

## Independent Assurance Statement

### Introduction

DNV represented by DNV Business Assurance India Private Limited ('DNV') has been engaged by the management of Tata Communications Limited ('Tata Communications' or 'the Company', Corporate Identity Number: (L64200MH1986PLC039266) to carry out an independent assurance engagement of its non-financial/sustainability performance (qualitative and quantitative data) disclosed in the Company's Integrated Report 2022-23 ('the Report') in its printed and online formats including references to the Company's website. The sustainability performance in this Report covers disclosures corresponding to the reporting period 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023 and relates to material topics identified by Tata Communications. The non-financial disclosures (ESG) have been prepared by Tata Communications based on key requirements of the International Integrated Reporting Council's International <IR> Framework (January 2021, the '<IR> Framework'). The company has also included Business Responsibility and Sustainability Reporting ('BRSR') disclosures as part of the report.

### Responsibilities of the Management of Tata Communications Limited and of the Assurance Provider

The Management of the Company has the sole responsibility for the preparation of the Report and are responsible for all information disclosed in the Report as well as the processes for collecting, analyzing and reporting the information presented in the Report. Tata Communications is also responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on sustainability performance. In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of Tata Communications.

We provide a range of other services to the Company, none of which in our opinion, constitute a conflict of interest with this assurance work. Our assurance engagements are based on the assumption that the data and information provided by the Company to us as part of our review have been provided in good faith and are free from misstatements.

The intended user of this assurance statement is the Management of Tata Communications. We disclaim any liability or responsibility to a third party for decisions, whether investment or otherwise, based on this Assurance Statement. We planned and performed our work to obtain the evidence we considered necessary to provide a basis for our assurance opinion. The assurance engagement considers an uncertainty of  $\pm 5\%$  based on materiality threshold for estimation/measurement errors and omissions. We did not engage with any external stakeholders as part of this assurance engagement.

### Scope, Boundary and Limitations

The reporting scope and boundary encompasses environmental, social and governance performance of Tata Communications' global operations as brought out in the section 'About the Report' of the report for the activities undertaken by the Company during the financial year 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023.

During the assurance process, we did not come across limitations to the scope of the agreed assurance engagement. The reported data on economic performance, expenditure towards Corporate Social Responsibility (CSR) activities, and other financial data are based on audited financial statements issued by

the Company's statutory auditors which is subject to a separate audit process. We were not involved in the review of financial information within the Report.

### Basis of our Opinion

We planned and performed our work to obtain the evidence considered necessary to provide a basis for our assurance opinion, and as part of the assurance engagement, a multi-disciplinary team of sustainability and assurance specialists conducted assessments and interactions with Tata Communications's key internal stakeholders at sample sites; GK-1 Delhi, VSB Chennai and Dighi Pune based on DNV's sampling plan. Moreover, we also interacted with other internal stakeholders (Process owners) in virtual mode. We adopted a risk-based approach, that is, we concentrated our verification efforts on the issues of high material relevance to Tata Communications and its key stakeholders. We undertook the following activities:

- Reviewed the approach to stakeholder engagement and materiality determination process and its outcomes as brought out in the Report.
- Reviewed the process of reporting on the key Content Elements and Guiding Principles of the <IR> Framework.
- Interviews with selected senior managers responsible for management of sustainability issues and review of selected evidence to support topics disclosed in the Report including business model, risk, opportunities and outlook as per the requirements set out in the <IR> Framework. We were free to choose interviewees and interviewed those with overall responsibility to deliver the Company's sustainability objectives.
- Verification of the data consolidation of reported performance disclosures in context to the Principle of Completeness as per VeriSustain for a limited level of verification.

### Opinion and Observations

Based on the verification undertaken, nothing has come to our attention to suggest that the Report together with referenced information does not properly describe the Tata Communication's adherence to the key reporting requirements of the <IR> Framework including Content Elements and Guiding Principles.

Without affecting our assurance opinion, we provide the following observations against the principles of VeriSustain:

#### Materiality

*The process of determining the issues that is most relevant to an organisation and its stakeholders.*

The Report brings out the process through which Tata Communications has carried out its materiality assessment to determine material matters to its business, through assessing its external environment and peers, stakeholder interests and concerns, and key corporate risks and opportunities. The material matters identified were prioritised based on their effect on the Company's strategy, operations and stakeholders, and brought out in the Report after validation by the top management.

***Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.***

## Stakeholder Inclusiveness

*The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability.*

The Report identifies customers, investors and shareholders, employees, communities and NGOs, regulatory and government bodies, suppliers and business partners, and media and analysts as its key stakeholder groups. The key needs and expectations of these stakeholders, and the value created by the Company for each stakeholder group through its engagement modes are brought out within the Report.

***Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Stakeholder Inclusiveness.***

## Responsiveness

*The extent to which an organisation responds to stakeholder issues.*

The Report brings out the approach to value-creation for various stakeholders and overall sustainability performance of Tata Communications over the short-, medium- and long-terms through descriptions of various capitals, strategies and management approach, as well as responses to key stakeholder concerns.

***Nothing has come to our attention to believe that the Report does not meet the requirements related to the Principle of Responsiveness.***

## Reliability

*The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.*

The Report brings out the systems and processes that the Company has set in place to capture and report its performance related to identified material topics across its reporting boundary. The majority of data and information verified during assessment with Tata Communications management teams and data owners at the sampled sites within the boundary of the Report were found to be fairly accurate and reliable. Some of the data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed post correction.

***Nothing has come to our attention to believe that the Report does not meet the principle of Reliability and Accuracy.***

## Completeness

*How much of all the information that has been identified as material to the organisation and its stakeholders is reported?*

The Report brings out the descriptions of the value creation, management approach and strategy across each Capital of the <IR> Framework along with selected performance metrics linked to its identified material topics, reflecting sustainability performance of the Company over its chosen reporting boundary and reporting period.

***Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time.***

## Neutrality

*The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone.*

The Report brings out the disclosures related to Tata Communications performance during the reporting period in a neutral tone in terms of content and presentation, while considering the overall macroeconomic and industry environment.

***Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.***

## Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, in accordance with ISO IEC 17021:2015 - Conformity Assessment Requirements for bodies providing audit and certification of management systems, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct<sup>1</sup> during the assurance engagement and maintain independence as required by relevant ethical requirements including the ISAE 3000 (Revised) Code of Ethics. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement and Management Report. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process.

For DNV Business Assurance India Private Limited

Karthik Ramaswamy Lead Verifier, Sustainability Services, DNV Assurance India Private Limited, India	Anjana Sharma Head – Regional Sustainability Operations, DNV Business Assurance India Private Limited, India	Kakaraparthi Venkata Raman Assurance Reviewer, Sustainability Services DNV Business Assurance India Private Limited, India
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21 June 2023, Mumbai, India.

DNV Business Assurance India Private Limited is part of DNV – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. [www.dnv.com](https://www.dnv.com)

<sup>1</sup> The DNV Code of Conduct is available on request from [www.dnv.com](https://www.dnv.com/about/in-brief/corporate-governance.html) (https://www.dnv.com/about/in-brief/corporate-governance.html)