

 **ICICI** Lombard



CORPORATE INDIA RISK INDEX

2024

Intelligence partner

FROST & SULLIVAN

Navigating Risks, Powering India's Growth

SECTOR REPORT 2024

Telecom & Communication



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Preface

Corporate India Risk Index is primarily an academic exercise to understand the level of risk that companies are facing and also assist in developing a successful risk aversion plan, CIRI is a first-of-its-kind risk measurement tool to gauge the level of a company's risk exposure and preparedness. This Corporate risk comprises of various aspects of the business—spanning customer, competition, regulatory environment, business operations, technology finances, environmental factors etc. The impact of unprecedented events is significantly higher now.

This Index is a comprehensive framework that draws upon global risk management best practices and comprises of 32 risk elements across 6 broad dimensions. The Risk Index is based on the principles of Lean and Six Sigma that qualify business processes by measuring effectiveness and efficiency.

ICICI Lombard's Corporate India Risk Index provides a crucial tool for assessing and addressing risks, fostering resilience and adaptability in the ever-evolving global landscape. In the current climate of increasing macroeconomic uncertainties, it is essential for corporates to prioritize robust risk management. We believe that a proactive approach to risk management not only fortifies individual businesses but also contributes significantly to India's overall economic growth and stability.

Executive Summary

In 2024, India's Telecom and Communication sector demonstrated resilience and adaptability, capitalizing on technological advancements and digital transformation to drive growth. The adoption of 5G, AI-driven solutions, and enhanced digital services positioned telecom companies at the forefront of the evolving digital economy. Despite facing challenges such as cybersecurity threats, regulatory uncertainty, and increased competition from OTT players, the sector took proactive steps to navigate these risks and maintain operational efficiency.

Telecom companies strengthened their cybersecurity frameworks, incorporating AI-driven threat detection and proactive employee training. They engaged with regulatory bodies to ensure clarity in policies and minimized disruptions caused by evolving compliance requirements. Investments in infrastructure upgrades and sustainability initiatives enhanced network reliability and resilience, particularly in the face of environmental challenges. To stay competitive, telecom operators diversified their service offerings, formed strategic partnerships with OTT players, and embraced digital platforms to deliver superior customer experiences. These strategic initiatives enabled the sector to effectively manage risks and continue its growth trajectory in 2024.

Introduction

ICICI Lombard Corporate India Risk Index is a one of its kind, unified, credible, standardized corporate Risk Index that spans over the country level, the industry level, and the company level. The index has a comprehensive sector coverage.

Aerospace and Defence, Agriculture and Food Processing, Automotive and Ancillary, BFSI, Biotech & Life sciences, Chemicals and Petrochemicals, Education Skill Development, Energy, FMCG, Healthcare Delivery, Infra and Realty, IT/ITES, Manufacturing, Media and

Gaming, Metals and Mining, New Age & Startup, Pharmaceuticals, Telecom and Communication Technology, Tourism and Hospitality, Transportation and Logistics.

The impact is identified across key business risk (internal and external) under the following 'Strategic Risk Areas', The ICICI Lombard Corporate India Risk Index Framework comprises of 32 risk elements across 6 broad dimensions.



Market and Economic Risk

Corporate Risks arising due to market and economy related factors, such as internal or external political uncertainty, global slowdown, taxation-regulatory changes etc. Market and economy related risks are also identified as ‘Systematic Risks’, we have further classified the risks into below mentioned categories.

- **Inflation:** Inflation is the general increase in prices within the economy. The rising prices for businesses could result in bigger production spending and a fall in profitability. The companies should be attentive, acute, and responsive to changes in inflation to efficiently manage the prices of final products.
- **Taxation:** In a large democracy like India, complexity of multiple taxes (multiple taxes like GST, custom duties, central excise duty, etc.) is a major concern. The changing legislations, increased scrutiny by tax authorities and increasing public attention are together resulting in tax risks for organizations. There is, thus an increasing urgency for firms to manage their tax affairs efficiently to minimize tax risks.

- **Regulatory Risks:** Regulatory risk is the risk of changes in regulations and laws that might affect an industry or businesses. The regulatory changes can pertain to tariffs and trade policies, business laws pertaining to employment, minimum wage laws, financial regulation, Foreign Direct Investment etc.
- **Foreign Exchange Risk:** The exchange rate plays an important role for firms who export goods and import raw materials. The fluctuations in foreign exchange will have great impacts on the prices of traded goods. For example, if the currency depreciates (devaluation), the exporting firms will benefit. However, the firms importing raw materials will face higher costs on imports. The firms need to hedge their exposure to foreign exchange risks to insulate themselves from the impact from forex changes.
- **Geo-political Tension:** Geopolitical risk means the political and economic risks that are a potential threat to the financial and operational stability of companies.
- **Competitive risk:** Competitive risk is the risk associated with the fact that there are multiple companies competing in the market, each seeking to obtain the highest position and consumer ratings, to gain maximum benefits for themselves. The companies devise different strategies to garner a higher market share and acquire customers from competitors. Any failure in managing the competitive stand could lead to losses in business, thereby making marketing and competition a major risk in market.

Technology Risk

Technology risks are also identified as information technology related risks which may arise due to failure of any installed hardware or software system, spam, viruses or any malicious attack. Also delay/over/under adoption of trending disruptive technologies can lead to technology related risks. We have classified the risks in below mentioned categories.

- **Innovation Risk / Obsolete Technology:** Innovation is the key to success in all the industries. Risk of redundancy and losing out to competition on account of poor R&D is a major concern.
- **Intellectual Property risk:** Dependence on trade secrets and unpatented proprietary know-how.
- **Disruptive Technologies:** These will fundamentally alter the financial prospects of the industry.
- **Data Compromise:** Hardware failure refers to malfunctions within the electronic circuits or electromechanical components (disks, tapes) of a computer system; Software failure refers to an operating system crash. Such failures lead to stoppage of entire computer or operating systems creating substantial losses to business.

Operational and Physical Risk

Risk of losses caused due to faulty or failed processes, systems or human resource related inefficiencies are classified as operational and physical risks. We have classified Operational & Physical risks in below mentioned categories.

- **Critical Infrastructure Failure / Machine Breakdown:** Industries with a heavy dependence on machinery consider any rise in machinery breakdowns a hindrance to their businesses operations. An untimely equipment breakdown can bring businesses to a standstill or be the root cause for fires and explosions. Mostly, human errors and deferred maintenances are the major reasons for such breakdowns. The companies should actively invest in timely maintenance of all machineries.
- **Business Continuity / Sustainability:** Non adoption of Business Continuity/ Sustainability Plans and Lack of Internal Control tools would result in: Failure of businesses, Brand Equity / Loss of reputation, Financial Loss, Business model Failure, Ineffective engagement/communication with stakeholders, Losses in productivity, Lack of opportunity monitoring.
- **Supply chain risk:** Raw Material unavailability and Heavy Dependence on Global Supply Chains / Supplier concentration risk. Unavailability of raw materials owing to disruption in the supply chain or heavy dependency on one source (company/country) which is unable to supply owing to some geo- political tensions, fires, or any other incidents. Transportation is one of the key activities for companies making it an important risk to mitigate. The loss of goods in transit and spillage is one of the major concerns as it accounts for a sizeable loss of revenue to companies.
- **Commodity Price Risk - Volatility in prices of raw materials:** The fluctuations in raw material prices creating a margin pressure / top-line pressure in the scenario of rising input costs.
- **Portfolio Risk:** Loss of key customers, Customer concentration - Key customers accounting for a larger share of revenue, Over-dependence on suppliers, Business Model Risk: Transformative changes in business model, Tail Risks: Ability to overcome or manage extreme worst-case scenarios.
- **Environmental Hazard Risk:** Any environmental hazard having the potential to affect the surrounding environment.
- **Workplace Accident:** Fire and Explosion Hazards, Containment Incidents, Workplace Injuries
- **Human Resource:** Key person risk: This risk occurs when a business or business unit becomes heavily reliant on a key individual. Talent acquisition and retention - The companies require a highly skilled labor force for R&D as well as continuous production. Accessing skilled resources and expertise on an on-going basis is one of the major challenges; moreover, retention of trained staff is imperative. Labor shortages, Union Strikes & Industrial Actions, Employee

health, safety, and security (SHE/Sustainability risk).

- **Financial Risk:** Financial Reporting Risk: Material misstatement of Financial Statements, whether due to fraud or error. Interest rates and equity prices: Interest rate risk arising out of working capital borrowings at variable rates. Equity price fluctuations affect the Company's income or the value of its holdings of financial instruments. Liquidity Risk (Credit Risk / Receivables).
- **Breaches of law (local/ international):** Voluntary/ involuntary breaches of law can lead to costly lawsuits.

Crime & Security Risk

Cybersecurity risks relate to the loss of confidentiality, integrity, or availability of information, data, or information (or control) systems and reflect the potential adverse impacts to organizational operations. These attacks can cause major financial losses, reputational harm, and a loss of client trust. Regarding cybersecurity, the BFSI industry in India has several difficulties, including difficult-to-secure legacy systems, a shortage of qualified cybersecurity personnel, and the requirement for ongoing system and network monitoring. There is a significant investment in cybersecurity tools like network monitoring, endpoint security, access control, and threat intelligence. Many organizations are also implementing cutting-edge technology like artificial intelligence and machine learning to strengthen their security posture.

We have classified Crime & Security risks in below mentioned categories.

- **Cyber Crimes:** Data Theft, Spam, scams and phishing, Hacking, Malwares and Viruses, Piracy, Fraud, Corruption, Malicious attacks
- **Counterfeiting:** Counterfeiting of goods/services leads to loss of revenues, profits and ultimately affects the brand equity
- **Threat to Women Security**
- **Terrorism:** Un-lawful use of violence and intimidation, especially against civilians, in the pursuit of political aims.

Natural Hazard Risk

A natural hazard is the threat of an event that will likely have a negative impact. A natural disaster is the negative impact following an actual occurrence of natural hazard if it significantly harms a community. Due to India's geographical structure, it is one of the most disaster-prone countries in the world. Natural hazards like floods, earthquakes, landslides, and cyclones are common risks faced by India. The situation has worsened due to rise in GHG emissions, loss of biodiversity, deforestation, and degradation of environment. Natural disasters hamper the day-to-day

operations of corporates, and it is important for them to understand that such risks cannot go unheeded. Over the years, Indian corporates have learnt to mitigate such risks by diversifying their supply chains, having multiple logistics partners, diversified geographical presence and multiple vendors.

- **Pandemic and other global epidemic diseases:** Risk to business owing to disruptions caused by global pandemic scale events like the COVID-19 pandemic

Strategic Risk

Strategic risk is the risk of undesirable outcomes of business decisions which may impact a company. Strategic risk is often a major factor in determining a company's worth, particularly observable if the company experiences a sharp decline in a short period of time. Several factors, such as unethical or unlawful activities, poor customer service, product recalls, data breaches, or unfavorable media coverage, can lead to strategic risk. An organization's reputation can be severely harmed by a single negative incident, such as a high-profile data breach or fraud scandal, resulting in a loss of clients, income, and market share.

- **Resource scarcity / Misutilization / Overall Utilization:** Difficulties in acquisition of land, water, fuel, or other resources for operations of business.
- **Public Sentiment:** Current events playing out in the public scene can change the public sentiment.
- **Delay in execution of projects:** Delays in execution of projects can surge in the capex.
- **Increased number of recalls and quality audits:** Impacts both the brand equity and increased operational expenses.
- **Failed / Hostile Mergers & Acquisitions:** High dependence on inorganic growth.

Bottom-Up Risk Assessment Approach

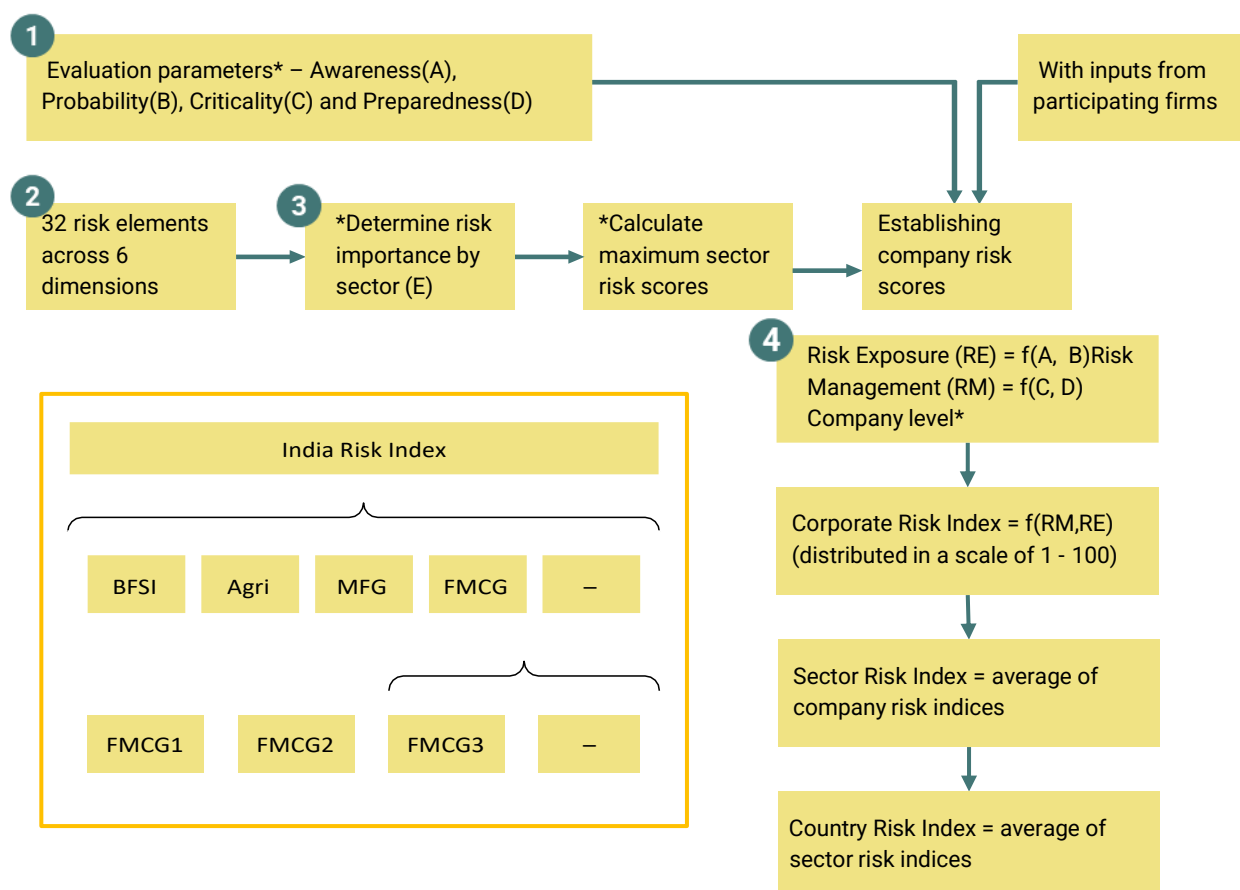


Figure 1: Risk Assessment Approach

- 1. Evaluation Parameters*:** The index maps the risks faced by any enterprise basis of Awareness, Probability, Criticality and Preparedness against the defined Risk elements. The evaluation Parameters are defined as:
 - Awareness - Level of awareness of potential risk affecting the firm.
 - Probability - Likelihood of risk to affect the business goals of the firm adversely.
 - Criticality - Level of impact of the identified risk on the success of business goals.
 - Preparedness - Risk handling practices/ mechanisms already in place to handle the risk.
- 2. Determining Risk Importance*:** Importance/Impact of individual risk element is established against individual sector based on the published corporate risk reports, in depth sector

understanding by F&S team and SMEs.

3. **Calculating Maximum Sector Risk Score:** Weighted Sum of all risk elements based on their importance to the respective sector.
4. **Company Level*:** All the Risk Index scores for companies in a sector are averaged to represent the sector; and sectors average to India. Risk Exposure is defined as the function of corporate's Risk Awareness and Probability of risk occurrence. Risk Management is defined as the function of an enterprise risk preparedness and criticality risk impact assessment.

Defining the Risk Scale

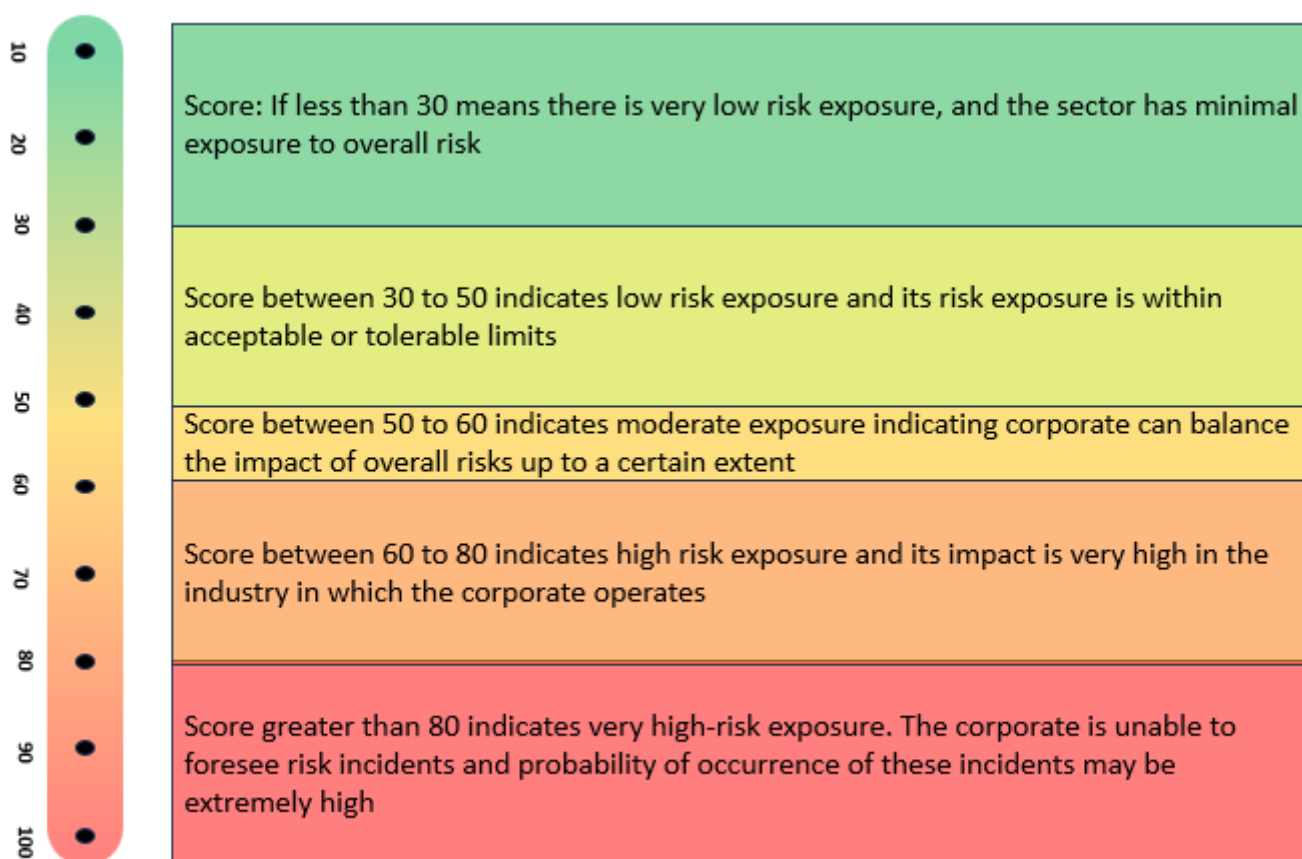
We have selected 20 sectors to understand the current stand of our country today in terms of risk. Risk for various sectors is measured on the risk exposure scale and risk management scale.

A. ICICI Lombard Corporate Risk Exposure – Scale

Risk Exposure: The impact of any internal, external or strategic occurrence on the financial performance of an organization is defined as the corporate risk exposure.

Risk has traditionally been seen as something to be avoided – with the belief that if behavior is risky, it's not something a business should pursue. But the very nature of business is to take risks to attain growth. Risk can be a creator of value and can play a unique role in driving business performance.

Let's look at the risk exposure scale.

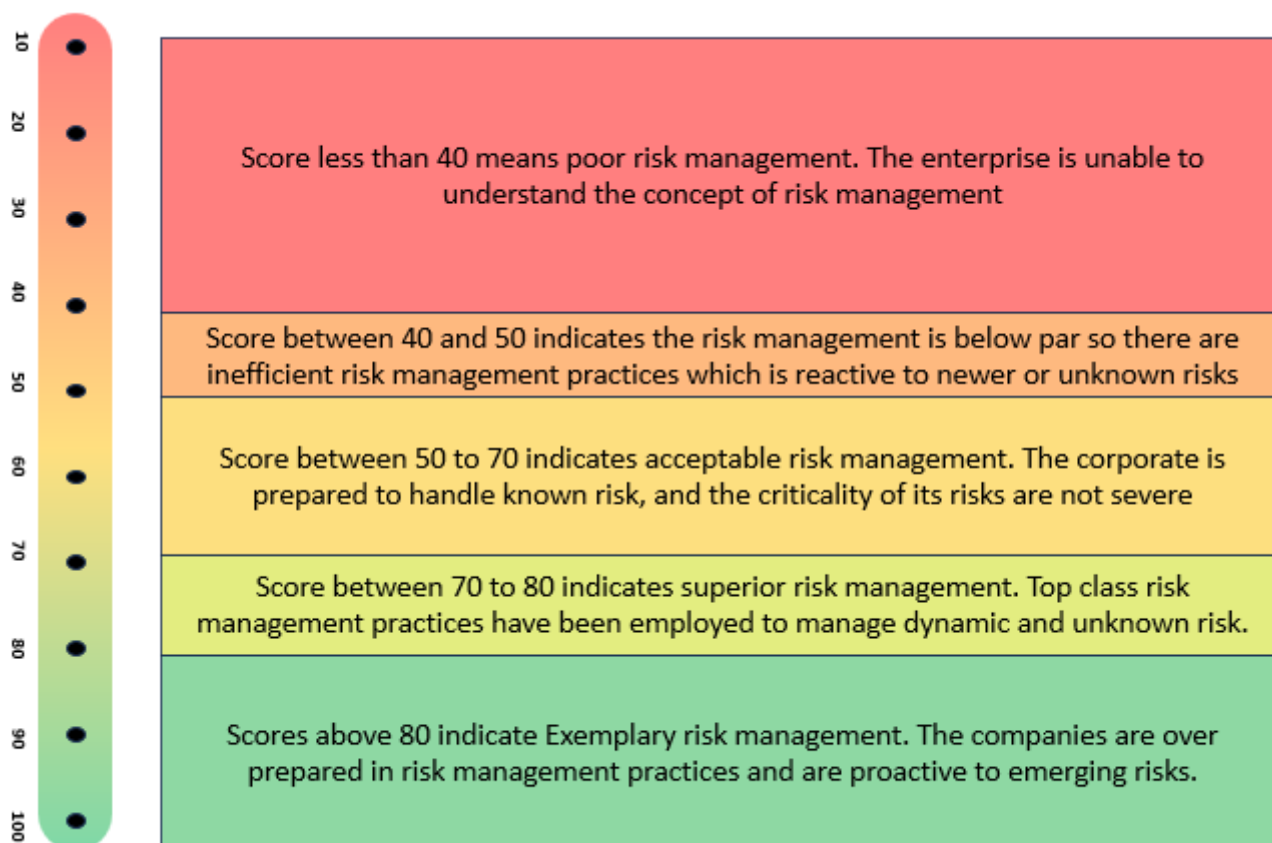


B. ICICI Lombard Corporate Risk Management – Scale

Risk Management: Identification, Evaluation and Prioritization of corporate risks followed by well- coordinated steps to minimize the occurrence of uncertainties in the foreseeable future is defined as the Corporate Risk Management.

The risk management scale works in the opposite to that of the risk exposure scale.

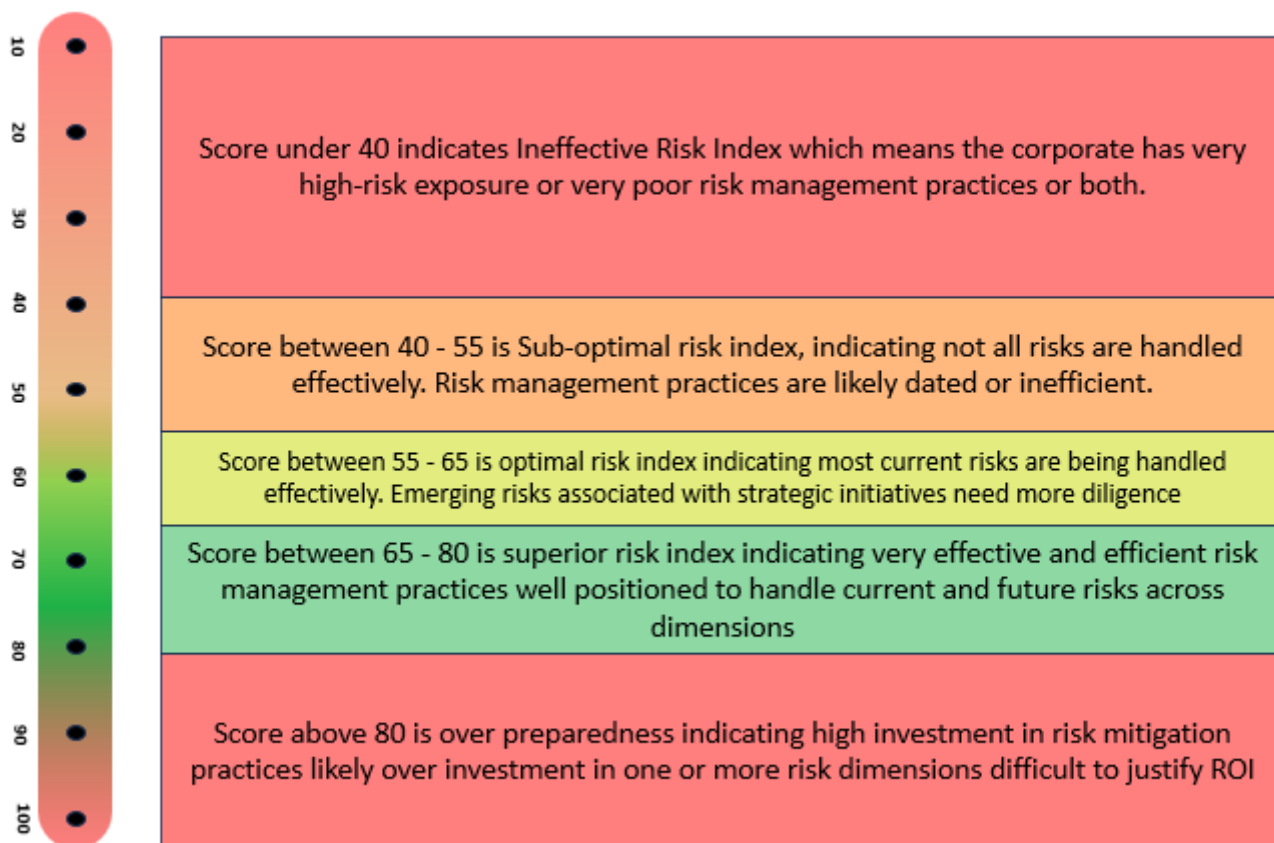
Let's look at the risk management scale.



c. ICICI Lombard Corporate Risk Index – Scale

Risk Index: Risk Index is a measurement tool to gauge the level of Risk Exposure against Risk Preparedness. The score intends to give companies/Sector/Country access to an extensive and quantifiable metrics of risk management.

Let's look at the risk Index scale.



India - Resilient Growth and Superior Risk Management

In 2024, India's diverse sectors demonstrated significant growth and resilience, leveraging technological advancements, strategic reforms, and proactive risk management to navigate an evolving economic landscape. Despite global challenges, industries embraced innovation, digital transformation, and sustainable practices, positioning themselves for long-term success.

In this year, the integration of Artificial Intelligence (AI) across various sectors presented both significant opportunities and risks. While AI-driven innovations enhanced productivity, decision-making, and customer engagement, the adoption also raised concerns around data privacy, cybersecurity, and workforce displacement. India navigated these risks by implementing robust data protection regulations and promoting AI ethics in the development and deployment of technology. Additionally, the government and private sector invested in reskilling programs, ensuring the workforce was equipped to adapt to the evolving digital landscape. AI's strategic implementation across sectors like BFSI, healthcare, and manufacturing helped India enhance operational efficiency while balancing the challenges posed by rapid technological transformation. The Aerospace & Defence sector saw substantial advancements as India attracted global aerospace companies seeking to strengthen supply chains. Local firms expanded their capabilities, particularly in the growing private space sector, driving both revenue growth and global competitiveness. The Agri & Food Processing sector turned to precision farming and AI-driven analytics to enhance productivity, while renewable energy solutions like solar-powered cold storage reduced post-harvest losses, improving sustainability and efficiency.

In the Automotive sector, the shift toward electric vehicles (EVs) gained momentum, supported by government schemes aimed at promoting EV adoption. Major manufacturers expanded their EV portfolios, addressing both sustainability goals and evolving consumer demands. The BFSI sector continued its digital transformation, with AI integration enhancing fraud detection and compliance, further improving security and efficiency.

The Biotech & Lifesciences sector experienced accelerated growth, particularly in genomics and vaccine development, with India solidifying its role as a global leader in pharmaceutical manufacturing. The sector's innovation, supported by public and private investments, enhanced healthcare technology and medical devices. In Chemicals & Petrochemicals, India attracted significant investments to meet rising demand, driven by growing consumption from its expanding middle class, while the Education sector embraced AI and digital learning platforms, expanding access to quality education and equipping the workforce for future demands in emerging technologies.

The Energy sector made substantial progress towards sustainability, with a focus on renewable

energy, including ultra-mega solar parks and offshore wind projects. These initiatives were supported by favorable government policies and decreasing costs of clean energy technologies. The FMCG sector adapted to inflationary pressures by shifting focus towards premium products and e-commerce platforms, which were increasingly driving sales, particularly in rural markets.

In Healthcare, there was significant growth fueled by digital innovations such as telemedicine and AI-driven diagnostics, which helped improve access and efficiency in healthcare delivery. India also continued to strengthen its position as a global hub for medical tourism, offering competitive treatment options. The Real Estate sector benefitted from increased demand in affordable housing and infrastructure development, with commercial real estate seeing steady growth and an emphasis on sustainable building practices.

The IT sector continued to thrive despite global challenges, driven by demand for cloud services, cybersecurity solutions, and AI technologies. Tier 2 and 3 cities emerged as new tech hubs, with government support enhancing regional tech expansion. The Pharmaceutical sector saw an uptick in exports and domestic manufacturing, with reduced dependence on imports and new product launches in global markets bolstering its growth. In Manufacturing, India focused on boosting production through initiatives like the Production-Linked Incentive schemes, especially in electronics and EV manufacturing, which also contributed to job creation and supply chain resilience. The "China + 1" strategy adopted by global firms has played a pivotal role in shaping India's manufacturing sector. While it has increased risk exposure, it has also driven companies to invest in more sophisticated, globally relevant risk management practices, strengthening the sector's resilience and positioning India as a key player in global supply chains.

Media & Entertainment saw continued growth, with OTT platforms gaining popularity, especially in regional content. The Gaming industry also flourished, becoming a key revenue generator as mobile gaming gained dominance. In Steel and Mining, investments in decarbonization and digitalization allowed the sectors to reduce environmental impact and enhance operational efficiency. Startups saw substantial funding despite global slowdowns, with SaaS, fintech, and D2C brands leading the charge in innovation and market expansion.

The Telecom sector expanded 5G coverage and rural internet penetration, narrowing the digital divide and improving connectivity across the country. The Tourism & Hospitality sector rebounded strongly, attracting both domestic and international visitors, with eco-conscious travelers opting for sustainable tourism options and luxury experiences. Finally, the Logistics sector benefited from advancements in automation and multimodal connectivity, reducing costs and improving efficiency, while the government's National Logistics Policy streamlined operations, cutting transit times and enhancing cross-sector integration.

In summary, 2024 saw India's sectors display resilience and adaptability, addressing emerging risks through innovation, digital adoption, and sustainability initiatives. The country's ongoing focus on risk management, technological advancement, and strategic reforms has positioned its economy for continued growth and transformation, paving the way for India to solidify its place as a global economic leader.

India Showcasing an Optimized Risk Handling



Figure 2: Corporate India Risk Index 2024

A score of 65 on the Corporate Risk Index indicates optimal handling of risk by the Indian companies. In 2024, India faced significant market, economy, and operational risks across various sectors, highlighting areas for improvement in the coming years. The year was further complicated by global events such as the ongoing Israel-Palestine conflict, which led to geopolitical instability and fluctuations in global oil prices. The rise of recession fears in major economies like the United States and Europe disrupted supply chains and created demand uncertainties, impacting Indian exports and manufacturing. Investor sentiment in India remains flat in 2024, reflecting the cautious behavior of Angel and VC investors globally. This persistent challenge, which has carried over from 2023, highlights ongoing risks in the market and underscores the uncertainty that continues to affect investment decisions in the country.

Additionally, India's national elections increased risk exposure, with political uncertainty and policy shifts potentially affecting business operations, investor confidence, and sectoral reforms. These global and domestic challenges underscored the need for stronger risk management

frameworks and adaptive strategies across India's industries to navigate future uncertainties effectively.

In response to the heightened risks in 2024, companies across India have increasingly focused on strengthening their risk management frameworks. With the backdrop of global uncertainties, such as geopolitical conflicts and economic slowdowns, alongside domestic challenges like the national elections, businesses have prioritized proactive risk identification, mitigation strategies, and resilience-building measures. This shift reflects a broader trend of embedding risk management into corporate strategy, with an emphasis on agility, digital transformation, and sustainability.

As a result, sectoral risk indices have remained within the superior and optimal risk index range, demonstrating that most industries in India have effectively managed the challenges they faced. Through a combination of technological innovations, regulatory compliance, and strategic planning, sectors have been able to maintain stability and navigate both internal and external risks. This disciplined approach to risk management has ensured that, despite various pressures, India's sectors remained well-positioned for sustainable growth and continued progress in 2024.

Below is a broader categorization of sectors in terms of risk index:



Figure 3: Corporate India Risk Index 2024 Sector Score

Superior Risk Index

Superior risk handling was found in nine industrial sectors: Pharmaceuticals, Healthcare Delivery, Automotive & Ancillary, Manufacturing, Metals & Mining, Telecom & Communication, BFSI, Tourism & Hospitality, and Transportation & Logistics.

Optimal Risk Index

Optimal risk handling was found in 11 industrial sectors: Media & Gaming, FMCG, Infra & Realty, Agriculture & Food processing, Biotech & Lifesciences, IT ITES, Energy, New Age & Startup, Aerospace & Defence, Chemicals & Petrochemicals and Education & Skill Development.

Telecom & Communication Sector Insights 2024

The telecom and communication sector is a cornerstone of the global economy, driving connectivity and innovation. In recent years, the industry has undergone rapid transformation, fueled by advancements in technology and increasing demand for seamless communication. The rollout of 5G networks has been a game-changer, enabling faster data speeds, lower latency, and the proliferation of Internet of Things (IoT) applications. This shift has not only enhanced user experiences but also opened doors for new business models and revenue streams.

One of the most significant trends in the sector is the integration of artificial intelligence (AI) and automation. Telecom companies are leveraging AI to optimize network performance, enhance customer service, and predict maintenance needs. Automation is also playing a crucial role in reducing operational costs and improving efficiency. These technologies are helping telecom providers stay competitive in a market that is becoming increasingly saturated and price-sensitive.

The sector is also witnessing a surge in mergers and acquisitions as companies strive to expand their market share and capabilities. Consolidation is enabling telecom giants to pool resources, invest in cutting-edge technologies, and offer more comprehensive services. However, this trend has also raised concerns about market monopolies and the need for stringent regulatory oversight to ensure fair competition and consumer protection.

On the consumer front, the demand for high-speed internet and mobile connectivity continues to grow exponentially. Remote work, online education, and digital entertainment have become integral parts of daily life, further driving the need for robust telecom infrastructure. Companies are investing heavily in expanding their networks to rural and underserved areas, aiming to bridge the digital divide and tap into new customer bases.

Looking ahead, the telecom sector is poised for further evolution with the advent of 6G technology and the increasing adoption of edge computing. These advancements promise to revolutionize industries such as healthcare, manufacturing, and transportation by enabling real-time data processing and ultra-reliable communication. As the sector navigates these changes, it will need to balance innovation with sustainability and inclusivity to ensure long-term growth and societal impact.

Telecom & Communication Sector Risk Index 2024 Vs 2023

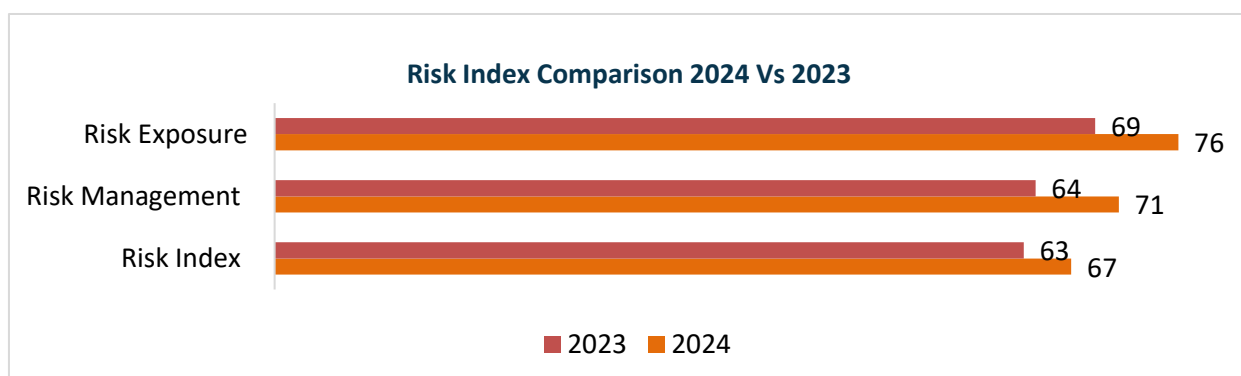


Figure 4: Detailed Comparative Analysis 2024 Vs. 2023

Telecom & Communication Sector Risk Index 2024 Vs 2023

The overall Risk Index for the sector increased from 63 to 67 in 2024, moving it from optimal risk index to superior risk index.

Telecom & Communication Sector Risk Exposure 2024 Vs 2023

In 2024, the risk exposure score for India's Telecom and Communication sector increased due to rising cybersecurity threats, regulatory uncertainty, and competition from OTT players. The shift towards 5G technology and the growing reliance on digital infrastructure introduced new vulnerabilities. Additionally, challenges like aging networks and environmental risks further contributed to heightened operational risks.

Telecom & Communication Sector Risk Management 2024 Vs 2023

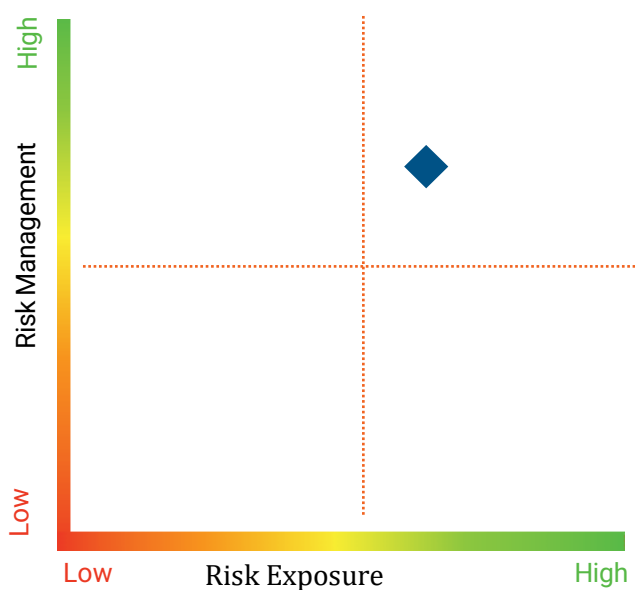
The sector significantly improved its risk management practices. Telecom companies strengthened their cybersecurity with AI-driven threat detection and engaged actively with regulatory bodies to navigate compliance challenges. They invested in network upgrades, sustainable technologies, and 5G infrastructure, ensuring resilience and minimizing disruptions. Diversification of services and partnerships with OTT players helped mitigate competitive pressures, while talent development initiatives addressed the growing skills gap. These efforts contributed to the sector's enhanced ability to manage risks effectively in 2024.

Key Highlights

Risk Dimension Analysis: Market and Economy

Risk Exposure Score: 75

Risk Management Score: 74



Inflation

- Inflationary pressures increase the costs of network infrastructure, equipment, and labor, straining telecom companies' capital expenditure budgets. Rising prices for materials like fiber optics, semiconductors, and tower equipment impact network expansion and maintenance costs.
- Higher operational costs often lead to increased service charges for consumers, potentially reducing demand and affecting customer retention. Inflation also erodes profit margins, making it harder for telecom companies

to balance investment and affordability.

- To mitigate inflation risks, telecom companies optimize procurement strategies, negotiate long-term supplier contracts, and invest in automation to control operational expenses. Efficient resource management and cost-saving initiatives ensure financial stability despite rising costs.

Taxation Risk

- Frequent changes in tax policies, including corporate tax rates and digital service levies, create financial planning challenges for telecom operators. Differences in tax regulations across regions complicate international operations.
- New taxation on data usage, spectrum licenses, and cross-border digital services increases compliance burdens and operational costs. These taxes impact pricing strategies and profitability.
- Telecom companies address taxation risks through strategic tax planning, collaboration with legal advisors, and engagement with policymakers. Ensuring compliance with evolving tax laws minimizes legal exposure and supports long-term financial health. Taxation risks also arise from

differences in tax regulations across international markets, increasing compliance burdens and operational costs for global automakers.

Geopolitical Risks

- Political instability, trade wars, and diplomatic tensions disrupt global supply chains and market access. Telecom companies dependent on international vendors face production and logistics delays.
- Geopolitical conflicts can lead to sanctions and import/export restrictions, impacting the availability of critical components like semiconductors and networking equipment.
- To mitigate these risks, telecom firms diversify supplier networks, establish regional manufacturing hubs, and develop contingency plans for political disruptions. Geopolitical conflicts can lead to shortages of critical materials like semiconductors, affecting production timelines and vehicle availability. Such disruptions force companies to find alternative suppliers and adjust production plans.

Foreign Exchange Risk

- As global operators, telecom companies are exposed to currency fluctuations impacting international transactions and equipment procurement. Exchange rate volatility affects pricing strategies and profit margins.
- Foreign exchange risks also complicate capital investments in global markets, increasing financial planning challenges. Currency devaluation in key markets can erode revenue streams.
- Telecom companies hedge against currency risks through financial instruments, diversify operations across stable economies, and align pricing with local market conditions. Volatile currency rates also impact the profitability of exports, influencing demand in international markets. A strong domestic currency can make exports more expensive, reducing competitiveness abroad.

Regulatory Risk

- The telecom sector operates under strict regulatory oversight, with governments imposing rules on data privacy, spectrum allocation, and service quality. Frequent changes in regulatory policies increase compliance burdens and operational costs.
- Non-compliance with evolving regulations can lead to significant fines, legal disputes, and reputational damage. Telecom companies must navigate varying regional laws, making international operations complex.
- To mitigate regulatory risks, telecom firms invest in legal expertise, conduct regular compliance audits, and engage with policymakers to shape industry-friendly regulations. Evolving emission standards and safety regulations require continuous investment in technology and redesign efforts, increasing production costs and time to market.

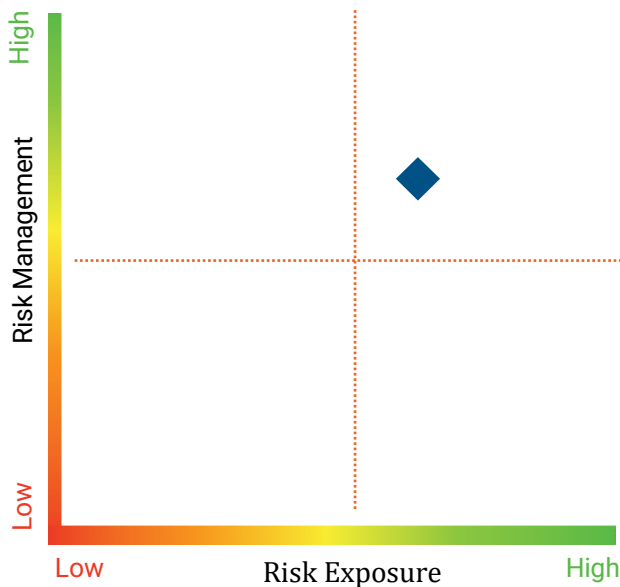
Competitive Risk

- The telecom industry is highly competitive, with new entrants leveraging innovative technologies and aggressive pricing strategies. Market saturation intensifies competition for customer acquisition and retention.
- Differentiating through service quality and technological innovation requires continuous investment in infrastructure and product development. Price wars often erode profit margins.
- Telecom companies enhance competitiveness by offering bundled services, personalizing customer experiences, and investing in advanced technologies like 5G and IoT. Price wars and aggressive marketing strategies further squeeze profit margins, making it challenging to balance affordability with quality. Consumer loyalty shifts rapidly, demanding constant adaptation.

Risk Dimension Analysis: Technology

Risk Exposure Score: 71

Risk Management Score: 78



Innovation Risk / Obsolete Technology

■ Failure to keep pace with technological advancements results in obsolescence and market share loss. Rapid innovation in 5G, cloud computing, and IoT demands continuous research and development.

■ High innovation costs and long development cycles delay product rollouts and affect competitiveness. Risk-averse cultures hinder experimentation and creative solutions.

■ Telecom companies foster innovation through strategic partnerships, agile development models, and investment in

emerging technologies. Encouraging a culture of experimentation drives long-term growth

Intellectual Property Risk

- Non-compliance with data protection laws, anti-trust regulations, and service quality standards can lead to legal penalties and reputational damage. The telecom sector's global operations expose companies to varying legal frameworks.
- Intellectual property disputes, privacy breaches, and contractual violations add legal complexity. Regulatory scrutiny increases as governments tighten oversight on digital services.
- Telecom firms invest in robust compliance programs, legal expertise, and regular audits to ensure adherence to evolving regulations. Proactive legal strategies safeguard against potential breaches. Legal battles over patent infringements distract from core operations and incur substantial costs. Insufficient IP protection limits market expansion efforts.

Disruptive Technology

- Emerging technologies like satellite internet, blockchain, and quantum computing reshape industry dynamics. Companies slow to adopt innovations risk losing relevance.
- Legacy infrastructure struggles to integrate with cutting-edge systems, delaying digital transformation. Startups leveraging disruptive technologies capture market share.
- Telecom firms invest in digital transformation initiatives and collaborate with tech innovators. In-house R&D capabilities accelerate technology adoption. Legacy systems and infrastructure struggle to integrate with emerging technologies, slowing innovation adoption. Disruptive

competitors capture market share through agility.

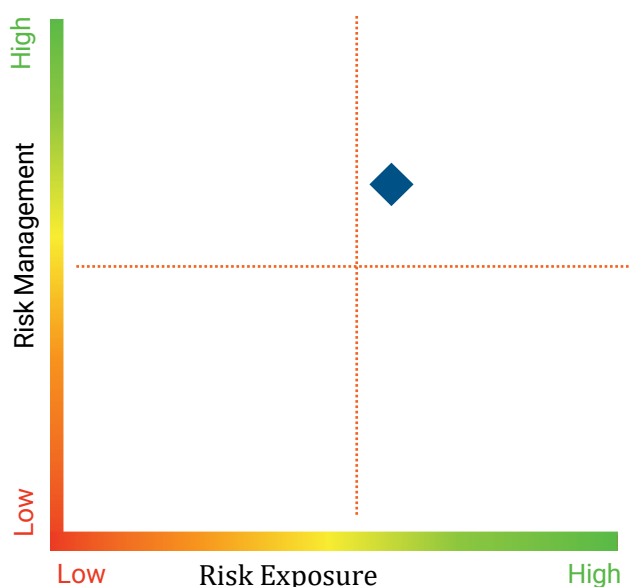
Data Compromises

- Handling vast volumes of customer data makes telecom companies prime targets for cyberattacks. Data breaches erode customer trust and attract regulatory penalties.
- Ransomware, phishing, and insider threats disrupt operations and compromise sensitive information. Compliance with data protection laws adds operational complexity.
- Telecom companies strengthen cybersecurity through advanced encryption, intrusion detection, and employee training. Real-time monitoring mitigates evolving cyber threats. Ransomware attacks and intellectual property theft disrupt production and damage reputations. Regulatory scrutiny on data protection intensifies compliance pressures. Entering unfamiliar markets introduces regulatory and cultural complexities. Overextending resources strains financial stability.

Risk Dimension Analysis: Operational and Physical

Risk Exposure Score: 70

Risk Management Score: 78



Critical Infrastructure Failure / Machine Breakdown

- Telecom networks rely on complex infrastructure, including data centers, fiber optics, and satellite systems. Equipment failures disrupt service delivery and damage customer trust.
- Cyberattacks targeting infrastructure pose additional risks, compromising data security and operational continuity. Natural disasters further threaten physical assets.
- To safeguard infrastructure, telecom companies deploy redundant systems, conduct regular maintenance, and strengthen

cybersecurity protocols. Cyberattacks targeting digital infrastructure pose an increasing risk, compromising production data and operational continuity. Physical infrastructure failures due to natural disasters exacerbate these challenges.

Business Continuity / Sustainability

- Unforeseen events like pandemics, cyberattacks, and natural disasters threaten business continuity. Service interruptions lead to revenue losses and customer dissatisfaction.
- Long-term sustainability requires balancing growth with environmental and social responsibilities. Energy consumption and e-waste management are critical concerns.
- Telecom companies develop robust disaster recovery plans, invest in green technologies, and enhance digital collaboration capabilities to ensure operational resilience. Sustainability initiatives, such as reducing carbon footprints and adopting green manufacturing practices, align with regulatory requirements and consumer expectations. Companies that fail to prioritize sustainability risk losing market share.

Supply Chain Risk

- Telecom companies depend on global supply chains for equipment and software. Disruptions from geopolitical tensions, supplier insolvencies, and logistics delays impact project timelines.

- Component shortages, like semiconductor chips, lead to cost increases and deployment delays. Vendor reliability directly affects network performance.
- Firms mitigate supply chain risks by diversifying suppliers, maintaining buffer inventories, and leveraging digital supply chain management tools.



Commodity Price Risk - Volatility in prices of raw materials

- Fluctuations in the prices of raw materials, such as metals, energy, and agricultural products, directly impact manufacturing and operational costs.
- Companies are using financial instruments like futures and options to lock in prices and mitigate the impact of price fluctuations.
- Businesses are adopting flexible pricing strategies to pass on cost increases to customers while maintaining competitiveness.

Portfolio Risk

- Over-reliance on specific services or markets exposes telecom firms to revenue volatility. Shifts in technology or consumer preferences impact demand.
- Diversifying service offerings, like cloud computing and cybersecurity solutions, reduces dependency on traditional revenue streams.
- Telecom companies expand into emerging markets and invest in new technologies to balance portfolio risks. Product recalls and declining model popularity exacerbate revenue instability. Balancing legacy production with innovative designs ensures long-term competitiveness.

Environmental Hazard Risk

- Extreme weather events disrupt infrastructure and service availability. Climate change increases the frequency and severity of these events.
- Environmental regulations require investment in sustainable practices and emissions reduction.
- Telecom companies adopt climate-resilient infrastructure and renewable energy sources to mitigate environmental impacts. Environmental regulations demand reduced emissions and sustainable practices, increasing compliance costs. Failure to meet green standards results in legal penalties and reputational damage.

Workplace Accident

- Fieldwork in infrastructure deployment involves safety hazards. Accidents lead to legal liabilities and operational delays.
- Ensuring employee safety requires rigorous training and protective equipment.
- Telecom firms enforce safety protocols, conduct regular inspections, and promote a safety-first culture. Employee safety issues affect morale and productivity, increasing turnover rates. Compliance with occupational safety regulations requires ongoing training and investment.

Human Resource

- Talent shortages in technical fields hinder innovation and service quality. High turnover rates increase training and recruitment costs.
- Attracting skilled professionals requires competitive compensation and career development opportunities.
- Companies invest in employee engagement programs and partnerships with educational institutions to build a strong talent pipeline. High turnover rates and labor disputes exacerbate workforce instability, increasing training costs and operational disruptions. Employee retention becomes a challenge in competitive job markets.

Financial Risk

- The telecom industry's capital-intensive nature makes it vulnerable to economic fluctuations, interest rate changes, and funding challenges. Heavy investments in network infrastructure and technology development require stable financial planning.
- Revenue volatility due to changing customer preferences, price competition, and market saturation further complicates financial stability. Unexpected cost increases in regulatory compliance and maintenance strain budgets.
- Telecom companies mitigate financial risk through diversified revenue streams, careful capital allocation, and cost-optimization strategies. Prudent financial management ensures resilience against economic uncertainties. New taxation on data usage, spectrum licenses, and cross-border digital services increases compliance burdens and operational costs. These taxes impact pricing strategies and profitability.

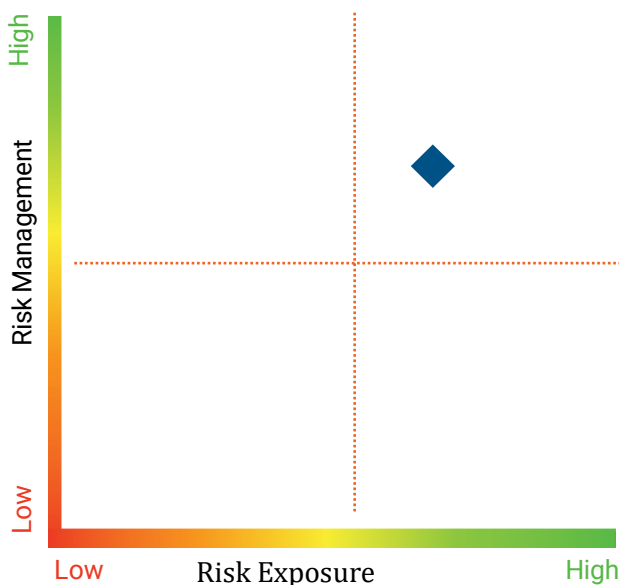
Breaches of law (local/ international)

- Non-compliance with data protection laws, anti-trust regulations, and service quality standards can lead to legal penalties and reputational damage. The telecom sector's global operations expose companies to varying legal frameworks.
- Intellectual property disputes, privacy breaches, and contractual violations add legal complexity. Regulatory scrutiny increases as governments tighten oversight on digital services.
- Telecom firms invest in robust compliance programs, legal expertise, and regular audits to ensure adherence to evolving regulations. Proactive legal strategies safeguard against potential breaches. Intellectual property disputes and anti-competition allegations further complicate legal landscapes. Regulatory breaches can halt production and disrupt supply chains.

Risk Dimension Analysis: Crime and Security

Risk Exposure Score: 64

Risk Management Score: 67



Cyber-crimes

- Phishing attacks, malware, and hacking attempts threaten digital operations and customer safety. Cybercrime incidents disrupt service delivery and damage reputations.
- Inadequate cybersecurity measures increase vulnerability to sophisticated attacks. Financial losses from fraud and data theft impact profitability.
- Telecom firms deploy multi-layered security frameworks and collaborate with cybersecurity experts. Incident response protocols minimize operational disruptions.

Counterfeiting

- Fake telecom equipment and counterfeit devices compromise network reliability and safety. Unauthorized products lead to performance issues and increased maintenance costs.
- Identifying counterfeit components in supply chains requires advanced verification processes. Legal action against counterfeiters diverts resources.
- Telecom companies implement supplier audits, product authentication technologies, and consumer education initiatives. Strengthening quality control ensures genuine products. Identifying counterfeit components in supply chains requires advanced verification processes. Legal actions against counterfeiters drain resources.

Threat to Women Security

- Ensuring workplace safety and gender equality remains a priority. Inadequate protections deter female workforce participation and affect diversity.
- Harassment incidents and unequal opportunities damage company culture and attract legal scrutiny. Gender imbalance hinders innovation and collaboration.
- Telecom firms enforce zero-tolerance policies on harassment and provide secure reporting channels. Diversity and inclusion programs foster equitable work environments. Harassment incidents and unequal opportunities damage company culture and attract legal scrutiny. Diversity gaps hinder innovation and productivity.

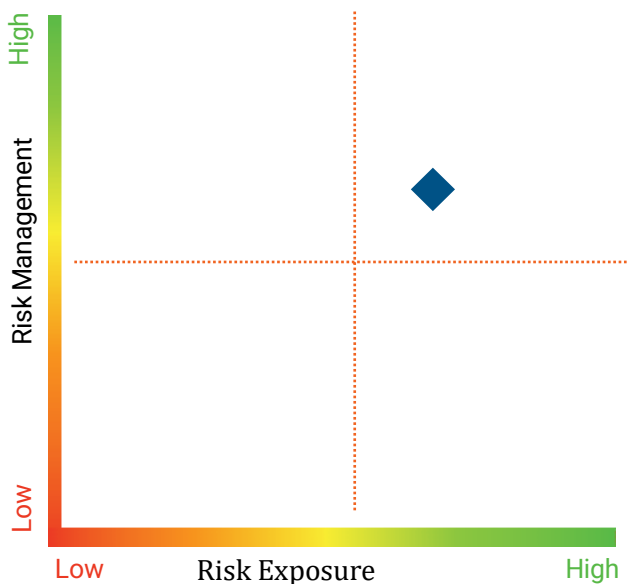
Terrorism

- The automotive sector, with its global supply chains and widespread physical infrastructure, is vulnerable to terrorism-related threats. Attacks on manufacturing plants, logistics hubs, or transportation networks can disrupt production and delay deliveries.
- Terrorism can also damage brand reputation and consumer confidence, especially if high-profile incidents target a company's facilities or distribution channels. Insurance premiums and security costs rise significantly in response to perceived threats.
- To mitigate terrorism risks, automotive companies invest in enhanced physical security measures, conduct regular risk assessments, and develop contingency plans. Collaborations with local authorities and international security agencies strengthen preparedness and response capabilities.

Risk Dimension Analysis: Natural Hazard and Event

Risk Exposure Score: 70

Risk Management Score: 74



Natural Hazards like flood, drought, famine, earthquake, landslide etc

■ Extreme weather events disrupt network infrastructure and service delivery. Climate change increases the frequency and severity of these disruptions.

■ Damage to physical assets and supply chain disruptions delay service restoration. Recovery costs strain financial stability.

■ Telecom firms invest in climate-resilient infrastructure, disaster recovery plans, and flexible supply chains. Renewable energy adoption reduces environmental impact.

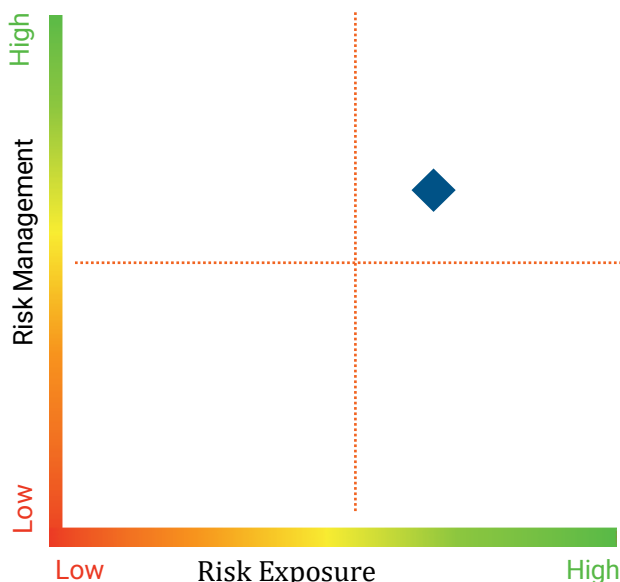
Pandemic and other Global Epidemic Diseases

- Health crises affect workforce availability and supply chain efficiency. Pandemic-induced lockdowns disrupt infrastructure deployment and maintenance.
- Operational uncertainty complicates demand forecasting and resource allocation. Remote work adaptations challenge collaboration and productivity.
- Telecom companies enhance health protocols and digital collaboration tools to maintain operations. Employee wellness programs support long-term resilience. Operational uncertainty during pandemics complicates demand forecasting and inventory management. Remote work adaptations disrupt collaborative workflows.

Risk Dimension Analysis: Strategic Risk

Risk Exposure Score: 72

Risk Management Score: 77



Resource scarcity / Misutilization / Overall Utilization

- Limited access to critical raw materials like copper and semiconductors constrains infrastructure development. Supply chain dependencies heighten scarcity risks.
- Material shortages inflate procurement costs and delay network expansion. Competition for scarce resources strains supplier relationships.
- Telecom firms diversify sourcing strategies, invest in sustainable alternatives, and negotiate long-term contracts. Efficient resource management ensures stability.

Material shortages inflate procurement costs and delay manufacturing timelines. Competition for scarce resources strains supplier relationships.

Public Sentiments

- Negative publicity from service outages, data breaches, and ethical controversies erodes customer trust. Public perception directly impacts brand loyalty and revenue.
- Social media amplifies negative feedback, increasing reputational risk. Inadequate crisis communication exacerbates damage.
- Telecom companies engage in transparent communication and corporate social responsibility initiatives. Proactive reputation management strengthens public trust.

Delay in Execution of Projects

- Infrastructure deployment and technology rollouts face timeline overruns. Regulatory approvals and supply chain disruptions delay project completion.
 - Cost overruns from delayed projects affect profitability and investor confidence. Workforce availability issues exacerbate execution challenges.
 - Agile project management methodologies and contingency plans ensure timely delivery. Cross-functional collaboration enhances efficiency.
- Cost overruns from delayed projects impact profitability and investor confidence. Workforce availability issues exacerbate implementation

challenges.

Increased Number of Recalls and Quality Audits

- Service disruptions and equipment failures necessitate frequent recalls. Quality audits reveal systemic production issues.
- Recalls damage brand reputation and increase operational costs. Supplier quality issues exacerbate recall frequency.
- Stringent quality control protocols and supplier evaluations minimize recalls. Real-time monitoring systems ensure product reliability. Frequent recalls increase warranty costs and operational disruptions. Supplier quality issues amplify recall frequencies.

Failed / Hostile Mergers & Acquisitions

- Integration challenges from failed acquisitions disrupt corporate alignment. Cultural clashes impair collaborative efficiencies.
- Hostile takeovers create leadership conflicts and operational instability. Misaligned objectives undermine growth potential.
- Thorough due diligence, structured integration plans, and open communication facilitate successful M&A activities. Recalls damage brand reputation and increase operational costs. Supplier quality issues exacerbate recall frequency.

ICICI LOMBARD: Key Solution Offerings

Property

Evaluation of various risks to understand areas for improvement, such as fire preparedness, electrical safety, safety & emergency preparedness, maintenance and house-keeping, etc. By evaluating risks, we can identify potential hazards and advise on mitigating risks.

- **Property Loss Prevention:** We believe users should carry out detail risk visit followed by benchmarking of the industry good practices (Industry Risk Profiling). For instance, industries such as chemicals & petrochemicals impose a major challenge in manufacturing due to inherent risk. We recommend solutions for “Low Focus - High Loss Areas. This can help in minimizing severity losses. All the risk recommendations are grouped into four different segments based on cost-impact matrix and the priority is decided accordingly. Key decision makers at user’s end can ensure to get recommendations implemented.
- **Comprehensive Risk Assessment (CRA):** A Comprehensive Risk Assessment is a systematic approach to electrical safety specially designed for industries to evaluate potential hazards and recommend improvements, coupled with savings. It is an important tool for identifying risks, severity of hazards and avoid incidents arising out of electrical faults.
- **Electrical Risk Assessment (ERA):** An Electrical Risk Assessment is a basic solutions focused towards electrical safety designed to evaluate potential hazards and recommend improvements. Majority of fires in India are caused due to electrical installations. Ensuring safety of electrical installations of industrial unit or organization is critical to reduce risk and ensure safety compliance with Safety Standards and Regulation. ERA is an important tool which have 6 inbuilt solutions such as Electrical Audit & Thermography, etc.
- **Fire Hydrant IoT:** Fire Hydrant IoT: Fire hydrant IOT (ILGIC Patented Solution) is an automated device for monitoring key parameters such as Hydrant and Sprinkler line pressure, Main and Jockey pump on-off status, Firewater tank level. These can be interpreted to provide intelligence on unauthorized usage of water and leakage, effectively saving water. This information pertaining to breach of above-mentioned parameters is notified through dashboard & email alerts. Monitoring of such system is essential as these fire fighting systems are lifeline during any emergency.
- **Temperature & Humidity IoT:** Provides end-to-end plug & play ambient temperature and humidity monitoring Solution to manage temperature and humidity-controlled environment more efficiently. It generates - Automated reports (historical trends for different locations etc.). Intelligent Alerts - SMS & emails is sent to the concerned (one or multiple) stakeholders in case

any anomaly.

- **Electrical IoT:** Electrical IoT is a patented solution (ILGIC Patented Solution) to avoid any instances of short circuiting due to abnormal voltage & current conditions. These are mainly built for application in warehouses. This solution has been created as these locations are having huge stocks with lesser manpower during emergencies mainly during non-business hours. The device automatically cuts off power in case of abnormality & restarts back when situation is normal.
- **Ultrasound technology for Gas Leak Detection:** Use of ultrasound technology for leak detection in process lines. The methodology recommends a non-destructive way of avoiding losses with no downtime. The main objective is to identify the leakages in all pressurized systems including pipelines by using ultrasound technology and tag them for rectification. It also includes listing leaks with individual CFM losses and cost savings possible.
- **Fire Mitigation Solutions:** Solutions have been designed based on their specific needs, keeping in mind the level of awareness and complexity of the location. These best-in-class solutions which are installed at correct locations.
- **Renewable Solutions:** In line with our philosophy of recommending business solutions, we recommend efficiency measurements for wind and solar power generating assets. Drones are used to provide high accuracy and quick reach which is not possible through any traditional methodology. User get to know about the low performing module and ways to improve the same within the entire solar plant with latlong identification. We recommend advanced drone-based technology for inspection of wind turbines and solar PV modules.

Marine

In the dynamic realm of marine insurance, cargo faces a myriad of risks, from unpredictable weather conditions to unforeseen accidents, safeguarding against potential challenges at sea and in surface transportation / INLAND movement is paramount.

- **MLCE (Marine loss control engineering):** Frequent occurring losses due to Peril such as accident, wet damage, theft, non-delivery, pilferage, hijack of consignments, mishandling shall be examined with ground inspections, to determine root cause analysis with MIS, claim assessment reports collectively in the form of logistics audit.
- **MWS (Marine warranty surveys):** Our inhouse practices of condition survey prior risk inception & post risk inceptions helps our customers to have an independent risk management of the high value / ODC (over dimensional cargo) movements conducted by the Insured so that reliance over logistics service provider is supervised with Insured's nominated risk assessment team having a worldwide presence with a supervised network. Not only marine cargo, but HULL insurance risk exposures are surveyed for risk assessment and risk management.
- **Technical engagements:** Uncertainty of the risk associated with the transit can be concluded

with marine experts. Assessing vessel's condition for SEA transit as a full chartered load on behalf of the Insured, Risk assessment of cargo from packing, handling, lifting, securing, transit and final delivery methodology shall be discussed with the logistics team. Vessel selection, stowage and securing methods can be jointly discussed with the User's logistics team for a safe transit, dispatch and delivery coverage after assessing the risk on desktop with a virtual or F2F engagement and / or a ground visit.

- **Transit Telematics:** With the government's constant agenda of upgrading to digitalized operations by introducing ULIP and NITI Aayog mode of operations, not having a visibility of transit will hamper your logistics operations. IOT and SAAS (software as a service) based products incorporating the design of a cost efficiency and loss mitigation system can help enhance delivery with safe operation. Additionally, a 24*7 risk control is recommended to effectively monitor and mitigate theft / pilferage prone dispatches to ensure a safe transit delivery. Be it a temperature-controlled cargo, expensive cargo in transit or liquid bulk cargo in lorry tankers, it is essential to mitigate the risk and losses that might occur due to accidents caused by fatigue, unexplained conditions, or theft. We have case studies of successful recovery of stolen goods with our telematics services.

Liability

The growing adoption of technology in organizations has not only led to crucial data being stored and processed on digital platforms but also facilitated the automation of operations, thereby enhancing business efficiency. However, this shift also amplifies cyber risk, exposing sensitive information to potential threats and rendering organizations vulnerable to financial losses, reputational damage, and legal liabilities. As organizations delve deeper into the digital realm, fortifying cybersecurity measures becomes imperative to safeguard operational integrity and protect critical data from unauthorized access or breaches.

- **Phishing Simulation:** Experience cutting-edge phishing simulation tests to fortify your organization's defenses against cyber threats. You can enable phishing attack simulations to educate your employees on identifying and handling potential risks. Through engaging and interactive scenarios, you can raise awareness and equip your team with the necessary skills to detect and thwart phishing attempts.
- **Awareness Campaigns:** With Cyber Awareness Campaigns, you can go beyond just educating organizations about cybersecurity. The campaigns are meticulously designed to empower your team with essential best practices, insights into global incident trends and a comprehensive understanding of potential risks. Interactive designs help you captivate and engage your employees, fostering a cyber-aware culture within your organization. Customized campaigns can perfectly align with your unique needs and requirements and stay informed and vigilant.
- **Incident Response and Readiness:** A bespoke service that fortifies organizations with robust processes and clear communication channels for proficient cyber-incident management. This

recommendation not only trims down the incident response time but also facilitates prompt, accurate action within the crucial initial hours. By meticulously assessing your organization's incident response policies and sculpting response systems in alignment with global industry benchmarks, this ensures you are thoroughly prepared to tackle the evolving digital threat landscape.

- **CXO's Session:** CXO's Session service provides immersive training sessions, personalized coaching & interactive discussions to empower your CXOs with cybersecurity knowledge that aligns with your business objectives. The subject matter experts recommend strategic guidance and in-depth insights into the ever-evolving threat landscape, translating technical jargon into practical language. Regular cybersecurity forums facilitate peer-to-peer learning and benchmarking against industry standards. CXO- focused approach ensures a cyber-aware leadership team that drives your organization's success securely into the future.
- **Weekly Threat Intelligence Bulletin:** Stay ahead of cyber threats with the Weekly Threat Intelligence Bulletin. We meticulously curate this comprehensive bulletin, providing timely insights on emerging threats, vulnerabilities, and attack trends. Delivered directly to your inbox, it recommends proactive advantage by promptly identifying potential risks. With continuous updates and ongoing support, you can confidently adapt your Defence strategies to combat the most sophisticated threats. It enables you to make informed decisions and protect your organization from emerging threats with Weekly Threat Intelligence Bulletin.
- **Email Security:** Safeguard your organization's communication channels with the Email Security solutions. We recommend robust measures to protect against phishing, malware & other email-borne threats. The advanced email filtering and authentication technologies prevent malicious emails from reaching your users inbox. Implementing encryption protocols to ensure the confidentiality of sensitive data in transit is a good idea. With real-time monitoring and threat intelligence, email security measures provide proactive Defence, detecting and blocking suspicious activities promptly. You can protect your organization's reputation and sensitive information with comprehensive Email Security measures, ensuring a secure and reliable email environment.
- **Agent-less Patching:** Agent-less patching platform for companies and MSMEs who want a rapid solution to distribute critical security updates and vulnerability fixes without causing system downtime. The patching platform not only assists with patch deployment, but it also enables your system administrator in understanding the patches, Adjustments & impact of the patches on the system. Before applying the patch, the software generates a warning if the system requires downtime or a reboot. You can experience a hassle-free patching process with the platform recommending enhanced security for your organization.
- **EDR/MDR Services:** Elevate your organization's cybersecurity capabilities with the Endpoint Detection and Response (EDR) and Managed Detection and Response (MDR) services. These advanced solutions provide continuous monitoring, rapid threat detection & effective incident response, safeguarding your digital assets in real-time. With EDR, proactively detect and

respond to threats at the endpoint level, while MDR service offers 24/7 monitoring and expert support. You can strengthen defenses against the most sophisticated cyber-attacks with EDR/MDR services, ensuring a resilient and secure digital environment.

- **All-in-one Operating System:** All-in-One Operating System is a true game-changing platform that provides a fortified desktop environment to foster secure collaboration and centrally managed cybersecurity resilience. Inbuilt endpoint security serves as a vigilant guard, blocking potential dangers. Effortless IT management provides with a user-friendly interface, leading to significant cost savings in IT infrastructure. It provides in-built end-point security, automated updates and patches along with extensive device reports. Organizations can unlock a secure and prosperous future by embracing the All-in-One Operating System in their IT infrastructure.
- **Cyber Risk Management & Compliance Dashboard:** Gain a clear understanding of your organization's cyber risk exposure with Cyber Risk Management & Compliance Dashboard. This powerful tool assesses your risk posture, quantifies potential financial Impact & evaluates compliance with industry standards and regulations. Armed with this information you can make informed decisions to prioritize cybersecurity investments and ensure compliance with relevant laws and regulations. The intuitive dashboard provides a comprehensive view of your cybersecurity performance enabling data-driven decision-making. This solution enables organizations to stay ahead of threats and ensure a resilient cybersecurity posture.
- **Security Score Card:** Track your organization's cybersecurity performance with a dynamic Security Score Card solution. This comprehensive rating provides a clear overview of your security posture, highlighting areas that require attention and improvement. It empowers data-driven decisions, allowing you to focus on strengthening key areas. Identify potential risks and compliance gaps with industry standards and regulations. With actionable insights, you can prioritize cybersecurity investments effectively, ensuring a robust and resilient Defence against cyber threats. This Security Score Card solution can be your strategic tool to proactively elevate your cybersecurity posture.
- **VAPT:** Enhance your organization's cybersecurity defenses with the Vulnerability Assessment and Penetration Testing (VAPT) service. Skilled professionals conduct rigorous assessments, simulating real-world attacks to identify potential vulnerabilities in your digital infrastructure. With detailed insights, you can fortify your defenses and proactively address weak points before malicious actors exploit them. This service goes beyond identifying vulnerabilities, you also get actionable recommendations to mitigate risks effectively. Organizations can be one step ahead of cyber threats, ensuring the security and resilience of your critical assets with the comprehensive VAPT service.

Engineering

In engineering risk management, it's vital to adopt a holistic approach that extends beyond immediate concerns to proactively tackle potential risks and uncertainties. Drawing upon

considerable expertise in claims handling and risk evaluation, a robust and customized protection strategy can be ensured.

Construction endeavors face a myriad of risks such as floods, cyclones, impact damage, fires, theft, and collapse. However, the adverse effects of these risks can be mitigated through the implementation of extensive loss prevention measures specifically tailored for engineering projects.

- **Engineering Loss Prevention Exercise (ELP):** To effectively manage losses in Engineering Risk, fostering a culture of loss prevention is crucial. It's widely acknowledged that each construction project is distinct, presenting specific challenges related to geography, geology, occupancy, and construction methodology, which in turn result in unique associated risks. To cater this challenge a specific risk management framework which deals about the unique requirement of each project could be created for the loss prevention with reference to some parameters of distinctive research and industries best practices.
- **Drone Solutions for Linear Projects:** In recent years, the construction industry has undergone significant changes due to the introduction of drone-based construction solutions. These cutting-edge technologies are transforming the planning, design, and execution of construction projects. A major benefit of drone technology in construction is its capacity to conduct aerial surveys, providing extensive coverage and detail. Drones, equipped with advanced cameras and sensors, can rapidly capture precise images and data, offering project managers valuable insights into site conditions. This data can facilitate project planning, cost estimation and design optimization by providing a comprehensive understanding of the project's parameters.
- **CPM - Fleet & Fuel Management:** An advanced GPS-equipped sensor is available to precisely measure direct fuel consumption, evaluate engine efficiency, and detect potential tampering of diesel engines in both mobile vehicles and stationary machinery. This solution enables real-time alerts for service reminders and critical health issues, facilitating prompt resolutions and enhanced utilization. Additionally, it offers valuable insights into machinery and equipment performance through comprehensive analyses, resulting in optimized inventory usage and increased efficiency.

Health

We highly recommend exploring proactive and preventive healthcare solutions, which can make a significant difference in maintaining good health. Recognizing that majority of in-patient department (IPD) admissions could be prevented with timely interventions and regular healthcare, it is important to focus on health, not just during illness.

- **Pioneering Digital Platform:** We recommend exploring digital health innovations offered by industry leaders, which provide cutting edge health solutions through the IL TakeCare (ILTC) app. Our platform has transformed the way health services are delivered by introducing a fully digital and cashless Outpatient Department (OPD) and Wellness Program.

- **Health Advisory Services:** We recommend a suite of health advisory services on the IL TakeCare app. Users can access health risk assessments, diet and exercise trackers, health parameter tracking and trends and sleep, meditation & hydration reminders. In addition, the platform recommends a feature to upload health records up to 1GB, and provides informative health blogs.
- **IL TakeCare App:** IL TakeCare app is a One-Stop-Solution for users with insurance needs. This robust user engagement is a testament to the high-value features that the app provides. Unique to the app is the innovative self-health assessment feature, which includes Face scan technology that can measure blood pressure, heart rate, cardiac variance, and SpO2 levels. The platform provides seamless teleconsultations with medical practitioners and specialists, and even recommends access to mental wellness experts to the insured. The facility for cashless OPD services and the efficient claim settlement process further enhance user experience. By encapsulating a wide range of state-of-the-art health services and solutions, the IL TakeCare platform revolutionizes corporate health management and serves as a comprehensive digital health solution.



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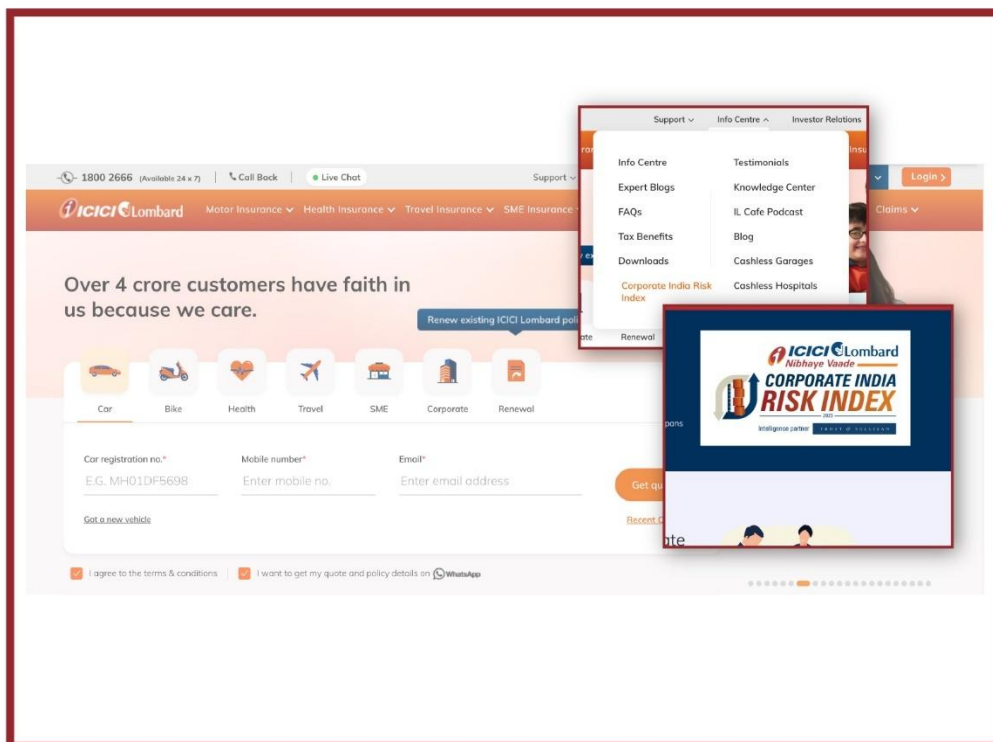
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