



STABLE. SCALABLE.
SUSTAINABLE.

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Stable, **Scalable &** Sustainable

In order to give stability to its stakeholders in a sustainable manner, a business must be scalable. TCI Express stands for stability and scalability with sustained growth. In the Indian and international markets, it is a customer-oriented, multi-technology, IT-specialist transportation system with a proven dedication to quality in every area of operation. It pursues value-based policies to meet the objectives of society, consumers, vendors, workers, shareholders, and the transportation sector, all of which are founded on the basic principle of sustainability.

While serving customers, first thing that springs to mind is "prompt delivery", something TCI Express excels at. 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. We ensure on-time delivery 95% of the time. The Company's decision to use a asset

light model for the majority of its essential assets has allowed it to achieve higher returns and operating capabilities. It uses a hub-and-spoke architecture, with sorting centres serving as the hub and branches all across the country, serving as the spokes. Automation and digitalization are at the forefront. Just like the automation of operations, the entire blueprint of its' operations runs on an automated AI based ERP system.

There are approximately 900 branches, 5,000 containerized vehicle vendor tie-ups, 28 sorting facilities, and over 50,000 delivery locations. TCI Express has a unique network footprint that is difficult to replicate. Rail Express, C2C, and Pharma Cold Chain Express are three new services that the Company has launched this year. Thus, by expanding ties with customers, business partners, and other important stakeholders, the Company has created a robust ecosystem of comprehensive service offerings, building a strong foundation for sustainable and profitable development.

25

Years of Industry experience

3000+

Workforce

28

Sorting Centres

208

Countries Served

5000+

Containerized Vehicles

73+

Air Gateways
(All Domestic Airports)

About TCI Express

TCI Express has established itself as India's leading and fastest delivery Company, since its listing in December, 2016. TCI Express is a market leader in India's express distribution, and its local knowledge of each and every district in India, enables it to provide customised express delivery solutions to its customers, and deter competition. For an efficient Express Distribution System, TCI Express has built a solid Hub and Spoke infrastructure with 900+ owned centres across India, encompassing more than 40,000 pick-up and 50,000 delivery points.

TCI Express assures that every cargo ordered from the customer's first mile contact point to the delivery of the last leg is delivered on schedule and in a professional manner. It specialises in providing time-definite solutions with an emphasis on Tier II and III cities, and with ERP-enabled operations, barcoding on packaging, GPS-enabled trucks, and CCTV monitoring throughout India ensures complete customer satisfaction. With its unique offerings, large scale operations, and highest profitability in the logistics sector in India, it has managed to earn its place in the Top 500 Companies by Market Capitalization as of March 31, 2022.

Our Mission

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.

Our Vision

- 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

Where TCI Express Stands Today

TCI Express is India's fastest B2B express delivery service. The asset-light approach helps the Company to keep its operations at optimum levels without any wastage, which ultimately generates significant cashflows. The Company does not operate with any franchise because all of the branches are operated directly by the Company. Optimal standard operating procedures are followed, as a result, the Company's business strategy is diverse, serving to all main manufacturing industries.

In the last five years, the Company has increased its location service coverage from 32,000 locations in FY17 to 50,000 locations in FY22. The number of branch offices has expanded from 500 in FY17 to over 900 in FY22. Customers have grown from 1.6 lakh in FY17 to 2.20 lakh in FY22, with an increase of Sorting centres from 26 in FY17 to 28 in FY22. For the past five years, the company has been continuously paying dividends and earning strong returns on capital invested. It has a five years track record of continually improving margins and profitability. Furthermore, the Company is debt-free, with a healthy balance sheet and a flexible capital structure.

Our Five-Year Development Trajectory

Fastest

B2B Express Delivery Company in India

23.7%

CAGR of EBITDA growth

Asset Light Model

Enables Company to maintain higher utilization and drive strong cashflows

28.0%

CAGR of Net profit

5 Years

Constant dividend payment

32,000 to 50,000

Increased delivery locations in 5 years

Debt free company

Maintaining strong balance sheet and flexible capital structure

500 to 900+

Branch Offices in 5 years

1.6 Lakh to 2.20 Lakh

Customer count increased in 5 years

Service Offerings

Surface Express

Express solutions with over 50,000 delivery locations, and fully containerized fleet of vehicles. TCI EXPRESS offers customized value added services to meet customer's requirements.

Key Differentiators

- ▶ API (Application Programming Interface) facility to Customers for a Customised Solution
- ▶ Multi Locations Pick Up and Delivery (Anywhere to Anywhere) own Dedicated Branches
- ▶ Customised Solution to any type of Customer. Presently providing Value-added logistics services for more than 30 different business Verticals
- ▶ Reverse Pick-up within 24 hours of Pick-Up On-line request received
- ▶ Priority base Logistics Solution & Offerings of Multimodal Services as per our Customer Business Requirements.
- ▶ Day Definite Pick Up and Delivery Facility at Maximum ODA (Extn) Networks of India through our own branch Network
- ▶ From First Mile Pick Up till Last Mile time-defined Deliveries through our Company owned dedicated Branches
- ▶ Real Time Vehicle Tracking GPS Module for Customer's tracking Support @ 24X7
- ▶ 24X7 support through Customer Login Facility and 100% service Facilities through Auto-MIS, E-Billing, E-PODs & On-Line Payment
- ▶ Express delivery in India at 50,000 delivery locations and cargo pickup from over 40,000 points
- ▶ Day definite delivery and Sunday and holiday deliveries
- ▶ Cash collection
- ▶ UPI Payments
- ▶ IT interfaces with customers

Domestic Air Express

Air Express delivers time-sensitive express packages round-the-clock. All major metropolises are delivered within 24 hours, and both mini metropolises and A-class cities within 48 hours.

Key Differentiators

- ▶ Door-to-Door / Door-to-Airport services
- ▶ Airport-to-Airport / Airport-to-Door services
- ▶ Multimode service – Unique combination of air and surface modes
- ▶ Unique arrangement of space with all domestic carriers
- ▶ Specialize in delivering critical pharma vaccine
- ▶ Sunday and holiday services
- ▶ Late pickup and deliveries
- ▶ POD in hard and soft format as per client requests

International Air Express

Through over 3000 pickup points in India, International Air Express provides services to around 208 countries across the globe (Commercial and Non-Commercial). For TCI Express no country is too far.

Key Differentiators

- Provides free 7 days storage facility at origin locations in our own warehouse for export consignments
- Even 3rd country shipment services are provided by us
- Pickup from Exporter's premises is arranged for airport-to-airport shipments
- Value added services like AD Code Registration, Issue of Country-of-Origin Certificate, Legalization of Documents, Fumigation, GSP Certificate, etc are provided by us
- Whenever required, consolidation of shipments is also undertaken to help the exporters
- Expertise in handling heavy commercial shipments – Door-to-Door (both inbound & outbound)
- We provide customised pricing based on transit time
- Urgent deliveries of shipments by hand through trained manpower is provided under our First Flight Out Service
- Bulk Mailer Services are provided with customization to help exporters
- We also arrange and help exporters get insurance of their shipments
- Charter Services are provided wherever required
- IATA certified for all international shipment

E-Commerce

B2B on multi-model distribution for optimum on time delivery with value added features of COD (Cash on delivery)

Key Differentiators

- Vendor-to-warehouse, Inter-warehouse, and Warehouse-to-vendor/customer
- Packaging material distribution
- Fulfilment centre to the last mile
- Cash on Delivery collection
- IT interfaces with customers
- Sunday and holiday deliveries
- Real-time tracking API with an easy customer login portal
- GPS enabled vehicles

C2C Express

TCI Express launched India's first customer to customer C2C Express service, implementing asset light model. C2C Express operates in Fast Trucking mode. This fast trucking is an efficient mode to transport through milk run with multi location pick up and delivery service.

Key Differentiators: Fast Trucking

- Minimizes connections and travel time
- Offering a high frequency of services
- Directly connects the set of locations without any interruption of services
- Real time tracking through GPS and temperature through tracer
- Pick up from multiple locations and delivery at single point
- Pick up from one location and delivery at multiple locations
- Flexible routes

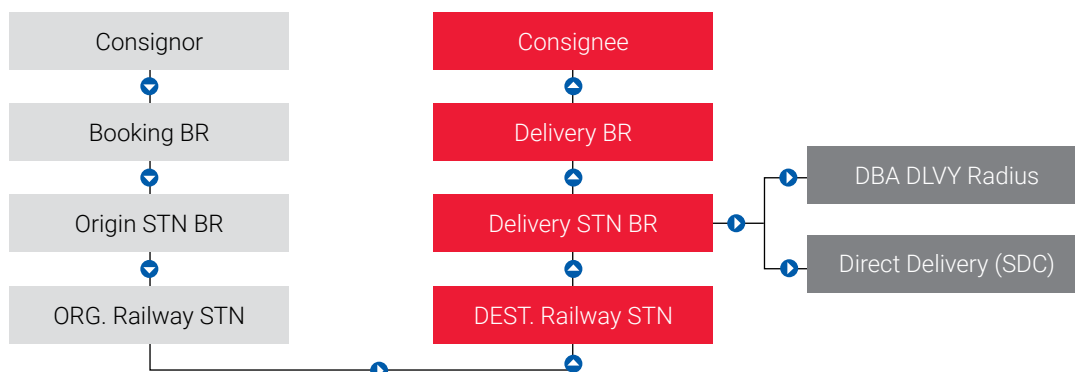
Rail Express

Rail Express is a unique service offering from TCI Express, designed to provide high value service at a lower cost using a model successfully tested on surface express.

Key Differentiators

- Independent team to manage this business offering
- Faster transit time at a lower cost
- Optimise economies of scale at branches and routes
- Use of strong railway network Centralized and integrated logistics system
- Lower carbon footprint and sustainable mode of transport

Centralized and integrated logistics system



Pharma Cold Chain Express

In order to meet the growing demand for cold chain logistics, TCI Express launched Pharma Cold Chain Express Service, an asset light model that utilizes existing network.

Key Differentiators

- TCI Express continues to implement asset light model in the Pharma Cold Chain logistics segment
- Dispatching Pharma shipments either Frozen (Blood Plasma) or Vaccines under the prescribed temperature as norms ensuring there are no fluctuation in the temperature
- Dispatching frozen products as per FSSAI norms ensuring there are no fluctuation in the temperature
- Monitoring of temperature maintained through Data Loggers and real time monitoring through tracer
- Tracking of vehicles through GPS and real time data been provided to the customer
- Proper loading and unloading of material ensuring there are no temperature fluctuation
- Standard Operating Procedures followed by TCI Express

Standard Operating Procedures followed by TCI Express

Pharma cold chain Express

Additional datalogger at door for additional check

Free calling vehicle at minus 80 degree Celsius

Regular pull down and holding

Reduce loading and unloading time

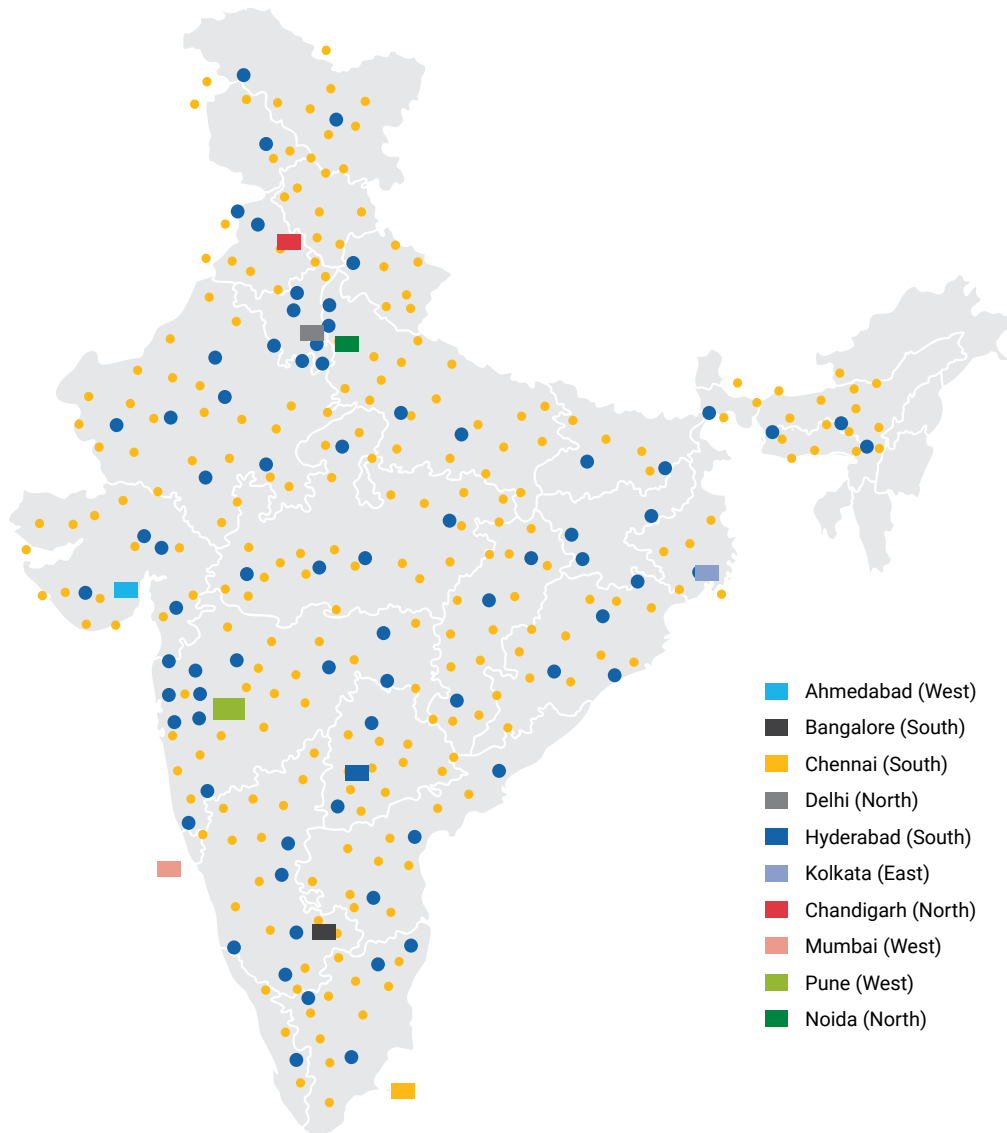
Check for Air leakages

Measure temperature loading and unloading

Live monitoring of temperature through proper systems



Domestic **Footprints**



Express Network (B2B Hub & Spoke Network)

500+

Express Routes

2500

Feeder Routes

60

Zonal Offices

710

District Served

900+

Company Branches

28

Sorting Centres

10

Regional Offices

29,000+

Zip Codes

Disclaimer: This map is a generalised illustration only for the ease of the reader to understand the locations, and it is not intended to be used for reference purposes. The representation of political boundaries and the names of geographical features/states do not necessarily reflect the actual position. The Company or any of its directors, officers or employees, cannot be held responsible for any misuse or misinterpretation of any information or design thereof. The Company does not warrant or represent any kind in connection to its accuracy or completeness.