September 8, 2026

To,	To,
BSE Limited	National Stock Exchange of India Limited
Phiroze Jeejeebhoy Towers,	Exchange Plaza, 5th floor, Plot no. C/1,
Dalal Street, Mumbai-400001.	G Block, Bandra Kurla Complex, Mumbai – 400051
Scrip Code: 512038	NSE Symbol: TCC

Sub.: Business Responsibility and Sustainability Report for the Financial Year 2025-26.

Dear Sir/Ma'am,

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report for the Financial Year 2025-26.

The aforesaid report forms part of Annual Report of financial year 2025-26 and is also available on website of the Company at https://tccltd.in/.

Kindly take the same on records.

Yours faithfully,
For TCC Concept Limited

ISHA ARORA
Digitally signed by ISHA ARORA
Date: 2026.09.08 23:18:54 +05'30'

Isha Arora
Company Secretary and Compliance Officer

Encl.: As Above.

Business Responsibility and Sustainability Report

ABOUT THE COMPANY

TCC Concept Limited ("the Company"), is a dynamic and technology driven company specializing operating as a technology-led multiple synergetic business aggregation platform which incubates businesses and/or provide growth strategies and resources to scale up using technologies and other relevant infrastructure. Established in 1984 and headquartered in India, The Company has rapidly emerged as one of the fastest-growing flexible office space aggregators in the country.

The Company is a diversified technology-driven enterprise focused on building and scaling innovative businesses across AI, digital infrastructure, technology, logistics, e-commerce, and real estate technology. Through its portfolio of businesses and strategic investments, the Company is committed to delivering sustainable value by leveraging innovation, operational excellence, and technology-led transformation.

The Company operates through multiple business verticals, including AI-powered technology solutions, cloud storage platforms, data centre infrastructure, logistics, digital commerce, and other emerging technology businesses. Its integrated business model enables it to identify high-growth opportunities, foster innovation, and create scalable enterprises across diverse sectors.

The Company is committed to conduct its business in a responsible, ethical, and sustainable manner. The Company recognizes that long-term value creation is intrinsically linked to sound environmental stewardship, social responsibility, and robust corporate governance.

Accordingly, it integrates Environmental, Social, and Governance (ESG) principles into its business strategy, operational processes, and decision-making framework to promote sustainable growth, stakeholder trust, and responsible corporate citizenship.

The company leverages cutting edge Artificial Intelligence (AI) and Machine Learning technologies to streamline and automate the entire commercial property evaluation, listing, and transaction processes.

The Company's business portfolio includes key brands/platforms operating through its eight subsidiaries, namely:

a. Brantford Limited, a proptech platform which focuses on real estate aggregation and distribution

b. AltRr Software Services Limited, pioneering in personalized cloud storage platform

c. NES Data Private Limited, which owns and operates a colocation data centre infrastructure offerings.

d. Synthar Data Storage Private Limited (Formerly known as EMF Clinic Private Limited); which provides secure, private cloud storage solutions under its flagship brand - MyFlopy

e. Pepcart Logistics Private Limited providing logistic solutions

f. Pepperfry Limited, an omnichannel/consumer tech platform for home furniture, decor and furnishing solutions

g. Clouddio Sleep Private Limited, Manufacturing and retail of sleep accessories

h. Pepperfry Modular Private Limited, is into Modular furniture solutions, kitchen designs, and related interior offerings tied to the broader Pepperfry omnichannel retail ecosystem

VISION AND MISSION

The Company is committed to being a catalyst for transformative growth by pioneering innovative business models that empower organizations to thrive in dynamic environments. The company's mission centres on revolutionizing business growth through continuous development of cutting-edge concepts, delivering strategic frameworks that adapt to evolving market trends, and fostering a global community of agile, sustainable enterprises positioned for long-term success.

ESG AND SUSTAINABILITY

The Company is committed to integrating sustainability and ESG (Environmental, Social, and Governance) principles across all aspects of its business operations. The company prioritizes long-term value creation over short-term gains, with a strategic vision centred on sustainable growth and environmental and social responsibility.

Innovation and operational efficiency are pursued not just for profitability, but to align with sustainability goals and reduce environmental impact.

Each subsidiary, plays a role in advancing the group's sustainability agenda and contributing to a connected, sustainable future. Looking ahead, the company remains focused on being a catalyst for transformative, sustainable growth, aiming to set industry benchmarks in ESG and sustainability initiatives.

CONTENTS

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L68200PN1984PLC222140
2	Name of the Listed Entity	TCC Concept Limited
3	Year of incorporation	1984
4	Registered office address	5th Floor, VB Capitol Building, Range Hill Road, Opp. Hotel Symphony, Bhoslenagar, Shivajinagar, Pune – 411007, Maharashtra, India
5	Corporate address	5th Floor, VB Capitol Building, Range Hill Road, Opp. Hotel Symphony, Bhoslenagar, Shivajinagar, Pune – 411007, Maharashtra, India
6	E-mail	compliance@tccltd.in
7	Telephone	020 2952 0104
8	Website	https://tccltd.in/
9	Financial year for which reporting is being done	FY 2025-2026
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) and National Stock Exchange of India Limtied (NSE)
11	Paid-up Capital	₹ 47,52,80,610.00
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. Umesh Kumar Sahay Tel.: 020 2952 0104 Email Id: compliance@tccltd.in
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
14	Whether the company has undertaken assessment or assurance of the BRSR Core	Not Applicable
15	Name of assurance provider	Not Applicable
16	Type of assurance obtained	Not Applicable

II. Products/services

17. Details of business activities (accounting for 90% of the entity's turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Brokerage & Other Services	Business of lead generation, appraisal of properties and also develop, license, offer on subscription basis technologies to facilitate/ perform real estate services	44%
2	Information Technology Services	Business of providing, conceiving, developing, operating, licensing, marketing & distribution of business solution program, software using technology or otherwise & provider of information, analytics, consulting & marketing services in the real estate sector.	07%
3	Rental and Leasing of Equipment	Business of Asset renting on lease or commission basis	19%
4	Consumer Tech	Retail sale via e-commerce platform	30%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Brokerage & Other Services	74909	44%
2	Information Technology Services	68100	07%
3	Rental and Leasing of Equipment	62099	19%
4	Consumer Tech	47912	30%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	54	6	60
International	Nil	Nil	Nil

20. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	17 (Maharashtra, Gujarat, Punjab, Kerala, Bihar, Tamil Nadu, Telangana, Rajasthan, Madhya Pradesh, Goa, Odisha, West Bengal, Assam, Karnataka, New Delhi, Uttar Pradesh and Haryana)
International (No. of Countries)	Nil

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

Not Applicable.

c. A brief on types of customers

The Company serves a diverse customer base offering services across technology, digital infrastructure, logistics, e-commerce, and prop-tech sectors. Its customers primarily include businesses and enterprises seeking AI-powered solutions, proptech solutions, cloud storage services, data centre infrastructure, digital commerce platforms, logistics services, and technology-enabled business solutions. The Company caters to startups, SMEs, large enterprises, technology firms, infrastructure developers, e-commerce businesses, and organizations undergoing digital transformation. Through its diversified portfolio, TCC Concept Limited also engages with strategic partners, investors, and innovation-driven enterprises looking for scalable, technology-led solutions.

IV. Employees

21. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
		EMPLOYEES				
1	**Permanent (D)**	530	368	69.43%	162	30.57%
2	Other than Permanent (E)	16	8	50%	8	50%
3	**Total employees (D + E)**	**546**	**38**	**64.41%**	**170**	**35.59%**
		WORKERS				
4	Permanent (F)	0	0	0%	0	0%
5	Other than Permanent (G)	525	521	99.24%	4	0.76 %
6	**Total workers (F + G)**	**525**	**521**	**99.24%**	**4**	**0.76 %**

Note: The number of permanent employees reported in the BRSR differs from the number disclosed in the Directors' Report, as the BRSR employee count includes employees who separated from the Company at various points during the financial year. Accordingly, the employee benefits, wages and expenditure incurred towards their well-being during their respective periods of employment have also been considered in the BRSR disclosures.

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent(D)	-				
2.	Other than Permanent (E)					
3.	**Total employees (D+E)**					
	DIFFERENTLY ABLED WORKERS					
4.	Permanent(F)	-				
5.	Other than Permanent (G)					
6.	**Total workers (F+G)**					

22. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. B	% (B / A)
Board of Directors	6	1	16.67%
Key Management Personnel	2	1	50.00%

23. Turnover rate for permanent employees and workers

	FY - 2025-2026 (Turnover rate in current FY)			FY - 2024-2025 (Turnover rate in previous FY)			FY - 2023-2024 (Turnover rate in year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25.83 %	37.93 %	29.42 %	49.06%	58.54%	53.19%	Not Applicable		
Permanent Workers	0%	0%	0%	0%	0%	0%			

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

24. Holding Subsidiary and Associate Companies (including joint ventures)

Sr. 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	Brantford Limited	Wholly Owned Subsidiary	100%	Yes
2	Synthar Data Storage Private Limited (Formerly known as EMF Clinic Private Limited)	Wholly Owned Subsidiary	100%	Yes
3	AltRr Software Services Limited	Wholly Owned Subsidiary	100%	Yes
4	NES Data Private Limited	Wholly Owned Subsidiary	100%	Yes

Sr. 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)
5	Pepcart Logistics Private Limited	Wholly Owned Subsidiary	100%	Yes
6	Pepperfry Limited	Subsidiary	91.62%	Yes
7	Clouddio Sleep Private Limited	Step down Subsidiary	100%	Yes
8	Pepperfry Modular Private Limited	Step down Subsidiary	100%	Yes

VI. CSR Details

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

Sr. No.	CSR Details	CSR applicable figures (INR)
1	Turnover (in INR)	179,39,29,284
2	Net worth (in INR)	16,45,34,09,000

The figures relating to Turnover and Net Worth have been presented on a consolidated basis for the purpose of the BRSR disclosure. The applicability of Corporate Social Responsibility (CSR) provisions and the CSR contribution have been made in accordance with Section 135 of the Companies Act, 2013, based on the standalone financial statements.

VII. Transparency and Disclosure Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-2026		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	Our Organization wherever needed is engaging with neighboring community via a register for receiving feedback from them.
Investors (other than shareholders)	Yes	0	0	NA
Shareholders	Yes	2	0	NA
Employees and workers	Yes	0	0	NA
Customers	Yes	0	0	NA
Value Chain Partners	Yes	0	0	NA
Others (please specify)	Not Applicable	Not Applicable	Not Applicable	Not Applicable

27. Overview of the entity's material responsible business conduct issues

No.	Material issue	Risk / opportunity	Rationale for materiality	Management approach	Financial implications
1	Energy usage, GHG emissions and Climate change	Risk and opportunity	Energy is consumed in software operations, studios, warehouses and logistics activities. Owned fleet operations create direct fuel-related Scope 1 emissions, while purchased electricity and value-chain transportation may contribute Scope 2 and Scope 3 emissions. Rising fuel and electricity costs, carbon-related regulation and customer expectations increase relevance.	Establish GHG inventory boundaries; track fuel, electricity and business travel; set energy- and emissions-reduction targets; optimise route planning and vehicle loading; prevent idling; transition progressively to low-emission/ EV vehicles where operationally viable; procure efficient equipment and renewable electricity where feasible.	**Negative:** higher fuel, electricity, carbon-compliance and asset-transition costs. **Positive:** fuel savings, lower operating costs, improved customer eligibility and access to green finance/ clients.
2	Fleet safety and road-transport management	Risk and opportunity	Delivery vehicles expose drivers, helpers, third parties and communities to road-safety risks. Accidents can lead to injuries/fatalities, legal liability, service disruption, insurance claims and reputational damage.	Fleet safety policy; driver licence and fitness verification; defensive-driving training; journey-risk assessment; speed, fatigue and distraction controls; vehicle preventive maintenance; GPS/ telematics where appropriate; incident reporting, investigation and corrective actions; emergency response procedures.	**Negative:** accident-related compensation, litigation, vehicle damage, downtime, insurance premium escalation and loss of contracts. **Positive:** fewer incidents, improved delivery reliability and lower maintenance/ insurance costs.
3	Occupational health, safety and wellbeing	Risk and opportunity	Studio staff, warehouse personnel, installation teams and delivery crews may face ergonomic risks, manual-material-handling injuries, slips/ trips/falls, loading/ unloading hazards and work-related stress.	EHS management system; role-specific risk assessments; PPE; safe lifting and loading procedures; ergonomic workplace design; regular safety training; toolbox talks; incident/near-miss reporting; contractor safety controls; employee health and wellbeing initiatives.	**Negative:** medical expenses, lost workdays, productivity loss, compensation and regulatory penalties. **Positive:** retention, productivity, reduced absenteeism and safer execution of delivery/ installation services.

No.	Material issue	Risk / opportunity	Rationale for materiality	Management approach	Financial implications
4	Product quality, safety and responsible product stewardship	Risk and opportunity	Products can create customer-health, safety and quality concerns related to structural integrity, sharp edges, flammability, formaldehyde/VOC emissions, coatings, adhesives and installation quality. Defective products can result in complaints, recalls and reputational harm.	Product specifications and quality-control protocols; supplier declarations and testing where relevant; pre-dispatch checks; installation standards; customer-use and maintenance guidance; complaint handling; root-cause analysis; product recall/escalation procedure. Prefer low-VOC, durable and responsibly sourced materials.	**Negative:** warranty, rework, returns, recall, legal claims and customer attrition. **Positive:** improved customer trust, lower rework, premium-product positioning and stronger institutional-client retention.
5	Sustainable sourcing and supply-chain responsibility	Risk and opportunity	Dependence on suppliers for wood, board, metal, fabrics, foam, hardware, packaging and transport services exposes the organisation to quality, labour, environmental, traceability and business-continuity risks. Wood and timber sourcing may carry deforestation and legality concerns.	Supplier code of conduct; supplier screening and onboarding due diligence; responsible-material specifications; require legal origin/traceability declarations for timber and wood-based materials; supplier assessments for critical vendors; diversify sources; include quality, safety, ethical conduct and delivery requirements in contracts.	**Negative:** supply interruptions, quality failures, price volatility, legal/reputational exposure and procurement delays. **Positive:** resilient supply base, improved quality, reduced risk of material shortages and stronger customer confidence.
6	Data privacy, cybersecurity and responsible software solutions	Risk and opportunity	Software platforms may process customer, employee, supplier, design, order, payment, location or operational data. A cyberattack, system outage or data breach could disrupt business and affect stakeholder trust.	Information-security governance; data classification; access-control and least-privilege practices; encryption and secure software-development lifecycle; vulnerability assessment and patching; vendor security assessment; backup and disaster recovery; incident-response plan; privacy notices and employee awareness training.	**Negative:** remediation, legal and contractual claims, business interruption, data-loss costs and reputational damage. **Positive:** client confidence, greater enterprise-client eligibility, service continuity and competitive advantage.

No.	Material issue	Risk / opportunity	Rationale for materiality	Management approach	Financial implications
7	Service quality, customer satisfaction and responsible marketing	Risk and opportunity	The organisation's reputation depends on design quality, order accuracy, delivery timeliness, installation experience, software uptime, product claims and post-sales service. Misleading sustainability or product claims may create greenwashing and consumer-protection risks.	Define service-level standards; track order fulfilment, delivery timelines, repeat complaints, installation defects and customer satisfaction; maintain transparent product specifications; review environmental claims before publication; provide responsive grievance-redressal and escalation mechanisms.	**Negative:** cancellation, refund, rework, penalty clauses and loss of brand value. **Positive:** repeat business, referrals, stronger client retention and revenue growth.
8	Human capital, diversity, equity and employee development	Risk and opportunity	The business relies on technical talent for software, design talent for furniture studios, and skilled operational staff for warehousing, installation and logistics. Talent shortages, high attrition, discrimination and insufficient capability building can affect growth and service quality.	Fair recruitment and remuneration practices; anti-harassment and equal-opportunity policy; diversity and inclusion measures; skill-development plans; training in software, design, product knowledge, safety and customer service; performance and career-development processes; employee grievance mechanisms.	**Negative:** recruitment cost, attrition, capability gaps, productivity loss and employment-related claims. **Positive:** stronger innovation, workforce stability, better service quality and improved employer brand.
9	Labour practices and contractor/ worker welfare	Risk and opportunity	Logistics, warehousing, assembly and installation may involve contract workers, delivery partners and third-party manpower. Risks include wage and benefit compliance, excessive hours, unsafe work, inadequate grievance access and inconsistent labour practices.	Contractor due diligence; written contracts with labour, wage, EHS and statutory-compliance clauses; periodic compliance checks; attendance and wage-payment verification where feasible; worker orientation; access to safety equipment, welfare facilities and grievance channels; prohibit child and forced labour.	**Negative:** statutory penalties, work stoppages, claims, client audit failures and reputational harm. **Positive:** dependable operations, reduced turnover and enhanced eligibility for corporate/ESG-conscious customers.

No.	Material issue	Risk / opportunity	Rationale for materiality	Management approach	Financial implications
10	Business ethics, anti-bribery and responsible governance	Risk and opportunity	Procurement, vendor selection, sales, logistics contracting, statutory approvals and customer acquisition can create risks of bribery, conflicts of interest, fraud and unethical conduct.	Code of conduct; anti-bribery and anti-corruption policy; conflict-of-interest declarations; approval matrix and segregation of duties; vendor due diligence; whistle-blower mechanism; periodic training; internal audit and investigation protocol; board/management oversight of ESG and ethics matters.	**Negative:** fines, litigation, contract termination, regulatory action and brand damage. **Positive:** stronger governance, investor/client confidence and more reliable commercial relationships.
11	Regulatory compliance and responsible business conduct	Risk and opportunity	The organisation is subject to requirements relating to corporate law, tax, labour, road transport, workplace safety, consumer protection, waste management, data privacy and environmental permits, as applicable. Non-compliance can interrupt operations and affect BRSR credibility.	Compliance register; legal applicability assessment by site/ business segment; periodic compliance reviews; ownership assigned to functional heads; licence/permit tracker; regulatory updates; internal audit; corrective-action tracker and board-level reporting of major issues.	**Negative:** penalties, licence suspension, business interruption and litigation. **Positive:** lower operational risk, improved readiness for client audits and stronger governance reputation.
12	Water, local environmental impacts and resource efficiency	Risk and opportunity	Although water intensity may be lower than manufacturing-heavy sectors, studios, warehouses and offices consume water and generate waste. Local resource constraints, especially in urban locations, can affect operating costs and stakeholder expectations.	Monitor water consumption at material sites; install low-flow fixtures; repair leaks; use rainwater harvesting/ reuse where feasible; implement responsible cleaning practices; maintain waste-water systems as applicable; include resource efficiency in site selection and fit-out standards.	**Negative:** utility cost increases and local compliance costs. **Positive:** lower utility expenditure, resilient facilities and improved environmental performance.

No.	Material issue	Risk / opportunity	Rationale for materiality	Management approach	Financial implications
13	Business continuity and climate resilience	Risk and opportunity	Extreme heat, flooding, storms, supply disruptions, IT outages and fuel interruptions can affect warehouses, studios, fleet movement, furniture installation schedules and software availability.	Business-continuity plan covering IT, sites, fleet and critical suppliers; alternative delivery routes and backup vendors; data backups and tested recovery procedures; site emergency preparedness; climate-risk assessment for key locations; insurance adequacy review.	**Negative:** revenue loss, delivery delays, damaged inventory/ assets and increased insurance costs. **Positive:** improved resilience, client trust and reduced downtime.
14	E-waste and responsible IT asset management	Risk and opportunity	Improper disposal of computers, servers, batteries and electronic equipment may cause environmental impacts and compliance risks. Repair, reuse, refurbishment and responsible recycling can reduce waste and resource consumption.	Maintain asset inventories, secure data deletion procedures, reuse and refurbishment practices, authorized recycler due diligence and e-waste records in accordance with applicable requirements.	**Negative:** penalties, licence suspension, business interruption and litigation. **Positive:** lower operational risk, improved readiness for client audits and stronger governance reputation.
15	Responsible use of artificial intelligence and emerging technologies	Risk and opportunity	Algorithmic bias, inaccurate outputs, lack of explain ability, inappropriate use of data and unintended impacts on users or society. Responsible AI can improve innovation, automation, operational efficiency and customer solutions.	Establish governance for AI development and use, including human oversight, data quality checks, bias assessment, transparency, documentation, responsible-use standards and controls over high-risk applications.	Positive implications
16	Intellectual property and confidential information	Risk and opportunity	Infringement, unauthorized disclosure or loss of proprietary code, algorithms, designs, trade secrets or customer information. Strong intellectual property management can protect innovation and strengthen the organization's market position.	Apply confidentiality agreements, access restrictions, secure repositories, code governance, licensing reviews, intellectual-property audits and employee awareness programmes.	Positive implications

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
1. Policy and management processes									
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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available.	The mandatory policies are available at https://tccltd.in/investor-relations/policies/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners?	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Partial linkage to ISO 9001, ISO 14001 & 27001	Strong linkage to ISO 9001, ISO 14001 & partial to 27001	Partial linkage to ISO 9001 & 27001	Partial linkage to ISO 9001 & 27001 and linkage to 14001	Partial linkage to ISO 9001 & 27001	Strong linkage to ISO 14001 & partial to 9001	Partial linkage to ISO 9001 & 14001	Partial linkage to ISO 9001 & 14001	Strong linkage to ISO 9001 & 27001 & partial to 14001
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has established time-bound ESG commitments focused on improving energy efficiency, increasing renewable-energy adoption, reducing Scope 1 and Scope 2 GHG-emissions intensity, strengthening waste segregation and recycling, and enhancing employee health, safety, diversity and well-being. Progress against these targets is monitored periodically through defined performance indicators, with annual review by management and relevant governance committees to support timely corrective action and transparent BRSR disclosure.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The entity has largely met its stated commitments, goals, and targets during the reporting period, with performance across key ESG parameters remaining in line with the established benchmarks. Areas where targets could not be fully achieved were primarily attributable to external market conditions, new acquisition, supply-chain constraints, and the extended timelines inherent to certain long-term sustainability initiatives. Corrective measures and revised action plans have been put in place to bridge these gaps in the ensuing financial year.								
Governance, leadership and oversight									
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)	The Company is proud to present its Business Responsibility and Sustainability Report (BRSR), reflecting its commitment to embedding sustainability across all operations. As a company focused on multiple business verticals, including AI-powered technology solutions, cloud storage platforms, data centre infrastructure, logistics - fleet management, digital commerce, and other emerging technology businesses; it leaves quite some room in the ESG initiatives domain. This BRSR reflects the early successes achieved and reinforces TCC Concept Limited's determination to drive sustained progress in this critical domain.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	At TCC Concept Limited, we recognize that responsible business conduct is fundamental to long-term value creation for our stakeholders. As an organization, we are committed to integrating environmental, social and governance considerations into our business strategy, operations, products, services and decision-making processes. During FY 2025 - 2026, we continued to strengthen our ESG governance and performance across our operations. Key initiatives included switching to renewable-energy sources, introducing EV in the logistic fleet, conducting power energy analysis, audit for sensors (daylight/occupancy), solid waste segregation and recycling, [responsible sourcing of materials, occupational health and safety initiatives, employee well-being and diversity programmes, and going in for various ISO standardizations, National and International certifications relevant to our business segments. We also continued to monitor our energy consumption, greenhouse gas emissions, water use, waste generation, employee and worker safety, and other relevant ESG indicators to improve the quality, consistency and transparency of our disclosures. We strengthened our waste minimization and management program by ensuring that 35 % of waste produced got recycled and recovered instead of disposal in landfill, 158 hours of ESG and Sustainability training to site teams, Collective training on Occupational Safety, Governance Standardization and Waste management of 166 hours, zero fatalities, under ESG, quality, health and safety, or responsible-business assessments. We recognize that sustainability performance is a continuous journey, and we remain focused on strengthening data quality, internal controls, stakeholder engagement, and assurance readiness across our operations and value chain. Going forward, the Company will focus on setting and implementing time-bound targets for reducing greenhouse gas emissions, improving energy and water efficiency, increasing renewable-energy use, minimizing waste and promoting circularity in various business segments, strengthening occupational health and safety, enhancing diversity and inclusion, and advancing responsible procurement. We will also continue to engage employees, customers, suppliers, contractors, investors and communities to identify material ESG risks and opportunities and to ensure that our growth remains inclusive, resilient and environmentally responsible. The Board and management remain committed to conducting business with integrity, transparency and accountability. We believe that cross-functional ownership of ESG performance, supported by robust governance and stakeholder collaboration, will enable the Company to deliver sustainable value while contributing meaningfully to India's responsible business and sustainable development agenda. **Key Achievements/ Highlights:** • **ESG Integration:** The Company has embedded ESG principles into its operations through robust policies and procedures that promote transparency and adaptability. These efforts focus on identifying opportunities, managing risks, and measuring impacts to protect stakeholder interests. • **Value Creation:** The company emphasizes value creation through punctual delivery, and responsible living, guided by a strong ESG framework. • **Operational Eco-Efficiency:** A laser-sharp focus on operational eco-efficiency benefits customers directly while fostering responsible communities. The three-tiered sustainability philosophy (quality, safety, and environment) is cascaded across the supply chain.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (i.e.).	Mr. Nikhil Dilipbhai Bhuta DIN - 02111646 Tel.: 020 2952 0104 Emil Id: nikhil.bhuta@tccltd.in								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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 - Nikhil Dilipbhai Bhuta is a whole-time director who is responsible for implementing ESG measures at the company.								

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	Board of Directors and its Committee									Annual Basis								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Board of Directors and its Committee									Annual Basis								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? No

(Yes/No). If yes, provide name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
				No				

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)	Not Applicable								
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

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	1	• Principle 1- Briefing about the company ops, industry business models briefing on the roles, Responsibilities of Independent Directors in the Board of the company & Plant visits	100%
Key Managerial Personnel	5	• Ethics, • POSH, • ESG: Introduction to ESG & Sustainability (All Principles); • The Art of Leadership (Principle 1 & 8); • Awareness session on solid waste management (Principle 6)	100%
Employees other than Board of Directors and KMPs	5	• Ethics, • POSH, • ESG: Introduction to ESG & Sustainability (All Principles); • The Art of Leadership (Principle 1 & 8); • Awareness session on solid waste management (Principle 6)	80%
Workers	0	None	-

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 Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement	Not Applicable				
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)
Penalty/ Fine	Not Applicable			
Settlement				
Compounding fee				

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**

The Company's Anti-Bribery and Anti-Corruption Policy aligns with SEBI's BRSR Principle 1, ensuring ethical operations and compliance with anti-bribery laws. This policy applies to all employees, contract workers, vendors, suppliers, business partners, consultants, and trainees.

The Company maintains a zero-tolerance approach to bribery and corruption, strictly prohibiting unethical payments and ensuring adherence to all relevant laws. Offering, accepting, or soliciting anything of value to influence decisions or gain improper advantages is forbidden. Employees and their families must not exchange gifts or payments with business partners, competitors, or vendors. Bribes cannot be disguised as gifts under any circumstances.

Weblink of the policy: https://tccltd.in/investor-relations/policies/

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 2025-2026	FY 2024-2025
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2025-2026		FY 2024-2025	
	Number	Remarks	Number	Remarks
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 2025-2026	FY 2024-2025
Number of days of accounts payables	33	30

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 2025-2026	FY 2024-2025
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	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 in	a. Purchases (Purchases with related parties / Total Purchases)	74.58%	81.64%
	b. Sales (Sales to related parties / Total Sales)	34%	41.97%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	19.46%	84.43%
	d. Investments (Investments in related parties / Total Investments made)	-	

PRINCIPLE 2

BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

ESSENTIAL INDICATOR

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.

	FY 2025-2026	FY 2024-2025	Details of improvements in environmental and social impacts
R&D	-	-	Not Applicable
Capex	-	-	Not Applicable

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

Aligned with Securities and Exchange Board of India's BRSR Principle 2, The Company is committed to implementation of various sustainable practices in running their business activities like Data-centre leasing activities, Brokerage facilities, IT services offered from their premises, focusing on environmental impact and social responsibility. They have a policy which applies to all suppliers, covering sourcing, energy use, waste management, emissions control, packaging disposal, water conservation, and compliance with international standards like ISO 9001, ISO 14001, and ISO 45001.

1. We shall be promoting environmentally responsible practices across all operations by reducing emissions and optimizing resource use.
2. Collaborating with suppliers to ensure alignment with sustainability goals through responsible sourcing and waste management.
3. Ensuring adherence to all relevant environmental regulations at national and local levels.
4. Fostering a culture of social responsibility by supporting employee welfare and community engagement initiatives.

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

The Company's Sustainable Sourcing Policy remains in place; however, implementation has been partial during the reporting period. Primary constraints include (i) low readiness of suppliers to provide reliable ESG data (e.g., GHG emissions, water intensity, labour practices), (ii) lack of standardised measurement and reporting templates aligned with BRSR requirements, and (iii) competing procurement priorities focused on cost, quality, and delivery in a high-growth phase. A phased rollout is now planned, beginning with top spend categories and strategic suppliers.

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.**

Under the waste management policy at TCC Concept Limited our key objectives are as follows:

i. Complying with all relevant national, regional, and local waste management regulations.
ii. Implementing the 6R principles (Refuse, Reduce, Reuse, Recycle, Recover, Responsible Disposal) to manage waste effectively.
iii. Striving for zero waste to landfill certifications wherever feasible.
iv. Eliminating Single Use Plastics (SUP) from all operations.
v. Incorporating circular economy principles to minimize waste sent for disposal.
vi. Setting measurable targets for waste reduction, recycling, and reuse, and regularly monitor progress.
vii. Practicing segregation of relevant waste (e.g. Food waste) at required locations.
viii. Training employees on the correct, proper & responsible handling procedures / methods and disposal of various waste types, including wood waste, plastics, and packaging materials.
ix. Promoting the use of recycled and reusable materials in our operations and sites.
x. Collaborating with external stakeholders to enhance sustainable waste management practices.
xi. Raising awareness of sustainable waste management among employees and external partners.

For E-waste and Hazardous waste disposal - it shall be sent to the Registered Recyclers / Waste Collectors. Statutory docs (Manifests) shall be maintained for showcasing that the correct and legal method of disposal is adhered to.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not Applicable.

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefit		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	368	368	100%	305	82.88%	NA	NA	38	10.33%	NA	NA
Female	162	162	100%	126	77.78%	21	12.96%	NA	NA	NA	NA
Total	**530**	**530**	**100%**	**431**	**81.32%**	**21**	**3.96%**	**38**	**7.17%**	**NA**	**NA**
Other than permanent employees											
Male	8	0	0	0	0	0	0	0	0	0	0
Female	8	0	0	0	0	0	0	0	0	0	0
Total	**16**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

**NA – Not Applicable*

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	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F / A)
Permanent workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Other than Permanent Workers											
Male	521	0	0	0	0	0	0	0	0	0	0
Female	4	0	0	0	0	0	0	0	0	0	0
Total	**525**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

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

	FY 2025-2026	FY 2024-2025
Cost incurred on well-being measures as a % of total revenue of the company	0.01%	0.02%

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

Benefits	FY 2025-2026			FY 2024-2025		
	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%	0	Yes	100%	0	Yes
Gratuity	100%	0	Yes	100%	0	Yes
ESI	0	0	NA	0.00%	0	NA
Other - NPS	0	0	NA	0.00%	0	NA

**No permanent workers eligible – hence there are zero benefits.*

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.

TCC Concept Limited Group of Companies has most of the offices/studios/warehouses/Distribution center are on leased properties which are under the Landlord/Building Management and hence our company does not have the direct access to modify the access and make them more accessible to differently abled. We at our organization are trying to reach out to and sensitize the Landlord/ Building Management and make these accessible for differently abled.

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.**

Equal Opportunity policy has been included in the TCC Concept Limited employee Handbook - excerpt of same is attached below:

Equal opportunity: TCC Concept Limited provides an equal opportunity for employment with no discrimination on the grounds of race, caste, religion, colour, marital status, gender, nationality, age, ethnicity, sexual orientation, and disability.

It shall be the responsibility of the company and employees alike to maintain an environment devoid of prejudices.

Standard Operating Procedure (SOP) for Recruitment & Selection also includes adherence to equal opportunity guidelines

Weblink of the policy: https://tccltd.in/investor-relations/policies/

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	100%	NA	NA	NA
Female	100%	NA	NA	NA
Total	**100%**	**NA**	**NA**	**NA**

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 Workers	NA	Yes, the company has a grievance mechanism for permanent employees: • Issues can be raised informally with managers or formally in writing to GRC (Grievance Redressal Committee). • GRC acknowledges, investigates, and resolves grievances confidentially within set timelines. • A non-retaliation policy protects employees, and an appeals Committee handles unresolved cases to ensure fairness.
Other than Permanent Workers	NA	
Permanent Employees	Yes	
Other than Permanent Employees	NA	

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

Category	FY 2025-2026			FY 2024-2025		
	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)
Total	530	0	0.00%	59	0	0.00%
Male	368	0	0.00%	38	0	0.00%
Female	162	0	0.00%	21	0	0.00%
Permanent Workers						
Total	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0

8. **Details of training given to employees and workers**

Category	FY 2025-2026					FY 2024-2025				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	376	63	16.76 %	98	26.06%	38	38	100%	14	36.84%
Female	170	36	21.18%	44	25.88%	21	21	100%	8	38.10%
Total	**546**	**99**	**18.13%**	**142**	**26.01%**	**59**	**59**	**100%**	**22**	**37.29%**
Workers										
Male	521	7	1.34%	7	1.34%	14	14	100%	0.00%	0.00%
Female	4	4	100%	4	100.00%	10	10	100%	0.00%	0.00%
Total	**525**	**11**	**2.1%**	**11**	**2.1%**	**24**	**24**	**100%**	**0.00%**	**0.00%**

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

We are in process of developing of KRA's and KPI's in a standardized manner for all employees and capture all these. In forthcoming years, we will be able to review that better

We have employed a new platform for recording and setting up of these distinct goals and tracking them via self and Managerial both

Category	FY 2025-2026			FY 2024-2025		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	376	378	100%	38	0	0%
Female	170	170	100%	21	0	0%
Total	**546**	**546**	**100%**	**59**	**0**	**0%**
Workers						
Male	521	0	0%	14	0	0%
Female	4	0	0%	10	0	0%
Total	**525**	**0**	**0%**	**24**	**0**	**0%**

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, TCC Concept Limited 's Environment and Health Safety (EHS) Policy reflects our commitment to sustainability and ESG principles, aiming to reduce our environmental impact and promote safety. This policy applies to all employees, contractors, and visitors across TCC Concept Limited's operations, ensuring a commitment to safety and sustainability in all activities. It encompasses all operations and services provided by the company, addressing environmental impacts, waste management, and resource conservation to ensure the well-being of all stakeholders.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	The Company prioritizes a safe work environment. We achieve this through a systematic risk management program that includes hazard identification (HIRA), regular workplace monitoring, and audits. This approach, combined with employee training, significantly reduces the risk of accidents and occupational health hazards. We shall also be undertaking fleet safety management for the resources involved in the logistics business segment, wherein road safety and safe driving will be given emphasis.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	Yes
d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)	The permanent employees are covered under General Insurance. This covers over and above the non-occupational medical and healthcare services. The services covered are includes follows: • Maternity benefit • Telemedicine Expenses. • AYUSH Coverage without any sub limits. • Modern treatments and advanced surgeries. • Mental illness cover • Hospitalization expenses incurred for donating an organ by donor (excluding cost of organ if any) to insured person during the course of organ transplant will also be payable • Modern / Advanced Treatments – All modern and advanced treatments shall be covered in accordance with the applicable IRDAI guidelines and policy terms and conditions.

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

Safety Incident/Number	Category	FY 2025-2026	FY 2024-2025
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	None	None
	Workers	None	None
Total recordable work-related injuries	Employees	None	None
	Workers	None	None
No. of fatalities	Employees	None	None
	Workers	None	None
High consequence work-related injury or ill-health (excluding fatalities)	Employees	None	None
	Workers	None	None

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

The company ensures a safe and healthy workplace by implementing our comprehensive Environment and Health Safety (EHS) Policy, which reflects our commitment to sustainability and ESG principles, aiming to reduce our environmental impact and promote safety. This policy applies to all employees, contractors, and visitors across TCC Concept Limited 's operations, ensuring a commitment to safety and sustainability in all workplaces. Measures also include conducting regular audits, safety drills, and providing tailored training to all employees. All the workers are given safety related trainings such as, 5S and use of PPE.

We promote a culture of safety through continuous monitoring, stakeholder engagement, and transparent reporting, ensuring compliance with legal and ethical standards.

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

	FY 2025-2026			FY 2024-2025		
	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	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

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

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

Not Applicable

PRINCIPLE 4

BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

ESSENTIAL INDICATORS

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

   The Company has deployed a robust stakeholder engagement process by carefully identifying critical stakeholder groups. This involves evaluating each group's impact on the company's ability to create value and, conversely, the company's influence on their interests. Through this detailed assessment, The Company engages with a diverse array/list of internal and external stakeholders, including employees, customers, suppliers, channel partners, communities, and investors.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement'
Shareholders	No	Email, Website, Annual General Meetings, Quarterly Results, Annual Report, Information to Stock Exchange	As per statutory requirement or as and when required	Long Term Value creation Transparency Good Governance High Reputation & Brand Image
Communities and NGOs	No	Meetings & Visits	Need basis	Education, Empowerment etc.
Customers	No	Video Conferencing Emails Site visit	Need basis	Competitive Cost Transparency in disclosure
Regulators	No	E-Mail & Personal Meetings	Need basis	Information & Statutory Approvals.
Employees	No	Email, Notice Board, Website, Others	As and when required	Employee Feedback
Channel Partners and Key partners	No			Product Quality Cost Timely delivery On time payment Ethical behaviour Upcoming technologies or equipment High Reputation & Brand Image

PRINCIPLE 5

BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

ESSENTIAL INDICATORS

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

Category	FY 2025-2026			FY 2024-2025		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	530	530	100%	59	59	100%
Other than permanent	16	16	100%	-	-	-
Total Employees	**546**	**546**	**100%**	**59**	**59**	**100%**
Workers						
Permanent	0	0	0%	0	0	0%
Other than permanent	525	0	0%	24	0	0%
Total Workers	**525**	**0**	**0%**	**24**	**0**	**0%**

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

Category	FY 2025-2026					FY 2024-2025				
	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	530	0	0%	530	100%	59	0	0%	59	100%
Male	368	0	0%	368	100%	38	0	0%	38	100%
Female	162	0	0%	162	100%	21	0	0%	21	100%
Other than Permanent	16	0	0%	0	0%	0	0	0%	0	0%
Male	8	0	0%	0	0%	0	0	0%	0	0%
Female	8	0	0%	0	0%	0	0	0%	0	0%
Workers										
Permanent	0	0	0%	0	0%	0	0	0%	0	0%
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%
Other than Permanent	525	525	100%	0	0%	24	0	0%	0	0%
Male	521	521	100%	0	0%	14	0	0%	0	0%
Female	4	4	100%	0	0%	10	0	0%	0	0%

3. a. **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	3*	3,90,00,000	-	-
Key Managerial Personnel	1	36,00,000	1	15,50,004
Employees other than Board of Directors and KMP	372	5,50,004	162	5,00,000
Workers	No Permanent workers			

*Note: *For reporting purposes, the median remuneration of the Board of Directors of TCC Concept Limited is being considered on a consolidated basis.*

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

	FY 2025-2026	FY 2024-2025
Gross Wages paid to females as % of total wages	52.49%	23.04%

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 - We do have Committee - POSH / Grievance Redressal Committees wherein the human rights issues are also addressed

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

The Company's Whistle-blower Policy provides a confidential and unbiased avenue for employees to report suspected misconduct. All complaints, referred to as "Reportable Matters," are directed to the Audit Committee, which ensures a comprehensive investigation in an unbiased manner. Based on the findings, the Committee recommends suitable disciplinary actions to address any confirmed issues.

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

	FY 2025-2026			FY 2024-2025		
	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	-	-	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

	FY 2025-2026	FY 2024-2025
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	-
Complaints on POSH as a % of female employees / workers	-	-
Complaints on POSH upheld	-	-

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

Our Employee Handbook outlines a structured grievance redressal mechanism that explicitly prohibits retaliation against any employee who raises a concern in good faith. The mechanism ensures confidentiality of the complainant's identity to the extent permitted by law, restricts access to complaint details to designated committee members. Any act of victimisation, intimidation, or retaliation is treated as a separate misconduct and is subject to disciplinary action, up to and including termination, as per the references in the internal employee Handbook document.

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

Yes, human rights requirements are integral to our business agreements and contracts. While we are currently in the process of formally documenting these requirements for our supply chain partners, we already have a Supplier Selection and Management Policy in place. This policy serves as a guiding instrument for our engagement with value chain partners, including suppliers. Moving forward, we will ensure that this process is thoroughly documented.

10. **Assessments for the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100% (By Entity)
Forced/involuntary labour	
child	
Discrimination at workplace	
Wages	
Others – please specify	-

The entity conducts regular internal assessments across its operations to ensure compliance with applicable laws and regulations concerning child labour, forced or involuntary labour, sexual harassment, workplace discrimination, and fair wage practices.

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

Not applicable, as no cases were reported.

PRINCIPLE 6

BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

ESSENTIAL INDICATORS

1. **Revenue from operations (in INR)**

Parameter	FY 2025-2026	FY 2024-2025
Revenue from operations	179,39,29,284	83,22,24,000

2. **Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format (Megajoules)**

Parameter	FY 2025-2026	FY 2024-2025
From renewable sources		

Parameter	FY 2025-2026	FY 2024-2025
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	2263352.445	1,38,369.6
Total fuel consumption (E)	426292.56	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	2689645.005	1,38,369.6
Total energy consumed (A+B+C+D+E+F)	2689645.005	1,38,369.6
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.0014993038	0.000166
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.0305	0.0034
Energy intensity in terms of physical output	Not Applicable	Not Applicable
Energy intensity (optional) – the relevant metric may be selected by the entity	Not Applicable	Not Applicable

3. **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

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

Parameter	FY 2025-2026	FY 2024-2025
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	3918.64	4,865
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3918.64	4,865
Total volume of water consumption (in kilolitres)	3918.64	4,865
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.00000218	0.0000058458
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.004442	0.00012
Water intensity in terms of physical output	Not Applicable	Not Applicable
Water intensity (optional) – the relevant metric may be selected by the entity	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. – No.

5. **Provide the following details related to Water Discharged**

Parameter	FY 2025-2026	FY 2024-2025
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
No treatment	-	
With treatment – please specify level of treatment	-	
(ii) To Groundwater	-	-
No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater	-	-
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third parties – Municipal Corporation		
No treatment	3,526	4,379
With treatment – please specify level of treatment		
(v) Others	-	-
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	**3,526**	**4,379**

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 – No.

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

No.

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

Parameters	Please specify unit	FY 2025 - 2026	FY 2024 – 2025
Nox	ppm	-	-
Sox	ppm	-	-
Particulate Matter (PM)	mg/m^3	-	-
Particulate Matter (PM) (PM10)		-	-
Particulate Matter (PM) (PM 2.5)		-	-
Persistent Organic Pollutants (POP)		-	-
Volatile Organic Compounds (VOC)		-	-
Hazardous Air Pollutants (HAP)		-	-
Others – CO	mg/m^3	-	-

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. – No.

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

Parameter	Unit	FY 2025-2026	FY 2024-2025
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO_2 equivalent	313.90	Data not available
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)1	Metric tonnes of CO_2 equivalent	446.4	27.48
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO_2 equivalent/ Rs	0.0000004238	0.000000033
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)2	Metric tonnes of CO_2 equivalent/ Rs	0.0008617	0.00000068
Total Scope 1 and Scope 2 emission intensity in terms of physical output		Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		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.

No, an independent assurance has not been carried out by an external agency.

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

NA

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

Parameter	FY 2025-2026	FY 2024-2025
Total Waste generated (in metric tonnes)		
Plastic waste (A)	8.61	4.86
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	21.56	6.88
Total (A+B + C + D + E + F + G + H)	**30.17**	**11.748**
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000000168	0.0000000141
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00000029	0.0000000287
Waste intensity in terms of physical output	Not Applicable	Not Applicable
Waste intensity (optional) – the relevant metric may be selected by the entity	Not Applicable	Not Applicable
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		

Parameter	FY 2025-2026	FY 2024-2025
(i) Recycled	0.00321	-
(ii) Re-used	-	-
(iii) Other recovery operations	10.76	-
Total	**10.76**	**-**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		-
(ii) Landfilling		-
(iii) Other disposal operations – Municipal Corporation	19.406	11.748
Total	**19.406**	**11.748**

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. - No

11. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

The company adopts a comprehensive waste management strategy based on the 6R principles Refuse, Reduce, Reuse, Recycle, Recover, and Responsible Disposal to minimize waste generation and maximize recycling.

1. We conduct regular waste assessments and audits, implement strict segregation of hazardous and non-hazardous wastes, and partner with certified recyclers for safe disposal.
2. To reduce hazardous and toxic chemicals, we focus on material substitution and process optimization, and train employees in responsible handling and disposal.

Continuous monitoring and measurable targets ensure ongoing improvement and compliance with all regulations.

12. 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.
1	Nil	Nil	Nil

13. 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
Not Applicable					

14. 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:

Sr. 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				

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.**

   The Company is not affiliated with 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.**

Sr. No	Name of Trade and industry chambers/associations	Reach of Trade/Industry
No such affiliations exist for the current financial year 2025–2026.		

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		

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
As per the (Corporate Social Responsibility Policy) Amendment Rules, 2021 - SIA is not applicable to our projects.					

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

   Not Applicable

   Note: There has been no rehabilitation / resettlement involved at any of our sites / transactions therefore this is Not Applicable

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

   We have a robust Grievance redressal mechanism which consists of a sound structured policy, Grievance redressal committee and various grievance raising channel.

   Various ways of raising a grievance is via various channels like -

   1. Email: Sending an email to a designated GRC email address (Grievance.redressal@tccltd.in); or

   2. Written Complaint: Submitting a written complaint addressed to the GRC via internal mail; or

   3. In-Person Complaint: Reporting a grievance directly to a member of the GRC or relevant department representative.

   All reporting channels are accessible and user-friendly, with clear instructions on how to file a complaint. Information on available reporting channels is readily available through company websites, employee handbooks, supplier contracts, and signage at workplaces. The GRC ensures that access to these reporting channels is in both English/ Hindi or any other vernacular language applicable if the Stakeholder is a Worker or person from vulnerable/ marginalised group.

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

	FY 2025-2026	FY 2024-2025
Directly sourced from MSMEs/small producers	75%	82%
Directly from within India	100%	100%

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

Location	FY 2025-2026	FY 2024-2025
Rural	-	-
Semi-urban	-	-
Urban	5.32%	-
Metropolitan	94.68%	100%

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.**

   Under our 'Customer Sustainability Policy' we at TCC Concept Limited have ensured that all customer-facing activities adhere to the highest standards of ethical conduct, transparency, and compliance

   We have established centralized feedback platform/channel accessible across all business lines for customers to provide feedback or file grievances regarding sustainability practices, ensuring a transparent and responsive process for customer concerns via a dedicated email / dedicated department and resources of CRM (Client / Customer Relation Management)

We have a robust monitoring system to track compliance with the customer sustainability policy, ensuring transparent reporting on key sustainability metrics to demonstrate progress and identify areas for improvement.

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	0%
Safe and Responsible usage	100%
Recycling and/or safe disposal	0%

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

	FY 2025-2026		Remarks	FY 2024-2025		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

	Number	Reason for recall
Voluntary Recalls	-	Not Applicable
Forced Recalls	-	Not Applicable

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

The TCC Concept Limited Group Cybersecurity Policy aims to protect digital assets, ensure data integrity, and maintain business continuity. It establishes a framework for safeguarding critical information, mitigating cyber threats, and preparing for IT disruptions. This policy applies to all business aspects, including.

1. All IT systems, data, and cybersecurity practices across Group.
2. Internal and external threats affecting business applications, data storage, and communication networks.
3. Protects IT systems (hardware/software) and data processes (collection, storage, transmission).
4. Extends to third-party vendors and external partners.
5. Applies to employees, contractors, and personnel with access to IT systems.

Weblink: https://tccltd.in/investor-relations/policies/

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

Not Applicable

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches - 0

b. Percentage of data breaches involving personally identifiable information of customers - 0

c. Impact, if any, of the data breaches - NIL

Designated email IDs have been assigned for reporting breaches (if any) across all sites on a Pan-India basis. These reports are then centrally escalated to the IT department for further action.

TCC CONCEPT LIMITED

Sustainability Report – FY 2025–26

ABOUT THE REPORT

This Sustainability Report for TCC Concept Limited ("The Company") presents a comprehensive account of our environmental, social, and governance (ESG) practices and performance during the financial year 2025–26, covering the period from April 1, 2025 to March 31, 2026. It has been prepared in alignment with the SEBI-mandated Business Responsibility and Sustainability Report (BRSR) framework. The scope of this report includes all operational entities under the Company, including Brantford Limited, AltRr Software Services Limited, NES Data Private Limited, Pepcart Logistics Private Limited, Pepperfry Limited (with its step-down subsidiaries: Pepperfry Modular Private Limited and Clouddio Sleep Private Limited) and Synthar Data Storage Private Limited (formerly known as EMF Clinic Private Limited), ensuring a consolidated view of our impact and performance.

This report is intended to provide transparency to our stakeholders—investors, customers, employees, suppliers, regulatory bodies, and communities—regarding our ESG priorities, progress, and long-term commitments. Throughout this report, we demonstrate how our sustainability principles are embedded into our core operations and decision-making processes. We have also included detailed metrics and charts that allow our stakeholders to evaluate our performance with clarity and confidence.

CORPORATE OVERVIEW

Founded on the principles of innovation and sustainable transformation, The Company has grown to become a leading technology-driven real estate solutions provider in India. Our operations span across high-impact sectors, including commercial workspaces, real estate data analytics, and Tier III/IV data centers, serving enterprise clients and small businesses alike.

Our flagship business, TCC Concept Limited (on a standalone basis), is a premier PropTech that enables efficient real estate leasing and transactions. Brantford Limited is engaged in asset leasing services to commercial office operators. AltRr Software Services Limited powers our digital infrastructure, offering AI-enabled data analytical platform, namely TryThat.ai to optimize space utilization, streamline property discovery, and integrate vendor services. NES Data Private Limited, our data center subsidiary, manages mission-critical colocation and server infrastructure, with a focus on high energy efficiency and uptime performance. Synthar Data Storage Private Limited makes private cloud storage software and hardware system (MyFlopy) that turns personal computers or vault devices into local cloud storage without third-party server subscriptions.

In the beginning of Dec 2025, the Company acquired Pepperfry along with the subsidiaries namely Clouddio Sleep Private Limited, Pepperfry Modular Private Limited and Pepcart Logistics Private Limited. Consequently, this Sustainability Report captures the ESG practices and performance data of the said four companies for the period from December 2025 to March 2026.

Pepperfry is a leading Omnichannel in India for furniture and home decor. It is a digital platform where multiple independent sellers and local craftsperson are listed; selling home goods, allowing buyers to easily compare prices, designs, and reviews in one place.

Pepcart Logistics Private Limited is involved in various operations related to logistics and warehousing facilities.

With a strong workforce, our presence continues to grow in key metropolitan and Urban cities. Our governance structure is underpinned by a diverse board and a dedicated ESG committee. At the core of Company's operations lies a strong commitment to sustainability, which influences every strategic and operational decision we make.

SUSTAINABILITY STRATEGY

Sustainability is not an adjunct to our business strategy; it is a long-term plan that integrates environmental, social, and governance (ESG) goals into a company's core operations. Our overarching goal is to drive long-term value creation while reducing our environmental impact, enhancing social equity, and promoting ethical conduct. The Company aligns its operations with the United Nations Sustainable Development Goals (SDGs), especially those related to responsible consumption (SDG 12), decent work (SDG 8), innovation and infrastructure (SDG 9), and climate action (SDG 13).

Our commitment to the National Guidelines on Responsible Business Conduct (NGRBC) enables us to manage environmental and social risks across all touchpoints. This year, our sustainability roadmap prioritized four strategic pillars:

1. **Climate and Resource Efficiency –** Promoting responsible energy use, GHG emissions reduction, and water conservation.

2. **Responsible Innovation –** Embedding ESG in technology development, data privacy, and AI ethics.

3. **Workforce and Community Resilience –** Empowering employees and contributing to societal development.

4. **Ethical Governance –** Ensuring strong corporate governance and anti-corruption frameworks.

   Our notable initiatives during the year include trainings on safety, training awareness on ESG across operations, initiating sustainable sourcing policies, and building ESG dashboards to track KPIs more effectively. We continue to seek partnerships with green building councils, data center efficiency alliances, and social impact foundations to amplify our progress.

GOVERNANCE AND SUSTAINABILITY OVERSIGHT

To institutionalize sustainability, the Company established an ESG Steering Committee reporting to the Board of Directors. The committee meets annually and is responsible for monitoring ESG KPIs, aligning risk frameworks, and ensuring inter-departmental coordination.

Policies revised this year:

Environmental:

- ESG Policy

Governance:

- Supplier Code of Conduct Policy

Social:

- Anti-Corruption and Anti Bribery Policy

- Human Rights Policy

We have also begun materiality mapping with key stakeholder groups to identify top ESG priorities.

STAKEHOLDER ENGAGEMENT FRAMEWORK

Our stakeholder engagement framework spans the following dimensions:

- **Clients:** We have client engagement platform, and we reach out to our clients regularly to ensure customer satisfaction.

- **Employees:** We have a feedback mechanism for employees through which we address their concerns diligently

- **Communities:** Our organisation wherever needed is engaging with neighbouring community via physical register for receiving feedback from them.

- **Investors:** The Investor Relations team engages through periodic disclosures, earnings calls, and direct communication channels to maintain transparency and accountability.

MATERIAL ESG TOPICS

Following internal assessments and external consultations, the following ESG topics have been prioritized for the next two fiscal years:

- Environmental Impact of Operations – Energy usage, GHG Emissions, waste management, Circularity, Water and resource efficiency, Ewaste

- Sustainable sourcing and supply-chain responsibility

- Occupational Health, Safety and well-being - Fleet safety and road-transport management
- Product quality, safety and responsible product stewardship
- Regulatory compliance and responsible business conduct
- Business ethics, anti-bribery and responsible governance - Intellectual property and confidential information
- Data privacy, cybersecurity and responsible software solutions
- Service quality, customer satisfaction and responsible marketing
- Human Rights Labour practices and contractor/worker welfare
- Human capital, diversity, equity and employee development
- Talent Retention and Workforce Development
- Value Chain Risk Management
- Digital transformation – Responsible IT asset management, Responsible use of artificial intelligence and emerging technologies

These topics guide our principle-wise disclosures and our ESG investment strategy.

PRINCIPLE 1

Ethics, Transparency and Accountability (SDG 16, 17)

This Principle emphasizes the importance of conducting business ethically and with transparency, fostering trust, compliance, and integrity across operations. It aligns with SDG 16 (Peace, Justice and Strong Institutions) by promoting strong governance and reducing corruption, and SDG 17 (Partnerships for the Goals) by supporting collaborative frameworks for sustainable development.

The Company upholds an unwavering commitment to ethical business conduct. We operate under a comprehensive framework of policies aimed at ensuring transparency, accountability, and trust. During FY 2025–26, our Key Managerial Personnel (KMP) underwent structured training sessions on ethics and governance, which included modules on familiarization trips to data center, whistleblower protection, anti-corruption, and roles-responsibilities.

Policy enhancement for ethical governance:

In FY 2025–26, the Company undertook a comprehensive revision of its governance-related policies, including the Anti-Corruption and Anti-Bribery Policy, Conflict of Interest Policy, and Fraud Detection and Prevention Policy. These updates strengthen internal controls and ensure alignment with evolving regulatory standards and stakeholder expectations.

No instances of bribery, corruption, or conflicts of interest were reported during the year. Our grievance redressal mechanism resolved all reported complaints within designated time frame.

We also introduced ESG Governance checklists for internal teams, enabling real-time tracking of compliance indicators. This aligns with SDG 16 (Peace, Justice, and Strong Institutions) by embedding transparency into operational decision-making.

PRINCIPLE 2

Sustainability in Products and Services (SDGs 6, 7, 8, 9, 11, 12, 13, 14, 15)

This Principle encourages innovation and sustainable thinking across the lifecycle of products and services. Businesses are expected to integrate environmental and social considerations into product development, usage, and disposal. It supports a wide range of goals:

SDG 6 (Clean Water and Sanitation), SDG 7 (Affordable and Clean Energy), SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 11 (Sustainable Cities and Communities), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action), SDG 14 (Life Below Water), and SDG 15 (Life on Land).

As a technology-led marketplace for furniture and logistics solutions, the Company shall embed sustainability and safety across the product and service lifecycle—from responsible sourcing and design for durability, through low carbon last mile delivery, to end of life take back and circularity.

We shall prioritise partnerships with vendors and logistics providers who meet defined environmental and social criteria, so as to continue to increase the share of sustainably sourced inputs and packaging.

The Company shall also invest in R&D and process improvements that reduce material intensity, enhance product longevity, and lower the carbon footprint of warehousing and transportation, while ensuring that all offerings comply with applicable safety, quality, and extended producer responsibility (EPR) requirements

These practices help advance SDGs 9 (Industry, Innovation and Infrastructure), 12 (Responsible Consumption), and 13 (Climate Action).

PRINCIPLE 3

Employee Well-being (SDGs 1, 3, 4, 5, 8, 9, 10, 11, 16)

This Principle underscores the role of businesses in ensuring the physical, mental, and emotional well-being of employees through safe, inclusive, and rewarding workplaces. It is directly linked to SDG 1 (No Poverty), SDG 3 (Good Health and Well-being), SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 10 (Reduced Inequalities), SDG 11 (Sustainable Cities and Communities), and SDG 16 (Peace, Justice and Strong Institutions).

The Company places employee welfare at the heart of its organizational culture. In FY 2025–26, we invested significantly in health and safety, diversity, and professional development programs, reaching 100% of our full-time workforce.

Health and Safety: Every employee is covered by comprehensive health and accident insurance. We conducted health and safety audits across all subsidiaries, resulting in zero major incidents reported during the year. The year on year analysis revealed that although the spending is 0.01% of the revenue but amount wise it has increased by 60% from last reporting year.

We intend to conduct annual Fire drills, develop emergency preparedness plan, evacuation simulations, and first-aid workshops across all major offices, warehouses, studios, Distribution centres improving emergency response preparedness.

Equal Opportunity and Inclusion: Our Equal Opportunity Policy complies with the Rights of Persons with Disabilities Act. We are committed to achieving gender parity in leadership hiring, with around 30% of middle and senior management roles to be held by women

Training and Capability Building: Our Learning & Development programs reached 100% of employees through at least one structured training session. We hosted 12 training workshops this year, an increase of 33%.

Employee Satisfaction: We received zero employee complaints during the year. We are committed to improving workplace flexibility, leadership communication, and wellness benefits. Our turnover rate stood at 29.42% year-on-year, supported by our work-life balance initiatives. We recorded 100% retention rate and return to work rate for all the employees who availed parental leave.

By prioritizing employee well-being, the Company contributes directly to SDG 3 (Good Health and Well-being), SDG 5 (Gender Equality), and SDG 8 (Decent Work and Economic Growth).

PRINCIPLE 4

Stakeholder Engagement (SDGs 1, 5, 8, 9, 11, 15, 16, 17)

This Principle promotes the identification, consultation, and collaboration with stakeholders, fostering shared value and inclusive growth. It is aligned with SDG 1, SDG 5, SDG 8, SDG 9, SDG 11, SDG 15, SDG 16, and SDG 17, encompassing goals around poverty alleviation, gender equality, industry resilience, community well-being, biodiversity, strong institutions, and global partnerships.

Engaging with stakeholders is integral to the Company's long-term success. Our stakeholder engagement framework is based on materiality, inclusiveness, and responsiveness. We have identified key stakeholder groups including employees, customers, suppliers, investors, regulators, and local communities, and maintain open channels of communication with each.

Engagement Mechanisms:

Our stakeholder engagement mechanisms span the following dimensions:

- **Clients:** We have client engagement platform, and we reach out to our clients regularly to ensure customer satisfaction.
- **Employees:** We have a feedback mechanism for employees through which we address their concerns diligently
- **Communities:** Our organisation wherever needed is engaging with neighbouring community via a register for receiving feedback from them.
- **Investors–** The Investor Relations team engages through periodic disclosures, earnings calls, and direct communication channels to maintain transparency and accountability.

Grievance Redressal:

The Company maintains a formal grievance redressal mechanism, available online and via in-person channels. In FY 2025–26, we received zero complaints within the mandated timeframe.

By deepening stakeholder trust and co-creating value with communities, The Company contributes to SDG 11 (Sustainable Cities and Communities) and SDG 16 (Peace, Justice and Strong Institutions).

PRINCIPLE 5

Human Rights (SDGs 5, 8, 9, 10, 16)

This Principle asserts that businesses must respect and uphold the human rights of all individuals they affect, directly or indirectly. It supports SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 10 (Reduced Inequalities), and SDG 16 (Peace, Justice and Strong Institutions), all of which address fairness, opportunity, inclusion, and legal protection.

Respect for human rights is foundational to TCC Concept Limited's corporate philosophy. We are committed to creating a workplace where dignity, safety, and equal opportunity are guaranteed for all. Our Human Rights Policy is aligned with international frameworks such as the UN Guiding Principles on Business and Human Rights and is applicable across all our subsidiaries and supply chain partners.

Policy Implementation and Training:

In FY 2025–26, 100% of our employees were trained on our Human Rights Policy. Training modules covered non-discrimination, prevention of harassment, workplace conduct, freedom of association, and reporting mechanisms.

- Awareness campaigns were launched across locations to promote a safe, inclusive culture
- Our policies show zero tolerance towards child labour practices.
- 100% of onboarding sessions included a human rights orientation

Monitoring and Incident Reporting:

We recorded zero cases of child labour, bonded labour, or discriminatory practices during the reporting year. Our whistleblower mechanism received zero submissions. We have mechanism in place to investigate and resolve them. With no confirmed violations of human rights reported. Zero POSH (Prevention of Sexual Harassment) complaints were reported during FY 2025-26

Inclusivity Metrics:

Our inclusivity focus extends beyond policy. In 2025–26:

- Gross wages paid to female employees stood at 52.49% of total wages paid.
- 100% of the employees were paid more than the stipulated minimum wages

By embedding human rights into our operations and culture, we actively contribute to SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), and SDG 10 (Reduced Inequalities).

PRINCIPLE 6

Environmental Stewardship (SDGs 6, 7, 8, 9, 10, 11, 12, 13, 14, 15)

This Principle requires businesses to operate in an environmentally responsible manner by reducing pollution, conserving resources, and mitigating climate risks. It supports SDG 6 (Clean Water and Sanitation), SDG 7 (Affordable and Clean Energy), SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 10 (Reduced Inequalities), SDG 11 (Sustainable Cities and Communities), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action), SDG 14 (Life Below Water), and SDG 15 (Life on Land).

At TCC Concept Limited, environmental responsibility is significant as it directly links long-term business resilience with regulatory compliance, cost efficiency, and stakeholder trust. In today's ESG-driven landscape, companies that proactively manage their environmental impacts are better positioned to meet evolving legal requirements, reduce operational risks, and unlock new market opportunities.

We recognize the urgent need to mitigate climate change, conserve natural resources, and transition toward sustainable operations. In FY 2025–26, we took critical steps to monitor, reduce, and report our environmental impact across all subsidiaries.

Energy Management:

Our total energy consumption during the year stood at 26, 89, 645.005 megajoules, sourced entirely from non-renewable electricity grids in combination to the non-renewable fuel usage for the fleet of vehicles (for our logistics subsidiary). It is to be noted that NES Data Private Limited operated data centre does not fall within either Scope 1 or Scope 2 emission calculations, as they are not run by our organisation, and we only provide site management services.

Energy intensity per rupee of turnover (Total energy consumed in megajoules/Revenue from operations in INR) stood at 0.0015.

The significant increase in reported energy consumption and Scope 1, 2 and 3 emissions is primarily attributable to the inclusion of the two newly acquired subsidiaries within the reporting boundary. Their operations were not included in the previous reporting period; therefore, the current-year figures represent a broader and more complete consolidation of the Group's activities rather than an increase arising solely from the existing business.

Under the GHG Protocol, emissions from subsidiaries and assets under the company's operational or financial control are generally consolidated into the Group's inventory. This includes facilities (54 – namely offices, studios, warehouses and distribution centres), vehicles (300+) and other operational assets controlled by the subsidiaries.

GHG Emissions:

We calculated Scope 1 emissions for the year to be approximately 313.9 metric tonnes of CO_2 equivalent.

We calculated Scope 2 emissions for the year to be approximately 446.4 metric tonnes of CO_2 equivalent.

Total Scope 1 and Scope 2 emissions for the year came to 760.30 metric tonnes of CO_2 equivalent

Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions in $MtCO_2e$/Revenue from operations in INR) stood at 0.0000004238.

Fuel consumption (Petrol/Diesel and CNG) from company-owned or controlled vehicles has increased direct energy use and Scope 1 emissions. The associated combustion of petrol or diesel generates direct emissions from mobile sources.

The studios contribute to electricity consumption through lighting, air-conditioning, machinery, tools, computers, ventilation and other operational equipment. This has increased purchased electricity and, consequently, Scope 2 emissions.

The subsidiaries also have warehouses, offices, workshops, showrooms and support areas. Their electricity, fuel, refrigerant use and backup-power requirements add to the consolidated energy, fuel and emissions profile.

Accordingly, the year-on-year increase should be interpreted primarily as a consequence of the expanded organisational boundary and consolidation of the acquired businesses, rather than as a like-for-like deterioration in the emissions performance of the previously reported operations.

Water Usage:

A total of 3918.36 kilolitres of water was consumed in FY 2025–26, sourced exclusively from licensed third-party providers. We initiated a pilot for low-flow water fixtures and are exploring rainwater harvesting feasibility, grey water usage across our office locations wherever infrastructurally feasible.

Water intensity per rupee of turnover (Total water consumption in Kilolitres/Revenue from operations in INR) stood at 0.0000021842.

The year-on-year reduction in reported water consumption is primarily due to a change in data coverage and reporting-period completeness, rather than necessarily indicating an actual reduction in water use across the entire business.

The current-year figure covers water consumption for only two of the four floors of the relevant facility. In addition, water data for the newly acquired subsidiaries is available for only four operational months of the financial year. Consequently, the current-year reported figure does not represent a full-year, like-for-like comparison with the previous year.

Waste Management:

We generated a total of 30.17 metric tonnes of waste this year, broken down as follows:

- Plastic Waste: 8.61 MT
- Non-Hazardous Waste: 21.56 MT

Waste intensity per rupee of turnover (Total waste generated in metric tonne/Revenue from operations in INR) stood at 0.0000000168.

Out of the total waste generated of 30.17 MT generated under the Company; total of 10.76 MT was recovered and recycled through - a) wet waste segregations and sending it for composting & b) Sending sanitary waste for recycling to authorized third party. The organisation has strengthened its solid-waste management practices by segregating waste at source and diverting recyclable materials from disposal through authorised recyclers. This initiative supports resource recovery, reduces the volume of waste sent to landfills and promotes a more circular approach to operations.

The organisation's recycling efforts also contribute to improved environmental performance by ensuring that waste is not directed to landfill, conserving resources, reducing pollution associated with waste disposal and encouraging responsible waste-handling practices across its facilities. This achievement reflects the organisation's continued commitment to efficient resource utilisation and sustainable operations.

Environmental Compliance:

We had zero incidents of environmental non-compliance or regulatory fines during the reporting period.

Our environmental efforts are closely aligned with SDG 6 (Clean Water and Sanitation), SDG 7 (Affordable and Clean Energy), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action), and SDG 15 (Life on Land).

PRINCIPLE 7

Public Policy Advocacy (SDGs 16, 17)

This Principle encourages companies to advocate for policies that support sustainable development, while remaining non-partisan, transparent, and ethical. It directly supports SDG 16 (Peace, Justice and Strong Institutions) and SDG 17 (Partnerships for the Goals) by fostering civic responsibility and policy collaboration.

The Company maintains a neutral and transparent stance on public policy engagement. While we do not currently hold formal affiliations with trade associations or policy advocacy groups, we recognize the growing importance of responsible corporate voice in shaping sustainable development outcomes.

Policy Engagement Framework:

We have instituted internal guidelines for evaluating and responding to policy developments, ensuring that our participation when undertaken is principled, non-partisan, and aligned with our values.

The Company does not engage in political funding or corporate lobbying.

- No affiliations with trade unions or political action committees.
- Advocacy conducted through recognized platforms; not in individual or partisan capacity.
- All external representations comply with the company's Code of Conduct and ethical standards.

Compliance and Conduct:

There were zero reported incidents of anti-competitive behaviour or policy violations during the reporting year. All lobbying, if applicable in future, will be disclosed in accordance with national transparency norms and internal ethical codes.

Forward-Looking Plans:

Looking ahead, we intend to participate selectively in cross-industry dialogues around sustainable infrastructure, energy transitions, and ethical AI.

By adopting a principled approach to advocacy, the Company contributes to SDG 16 (Peace, Justice and Strong Institutions) and SDG 17 (Partnerships for the Goals).

PRINCIPLE 8

Inclusive Growth and Equitable Development (SDGs 1, 4, 8, 10)

This Principle addresses the role of business in reducing inequality, promoting inclusive economic growth, and creating access to opportunities for all. It aligns with SDG 1 (No Poverty), SDG 4 (Quality Education), SDG 8 (Decent Work and Economic Growth), and SDG 10 (Reduced Inequalities).

Inclusive growth is a key pillar of TCC Concept Limited' sustainability mission. We strive to create socio-economic value for communities in which we operate, and to foster equitable opportunities within and beyond our workforce. Our focus during FY 2025–26 was on enabling MSME participation, enhancing digital literacy, and improving access to quality employment.

Supply Chain Inclusivity:

We initiated a baseline mapping of our supply chain partners to assess the current level of MSME engagement. As of March 2026, 75% of our suppliers are registered MSMEs and 100% of our sourcing is done directly from within India. We plan to launch vendor training programs to support ESG onboarding, contract compliance, and performance benchmarking for smaller suppliers.

Employment and Capacity Building:

The organisation has contributed to employment generation by creating direct and indirect job opportunities across urban (5.32%) and metropolitan (94.68%) centres. It has supported local livelihoods, strengthened community participation and enabled access to employment in diverse areas.

By expanding its operations and engaging local talent, vendors and service providers, the organisation has contributed to regional economic development and inclusive growth. This achievement reflects its commitment to building a diverse workforce and supporting sustainable employment opportunities across different geographies.

Through these interventions, TCC Concept Limited aims to build pathways to prosperity while reducing inequality, contributing directly to SDG 1 (No Poverty), SDG 4 (Quality Education), SDG 8 (Decent Work and Economic Growth), and SDG 10 (Reduced Inequalities).

PRINCIPLE 9

Customer Value and Responsibility (SDGs 8, 9, 12, 14, 15)

This Principle urges businesses to deliver safe, fair, and innovative products and services while respecting consumer rights and protecting data privacy. It supports SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 12 (Responsible Consumption and Production), SDG 14 (Life Below Water), and SDG 15 (Life on Land), by encouraging responsible production and consumption and minimizing ecological harm.

TCC Concept Limited is committed to delivering reliable, secure, and innovative services that prioritize the safety, privacy, and satisfaction of our customers. Customer-centricity is not only a business value for us but a fundamental aspect of our ESG framework.

Customer Satisfaction and Quality Assurance:

In FY 2025–26, TCC Concept Limited recorded zero incidents of data breach or cyber security. Apart from that there were zero forced or voluntary product recalls on accounts of safety. We have a robust cyber security and data protection and privacy policy.

The online marketplace platform has enhanced customer satisfaction by providing a reliable, transparent and user-friendly shopping experience. Customer feedback and complaints are captured through structured support channels and are used to improve platform services, seller performance and overall customer experience, in line with the consumer-engagement.

This achievement reflects the organisation's commitment under Principle 9 of the BRSR to providing value to consumers through responsible customer engagement, robust quality assurance and continuous improvement.

Product Responsibility and Digital Safety:

Product quality is supported through established quality-control procedures and testing protocols, and adherence to applicable product and safety requirements. These practices help ensure that products and services consistently meet customer expectations, while promoting reliability, safety and trust.

Every product and service we launch undergoes a review for safe usage, ethical design, and compliance with digital accessibility standards. Our AI-based platforms are continuously evaluated for bias, fairness, and explainability, with product teams trained in responsible tech design.

Responsible Marketing and Customer Support:

Our marketing communications follow a transparent, non-deceptive approach. All product claims are substantiated and aligned with service capabilities.

Grievance Handling:

We received zero customer complaints during FY 2025-26

Through our commitment to transparency, innovation, and consumer protection, we support SDG 9 (Industry, Innovation and Infrastructure) and SDG 12 (Responsible Consumption and Production).