	100	
53	MuCoso B.V.	Indirect subsidiary	100	
54	NetFoundry Inc.	Indirect subsidiary	100	
55	TCTS Senegal Limited	Indirect subsidiary	100	
56	Oasis Smart Sim Europe SAS	Indirect subsidiary	58.1	
57	Oasis Smart E-Sim Pte. Ltd.	Indirect subsidiary	58.1	
58	STT Global Data Centres India Private Limited	Associate	26	
59	United Telecom Limited	Associate	26.66	No
60	Smart ICT Services Private Limited	Associate	24	No

VI. CSR Details*

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

(ii) Turnover (in ₹)
7,236.28 crores

(iii) Net worth (in ₹)
9,861.33 crores

*Information under this section is provided on the basis of standalone financial statements.

VII. Transparency and Disclosure Compliances

23. Complaints / Grievances on any of the principles (Principle 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes / No) (If yes, then provide weblink for grievance redressal policy)	FY 2022-23			FY 2021-22		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks

Tata Communications' stakeholders comprise of investors, customers, employees, vendors / partners, governments, and the community. A Whistleblower Policy with a non-retaliation clause is available to all our stakeholders. The Whistleblower Policy is available at <https://www.tatacommunications.com/resource/corporate-resources/policies/whistleblowers-policy-english/>. The Company has received 33 complaints through the Whistleblower mechanism during FY 2022-23, of which 18 were resolved / disposed off, while 15 complaints were pending resolution at the end of the financial year.

For details on investor complaints received and resolved, please refer to the Corporate Governance Report of this Integrated Annual Report. For details on employee grievances and resolution, refer to Question 6 of Principle 5.

24. 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:

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	With the growing use of Information and Communications Technology (‘ICT’) across the globe, Tata Communications depends on networks to carry data and information for its solutions such as cloud, IoT, mobility, collaboration, security and network services. Thus, maintaining data integrity and preventing breaches will not only protect from potential financial implications but also improve our brand value and reputation among our stakeholders.	Kindly refer to the Risk Management section of this Integrated Annual Report.	Negative
2	Customer Experience, Loyalty and Privacy	Risk and Opportunity	Tata Communications helps its customers stay ahead of their competition by embracing digital transformation and adopting cutting-edge technology. It is essential to safeguard customers’ information and personal data in today’s internet-driven world. For Tata Communications, customer satisfaction is an indicator of customer loyalty and retention, thereby contributing to increasing revenues. Responsible management of data leads to building of customer trust.	Kindly refer to the Integrated Annual Report.	Negative and Positive
3	Corporate Governance, Ethics and Transparency	Risk	Strong corporate governance is at the core of achieving our mission and any such risk can undermine stakeholder trust, damage reputation and disrupt business.	Kindly refer to the Risk Management section and Governance section of this Integrated Annual Report	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)
4	Human Capital Development	Risk and Opportunity	Strengthening human capital is a key priority for Tata Communications. Our investment in our workforce in the form of robust recruitment strategy, trainings, incentives and benefits etc., plays a key role in retention of talented employees and is vital to the organisation's growth and productivity. Risk of failure in any of the elements of talent management can impact our ability to fulfil demand and grow revenues.	Kindly refer to the Risk Management section and Human Capital section of this Integrated Annual Report	Positive and Negative
5	Climate Change	Risk and Opportunity	<p>Extreme weather events due to climate change pose a physical risk of disruption to Tata Communications' operations, as well as to the safety and well-being of our employees. Additionally, the transitional risks due to climate change can cause disruptions to our operations which can impact our growth and profitability.</p> <p>Climate change also presents opportunities to Tata Communications to become a more conscious and resource efficient organisation. Tata Communications implements several initiatives and projects to ensure resource optimisation which enables reduction of carbon emissions through cutting-edge technologies and innovations.</p>	Kindly refer to the Risk Management section and Natural Capital section of this Integrated Annual Report; the Sustainability Development Report and the Carbon Disclosure Project Report separately published by Tata Communications.	Positive and Negative
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.	-	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)
7	Resource Management and Environmental Conservation	Risk and Opportunity	Sustainable management of resources is vital for continuing smooth operations at Tata Communications and to add value to our stakeholders and communities. We are working towards minimising the use of energy and other resources, and practising recycling and reuse of resources. Further, we also strive to enhance our ESG performance as per the expectations of our investors and stakeholders.	Kindly refer to the Risk Management section and Natural Capital section of this Integrated Annual Report; the Sustainability Development Report and the Carbon Disclosure Project Report separately published by Tata Communications.	Positive and Negative
8	Health, Safety, and Well-being	Risk	Employees are of prime importance at Tata Communications. The well-being of employees and good working conditions plays an integral role in our value creation process as any kind of health and safety issue can cause harm to the employees. We aim to foster a safety culture and ensure safe and secure working conditions for all.	Kindly refer to the Risk Management section and Human Capital section of this Integrated Annual Report.	Negative
9	Community Development	Opportunity	Tata Communications believes in bringing a positive change in the society and communities, in which it operates. Community development presents an opportunity to build stronger relationships to foster equitable growth and sustainable development.	-	Positive
10	Human Rights and Labour Compliance	Risk	With the increasing thrust on stakeholder capitalism, stakeholders are concerned about how Tata Communications is integrating the ethos of human rights into its operations. As a responsible corporate, it is vital to respect the rights of all stakeholders and ensure that there are no instances of human rights violations, in any form. 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.	Kindly refer to the Risk Management section and Governance section of this Integrated Annual Report.	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether the entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Weblink of the policies, if available	https://www.tatacommunications.com/investors/governance/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to the entity's value chain partners?	Y	Y	Y	Y	Y	Y	Y	Y	Y
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 the entity and mapped to each principle.	https://www.tatacommunications.com/investors/results/						NA	NA	NA
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	https://www.tatacommunications.com/investors/results/								
6. Performance of the entity against the specific commitments, goals and targets along with reasons, in case the same are not met.	Kindly refer to the Human Capital and Natural Capital sections of this Integrated Annual Report.								
Governance, leadership and oversight									
7. Statement by Director, responsible for the Business Responsibility & Sustainability Report, highlighting ESG related challenges, targets and achievements. Kindly refer to the 'Message from the Managing Director & CEO' which forms part of this Integrated Annual Report.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr. Aadesh Goyal Chief Human Resource Officer Tata Communications Limited Email: EOHS@tatacommunications.com								
9. Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes The 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.								

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9																	
10. Details of review of NGRBCs by the Company:																										
Subject for review	Indicate whether review provided below taken 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									Yes									Half-Yearly							
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances										A Compliance Certificate on applicable laws is provided by the Managing Director & CEO to the Board of Directors.																
11. Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes / No). If yes, provide the name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	Yes, Tata Communications implements these principles as part of its Sustainable Development Report assurance which is conducted on annual basis by an external agency. For FY 2022-23, independent assurance is conducted externally by DNV Business Assurance India Private Limited ('DNV').																

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principle 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)									
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 aims at demonstrating the Company's performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as "Essential" and "Leadership". The essential indicators are disclosed in this report pursuant to the mandatory requirement whereas the leadership indicators have not been disclosed since they are voluntary in nature.

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	6	Refer Note (a) below	100%
Key Managerial Personnel ('KMPs')	3	Refer Note (b) below	100%
Employees other than Board of Directors and KMPs		Refer note (c) below	

Notes:

- (a) Sessions for the Board of Directors were on topics including organisation strategy, governance, risk, litigation, sustainability etc.
- (b) Sessions for the Key Managerial Personnel were on topics including organisation strategy, governance, risk, Tata Business Excellence Model, 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, sexual harassment at workplace, cyber security and data privacy.

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:

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website)

NGRBC Principle	Monetary		Brief of the Case	Has an appeal been preferred? (Yes / No)
	Name of the regulatory / enforcement agencies / judicial institutions	Amount (in ₹)		
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.

Tata Communications maintains a zero-tolerance approach towards corruption. Tata Communications is committed to upholding the highest moral and ethical standards as a responsible corporate citizen. This commitment is evident in our comprehensive anti-corruption framework, which includes an Anti-corruption policy, Third Party Intermediary Due Diligence policy, Corporate Hospitality and Gifts policy, and Global Conflict of Interest policy, among others.

The Anti-Corruption Policy is available on our website at <https://www.tatacommunications.com/wp-content/uploads/2020/02/Anti-corruption.pdf>

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

	FY 2022-23	FY 2021-22
Directors		
KMPs		Nil
Employees		

6. Details of complaints with regard to conflict of interest

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors				
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		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 conflict of interest.

Not Applicable

Leadership Indicators:

The Company is not reporting on leadership indicators this year.

Principle 2: Business 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 products and processes to total R&D and capex investments made by the entity, respectively:

Segment	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D			
Capex		Nil	

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

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. This holistic framework helps us in identifying, assessing, and reporting potential sustainability risks in the supply chain. As part of the SSCF, Tata Communications has developed a Sustainable Supply Chain Policy & Supplier Code of Conduct.

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

Tata Communications is in the process of implementing a tracking mechanism for this metric. All suppliers are covered under the Sustainable Supply Chain Framework.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste:

Not Applicable. Tata Communications is a telecom service provider and does not manufacture any tangible products which require reusing, recycling and disposing at the end of life. While providing services to customers, we follow a precautionary approach and consume natural resources like energy and water in a judicious manner, and dispose off waste generated (i.e., e-waste, battery waste and plastic waste) to approved recyclers.

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.

Yes. Extended Producer Responsibility ('EPR') is applicable to Tata Communications and we are working to develop a framework for it. Tata Communications has also declared its waste collection plan and mechanism, as per EPR guidelines, to the Central Pollution Control Board ('CPCB').

Leadership Indicators:

The Company is not reporting on leadership indicators this year.

Principle 3: Business should respect and promote the well-being of all employees, including those in their value chains

Essential indicators:

1. a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	9,576	9,576	100%	9,576	100%	NA	NA	9,392	98%	9,576	100%
Female	2,714	2,714	100%	2,714	100%	2,714	100%	NA	NA	2,714	100%
Others	1	1	100%	1	100%	NA	NA	NA	NA	1	100%
Total	12,291	12,291	100%	12,291	100%	2,714	22%	9,392	76%	12,291	100%
Other than Permanent employees											
Male											
Female											
Total											

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

Benefits	FY 2022-23		FY 2021-22	
	No. of employees / workers covered as a % of total employees	No. of employees / workers covered as a % of total employees	No. of employees / workers covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF		100%	100%	Y
Gratuity		100%	100%	Y
ESI		As applicable	As applicable	Y

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.

Tata Communications' premises and offices have easy accessibility for differently-abled employees.

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 Tata Code of Conduct ('TCoC'). A copy of the TCoC is available at <https://www.tatacommunications.com/wp-content/uploads/2017/07/CORP-TataCodeofConduct-20170516.pdf>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	98%	68%		
Female	87%	90%		
Others	NA	NA	Not Applicable	
Total	96%	72%		

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:

	Yes / No (If yes, then give details of the mechanism in brief)
Permanent employees	Yes, Tata Communications' grievance and redressal mechanism for all employees is included as part of the Whistleblower Policy and Global Dignity in the Workplace Policy. Any employee can report their grievance directly to their Manager, Business HOD or BU HR or to any higher authority in accordance with the procedures set out under the Whistleblower Policy and the Global Dignity in the Workplace Policy.
Other than permanent employees	

7. Membership of employees and worker in association(s) or unions recognised by the listed entity:

Category	FY 2022-23			FY 2021-22		
	Total employee / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employee / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	12,353	183	1.48	11,536	203	1.76
Male	9,622	133	1.38	8,999	149	1.66
Female	2,731	50	1.83	2,537	54	2.13
Others	NA	NA	NA	NA	NA	NA

Note: The numbers mentioned above are for India region.

8. Details of training given to employees and workers:

Category	FY2022-23			FY2021-22		
	Total (A)	On skill upgradation		Total (D)	On skill upgradation	
		No. (C)	% (C/A)		No. (F)	% (F/D)
Employees						
Male	10,503	10,503	100%	14,801	9,493	64%
Female	2,922	2,922	100%	3,583	2,690	75%
Others	1	1	100%	-	-	-
Total	13,426	13,426	100%	18,384	12,183	66.2%

Note: Data covers permanent employees only.

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

Category	FY2022-23			FY2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	10,503	10,503	100%	14,801	14,801	100%
Female	2,922	2,922	100%	3,583	3,583	100%
Others	1	1	100%	-	-	-
Total	13,426	13,426	100%	18,384	18,384	100%

Note: Data covers permanent employees only.

10. Health and safety management system:

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

Yes, Tata Communications has implemented a Health and Safety ('H&S') Management System aligned with ISO 45001 requirement for all its major operations, which covers all activities, employees and relevant stakeholders who have an impact on health and safety.

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

Through safety audits, inspections and assessments of both, offices and field operation sites, as well as by engaging with business managers and vendor partners of field operations, Tata Communications has identified key safety hazards, risks, and workers categorised as high-risk. Our safety management approach is multi-faceted, ensuring sound governance of all non-routine and routine high-risk activities. For non-routine high-risk activities such as façade cleaning, project work, lift maintenance, hot work, and confined space work, we have implemented a Work Permit (WP) programme. Additionally, for routine high-risk activities such as working at height for wireless work on tower / mast, maintenance work, and fiber restoration, we have established a set of internal safety standards called Mandatory Safety Standards.

- c. Whether you have processes for workers to report work related hazards and to remove themselves from such risks. (Yes / No)**

Yes. Tata Communications has implemented and rolled out an automated tool to report incidents / work relating to hazards and safety.

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

Yes, the offices of Tata Communications have medical rooms which provide first aid services in case of any non-occupational and first aid medical issues.

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

Safety Incident /Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate ('LTIFR') (per one million-person hours worked)	Employees / Workers	0.4	0.31
Total recordable work-related injuries	Employees / Workers	20	16
No. of fatalities	Employees / Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)*	Employees / Workers	0	0

*High-consequence work-related injuries include other injuries (excluding fatalities) from which the worker cannot recover (such as amputation of a limb), or does not or is not expected to recover fully to pre-injury health status within 6 months (such as fracture).

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

Kindly refer to the Human Capital section of this Integrated Annual Report.

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

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working conditions			Nil			
Health and safety						

14. Assessments for the year:

	% of plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working conditions	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions:

Kindly refer to the Human Capital section of this Integrated Annual Report.

Leadership Indicators

The Company is not reporting on leadership indicators this year.

Principle 4: Business should respect the interests of and be responsive to all its stakeholders

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

Tata Communications has identified stakeholders as those persons, groups, or organisations that are directly impacted by its activities. A consultation workshop was conducted with internal management and proxy stakeholders to identify and prioritise the key stakeholders. The key internal and external stakeholders include regulatory bodies, communities local to the operations, investors and shareholders, present and future employees, vendors, partners, customers etc.

A planned system of engagement exists to ensure timely communication of accurate and relevant information to, and interaction with, each stakeholder group, in a consistent manner.

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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	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"> Understanding customers' data privacy and security requirements Deciding on investments and capabilities in digital technologies to meet customers' requirements Ethical behaviour Customer growth and transformation opportunities Fair business practices and ethical behaviour ESG practice
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.	<ul style="list-style-type: none"> Training and skill development Capacity building Building a safe work culture and environment Improving Diversity and Inclusion Employee-friendly practices
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: Website	<ul style="list-style-type: none"> Educating investors about Tata Communications' business operations, governance practices, strategy, growth plans and environmental and social risk Addressing investor concerns on various matters

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly / others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
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"> • Compliance with corporate law • Good governance • Ethical practices • Society / CSR expenditure • Transparent reporting • National and international agenda
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"> • Job creation • Skill development • Volunteering • SDG implementation – health, school, poverty
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"> • Company news and updates • Business strategy, milestones, industry recognition • Regulatory and governance issues • Public disclosures and transparent reporting • Future strategy, growth and new products / service launches
Suppliers	No	RFIs / RFPs, empanelment process, Transactional meetings, periodic reviews, surveys	Continuous: Transactional meetings, periodic reviews, surveys	<ul style="list-style-type: none"> • Job creation • Ethical practices • Payments • Human rights • Competitive pricing

Leadership Indicators

The Company is not reporting on leadership indicators this year.

Principle 5: Business should respect and promote human rights
Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
Employees						
Permanent	13,426	12,929	96%	12,452	11,953	96%
Other than Permanent	5,482	0	0	5,932	0	0
Total Employees	18,908	12,929	68%	18,384	11,953	65%

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

Category	FY 2022-23				FY 2021-22					
	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)
Employees										
Permanent	13,426	All employees are paid salary above statutory minimum wages								
Male	10,503									
Female	2,922									
Others	1									
Other than Permanent	5,482									
Male	4,642									
Female	840									

3. Details of remuneration / salary / wages, in the following format:

	Male		Female	
	Number	Median remuneration / salary / wages of respective category (₹)	Number	Median remuneration / salary / wages of respective category (₹)
Board of Directors (BoD)*	5	-	1	-
Key Managerial Personnel (KMP)	3	2,90,13,000	0	0
Employees other than BoD and KMP	5,418	14,87,500	1,446	10,24,399
Workers	1,086	2,89,032	472	2,56,386

*For details of remuneration of the Board Members, kindly refer to the Corporate Governance Report which forms a part of this Integrated Annual Report

Notes:

- The median remuneration of Non-Executive, Non-Independent Directors is Nil
- Key Managerial Personnel includes CEO, CFO and Company Secretary
- The information pertains to India region 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)

Yes. Issues and aspects with respect to Human Rights can be addressed to EOHS@tatacommunications.com.

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

Tata Communications does not tolerate any malpractice, impropriety, non-compliance, or wrongdoing with respect to Human Rights and its salient elements. To that end, Tata Communications has adopted an exhaustive grievance redressal and remedial framework consisting of its Whistleblower Policy.

The Whistleblower Policy provides and addresses concerns or complaints regarding any reportable matters defined in the policy, including but not limited to infringement of human rights including privacy rights and freedom of expression, disclosure matters, anti-corruption, or any other company matters involving fraud, employee misconduct, illegality or health and safety and environmental issues which cannot be resolved through normal management channels. The Whistleblower Policy intends to encourage and enable employees and any person other than employees to proactively raise concerns regarding any such instances without fear of reprisal, discrimination or adverse employment consequences. This can be done through Tata Communications' "Ethics Helpline", managed by an independent third party which enables a whistleblower to report a potential wrongdoing through various channels such as phone, email, web portal, fax, post box.

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

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	3	1	Investigation is under progress for 1 complaint which was pending at the end of FY 2022-23.	4	0	-
Discrimination at workplace	29	4	Includes complaints made under the Dignity in the Workplace Policy.	21	0	Includes complaints made under the Dignity in the Workplace Policy.
Child Labour						
Forced Labour / Involuntary Labour						
Wages						Nil
Other Human rights related issues						

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases:

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.

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

Yes, Human rights requirements forms part of business agreements and contracts.

9. Assessments for the year:

	% of the entity's plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child Labour	All offices of Tata Communications are included for review as part of Human Rights Gap Assessment conducted by an external party
Forced Labour / Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Other- please specify	

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above:

As part of corrective action identified under the Human Rights Gap Assessment exercise, Tata Communications has formulated a comprehensive Business & Human Rights Policy which shows our commitment to operating our businesses while conforming to the highest moral and ethical standards.

This policy is aligned and follows various National and International Frameworks on Human Rights such as United Nations Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, Modern Slavery Act 2015, Tata Code of Conduct, Tata Affirmative Action Policy, Tata Group Business and Human Rights Guidelines and UN Sustainable Development Goals 2030. This policy is relevant and applicable to all the stakeholders (employees, contract workforce, communities, consumers / customers, value chain partners, etc.) as identified by Tata Communications and encompasses various salient elements of Business Human Rights like Anti-bribery and Anti-corruption, Acceptable Use, Equal Opportunity, Fair Competition, Community, Dignity & Respect, Fair wages, Freedom of Association and Collective Bargaining, Right to Privacy, Integrity of Information and Assets, Freedom of Expression, Health and Safety, Product & Services, Trafficking, Modern Slavery and Child Labour, Data Privacy & Security etc.

Leadership Indicators

The Company is not reporting on leadership indicators this year.

Principle 6: Business should respect and make efforts to protect and restore the environment

Essential Indicators

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

Parameter*	FY 2022-23	FY 2021-22
Total electricity consumption (A)	5,99,587	6,00,693
Total fuel consumption (B)	22,038	21,887
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	6,21,625	6,22,580
Energy intensity per rupee of turnover (Total energy consumption / turnover in ₹ crores)	37.92	40.69

*Energy consumption is given in GJ.

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

Yes, independent assurance is conducted externally by DNV.

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? (Yes / No) 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.

No, Tata Communications Limited does not have any such sites.

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	1,67,605	1,72,222
(ii) Groundwater	1,289	2,479
(iii) Third party water	40,466	21,367
(iv) Seawater / desalinated water	0	0
(v) Others	203	55
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,09,563	1,96,123
Total volume of water consumption (in kilolitres)	2,09,563	1,96,123
Water intensity per rupee of turnover (Water consumed / turnover in ₹ crores)	12.78	12.81

Intensity is given in kL / ₹ crores of revenue

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

Yes, independent assurance is conducted externally by DNV.

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

Zero Liquid Discharge has been implemented in major facilities of Tata Communications. Currently, five major facilities namely, GK-1 New Delhi, KIADB Bengaluru, Ambattur, BKC Mumbai and Dighi Pune, have in-house Sewage Treatment Plants for recycling the wastewater generated within facilities. The treated water from these facilities is reused for domestic utilities such as flushing, landscaping and cooling tower water. In other facilities, due to space constraints, the wastewater is sent to municipal drains after appropriate approvals. We are also planning to explore alternate recycling technology for such facilities.

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

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	mg/Nm ³	38	Tata
SOx	mg/Nm ³	30	Communications
Particulate matter ('PM')	mg/Nm ³	65	has started
Persistent organic pollutants ('POP')	NA		monitoring its SOx
Volatile organic compounds ('VOC')			and NOx emissions
Hazardous air pollutants ('HAP')			from FY 2022-23
Others - please specify			onwards.

Note: The above-mentioned data is reported only for one major facility at Dighi, Pune, where Tata Communications has complete ownership of DG sets.

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

Yes, assurance is conducted externally by DNV.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	5,341	4,744
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	77,735	88,308
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ eq / turnover in ₹ crores	5.06	6.08

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

Yes, assurance is conducted externally by DNV.

7. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details:

Yes, this year we saved 6.7 million KWh of energy which resulted in GHG reduction of 4,737 tonnes in Scope 2 emissions.

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

(in metric tonnes)

Parameter	FY 2022-23	FY 2021-22
Plastic waste (A)	2	1.5
E-waste (B)	97	32
Bio-medical waste (C)	Not applicable	Not applicable
Construction and demolition waste (D)	Not applicable	Not applicable
Battery waste (E)	108	129
Radioactive waste (F)	Not applicable	Not applicable
Other Hazardous Waste. Please specify, if any. (G)	14	5.8
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	147	153.6
Total (A+B + C + D + E + F + G + H)	368	322
For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	319	210
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	319	210
For each category of waste generated, total waste disposed of through disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	49	112
(iii) Other disposal operations	0	0
Total	49	112

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No) If yes, name of the external agency.

Yes, assurance is conducted externally by DNV.

9. Briefly describe the waste management practices adopted in your establishment. Describe the strategy adopted by your entity to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes:

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 authorised third party agencies to ensure safe disposal. Hazardous waste is appropriately disposed off through authorised 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.

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

S. No.	Location of operations / offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

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

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
Expansion in Environmental Clearance for Tata Communications at Dighi, Pune	S.O.1533 (E)	December 7, 2022	Yes	Yes	Please click here to refer to Environmental Clearance granted to Tata Communications Limited

12. 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 (Yes / No).

If not, provide details of all such non-compliances, in the following format:

Tata Communications is compliant with the relevant and applicable environmental laws and regulations in India. We adhere to the regulatory compliances / requirements in a timely manner.

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
Not Applicable				

Leadership Indicators

The Company is not reporting on leadership indicators this year

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.

11 trade and industry chambers / associations.

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

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers / associations (State / National)
1	Internet Service Providers Association of India (ISPAI)	National
2	ITU-APT Foundation of India	National (Tata Communications Limited is a member of the Executive Council)
3	CII	National (Principal partner for CII Tata Communications Centre for Digital Transformation)
4	FICCI	National (Tata Communications Limited is a member of the AI and Digital Transformation Committee)
5	TSDSI (Telecommunications Standards Development Society, India)	National (Tata Communications Limited is a member of the Governing Council of TSDSI)
6	Bombay Chamber of Commerce and Industry	State
7	Cloud Security Alliance (CSA)	Global Membership
8	GSMA	Global Membership
9	International Telecommunication Union (ITU)	Global Membership
10	LoRA alliance	Global Membership
11	Mobile ecosystem forum	Global Membership

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 the authority	Brief of the case	Corrective action taken
	Nil	

Leadership Indicators

The Company is not reporting on leadership indicators this year.

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:

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
Not Applicable					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement ('R&R') is being undertaken by the 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	Amount paid to PAFs in the FY (In ₹)
Not Applicable						

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

As an organisation, Tata Communications has identified relevant BU functions to periodically interact and correspond with their relevant stakeholder groups. We have also established a formal grievance redressal and reporting mechanism in the form of a Whistleblower Policy, EOHS mailbox, Ethics Helpline, Customer Service Helpline and Investor Relations mailbox, through which internal and external stakeholders can report their grievances.

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

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs / small producers	13.7%	2.5%
Sourced directly from within the district and neighbouring districts	Nil	

Leadership Indicators

The Company is not reporting on leadership indicators this year.

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:

Tata Communications has a dedicated customer service team which engages with customers for addressing their queries through various channels including over calls, emails etc.

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	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy			Nil			
Advertising						
Cyber security						
Delivery of essential services						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other (product related)						

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

	Number	Reasons for recall
Voluntary recalls		Not Applicable
Forced recalls		

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:

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 at <https://www.tatacommunications.com/policies/privacy/>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services:

Not applicable

Leadership Indicators

The Company is not reporting on leadership indicators this year.