

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL DISCLOSURES

Details of the Listed Entity	
1. Corporate Identity Number (CIN) of the Listed Entity	L85110KA1989PLC009968
2. Name of the Listed Entity	Tata Elxsi Limited
3. Year of Incorporation	1989
4. Registered Office Address	ITPB Road, Whitefield, Bengaluru 560048, India
5. Corporate Address	ITPB Road, Whitefield, Bengaluru 560048, India
6. E-mail	investors@tataelxsi.com
7. Telephone	080 2297 9123
8. Website	http://www.tataelxsi.com/
9. Financial Year for which the Reporting is being Done	April 1, 2021, to March 31, 2022
10. Name of the Stock Exchange(s) where Shares are Listed	BSE, NSE
11. Name and Contact Details (Telephone, E-mail Address) of the Person who may be Contacted in Case of Any Queries on the BRR Report	Dr. Sajiv Madhavan investors@tataelxsi.com
12. Reporting Boundary: Are the Disclosures in this Report Made on a Standalone Basis (i.e. Only for the Entity), or on a Consolidated Basis (i.e. for the Entity and All the Entities which Form a Part of its Consolidated Financial Statements, taken Together)?	The disclosures under this report are made on a consolidated basis

13. List three key products/services that the Company manufactures/provides (as in balance sheet):

The services provided by Tata Elxsi Limited are listed below:

Software Development & Services

- Technology Consulting, New Product Design & Development and Testing Services
- Consumer Insights & Strategy, Visual Design & Branding, Product & Packaging Design, User Experience Design, Service Experience Design & Transportation Design
- High-end Content and 3D Animation Services

Systems Integration & Support

- Implement and integrate complete systems and solutions for High-Performance Computing, CAD/CAM/CAE/PLM, Broadcast, Virtual Reality, Storage, and Disaster Recovery
- Professional services for maintenance and support of IT infrastructure in India and overseas

14. Total number of locations where business activity is undertaken by the Company

- a) Number of international locations (Provide details of major 5): The Company has sales operations across 16 international locations, including France, Germany, Japan, UAE, UK, and USA, amongst others
- b) Number of national locations: The Company is headquartered in Bengaluru and operates through 13 design and development centres and 6 sales offices

15. Markets served by the Company

The Company provides its design and engineering services to national and international markets

BUSINESS RESPONSIBILITY REPORT (Contd.)

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid-up Capital (Rs.)	Rs. 6,227.64 Lakhs
2. Total Turnover (Rs.)	Rs. 251,533.19 Lakhs
3. Total Profit after Taxes (Rs.)	Rs. 54,967.15 Lakhs
4. Total Spending on Corporate Social Responsibility (CSR) as a Percentage of Profit after Tax (%)	In accordance with the Companies Act, 2013, and the Companies (Corporate Social Responsibility Policy) Rules, 2014 (as amended), the Company spent over 2% of its average net profit of the previous three financial years on corporate social responsibility activities.
5. List of Expenditure-incurring Activities (Explained in Point 4 Above):	Rs. 655.06 Lakhs

SECTION C: OTHER DETAILS

- Does the Company have any Subsidiary company/companies?
No.
- Do the subsidiary company/companies participate in the BR initiatives of the parent company? If yes, indicate the number of such subsidiary company(ies):
Not Applicable.
- Do any other entity/entities, that the Company does business with (e.g., suppliers, distributors, and others), participate in its BR initiatives? If yes, indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]:
Yes. The Company promotes responsible supply chain and procurement practices. We encourage adoption of highest ESG standards and compliance with applicable laws and regulations, fair business practices, environmental protection and community development. All our suppliers participate in the BR initiatives of the Company.

SECTION D: BR INFORMATION

1. Details of Director/Directors Responsible for BR

a) Details of the Director/Directors responsible for the implementation of the BR policy/policies:

- DIN Number:** 08458315
- Name:** Mr. Manoj Raghavan
- Designation:** Managing Director & Chief Executive Officer

b) Details of the BR Head:

Sr. No.	Particulars	Details
1.	DIN Number (if applicable)	-
2.	Name	Dr. Sajiv Madhavan
3.	Designation	Chief Risk & Sustainability Officer
4.	Telephone Number	+91 80 2297 9302
5.	E-mail ID	investors@tataelxsi.com



BUSINESS RESPONSIBILITY REPORT (Contd.)

2. Principle-wise (as per NVGs) BR Policy/Policies

a) Details of compliance (Reply in Y/N)

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have policy/policies for....?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy been formulated in consultation with relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national/international standards? If yes, specify (within 50 words)*	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the Board approved the policy? If yes, has it been signed by the MD/Owner/CEO/appropriate Board Director?#	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the concerned policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online https://tataelxsi.com/storage/quick-links/August2021/Tata-Elxsi-Sustainability-Policy.pdf	Y	Y	Y	Y	Y	Y	Y	Y	Y
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?§	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the Company have an in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the Company carried out an independent audit/evaluation of the working of the policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

*Our BR Report has been drafted within the National Voluntary Guidelines on Social, Environment, and Economic Responsibilities of Business and reflects our commitment to integrating environmental, social, and ethical principles in our business.

#Tata Elxsi's Sustainability Policy is approved by the Managing Director & Chief Executive Officer.

§The Company policies are accessible to all its employees on the intranet, and other relevant policies for its stakeholders are suitably made available.

3. Governance related to BR

a) Indicate how frequently the Board of Directors, Committee of the Board or CEO assesses the BR performance of the Company.

Semi-annually

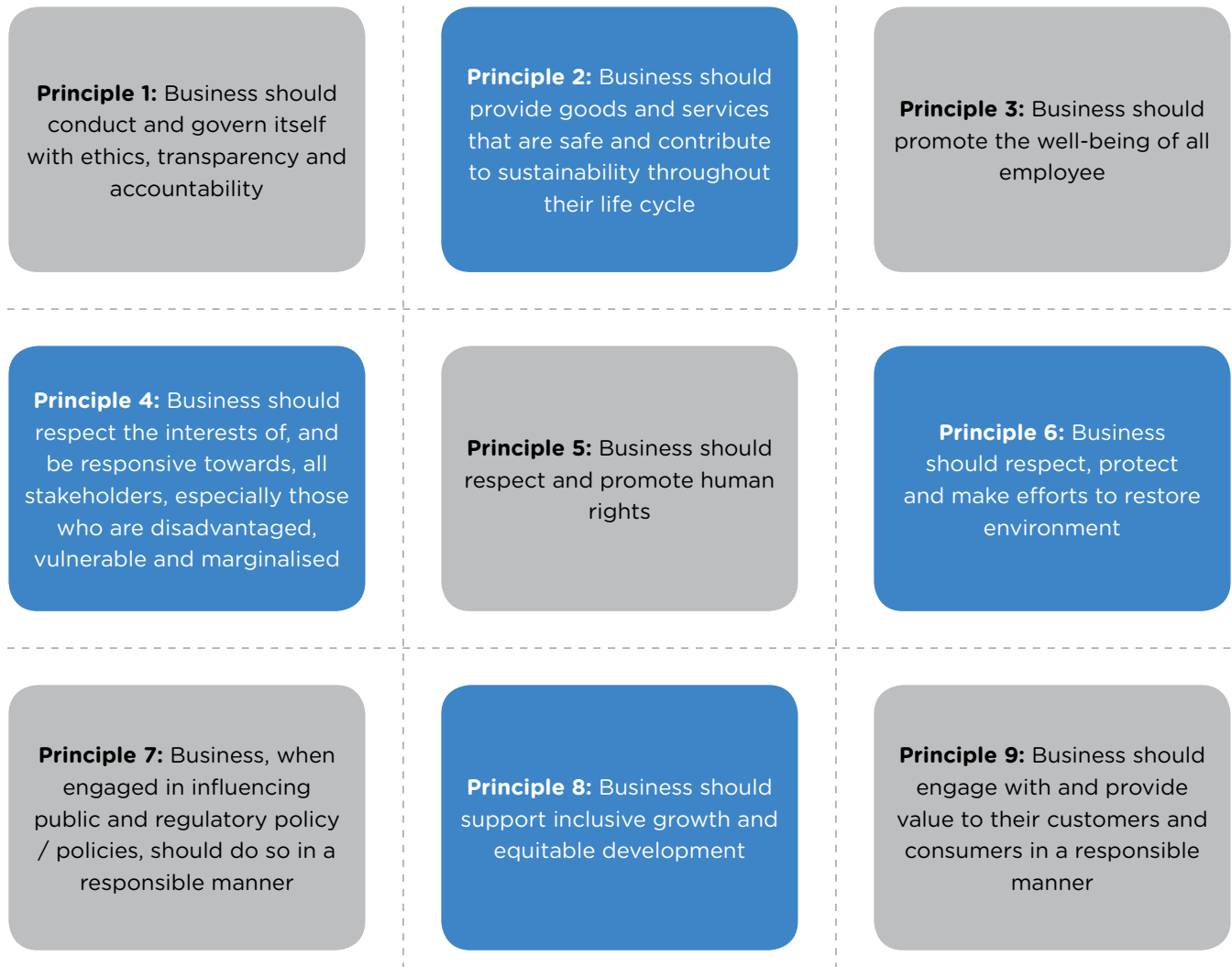
b) Does the Company publish a BR or a Sustainability Report? If yes, how frequently is it published? What is the hyperlink for viewing such report?

The Company's Business Responsibility Report forms a part of its Annual Report, published annually, and is hosted on the Company's website : www.tataelxsi.com/Business-Responsibility-Report.

BUSINESS RESPONSIBILITY REPORT (Contd.)

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle-wise Business Responsibility Policy/Policies: The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of business responsibility, briefly mentioned as follows:



BUSINESS RESPONSIBILITY REPORT (Contd.)

Principle 1

1. Does the policy/policies relating to ethics, bribery and corruption cover/covers only the Company? (Yes/No) Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others?

The Tata Code of Conduct is applicable to all the employees, business partners and suppliers associated with the Company. Following are the policies adopted by the Company:

- [Anti-bribery and Anti-corruption Policy](#)
- [Anti-money Laundering Policy](#)
- [CSR Policy](#)
- [Dividend Distribution Policy](#)
- [Policy on Preservation of Documents](#)
- [Policy on Materiality of Event](#)
- [Policy on Determination of Legitimate Purpose](#)

- [Policy on Board Diversity](#)
- [Privacy Policy](#)
- [Related Party Transactions Policy](#)
- [Supply Chain and Procurement Policy](#)
- [Sustainability Policy](#)
- **Whistle-blower Policy**

2. How many stakeholder complaints did the Company receive in the past financial year? What percentage of the same was satisfactorily resolved by the Management? Provide details thereof, in about 50 words or so.

No concerns/complaints were received relating to ethics, bribery and corruption from any of our stakeholders during 2021-22.

During this period, we have received 37 queries/complaints from our investors and all stand resolved as on March 31, 2022.

3. Number of Directors/KMPs/Employees/Workers against whom disciplinary action was taken for the charges of bribery/corruption by any law enforcement agency:

	2021-22	2020-21
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

4. Provide details of any corrective action taken/underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions on cases of corruption and conflicts of interest.

None.

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Principle 2

1. List up to 3 of your products or services whose design incorporates social or environmental concerns, risks and/or opportunities.

a) Social:

We have designed solutions that support low cost public infrastructure. For example, an alternative traffic control system has been designed that is lightweight drone based and can be deployed on demand at locations with unexpected traffic such as accident or construction sites. Another example is the design of energy-efficient traffic control system that is 70% lesser weight and at a significantly reduced cost. It also includes a failure mitigation system that deploys a drone with backup battery to supply power to the traffic light in the event of a power failure.

Electric vehicles consist of multitude of sensors and electronic components that emit significant electromagnetic radiations and hence solutions for monitoring and controlling these electromagnetic radiations are developed. This radiation monitoring system detects the components that are emitting unsafe radiation levels, and intelligently adjusts operation of components within the vehicle to reduce overall radiation levels based on whether the faulty component and other active components are critical or non-critical for prevailing driving conditions. This real-time radiation monitoring system enables active safety to mitigate risk of radiation exposure to driver & passengers.

Our medical devices capability extends to designing contactless detection of respiratory disease markers. This enables medical screening in rural areas, in the absence of specialists or expert medical practitioners. This contact-less system can be implemented as a smartphone app to record audio samples of respiratory events such as coughs using a typical smartphone microphone. The system

builds a software model of the respiratory tract customized for age, gender, and physical characteristics of the patient. The customized model, along with spectral and temporal analyses of the audio samples, is then used to identify an origin of the cough, and the specific respiratory disease without requiring mouthpiece, tubes, or other sensors.

b) Environmental:

We have designed a battery box for autonomous, electric and hybrid vehicles that has a simple, light-weight and cost-effective cooling mechanism employing a telescopic duct for precise and localized management of individual battery cells in a battery pack. The telescopic duct can carry coolant fluid to any region within a battery box having the battery pack and perform localized battery cooling to achieve optimal temperature for individual battery cells to prevent malfunctioning. This design significantly reduces risk of battery malfunctioning or fire, as well as an improved battery life and driving range.

As a part of our competency in designing solutions for our transportation business, we have developed a new hood assembly suited for any vehicle for reducing aerodynamic drag without affecting vehicle aesthetics. At high speeds, this hood automatically rotates, while extending under-hood devices to cover any gaps resulting from the rotation to adapt end portions of the vehicle into an airfoil-like shape that allows for smooth airflow. This can reduce up to 10-25% aerodynamic drag and associated fuel usage.

Another design feature is the development of a geared fluid transmission device that aims at reduced servicing & maintenance cost and time. This transmission device with multiple split housings are capable of being uncoupled and coupled to accommodate gear assemblies of different sizes. The device also includes a non-split type flow insert of variable thickness adapted to obtain



BUSINESS RESPONSIBILITY REPORT (Contd.)

multiple flow rates, thus preventing a need for frequent overhauls.

2. Does the Company have procedures for sustainable sourcing (including transportation) in place?

a) If yes, what percentage of your inputs were sourced sustainably? Also, provide details thereof, in about 50 words or so.

Tata Elxsi follows the Tata Code of Conduct and is well-focused on sustainable procurement practices. All of the Company's suppliers adopt the supplier code of conduct that is aimed at achieving responsible supply chains. Onboarding suppliers, include evaluation of CSR practices.

3. Has the Company taken any steps to procure goods and services from local and small producers, including communities surrounding its place of work?

a) If yes, what steps have been taken to improve the capacity and capability of local and small vendors?

Tata Elxsi engages with multiple local and international suppliers, with a preference for the local vendors. We have a robust engagement model for meaningfully

engaging with our suppliers on material aspects. We also undertake regular capacity-building and assessment measures for our key suppliers.

4. Does the Company have a mechanism to recycle products and waste? If yes, what percentage of products and waste is recycled (separately as <5%, 5-10%, >10%)? Also, provide details thereof, in about 50 words or so.

Our commitment to ESG is exemplified by our sustainability policy and supplier sustainability policy. We have systems and methods in place, while having adopted a focused approach to managing the waste generated by our operations. Some of the Company's specific initiatives include recharging groundwater using rainwater, effluent treatment, and reusing treated water. Our e-waste recycling process takes care of computers, monitors, computer accessories and other electronic office equipments, and specialized agencies are employed to carry out the e-waste disposal. The Company encourages reduced use of paper. By means of reliable processes and efficient resource usage, we ensure optimal use of equipments. We are focused on achieving 'zero waste to landfills,' and we continue to consciously work on further segregation, recycling, and reducing mixed waste to landfills.

BUSINESS RESPONSIBILITY REPORT (Contd.)

Principle 3

1. 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)	8,789	5,732	65.22	3,057	34.78
2.	Other than permanent (E)	587	434	73.94	153	26.06
3.	Total employees (D+E)	9,376	6,166	65.76	3,210	34.23

2. Differently abled employees

Sr. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	10	8	80	2	20
2.	Other than permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D+E)	10	8	80	2	20

3. Please indicate the total number of employees hired on a temporary/contractual/casual basis:

Please refer Table 1 and 2 above

4. Do you have an employee association recognised by the Management? [Yes/No]

No. Despite there being no formal employee association, we have undertaken various initiatives to address industry-specific hindrances faced by the employees. Tata Elxsi facilitates harmony and care at workplace through individual counselling, Employee Connect/Employee Touch Base mechanisms, 3rd party helpdesk, and an efficient whistle-blower process.

5. What percentage of your permanent employees are members of this recognised employee association?

N/A

6. Please indicate the number of complaints registered or pending, relating to child labour, forced labour, involuntary labour, sexual harassment during the last financial year and as at the end of the financial year.

No.	Category	No. of complaints filed during the financial year	No. of complaints pending as at the end of the financial year
1.	Child labour/Forced labour/Involuntary labour	-	-
2.	Sexual harassment	3	-
3.	Discriminatory employment	-	-

7. What percentage of your below-mentioned employees were given safety and skill upgradation training last year?

(a) Permanent Employees: 91%

(b) Permanent Women Employees: 80%

(c) Casual/Temporary/Contractual Employees: 79%

(d) Employees with Disabilities: Safety and skill up-gradation training is an ongoing process in the company. This data is not separately maintained



BUSINESS RESPONSIBILITY REPORT (Contd.)

8. Participation/Inclusion/Representation of Women in:

	Total (A)	No. and Percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	1	16.66%
Key Management Personnel	3	1	33.34%

9. Details of measures taken for the well-being of employees

All our employees are covered by health insurance and maternity/paternity benefits.

10. Details of retirement benefits for the current and previous financial year

PF and gratuity benefits are available to all our employees

11. Whether the entity has implemented an occupational health and safety management system? (Yes/ No). If yes, the coverage of such system?

Yes. Tata Elxsi has adopted a systematic approach to control occupational health and safety risks. We have tied up with a third party as medical assistance partner. We have also provided hotline numbers to our employees to ensure their safety and well-being. The Company conducts regular training to raise awareness regarding occupational health and safety and also undertakes audits regularly.

The Company's Occupational Health and Safety Management System complies with the requirements of ISO 45001:2018.

12. Details of safety-related incidents: We monitor our Lost Time Injury Frequency Rate (LTIFR), any work related injuries or work related ill-health. There have been no fatalities during this financial year.**13. Describe the measures undertaken by the entity to ensure a safe and healthy workplace**

We have established our health and safety policies, practices, and the same are reviewed periodically. Our Trivandrum and Bangalore facilities have been accorded ISO 45001 certification based on the audit conducted by the certification body.

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

We have provided 'Speak Up' platform and 'Helpdesk' facility for addressing grievances that our employees have. In addition there is also an efficient whistle-blower policy in place.

Principle 4**1. Has the Company mapped its internal and external stakeholders?**

Yes. We have mapped our internal and external stakeholders, and they include our shareholders, employees, customers, business partners, suppliers, and the communities that we serve.

2. Out of the above, has the Company identified the disadvantaged, vulnerable and marginalised stakeholders?

Yes. Tata Elxsi gives attention to the weaker sections of society and supports them through various initiatives related to healthcare, education and environment. We are committed to resolving various issues of society and strive towards community development. The Company has robust CSR policies which are designed to,

- Serve societal, local and national goals in all the locations we operate
- Provide opportunities for Tata employees to contribute to these efforts through volunteering

Our CSR interventions are aimed at educating children to give them a better future while focusing and researching on ways for a more sustainable development of the communities. We prioritise and emphasise healthcare by providing life-saving treatment and medicines to the lesser-privileged patients.

BUSINESS RESPONSIBILITY REPORT (Contd.)

3. Does the Company take any special initiatives to engage with the disadvantaged, vulnerable and marginalised stakeholders? If so, provide details thereof, in about 50 words or so.

We engage with our stakeholders through our CSR initiatives that prioritise engagement with the disadvantaged, vulnerable and marginalised by promoting healthcare, socio-economic development, and education.

Principle 5

1. Does the policy of the Company on human rights cover only the Company or extends to the Group/ Joint Ventures/Suppliers/Contractors NGOs/ Others?

The Company's code of conduct and sustainability policy covers its employees, customers and its suppliers.

2. How many stakeholder complaints were received in the last financial year, and what percentage was satisfactorily resolved by the Management?

Tata Elxsi follows a strong and robust stakeholders' management process and has established efficient channels and platforms of communication. These address stakeholders' needs and opinions, aided by helpdesk facilities for the employees and Service-Level Agreements (SLAs) for timely closure.

There were no complaints received related to Principle 5 during the year.

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

There were no complaints / grievances received from stakeholder groups on any of the principles under NVG.

4. Please indicate material responsible for business conduct and sustainability.

a. Data Privacy & Security: The Company has put in place appropriate security measures to ensure data privacy and security by instituting Information Security Management Systems. There are measures and controls

to enable human resource related security, physical and environment security, asset management, access controls and operations security.

b. Corporate Governance & Conduct: Strong governance and compliances are imperative for sustainable growth, backed by a competent management team to mitigate the risk and make the most of the opportunities.

c. Talent Management: Tata Elxsi's core is its employees and adopts a focused approach to harnessing employee talent. There are processes in place for leadership development, functional training and support for performance and career development.

d. Employee Well-being, Health & Safety: The Company has taken various measures were undertaken to ensure employee health and safety, especially during Covid-19, allowing work from home/area of convenience and supporting vaccination drives. The company's systems are driven based on ISO 45001 norms and includes regular reviews of the approaches towards health and safety.

e. Diversity, Equity, and Inclusion: The Company policy framework fosters diversity, equity and inclusion. Adoption of inclusive programs, minority friendly policies and collaboration opportunities with similar institutions are part of this inclusive culture.

f. Waste, Water and Biodiversity: The Company takes various initiatives to ensure water availability, waste management and biodiversity conservation. Initiatives have also been taken to optimise water use, enable availability and recycle waste. The company's waste management focuses on reducing waste generation and proper waste disposal.

g. CSR: The key components of our CSR are community projects and employee volunteering. Our CSR initiatives are driven with a focus on healthcare, environment and education for the underprivileged.



BUSINESS RESPONSIBILITY REPORT (Contd.)

Principle 6**1. Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others?**

The Company extends its support to all (suppliers, contractors, and NGOs working with the Company) through the Safety-Health-Environment, Sustainability Policy and Supplier Sustainability Policy.

2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, and others? Yes/No. If yes, please give hyperlinks to the webpage.

We strive for environmental sustainability and comply with all applicable laws and regulations in all our services. We seek to prevent the wasteful use of natural resources and are committed to improving the environment. To this end, we have declared our ambition to become Carbon Neutral by 2030. We have also implemented systems to effectively manage energy, water, waste and biodiversity.

Link to the policy: <https://tataelxsi.com/storage/quick-links/August2021/Tata-Elxsi-Sustainability-Policy.pdf>

3. Does the Company identify and assess potential environmental risks?

Yes, the Company identifies and assesses potential environmental risks by means of asset and impact assessments.

4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report was filed?

No, there were no projects related to Clean Development Mechanism

5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, and more? Yes/No. If yes, please give hyperlinks to the webpage and more

Being in a knowledge-intensive industry, we do not operate industrial machinery, production facilities, or other energy-intensive operations. But we do realise our role and responsibility as responsible corporate citizens. Therefore, we have been emphasising and continually pursuing and adopting appropriate energy conservation measures.

We undertake active measures towards energy conservation and carbon footprint reduction. These measures include: Using technology to monitor and control the power consumption of air conditioning and other related equipments; Using energy-efficient light bulbs; and Using technology for switching off computer monitors and motion sensors for lighting controls, among others.

We regularly review our energy requirements and consumption patterns. This exercise helps us identify and arrive at our plan of action for effective power utilisation during peak and non-peak seasons. Apart from these, we also continually undertake initiatives aimed at educating all our employees regarding energy conservation while also creating awareness for the same. We discuss energy conservation measures with our employees that can be adopted at individual levels to help conserve power and energy. Usage of green power and deployment of solar panels for power generation are some of the approaches that we are adopting in to reduce our carbon footprint.

6. Were the emissions/waste generated by the Company within the permissible limits given by CPCB/ SPCB for the financial year being reported?

Yes. In compliance with the norms set by the Pollution Control Board, Tata Elxsi adheres to the limits mentioned for emissions and waste generation by entities.

7. Number of show cause/legal notices received from CPCB/SPCB which were pending (i.e., not resolved to satisfaction) as at the end of the financial year.

None.

BUSINESS RESPONSIBILITY REPORT (Contd.)

Principle 7

1. **Is the Company a member of any trade and chamber or association? If yes, name only the major ones that the Company's business deals with.**

No, Tata Elxsi is not a part/member of any trade and/or chamber and/or association.

2. **Has the Company advocated/lobbied through the above-mentioned associations for the advancement or improvement of public good? Yes/No. If yes, specify the broad areas (drop box: Governance and administration, economic reforms, inclusive development policies, energy security, water, food security, sustainable business principles, and others)**

No.

Principle 8

1. **Does the Company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes, details thereof.**

We have designed our CSR objectives so as to serve societal, local, and national goals in the locations where we operate. Our aim is to create a significant and sustained impact on local communities in line with the priority Sustainable Development Goals of our country. We provide opportunities to our employees to contribute to these efforts through volunteering. Our CSR committee recommends and monitors our CSR initiatives closely to guide us better. Based on the recommendation of our CSR Committee, our Board has adopted a CSR Policy.

For the past six years, our flagship programmes Shiksha (Education) and Niramay (Cure) have been running successfully. Tata Elxsi thrives on cutting-edge technology. This gives us the natural urge to empower our communities' young minds with knowledge. Our target is to prepare these young people of the communities for a bright future by creating necessary facilities for them. Our Shiksha programme was designed keeping all of the above in mind. Today, our Shiksha programme benefits 200+ students in various

stages of education (Primary school to master's programmes), including 100 diploma engineering students, 45 differently abled and 35 from weaker sections of the society.

One of the key parts of our business is associated with the field of healthcare and patients. We identified the lack of critical healthcare facilities for the needy or the lesser privileged. And hence, we came up with Niramay to fill this gap. Our Niramay programme helps the needy by providing financial support for lifesaving treatments, creating infrastructure for charitable hospitals, extending quality medical care in slums and rural areas and palliative care for the terminally ill. Through Niramay, we have touched the lives of 27,000+ patients across the country in FY 22 alone. In FY 22, we have started funding IIT Madras for multi-year research, design and prototyping of an affordable high-quality hand-neuro-rehabilitation device, a high performance prosthetic foot and a motorised version of standing wheelchair, which have the potential of very positively impacting the lives of thousands of physically challenged individuals.

In FY 21, we were approached by CMC Vellore to help them set up the new Advanced Trauma Care Centre at Kannigapuram. We sponsored 60 patient beds and one ventilator for the facility. We subsequently sponsored the critical devices for a 11-bed ICU for the centre in FY 22.

When the pandemic hit, we joined the nationwide drive to fight Covid-19. We provided large consignments of PPE kits, masks and other urgently needed items for the medical professionals at Sassoon Hospital (Pune), Bangalore Baptist Hospital, Government College (Trivandrum), Trivandrum General Hospital and Adyar Cancer Hospital (Chennai). In the second wave also, we upgraded 15 normal beds to ICU beds for Baptist Mission Hospital, Bangalore for faster care of critical patients.

We sponsored a Gastro-endoscopy Suite for Sri Ramakrishna Ashrama Charitable Hospital at Trivandrum.



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- 2. Are the programmes/projects undertaken through an in-house team/own foundation/external NGO/Government structures/any other organisation?**

The programmes/projects chosen are a mix of in-house, external and group level initiatives.

- 3. Did the Company carry out any impact assessment of its initiatives?**

Tata Elxsi believes in conducting effective assessments to understand all its long-term initiatives better and make corrections as per requirement. The Company also ensures that site visits and impact assessment studies are conducted when the projects are mature enough to be evaluated. This period can last anywhere from three to four years. To this end, we have carefully chosen programmes that intend to directly impact the end beneficiaries. The procedure of reporting for the same has been laid down very clearly.

- 4. What is the Company's direct contribution to community development projects? Specify amount in Rs. and the details of the projects undertaken?**

The Company's contribution in 2021-22 towards community development projects was Rs. 6.99 crores, on projects relating to 16 events.

- 5. Did the Company undertake steps to ensure the successful adoption of this community development initiative by the community? Please explain in 50 words, or so.**

We work closely with professional institutions with proven track record to ensure that the benefits are passed on to the target community. Examples of such institutions are Sri Jayadeva Hospital, Baptist Hospital, RASA (Ramana Sunritya Aalaya), Vishranthi Trust, Ashoka Trust for Research in Ecology and the Environment (ATREE) and Karunashraya in Bangalore, Sri Chitra Tirunal Hospital and Sri Ramakrishna Ashrama Charitable Hospital in Trivandrum, RASA and IIT in Chennai, CMC in Vellore.

Principle 9

- 1. What percentage of customer complaints/consumer cases were pending as at the end of the financial year?**

Tata Elxsi uses periodic/frequent interactions, e-mails, dedicated relationship managers, established SLAs and escalation mechanisms to draw customer queries, complaints, and satisfaction. Using these processes, we promptly resolve any dissonance with our customers.

- 2. Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/Not Applicable/Remarks (additional information).**

Not Applicable.

- 3. Were there any cases filed by any stakeholder/stakeholders against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as of the end of the financial year? If so, provide details thereof, in about 50 words or so.**

No. There were no cases filed against the Company by any stakeholder regarding unfair trade practices, irresponsible advertising, and/or anti-competitive behaviour in the last five years.

- 4. Did your Company carry out any consumer survey/consumer satisfaction trends?**

We conduct customer satisfaction surveys periodically. These surveys are done from both, delivery and engagement perspective, and they help derive an index of our customers' satisfaction levels along with qualitative feedback on our services.