

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	The initiatives are driven by Tata Communications Limited and all the subsidiaries contribute towards such initiatives as and when required.
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	
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	No
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	
60	Smart ICT Services Private Limited	Associate	24	

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