

TCIEXPRESS

— LEADER IN EXPRESS —

ANNUAL REPORT 2020-21

**ACCELERATING GROWTH
AND PROFITABILITY**



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Continuous sustainable growth and profitability

The story of TCI Express Limited continues to be intertwined with its core philosophy of creating a differentiated niche.

We are creating a differentiated niche by taking significant strides towards making TCI Express Limited a technologically advanced express logistics company for tomorrow. The desire to go beyond the convention, explore myriad opportunities in a challenging time and efficiently execute our strategies drives us to aspire for new goals and new realities.

We are steadfast in our pursuit of connecting the remotest corners of India. Since inception we have done so, by regularly growing our network, by integrating the technologies of tomorrow within our system and most

importantly by ensuring timely and safe delivery.

As an enterprise of respectable global reputation and experience, our ability to add value to the businesses of our customers lies in our unwavering focus on delivering excellence in key areas of innovation, customer experience and sustainability.

With a focus on providing integrated express logistics solutions to our customers, we have built a vibrant ecosystem of holistic service offerings by deepening our relationships with our customers, employees, business partners and other key stakeholders, thereby laying a strong foundation for sustainable and profitable growth.



Service offering

Surface Express

Key Differentiators

- Express pick-up and delivery in India at 40,000 locations
- IT interface with customers
- Sunday and holiday deliveries
- Door-step pick-up and delivery, multi-modal service
- GPS enabled fully containerized fleet
- Day definite Delivery
- Value added services (COD/FOD/DACC/ODA/POD)
- Multi-location delivery process
- Customized transit-based policy



C2C Express

Key Differentiators

- End to End transportation
- Multi Location delivery & Pickup
- Movement of high value cargo
- GPS Enabled vehicle to for tracking
- Single point of contact for any query
- Containerized vehicle readily available 32ft. & 24Ft.



Air Domestic Express

Key Differentiators

- Door to door service
- Port to Port service
- Multi modal service
- Enduring arrangement with domestic carriers
- Strategic alliance with multiple carriers
- Customized pic-up/Delivery options



Cold Chain Express

Key Differentiators

- Temperature controlled transportation through FTL and Milk Run
- Temperature controlled transportation in Secondary movement
- Vehicles readily available from 1 Ton to 18 Ton
- GPS and Tracer enabled vehicle with easy access to track temperature and vehicle location



Air International Express

Key Differentiators

- Pick-up from exporter's premises arranged for port to port shipments
- Value added service (ADcode registration, county of origin certificate, legislation of documents, fumigation, GSP certificate)
- Expertise in handling heavy commercial shipments (both import and export)
- Provides customized pricing based on transit times



E-com Express

Key Differentiators

- Vendor to warehouse and inter warehouse
- Fulfillment center to last-mile
- Intra-city distribution
- Cash collection on delivery
- API interchange for transparent end to end visibility
- Linkage between order and docket number



Where TCI Express stands today

A symbol of trust and one of India's most admired express logistics company. A company with expertise in door-to-door express distribution services and specialized in offering time definite solutions with focus on Tier II and III cities.

24

Years of industry experience

**40,000**

Pick-up & drop location

**202**

Number of countries where TCI Express has spread its wings

**5,000**

Containerized vehicles fleet

**51**

Air gateways

**800+**

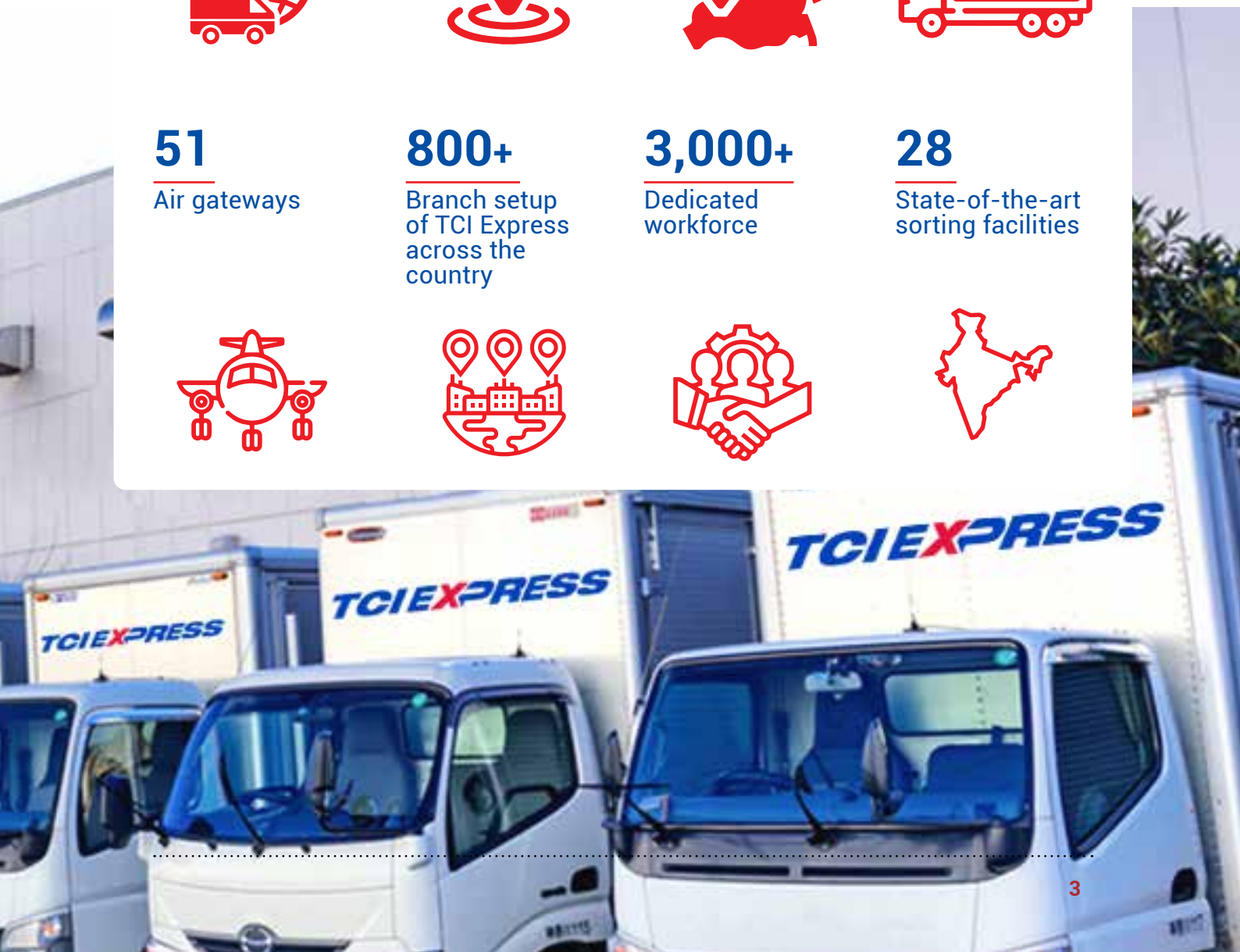
Branch setup of TCI Express across the country

**3,000+**

Dedicated workforce

**28**

State-of-the-art sorting facilities



TCI Express at a glance

TCI Express is a Leader in Express distribution in India. TCI Express has an unparalleled experience and deep domain expertise that enables to offer its customer customized solutions for express delivery. TCI Express has created a robust Hub and Spoke infrastructure with more than 800+ owned centres PAN India and covering more than 40000 pick up and delivery point for an effective Express Distribution System. TCI Express ensures that every shipment booked at the contact point with the customer located at the first mile to the end of the last leg is delivered, timely and professionally.

TCI Express has strengthened a vast PAN India loyal and satisfied customer base.

TCI Express Limited over the years has emerged as one of the leading Indian B2B, surface logistics and express logistics solution

provider. With a customer focus mindset, TCI Express has pioneered the concept of multi-technology and multi-specialist transport system in the Indian logistics industry. A trusted express logistics solution provider, TCI Express has marked its presence in India and abroad and is known to deliver integrated express supply-chain solutions matching the needs of the clients.

Headquartered at Gurugram (NCR), the Company over the years have successfully expanded its presence across some of the key segments within the express logistic space across different client segments such as B2B and C2C. The Company is today amongst the handful logistics provider who combines such a unified, multimodal presence with the flexibility and expertise to design specific, integrated solutions for each and every customer.

Vision

TCI Express should be a customer-oriented, multi-technology, multi-specialist transport system in the Indian and International markets, with a proven commitment to excellence in every facet of activity and pursuit of value-based policies to satisfy aspirations of society, customers, vendors, employees, shareholders, and the transport industry.

Mission

- L**oved by customers in Indian and International Markets
- E**xpress multimodal fastest company
- A**lways ahead of the rest in speed and professionalism
- D**elight our customers every time
- E**xcellence in service using the latest in technology
- R**eliable to all our customers and respected by all our stakeholders

What defines TCI Express



We aim to

Create a better tomorrow

By supporting in the economic growth of the nation and its people.



We do this

By embracing the technologies of tomorrow

Thereby power opportunities for our stake holders



We live by

Our Values - Trust, Passion, and Quality

How we work is as important as what we do



We transformed

Our DNA and culture

By embracing change as the only constant



We delivered

Steady performance

By keeping our debt free status and by efficiently managing our working capital cycle



We believed and empowered

Our People

Their competence and enthusiasm helped us stand out amongst the crowd and stand tall even in difficult times



We play the role

That benefits everyone

Helps businesses grow, people prosper, and communities thrive

“

We believe to have been able to create a culture of urgency that pushes our people to outperform, every day. Thus, have been able to emerge as India's fastest growing multi-specialty express logistics service company who expertise in providing complex and customized last mile express delivery solutions.

”



Services we offer

Our success is born out of our strengths in working closely with our customers, collaborating across the industry and tailoring our services to today's needs while anticipating those of tomorrow.

We focus on five highly growing segments within the Express logistics space across different sectors such as automotive, pharmaceutical, textiles, Engineering, IT hardware and electronics. Thereby delivering highly specialized logistic solutions, vital value-added services and complex end-to-end solutions to businesses in India and selected international markets.

Our infrastructural capabilities

Our extensive network across India and other locations of our presence is driven by the desire to push back boundaries and respond with agility to the most demanding challenges. We have been able to achieve this by building an effective Hub & Spoke distribution model through a well-spread feeder and service route network and backed by our company owned branches.

In our endeavor to explore and invent flexible and smart solutions, the Company has set up a dedicated Customer Service department to ensure a quick and timely response to different customer queries and effective online tracking of cargo movement.

We have built long-lasting cooperation and earn the trust of our partners every day. Yet we have embraced a state-of-the-art fleet tracking system to ensure we deliver on-time every time and build on the trust.

Technology driving innovation

Innovation is revolutionizing the logistics and supply chains everywhere, transforming both processes and consumer trends. Building on a strong focus continuous technological advancement, TCI Express has been adopting and repurposing cutting-edge technologies such as online tracking, e-docketing and e-invoicing, along with new, more eco-friendly energy solutions, to bring long-term value for customers. We continually invest in the latest technology in order to work smarter, faster and more cost effectively for our customers.

Barcoding & RFID

Barcoded labeling and scanning of packets for effective tracking

Hand-Held Terminals (HHT)

For quick onsite booking and delivery in/out scan updating, dynamic routing and misroute alert system

App-based service offerings

Riding the digital wave, the Company came out app-based services for greater ease of doing business.

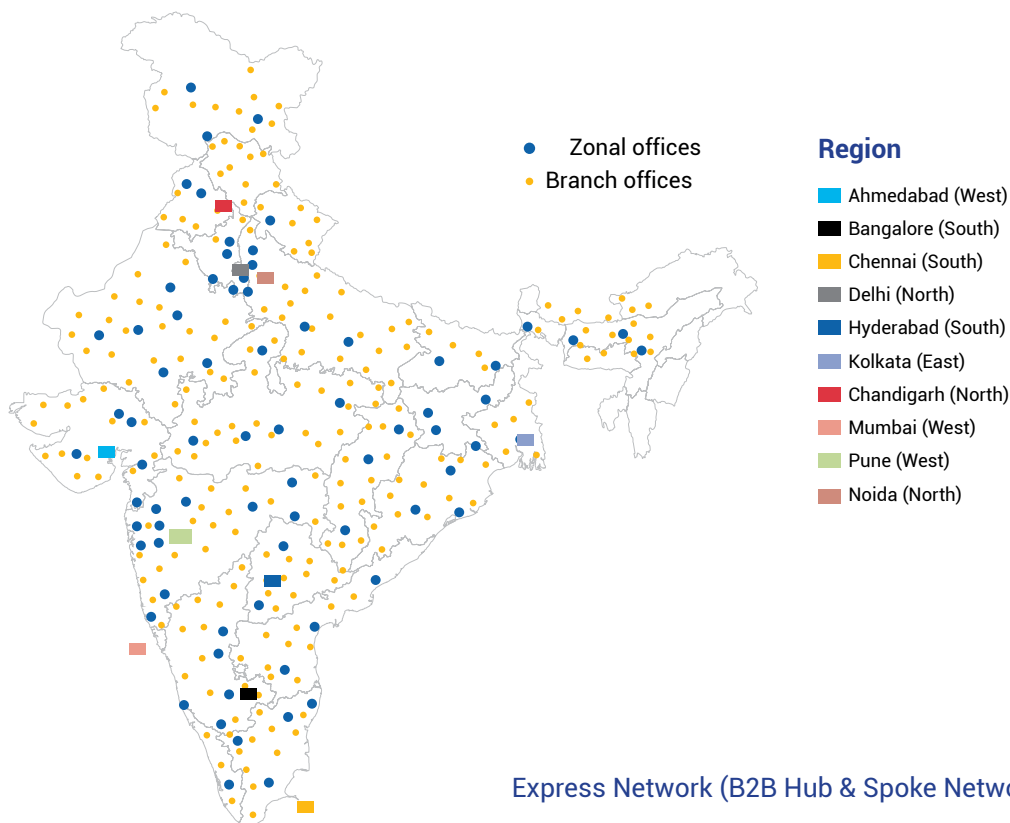
Digital invoicing and collections

E-docketing, e-invoicing, & e-collection

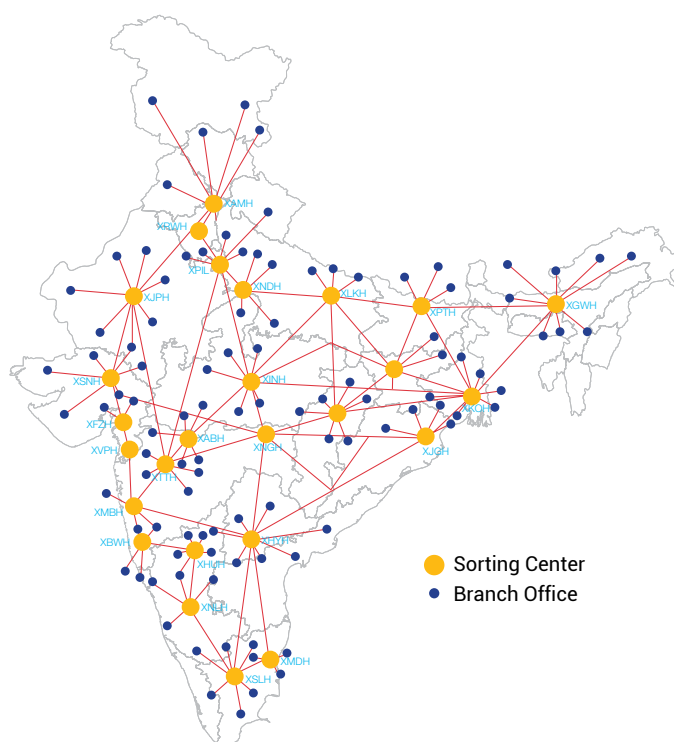
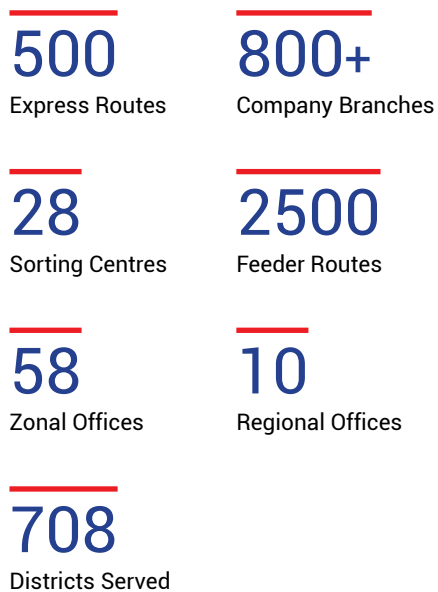
Fleet tracking systems

GPRS enabled vehicles enable real-time tracking

Organization Setup



Express Network (B2B Hub & Spoke Network)



The difference we make

We create a great place to work where people are recognized and rewarded for success. We are known for our unique culture and it is without doubt the basis of our success.

Progressive leadership

Our leadership team brings together the industry's most respected, forward-thinking individuals, whose deep experience and fresh perspectives combine to lead one of the fastest-growing and most innovative Express logistics companies in India. Together, they support a culture that is progressive, authentic and fun – while living our values and honouring our purpose every day.

Diverse customer portfolio

Our customer portfolio comprises both large omni-channel operations as well as shared-users with growing retailer customers. We pride ourselves on being able to operate across the entire value chain and even help start-ups to flourish.

Invest in our facilities

Enhanced and modernized facilities would enable us to cater to the growing demand from our customers, save on cost, build on our portfolio, achieve diversification within an existing portfolio and attain higher customer satisfaction. We regularly invest in our facilities to ensure they remain relevant to support our

customers against current and future needs, ensuring longevity and sustainability of our business model.

Create differentiated technology

We differentiated ourselves in the market by investing in and developing sustainable and differentiated technologies for our logistic solutions across the key markets our presence. We have been successful in bringing pioneering logistic solutions taking into consideration the need of our customers. We would continue to invest in market-leading differentiated technologies and build a strong digital presence, thereby our service offerings would be hard to replace or replicate with high entry barriers.

Invest in our people

As an organisation, we believe that our reputation and our achievements are centred on our people. Our future success is primarily dependent on our ability to recruit, develop, engage and retain exceptional employees. We periodically invest in our people to support their career development, wellbeing and engagement and would continue to do so.

