

July 03, 2023

To,  
BSE Limited  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Fort  
Mumbai – 400 001  
Scrip Code - 526612

To,  
National Stock Exchange of India Ltd  
Exchange Plaza, C-1, Block G  
Bandra Kurla Complex, Bandra East,  
Mumbai – 400 051  
NSE Symbol - BLUEDART

**Sub: Business Responsibility and Sustainability Report for the Financial  
Year ended 31<sup>st</sup> March, 2023**

Dear Sir/ Madam,

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-23, which also forms part of the Annual Report for FY 2022-23, submitted to the Exchanges vide letter dated July 03, 2023.

You are requested to kindly take the above information on record.

Thanking you.

Yours faithfully,  
For **Blue Dart Express Limited**

**Tushar Gunderia**  
**Head (Legal & Compliance) &**  
**Company Secretary**

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

For Blue Dart, Environmental, Social and Governance (ESG) is an ethically driven business process that is committed to the values, aimed at driving the Group's credo of Connecting People, Improving Lives. While striving to make a significant contribution to the economy, the Company is equally focused on finding better and sustainable ways of carrying out business. The Company's environment friendly initiatives, People First policy & governance framework are a reflection of a strong commitment to its values, ethics & integrity.

Vision of Blue Dart is: "To be the best and set the pace in the express air and integrated transportation and distribution industry, with a business and human conscience. We commit to develop, reward and recognise our people who, through high quality and professional service, and use of sophisticated technology will meet and exceed customer and stakeholder expectations profitably."

Blue Dart Express Limited's ("Blue Dart" / "Company") sustainability initiatives championed as 'Connecting People, Improving Lives' within the group are structured and inspired by the three pillars of GoTeach, GoGreen and GoHelp. These are created to enhance and maximize the impact of larger societal value.

The concerted efforts of the Company and its dedicated employees over several years had led to the improvement in the livelihood of the disadvantaged sections of the society.

The Company has done promising work in enabling young adults, differently-abled and disenfranchised women to maximize their potential and become confident and contributing members of the society.

The directors present the 'Business Responsibility & Sustainability Report' (BRSR) of the Company for the financial year 2022-23, pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 and in an endeavour to go beyond and above the statutory requirements of disclosing and describing the initiatives taken by the Company through this reporting mechanism, the Company feels it is necessary to chart out its journey so far and ahead in alignment with the globally accepted ESG principles like UNSDGs, GRI & TCFD.

In this report, the words – 'Blue Dart', 'We', 'Our' are used interchangeably to denote Blue Dart Express Ltd.

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

Sr. No.	Particulars	Response
1.	Corporate Identity Number (CIN) of the Listed Entity -	L61074MH1991PLC061074
2.	Name of the Listed Entity	Blue Dart Express Ltd.
3.	Year of incorporation	1991 Blue Dart started as a partnership firm – "Blue Dart Courier Services" in 1983 and firm was registered as a private limited company on April 5, 1991. On June 17, 1994, the name of the company was changed to Blue Dart Express Ltd.
4.	Registered office address	Blue Dart Centre, Sahar Airport Road, Andheri (East), Mumbai – 400099
5.	Corporate address	Blue Dart Centre, Sahar Airport Road, Andheri (East), Mumbai – 400099
6.	E-mail	communications@bluedart.com
7.	Telephone	022 - 28396444
8.	Website	www.bluedart.com
9.	Financial year for which reporting is being done	April 1, 2022 to March 31, 2023
10.	Name of the Stock Exchange(s) where shares are listed :	BSE Ltd. National Stock Exchange of India Ltd.
11.	Paid-up Capital	₹ 23.76 Crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name : Mr. Tushar Gunderia, Head (Legal & Compliance) & Company Secretary Contact : 022 – 28396444 Email Id: tusharg@bluedart.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures under this report are made on a Stand alone basis

## II. Products/services

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Courier and Express Services	Courier and Express Services	100%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of Turnover contributed
1.	Courier and Express Services	5320	100%

## III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	0	2347	2347
International	0	0	0

Blue Dart is South Asia's premier courier, and integrated express package distribution company. We have the most extensive domestic network covering over 55,400 locations and serve more than 220 countries and territories worldwide through our Group company DHL, the premier global brand name in express distribution services.

17. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States)	Pan India
International (No. of Countries)	Over 220 Countries through DPDHL

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Nil. Considering the nature of operations and activities of Blue Dart, there are no exports.

c. A brief on types of customers:

Our key differentiators are the quick delivery and fast turnaround service time we offer, while ensuring customer's shipment is in perfect condition. We continue to serve diverse industries such as eCommerce, Automotive, Banking, Financial Services, Electronics etc.

Through its services, Blue Dart is enabling effective and efficient operations for SMEs and MSMEs across all the pin codes, by working with them to expand their services to reach even the remote pockets of the country. When it comes to operational efficiency, Blue Dart acts as a catalyst in facilitating business for sectors such as eCommerce, Pharmaceuticals & Medical devices, BFSI, Consumer Electronics and Automotive among others.

## IV. Employees

18. Details as at the end of Financial Year:<sup>1</sup>

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	12,594*	11,940	94.81	654	5.19
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total employees (D + E)</b>	12,594	11,940	94.81	654	5.19

<sup>1</sup>SDG Targets

SDG 5.1 End all forms of discrimination against all women & girls everywhere

SDG 5.5 Ensure women's full & effective participation & equal opportunities for leadership at all levels of decision making in political, economic & public life

SDG 8.5 By 2030, achieve full & productive employment & decent work for all women & men, including for young people & persons with disabilities, & equal pay for work of equal value

SDG 10.3 Ensure equal opportunity & reduce inequalities of outcome, including by eliminating discriminatory laws, policies & practices & promoting appropriate legislation, policies & action in this regard

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>WORKERS</b>						
4.	Permanent (F)	9,048	8,863	97.96	185	2.04
5.	Other than Permanent (G)	-	-	-	-	-
6.	<b>Total workers (F + G)</b>	9,048	8,863	97.96	185	2.04

\* Employees include workers/staff

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	10	7	70.00	3	30.00
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total differently abled employees (D + E)</b>	10	7	70.00	3	30.00
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	5	5	100.00	0	0.00
5.	Other than permanent (G)	-	-	-	-	-
6.	<b>Total differently abled workers (F + G)</b>	5	5	100.00	0	0.00

19. Participation/Inclusion/Representation of women<sup>2</sup>

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	3	30.00
Key Management Personnel*	3	0	0.00

\* Key Management Personnel includes MD, CS & Interim CFO

20. Turnover rate for permanent employees and workers<sup>3</sup> (in percent)

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	12.32	16.35	20.50	8.26	12.51	10.39	7.85	8.81	8.33
Permanent Workers	8.06	9.58	8.82	4.97	6.96	5.97	5.30	6.86	6.08

Blue Dart is known for attracting, developing and retaining the best talent in the industry. Blue Dart is a winner of Employee Safety Award 2022 and Best Workplaces for Women by The Economic Times twice in a row in year 2021 and 2022. We are consistently featured among Top 100 Great Places to Work For in India. Overall, we are leveraging on our 'People First' philosophy which has helped us to secure 53<sup>rd</sup> rank in the Great Place to Work last year and a certified Great Place to Work for 12<sup>th</sup> year in row.

## V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

Sr. No.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Blue Dart Aviation Ltd.	Subsidiary	100%	No
2.	Concorde Air Logistics Ltd.	Subsidiary	100%	No

<sup>2</sup>SDG Targets

SDG 5.1 End all forms of discrimination against all women & girls everywhere

SDG 5.5 Ensure women's full & effective participation & equal opportunities for leadership at all levels of decision making in political, economic & public life

SDG 8.5 By 2030, achieve full & productive employment & decent work for all women & men, including for young people & persons with disabilities, & equal pay for work of equal value

SDG 10.3 Ensure equal opportunity & reduce inequalities of outcome, including by eliminating discriminatory laws, policies & practices & promoting appropriate legislation, policies & action in this regard

<sup>3</sup>SDG 5.1 End all forms of discrimination against all women & girls everywhere

SDG 8.5 By 2030, achieve full & productive employment & decent work for all women & men, including for young people & persons with disabilities, & equal pay for work of equal value

SDG 8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training

SDG 10.1 By 2030, progressively achieve & sustain income growth of the bottom 40 per cent of the population at a rate higher than the national average

## VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013<sup>4</sup>:

Yes, CSR provisions are applicable as per Section 135 of the Companies Act, 2013. Blue Dart is one of the forerunners in the Corporate Social Responsibility. As an Indian company with a global outlook, we endeavour to address the pillars of Corporate Sustainability - Economic, Environmental, and being socially responsible. Being a leader in the logistics space since 1983, Blue Dart has reached all corners of India, thereby touching many lives.

At Blue Dart, we believe that giving back to society is not just a 'Corporate Social Responsibility', it is our duty as an organization towards our brethren and our environment from where we draw our resources. More than 'responsibility', it is 'sustainability' that is our cornerstone. Sustainability (or Corporate Responsibility) is an integral part of Blue Dart. We take our responsibility to Society, to the communities in which we operate, to our employees and to the environment seriously.

(ii) Turnover (in ₹) – ₹ 517,222 Lakhs

(iii) Net worth (in ₹) – ₹ 126,036 Lakhs

## VII. Transparency and Disclosures Compliances

23. Complaints/Grievance on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct<sup>5</sup>:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	The Company's Code of Conduct upholds the principles of human rights and fair treatment. This policy covers the Company and extends to its Group, Suppliers and Service Providers. The Company has a grievance redressal mechanism through which it receives complaints on the human rights aspects and satisfactorily resolves them. The grievance cell covers human rights issues such as child labour, forced labour, sexual harassment and discriminatory employment etc. During the financial year 2021-22, no complaints were received and during the financial year 2022-23, 2 complaints were received and addressed under POSH.						
Investors (Other than shareholders) and Shareholders	Blue Dart makes sure that shareholders/investors grievances received through various sources viz; e-mail, phone, through SEBI, Stock Exchanges, on www.scores.gov.in are resolved within 10-12 days.  Shareholders can lodge grievance by filling the form available on following link (Investor Tool Kit section) <a href="https://www.primeinfobase.in/pages_new/InvestorGrievanceForm.aspx?value=O13MyQclQQPM600MSHCcMw==">https://www.primeinfobase.in/pages_new/InvestorGrievanceForm.aspx?value=O13MyQclQQPM600MSHCcMw==</a>  Details of address for communication is also provided in the Annual Report of the Company in Corporate Governance Report.  During FY 2022-23, 4 Shareholder complaints were received & satisfactorily resolved. During FY 2021-22, 2 shareholder complaints were received and satisfactorily resolved.						

### <sup>4</sup>SDG Targets

SDG 8.1 Sustain per capita economic growth in accordance with national circumstances &, in particular, at least 7 per cent gross domestic product growth per annum in the least developed countries  
SDG 9.1 Develop quality, reliable, sustainable & resilient infrastructure, including regional & transborder infrastructure, to support economic development & human well-being, with a focus on affordable & equitable access for all  
SDG 9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation & substantially increasing the number of research & development workers per 1 million people & public & private research & development spending

### Aligned TCFD

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.  
Strategy disclosure – b) Describe the impact of climate-related risks & opportunities on the organization's businesses, strategy & financial planning.

### <sup>5</sup>SDG Targets

SDG 16.6 Develop effective, accountable & transparent institutions at all levels.

### Aligned TCFD

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.  
Strategy disclosure – b) Describe the impact of climate-related risks & opportunities on the organization's businesses, strategy & financial planning.  
Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
Employees and workers	Blue Dart makes sure that employee grievances reach management through its grievance redressal mechanism. This redressal mechanism, for employees, covers aspects of human rights issues (child labour, forced/ involuntary labour), discriminatory employment and sexual harassment. The grievance redressal process consists of the following steps: i. Employees fill the prescribed form under the Grievance Redressal Programme (“GRP”) and submit it to their immediate superior. ii. The grievance is reviewed at the branch level first and if not closed within 7 days, it is forwarded for regional review. iii. If it is not closed within 7 days, it is forwarded to the Managing Director for review who, within 7 working days communicates his decision to the Corporate HR & RH for implementation. During FY 2022-23, 2 employee complaints were received and satisfactorily resolved. During FY 2021-22, 2 employee complaints were received and satisfactorily resolved.						
Customers	Blue Dart has an established grievance mechanism to resolve customer complaints. The source of receiving grievance can be verbal, written, through e-mail, toll free number or social media. All these complaints get logged into a module called CARESS-Complaint Appreciation Resolution & Evaluation to Satisfaction System.  In the current financial year, Blue Dart has carried over 3,273.71 lakh domestic shipments and over 8.23 lakh international Shipments out of which 0.020% complaints were registered and resolved. There were 4 customer complaints which are yet to be resolved till 31 March, 2023.  In the previous financial year, Blue Dart has carried over 2,632.48 lakh domestic shipments and over 8.62 lakh international Shipments out of which 0.027% complaints were registered and resolved.						
Value Chain Partners	Blue Dart believes that it must manage its business affairs fairly and transparently with a firm commitment to its values. At Blue Dart, we value high ethical standards of behavior and expect honesty, openness and integrity in whatever we do. The Company has formalized this process and institutionalized the 'Whistle Blower Policy' within the organization. The Company has DP-DHL Platform with hotlines, both telephonic and web-link as under:  - DP-DHL Hotline Provider (Telephonic) – INDIA +911171816583  - Web based reporting Link : <a href="http://www.dpdhlcompliancehotline.com">www.dpdhlcompliancehotline.com</a>  The Policy is applicable to all employees, directors, officers, customers, vendors, channel partners and/or third party intermediaries such as agents and consultants whether appointed on a permanent, temporary, full time, part-time, contractual, probation or on a retainer basis who are engaged to conduct business on behalf of the Company and its subsidiary companies.  During FY 2022-23, 4 complaints were received which were not substantiated. During FY 2021-22, 3 complaints were received and investigated/ acted upon.						

24. Overview of the entity's material responsible business conduct issues<sup>6</sup> pertaining to environmental and social matters that present a risk or an opportunity to our business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Rising fuel costs	Risk	Day by day, fossil fuel availability and its price are getting inversely proportionate. Blue Dart being in air express industry, the Price hikes in fuel automatically indicates an effect on Aviation Turbine Fuel (ATF) and diesel, a big part of our business.	The air cargo industry has to work towards improving its sustainability through the use of alternative fuels, including sustainable aviation fuel (SAF). While traditional jet fuel is still being used, there are sustained efforts being made towards developing and testing alternative fuels.  To combat the price hikes, Blue Dart has an internal hedging mechanism viz; Fuel Surcharge Mechanism and follows a Fuel Surcharge Calculation method in Domestic and Regional services that is computed based on the Brent index.	Negative
2.	Labour Practices	Risk	The Air Freight & Logistic industry's reliance on independent service providers, mainly for courier driving, has come under increasing regulatory scrutiny. Independent service providers may not be covered under the same laws that protect employees, and companies may face regulatory sanctions for misclassifying employees as independent service providers. Companies may also face legal actions from employee and service providers claims regarding wage payments, benefits, and working conditions. This may also negatively affect their reputation and ability to hire and retain employees, reducing operational efficiency and increasing turnover costs.	Efforts are being made to ensure health check of compliance status of third party service providers so as business integrity and continuity of Blue Dart remains intact	Negative
3.	Employee Health & Safety	Risk	Employees in the Air Freight & Logistics industry may be exposed to dangerous working conditions, including accidents resulting from mechanical failure or human error. Additionally, moving packages manually is a physical process that requires special training in	Blue Dart can mitigate these impacts by providing adequate protection and training for employees, ensuring mechanical equipment is safely functioning, and establishing a culture of safety within the workplace.	Negative

<sup>6</sup>SDG Targets

SDG 8.5 By 2030, achieve full & productive employment & decent work for all women & men, including for young people & persons with disabilities, & equal pay for work of equal value 13.1 Strengthen resilience & adaptive capacity to climate related hazards & natural disasters in all countries

Aligned TCFD

Governance disclosure – b) Describe management's role in assessing & managing climate-related risks & opportunities.

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

Strategy disclosure – b) Describe the impact of climate-related risks & opportunities on the organization's businesses, strategy & financial planning.

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			<p>order to minimize injury. While the fatal occupational injury rate for trucking workers is higher than average, worker safety issues in aviation are highly regulated, which raises the risk of fines or penalties when an incident occurs. Health and safety incidents may result in work stoppages and a range of costs, from medical expenses to workers compensation. Such incidents can also reduce productivity, and thus revenues, if employees believe their safety and well-being are not being prioritized. Finally, companies with poor safety records may also face increased insurance premiums and higher costs of capital, as well as reputational damage that could reduce revenue and market share.</p>		
4.	Cyber Risk	Risk	<p>One of the risks for Air Freight &amp; Express Logistics Industry is cybercriminals impersonating a legitimate logistics/ freight forwarding company by infringing its website. The aim is to steal logistics/ freight forwarding fees or any cargo that falls into their possession.</p>	<p>Blue Dart reviews and revises incident and crisis management plans and playbooks periodically. To ensure the safety and security of its stakeholders, Blue Dart follows all the compliances to avoid cyber risk from internal and external threats. The company sends out cautionary notices time and again for both BTB and BTC customers through all the mediums of communication.</p>	Negative
5.	GHG Emissions & Health hazard	Risk	<p>Companies in the Logistics Industry &amp; Air Freight generate direct greenhouse gas (GHG) emissions that contribute to climate change. Emissions are generated from fuel combustion by both air and road freight operations. Given the altitude of the emissions from jet fuel, air freight makes an especially potent contribution to climate change. Management of GHG emissions is likely to affect air freight and logistics companies' cost structure over time, as emissions are tied directly to fuel use, and thus to operating expenses. Fuel efficiency and the use of alternative fuels offers a way for companies to reduce fuel costs and/or limit exposure</p>	<p>Capital investments in more fuel-efficient airplanes and/or vehicles and emerging fuel-management technology may potentially reduce ongoing fuel expenses and improve profitability. It can also help companies potentially capture market share of customers seeking low-carbon shipping solutions.</p>	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			<p>to volatile fuel pricing, future regulatory costs, and other consequences of GHG emissions. While newer aircraft and trucks are generally more fuel-efficient, existing fleets may be retrofitted.</p> <p>Companies in the Logistics Industry &amp; Air Freight generate air pollutants that may threaten human health. The industry's primary air emissions include sulfur oxides (SOx), nitrogen oxides (NOx), and particulate matter (PM), which have localized negative effects on air quality. As regulators debate the most efficient mechanisms to reduce local air pollution from the industry, companies may be forced to increase operating costs or make investments to modernize their fleets due to regulatory pressure, customer demand, and rising fuel costs</p>	Use of more expensive alternative fuels and mechanisms that filter emissions prior to release into atmosphere can also impact a company's cost structure, requiring upfront costs but decreasing exposure to regulation over the long term.	
6.	Supply Chain Management	Risk	Many companies in the Logistics Industry & Air Freight contract with large, complex networks of asset-based third-party providers to provide freight transportation services to their customers. Contracting is especially common among companies providing freight forwarding, logistics, brokerage, and intermodal services. These service providers range across all modes of transport such as motor carriers, railroads, air freight, and ocean carriers.	Companies need to manage the relationships with their service providers in order to ensure that service providers actions that lead to environmental or social impacts do not result in material adverse effects on their own operations, such as decreased brand value. At the same time, companies that are able to offer low-carbon logistics solutions may capture market share from customers seeking to reduce the carbon footprint of their shipments.	Negative
7.	Critical Incident Risk Management	Risk	All modes of transportation pose safety risks. In some cases, mechanical failure or human error may lead to accidents with significant environmental or social consequences, including regulatory action and lawsuits from impacted communities or customers.	While the stringency of regulatory requirements may vary by the region of operation, companies that maintain the highest safety standards throughout their global operations can minimize the risks of safety incidents that affect their reputation and profitability.	Negative
8.	High Consumables cost	Risk	Higher consumable's cost resulting from change in regulation on usage of Plastic Bags specifications	We are looking for alternatives as per State guidelines and adhering to increased microns/ thickness for its Flyers/Carry Bags/other Plastic items as per guidelines.	Negative

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9.	Growth of E-Commerce	Opportunity	More and more people turning to online shopping, the demand for fast and reliable delivery of products has increased significantly, and air express is naturally well suited for this logistic challenge. Details of it are shared in Management Discussion Analysis report	NA	Positive
10.	Government's initiative	Opportunity	Government's initiatives like the National Logistics Policy and PM Gati Shakti Plan aim to cut India's cost of logistics operations. Details of it are shared in Management Discussion Analysis report	NA	Positive
11.	Technological advancements	Risk & Opportunity	As companies increasingly look to automate processes and move to the cloud to drive greater efficiency, dependency on physical movement of documents has decreased. However, in a way, increased usage and demand for high-end and sophisticated technology is in a way opportunity for Blue Dart to strengthen its efforts towards reducing its CO <sub>2</sub> emissions.	Our efforts are towards creating technology-led future ready solutions that would sustain the supply chain and related business requirements for our customers. The Logistics division has designed a digitisation initiative to provide an integrated IT foundation that would boost productivity, reduce wasteful travel and provide a slick user experience. Initiatives such as 'On-The-Move' (OTM) handheld devices, Retail Point of Sale (POS), Reverse Logistics (Open and Close), offering 16 Digital Wallets on Courier Handhelds, Call Bridge facility to create a personalised customer experience have all been appreciated as industry-leading solutions and benchmarks. Blue Dart has been acclimating data analytics, Artificial Intelligence (AI), drone technology to support last mile delivery to transform the express logistics industry	Negative & Positive - both

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

S.N.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
1.7	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	All the policies as specified below this section are available on Company's website : <a href="http://www.bluedart.com">www.bluedart.com</a>								
2.	Whether the entity has translated the policy into procedures <sup>8</sup> . (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners <sup>9</sup> ? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. <sup>10</sup>	Blue Dart continues to hold ISO 9001:2015 – Standard for design, management and operations of the countrywide express transportation and distribution services within the Indian sub-continent and international destinations serviced through multinational express companies.  During the year, on Environment, the company accomplished ISO 14001 certification (For Office based activities related to management and operations of countrywide express transportation and distribution service of goods at Head office and Regional Offices) and implemented a robust Environment Policy.								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any. <sup>11</sup>	The GoGreen program of Blue Dart is an integral part of DPDHL Group's Strategy 2025. In 2008, Blue Dart introduced a measurable climate protection target.  From now until 2050, the Group's mission will be to drive business towards Net Zero Emissions logistics by setting the standard for the future of the transport sector and doing its part to help the world community reach its goal of limiting global warming to less than two degrees Celsius.  Blue Dart is aligned to ' Net Zero Emissions 2050', the climate protection goal announced in 2017.								

<sup>7</sup> SDG Targets

SDG 16.6 Develop effective, accountable & transparent institutions at all levels

Aligned TCFD

Governance disclosure – a) Describe the board's oversight of climate-related risks & opportunities.

<sup>8</sup> Aligned TCFD

Strategy disclosure – c) Describe the resilience of the entity's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

<sup>9</sup> Aligned TCFD

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

<sup>10</sup> Aligned TCFD

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks.

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

<sup>11</sup> SDG Targets

SDG 5.5 Ensure women's full & effective participation & equal opportunities for leadership at all levels of decision making in political, economic & public life. 12.2 By 2030, achieve the sustainable management & efficient use of natural resources.

SDG 12.4 By 2020, achieve the environmentally sound management of chemicals & all wastes throughout their life cycle, in accordance with agreed international frameworks, & significantly reduce their release to air, water & soil in order to minimize their adverse impacts on human health & the environment.

SDG 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling & reuse.

Aligned TCFD

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks. Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

S.N.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. <sup>12</sup>	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>We constantly monitor the performance towards our sustainability goals and take adequate action wherever required.</p> <p>As a socially responsible corporate, Blue Dart has an in-house sustainability team responsible for identifying and addressing various sustainability issues and supporting initiatives that make the world a better place for future generations</p>								
<b>Governance, leadership and oversight</b>										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements <sup>13</sup>	<p>For Blue Dart, Environmental, Social and Governance (ESG) is an ethically driven business process that is committed to the values, aimed at driving the Group's credo of Connecting People, Improving Lives. While striving to make a significant contribution to the economy, the Company is equally focused on finding better and sustainable ways of carrying out business. The Company's environment friendly initiatives, People First policy &amp; governance framework are a reflection of a strong commitment to its values, ethics &amp; integrity.</p> <p>Sustainability refers to our responsibility towards the three areas – Environment to run clean operations, Social to be a great company to work for all, and Governance to be a highly trusted company. This way we fulfil our purpose of 'Connecting people, improving lives.' for current and future generations.</p> <p>More details given in ESG Section in this Annual Report.</p>								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). <sup>14</sup>	<p>Details of Directors of BRR committee :</p> <ul style="list-style-type: none"> <li>• DIN Number – 01739334</li> <li>• Name - Mr. Sharad Upasani</li> <li>• Designation – Chairman</li> <li>• DIN Number – 01842520</li> <li>• Name - Ms. Tulsi Nowlakhia Mirchandaney</li> <li>• Designation – Director</li> <li>• DIN Number – 07771200</li> <li>• Name - Ms. Kavita Nair</li> <li>• Designation – Director</li> </ul>								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>The Board has constituted the BRR Committee comprising of Mr. Sharad Upasani, Ms. Tulsi Nowlakhia Mirchandaney and Ms. Kavita Nair</p>								

<sup>12</sup> Aligned TCFD

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks. Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

<sup>13</sup> SDG Targets

SDG 5.5 Ensure women's full & effective participation & equal opportunities for leadership at all levels of decision making in political, economic & public life.

SDG 16.7 Ensure responsive, inclusive, participatory & representative decision-making at all levels.

Aligned TCFD

Governance disclosure – a) Describe the board's oversight of climate-related risks & opportunities.

Governance disclosure – b) Describe management's role in assessing & managing climate-related risks & opportunities.

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

Strategy disclosure – c) Describe the resilience of the entity's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

<sup>14</sup> SDG Target

SDG 12.2 By 2030, achieve the sustainable management & efficient use of natural resources

Aligned TCFD

Governance disclosure – a) Describe the board's oversight of climate-related risks & opportunities. Governance disclosure – b) Describe management's role in assessing & managing climate-related risks & opportunities. Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks. Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

10. Details of Review of NGRBCs by the Company: <sup>15</sup>																			
	Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Performance against above policies and follow up action	Yes									Annually								
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	No major non-compliance of material nature has been reported. Operational issues are being addressed on an 'ongoing basis' as and when identified. An automated compliance tool has been adopted by Blue Dart to track, monitor & comply the Compliances on a real-time basis									Quarterly								
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? <sup>16</sup> (Yes/No). If yes, provide name of the agency.	Operationalization and effectiveness of policies have been evaluated by Dhir & Dhir Associates, a Law Firm. Evaluation was conducted on effectiveness of the working of policies. Policies are also periodically evaluated and updated by various department heads, business heads and approved by the management or board. The processes and compliances, however, may be subject to scrutiny by internal auditors and regulatory compliances, as applicable.																	

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated: <sup>17</sup>										
	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
	It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: The HR Code of Conduct covers aspects of a safe and healthy work environment and no discrimination. The Whistleblower Policy of the Company provides a procedural framework to handle concerns and grievances of employees, customers, vendors and/or third-party intermediaries. POSH policy aims to provide protection against sexual harassment of women and providing a safe working environment for them. Risk Management Policy provides an overview of the principles of risk management, explains the approach adopted by the Company towards risk management and mitigation.

The Group level Policies that are adopted by Blue Dart includes:

- Code of Conduct : The Group 'Code of Conduct' articulates our behaviour, beliefs and standards, ethical commitment and the correct conduct which we aspire for and view as the basis of our established Corporate practice.
- Human Rights Policy Statement (HuRi). It covers fundamental and primary human rights viz. Employment Conditions, Data Privacy, Environment, Fairness, Child Labour, No racial discrimination etc.

<sup>15</sup> Aligned TCFD

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

Strategy disclosure – b) Describe the impact of climate-related risks & opportunities on the organization's businesses, strategy & financial planning.

<sup>16</sup> Aligned TCFD

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

<sup>17</sup> Aligned TCFD

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

Strategy disclosure – c) Describe the resilience of the entity's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

- c. Anti-corruption & Business Ethics policy - Depicts ethical and lawful behaviour in business practices and our conduct towards business partners, shareholders and the general public.
- d. Gift/ Hospitality Policy – This is a part of Anti-corruption and Business Ethics Policy which lays down stipulations and guidelines for business practices including acceptance /provision of Gifts, Hospitality, Donations, Public officials.
- e. Competition Compliance Policy – Describes the commitment to compete fairly and openly in the marketplace; avoid sharing information / co-ordinate with competitors, refrain disclosure of pricing for products/ services, avoid unfair trade practices, avoid cartelisation and abuse of dominant position.
- f. Data protection framework – GDPR Guidelines – These are guidelines on Data Protection, breach, adequate measures, issued effective May 2018 and applicable to all nations dealing with EU data.
- g. Supplier Code of Conduct – The Supplier Code reflects our strengthened expectations and minimum standards expected from our suppliers for doing business.

Policy	Principle covered
Sustainable Development Policy	All the principles
Archival Policy	P1
Code of conduct for Directors & Senior Management	P1
Code of Conduct	P1
Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information	P1
Internal Control Policy	P1
Material subsidiaries Policy	P1
Whistle blower Policy	P1
Risk Management Policy	P1 & P2
Policy on Materiality of Events	P1 & P4
Anti-Corruption and Business Ethics Policy	P1 & P7
Competition Compliance Policy	P1 & P8
Code on Prevention of Insider Trading	P1, P4 & P7
Related Party Transaction Policy	P1, P4 & P7
Supplier Code of Conduct	P2, P3 & P9
OHS Guidelines	P3
Death Benevolent Fund Policy	P3
Stakeholder Relationship Policy	P4
CSR Policy	P4 & P8
Grievance redressal Programme	P5
POSH policy	P5
Human Rights Policy	P5
Environment Policy	P6
Advocacy Policy	P7
Customer Relationship Policy	P9

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

### PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

#### Essential Indicators

#### 1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:<sup>18</sup>

Segment	Total Number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	2	Trainings in the form of familiarisation program covering ESG and Business Responsibility and Sustainability Report (BRSR), insight into the Company and the Organisation functioning	100%
Key Managerial Personnel	2	Introduction to ESG and Business and Sustainability Report (BRSR), Compliance trainings Privacy Policy, Certified data protection, Anti-Corruption - Core Compliance Curriculum, Code of Conduct - Core Compliance Curriculum, Insider Trading Law / Competition Compliance - Core Compliance Curriculum for effective & POSH impactful learnings.	100%
Employees including Workers other than BoD and KMPs	Different target group for different types of trainings	Introduction to ESG and Business and Sustainability Report (BRSR), Compliance trainings Privacy Policy, Certified data protection, Anti-Corruption - Core Compliance Curriculum, Code of Conduct - Core Compliance POSH Compliance trainings Privacy Policy, Certified data protection, Anti-Corruption - Core Compliance Curriculum, Code of Conduct - Core Compliance Curriculum, Insider Trading Law / Competition Compliance - Core Compliance Curriculum for effective & impactful learnings.	Different target group for different types of trainings

#### 2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format<sup>19</sup> (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

During FY 2022-23, there were no fines/ penalties/punishments/ awards/ compounding fees/ settlements as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 imposed on the company or its Directors/ KMPs.

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine					
Settlement			NIL		
Compounding Fee					
Non-Monetary					
Imprisonment					
Punishment			NIL		

<sup>18</sup> SDG Targets

16.3 Promote the rule of law at the national & international levels & ensure equal access to justice for all.

16.7 Ensure responsive, inclusive, participatory & representative decision-making at all levels.

Aligned TCFD

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

<sup>19</sup> Aligned TCFD

Governance disclosure – a) Describe the board's oversight of climate-related risks & opportunities. Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### 3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.<sup>20</sup>

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Nil	

### 4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.<sup>21</sup>

The Company has in place “Anti-Corruption and Business Ethics Policy” which depicts ethical and lawful behaviour in business practices and our conduct towards business partners, shareholders and the general public. We do not tolerate corrupt behavior. In our relationships with business partners and public officials, we do not provide or accept payments or benefits that are intended to, or might appear to, influence business decisions or to otherwise gain an improper advantage. We trust that the excellence of our services is the key to our business success. We deal with all our customers, suppliers and government agencies in accordance with our values and in compliance with applicable laws and regulations, especially international anti-corruption standards including the FCPA and UK Bribery Act as stated in the UN Global Compact, and local anti-corruption and bribery laws.

### 5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:<sup>22</sup>

	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

### 6. Details of complaints with regard to conflict of interest:<sup>23</sup>

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

### 7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.<sup>24</sup>

Not Applicable

<sup>20</sup> Aligned TCFD

Governance disclosure – a) Describe the board’s oversight of climate-related risks & opportunities.

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

Strategy disclosure – b) Describe the impact of climate-related risks & opportunities on the organization’s businesses, strategy & financial planning.

Strategy disclosure – c) Describe the resilience of the entity’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.

<sup>21</sup> SDG Target

SDG 16.5 Substantially reduce corruption & bribery in all their forms

Aligned TCFD

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization’s overall risk management.

<sup>22</sup> SDG Target

SDG 16.5 Substantially reduce corruption & bribery in all their forms

<sup>23</sup> SDG Target

SDG 16.6 Develop effective, accountable & transparent institutions at all levels

Aligned TCFD

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

<sup>24</sup> SDG Target

SDG 16.5 Substantially reduce corruption & bribery in all their forms

Aligned TCFD

## Leadership Indicators

### 1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:<sup>25</sup>

Total number of awareness programmes held	Topic/principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	P1, P2, P3,P4,P5,P6,P7,P8,P9	100% of suppliers onboarded are covered through DPDHL Group Supplier Code of Conduct for all our suppliers, Vendors i.e. all companies who do business with Blue Dart, to adhere to the same ethical standards.

### 2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board?<sup>26</sup> (Yes/No) If Yes, provide details of the same.

Yes. We have adopted Code of Conduct for the Board of Directors, which sets out clear guidelines for avoiding and disclosing actual or potential conflict of interest with the Company. We receive an annual Statutory declarations and changes, if any, from time to time from all the directors at the start of each financial year disclosing the directorships and memberships. Additionally, the director do not participate in the business at the board meetings, in the matters in which they are interested.

## PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

### Essential Indicators

### 1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.<sup>27</sup>

	Current Financial Year FY 2022-23	Previous Financial Year FY 2021-22	Details of improvements in the environmental and social impacts
<b>R&amp;D</b>	Nil	Nil	Nil
<b>Capex</b>	Nil	Nil	Nil

The nature of activities of the Company does not involve any expenditure on technology and research & development.

### 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes. Blue Dart has taken steps in sustainable sourcing of its transportation facilities. While sourcing vehicles from vendors, the Company ensures that every vehicle has valid paperwork such as Registration Certificate Book ("RC Book"), Vehicle Fitness Certificate, National Permit, Insurance Papers, and PUC. It also ensures that the driver possesses a valid driving license.

Further, Blue Dart requires all its suppliers to make a firm commitment to DPDHL Group Supplier Code of Conduct for Suppliers and Third-Party Intermediaries

### b. If yes, what percentage of inputs were sourced sustainably?<sup>28</sup>

DPDHL Group Supplier Code of Conduct for Suppliers and Third-Party Intermediaries is a prerequisite for the suppliers to do business with Blue Dart. Hence 100% sourcing is done sustainably.

<sup>25</sup> SDG Target

SDG 16.7 Ensure responsive, inclusive, participatory & representative decision-making at all levels

Aligned TCFD

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks. Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

<sup>26</sup> Aligned TCFD

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

Strategy disclosure – b) Describe the impact of climate-related risks & opportunities on the organization's businesses, strategy & financial planning.

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks.

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

<sup>27</sup> Aligned TCFD

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

<sup>28</sup> SDG Target

SDG 5.2 Eliminate all forms of violence against all women & girls in the public & private spheres, including trafficking & sexual & other types of exploitation

Aligned TCFD

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management. Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### 3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Some of the plastic products such as canvas bags and plastic bags are reused by Operations team as per its durability to use again and again. In case of other wastes, they are disposed off through official waste collector.

### 4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.<sup>29</sup>

EPR does not apply to activities of Blue Dart.

## Leadership Indicators

### 1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Blue Dart is an ISO 14001 certified Company. One of the critical elements in ISO 14001 standard is Lifecycle assessment. Accordingly, Blue Dart has completed lifecycle assessment of its IT process and assets.

Life cycle assessment (LCA) of IT assets involves evaluating the environmental impact of information technology products and systems throughout their entire life cycle, from procurement to disposal. Blue Dart ensures proper disposal or recycling of IT assets to minimize environmental impact. Evaluating the efficiency and effectiveness of recycling processes and assessing the fate of hazardous substances in e-waste is essential and thus Blue Dart hands over the e-waste to the authorised waste vendors.

NIC Code	Name of Product/ Service	% of total Turnover Contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
-	IT assets	Not Applicable	IT assets : from Procurement to disposal/ recycling	Independent	No

\* Since Blue Dart operates into Service Industry, aspect of LCA pertaining to manufacturing industry do not apply

### 2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product/ Service	Description of the risk/ concern	Action Taken
Not Applicable		

### 3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
We use recycled / reused input material (in the form of plastic packaging material) used in providing our services		

### 4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:<sup>30</sup>

	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-

<sup>29</sup> Aligned TCFD

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

Strategy disclosure – c) Describe the resilience of the entity's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

<sup>30</sup> SDG Target

SDG 8.4 Improve progressively, through 2030, global resource efficiency in consumption & production & endeavour to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption & Production, with developed countries taking the lead

SDG 12.2 By 2030, achieve the sustainable management & efficient use of natural resources

SDG 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling & reuse

Aligned TCFD

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
E-waste	4.07	7.38	6.86	0.70	0.47	0.00
Hazardous Waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category

Indicate product category	Reclaimed products and their packaging materials (as percentage of products sold) for each product category
Not Applicable	Not Applicable

**PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains**

**Essential Indicators**

1. a. Details of measures for the well-being of employees:

	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Insurance		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Employees</b>											
Male	11,940	11,940	100.00%	11,940	100.00%	0	0.00%	11,940	100.00%	0	0.00%
Female	654	654	100.00%	654	100.00%	654	100.00%	0	0.00%	0	0.00%
Total	12,594	12,594	100.00%	12,594	100.00%	654	5.19%	11,940	94.81%	0	0.00%
<b>Other than Permanent Employees</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

b. Details of measures for the well-being of workers:

	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Insurance		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Employees</b>											
Male	8,863	8,863	100.00%	8,863	100.00%	0	0.00%	8,863	100.00%	0	0.00%
Female	185	185	100.00%	185	100.00%	185	100.00%	0	0.00%	0	0.00%
Total	9,048	9,048	100.00%	9,048	100.00%	185	2.04%	8,863	97.96%	0	0.00%
<b>Other than Permanent Employees</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## 2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100% (3524)	100% (9132)	Yes	100% (3250)	100% (9050)	Yes
Gratuity	100% (3524)	100% (9132)	Yes	100% (3250)	100% (9050)	Yes
ESI	0%	67.96% (6222)	Yes	0%	69.70% (6308)	Yes

## 3. Accessibility of workplaces

**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard**

Yes, we recognize the importance of meeting the requirements of the Rights of Persons with Disabilities Act, 2016 and taking steps to support the needs of individual with disabilities.

## 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, it's part of our Code of Conduct. Blue Dart is an Equal Opportunity Employer and has prioritized DE&I values in its operations and activities.

## 5. Return to work and Retention rates of permanent employees and workers that took parental leave.<sup>31</sup>

Gender	Permanent Employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	100	100	100
Female	100	100	100	100
Total	100	100	100	100

## 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?<sup>32</sup> If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, Blue Dart has a documented process of Grievance Redressal Programme
Other than Permanent Workers	-
Permanent Employees	Yes, Blue Dart has a documented process of Grievance Redressal Programme
Other than Permanent Employees	-

Blue Dart has a documented Grievance Redressal Programme setting forth an Employee Grievance Handling Policy. The Policy affirms an employee's right to appeal on any eligible issue through a process of systematic review by progressively higher levels of management. The process guarantees that the issue raised by the employee is reviewed resulting in a decision within the guidelines defined.

<sup>31</sup> SDG Target

SDG 5.1 End all forms of discrimination against all women & girls everywhere

SDG 5.4 Recognize & value unpaid care & domestic work through the provision of public services, infrastructure & social protection policies & the promotion of shared responsibility within the household & the family as nationally appropriate

SDG 8.5 By 2030, achieve full & productive employment & decent work for all women & men, including for young people & persons with disabilities, & equal pay for work of equal value

SDG 8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training

<sup>32</sup> SDG Targets

SDG 16.6 Develop effective, accountable & transparent institutions at all levels

7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:<sup>33</sup>

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>	NA	NA	NA	NA	NA	NA
<b>Male</b>	NA	NA	NA	NA	NA	NA
<b>Female</b>	NA	NA	NA	NA	NA	NA
<b>Total Permanent Worker</b>	NA	NA	NA	NA	NA	NA
<b>Male</b>	NA	NA	NA	NA	NA	NA
<b>Female</b>	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:<sup>34</sup>

	FY 2022-23					FY 2021-22				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Male</b>	11,046	17,218	155.88%	2,764	25.02%	11,787	15,703	133.22%	1882	15.97%
<b>Female</b>	641	841	131.20%	143	22.31%	710	701	98.73%	101	14.23%
<b>Total</b>	11,687	18,059	154.52%	2,907	24.87%	12,497	16,404	131.26%	1983	15.87%
<b>Workers</b>										
<b>Male</b>	8,931	14,081	157.66%	1,465	16.40%	8,824	11,682	132.39%	824	9.34%
<b>Female</b>	183	333	181.97%	31	16.94%	179	286	159.78%	50	27.93%
<b>Total</b>	9,114	14,414	158.15%	1,496	16.41%	9,003	11,968	132.93%	874	9.71%

There are refresher sessions for various trainings and few of training viz; Health & Safety training are done 2 times a year and hence numbers are more. Employees include workers/staff.

9. Details of performance and career development reviews of employees and worker:<sup>35</sup>

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
<b>Male</b>	11,940	1,131	9.47%	11,694	507	4.34%
<b>Female</b>	654	100	15.29%	606	56	9.24%
<b>Total</b>	12,594*	1,231	9.77%	12,300	563	4.58%

<sup>33</sup> SDG Targets

SDG 8.8 Protect labour rights & promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment

<sup>34</sup> SDG Targets

SDG 4.3 By 2030, ensure equal access for all women & men to affordable & quality technical, vocational & tertiary education, including university

SDG 5.1 End all forms of discrimination against all women & girls everywhere

SDG 8.2 Achieve higher levels of economic productivity through diversification/technological upgrading/innovation, including through focus on high-value added & labour-intensive sectors

SDG 8.5 By 2030, achieve full & productive employment & decent work for all women & men, including for young people & persons with disabilities, & equal pay for work of equal value

SDG 10.3 Ensure equal opportunity & reduce inequalities of outcome, including by eliminating discriminatory laws, policies & practices & promoting appropriate legislation, policies & action in this regard.

<sup>35</sup> SDG Targets

SDG 4.3 By 2030, ensure equal access for all women & men to affordable & quality technical, vocational & tertiary education, including university

SDG 5.1 End all forms of discrimination against all women & girls everywhere

SDG 8.5 By 2030, achieve full & productive employment & decent work for all women & men, including for young people & persons with disabilities, & equal pay for work of equal value

SDG 10.3 Ensure equal opportunity & reduce inequalities of outcome, including by eliminating discriminatory laws, policies & practices & promoting appropriate legislation, policies & action in this regard

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Workers</b>						
<b>Male</b>	8,863	595	6.71%	8,871	237	2.67%
<b>Female</b>	185	12	6.49%	179	2	1.12%
<b>Total</b>	9,048	607	6.71%	9,050	239	2.64%

\*Employees include workers/staff.

## 10. Health and safety management system:<sup>36</sup>

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

Yes., the Policy is applicable to all Blue Dart employees and all volunteers, service providers and consultants working for the Company.

### b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Prevention of work related injury and ill health of employees by implementation of effective processes, procedures and technologies to minimize and/or eliminate hazards, and the use of First Choice tools.

To enhance the health and safety of our employees we provide trainings on package handling and emphasis on wearing helmets (for bikers). Safe driving tips and guidance given during the morning team brief to all our employees who are on field. We focus on usage of safety gear during handling of shipment for own safety by placing posters on road safety at visible areas at each location office.

One-on-one counselling/ feedback sessions are conducted in which health related awareness talks is provided and also, articles are circulated at several intervals. Firefighting trainings are also conducted.

### c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes.

### d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, the employees and workers have access to non-occupational medical and healthcare services. Employees and workers can avail cashless medical services from a chain of hospitals across the country through the insurance coverage extended by the Company.

## 11. Details of safety related incidents, in the following format:<sup>37</sup>

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
<b>Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)</b>	<b>Employees</b>	2.98	3.35
	<b>Workers</b>	2.59	3.09
<b>Total recordable work-related injuries</b>	<b>Employees</b>	85	102
	<b>Workers</b>	74	94
<b>No. of fatalities</b>	<b>Employees</b>	2	1
	<b>Workers</b>	2	1
<b>High consequence work-related injury or ill-health (excluding fatalities)</b>	<b>Employees</b>	22	22
	<b>Workers</b>	20	20

<sup>36</sup> SDG Target

SDG 3.3 By 2030, end the epidemics of AIDS, tuberculosis, malaria & neglected tropical diseases & combat hepatitis, water-borne diseases & other communicable diseases

SDG 3.5 Strengthen the prevention & treatment of substance abuse, including narcotic drug abuse & harmful use of alcohol

SDG 3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services & access to safe, effective, quality & affordable essential medicines & vaccines for all

<sup>37</sup> SDG Targets

SDG 3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention & treatment & promote mental health & well-being

SDG 3.6 By 2020, halve the number of global deaths & injuries from road traffic accidents

SDG 3.9 By 2030, substantially reduce the number of deaths & illnesses from hazardous chemicals & air, water & soil pollution & contamination

SDG 8.8 Protect labour rights & promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment

SDG 16.1 Significantly reduce all forms of violence & related death rates everywhere

**12. Describe the measures taken by the entity to ensure a safe and healthy work place.<sup>38</sup>**

Employees are provided with necessary trainings to be aware of the hazard analysis for each job and process. As an organization, we took various steps and high focus is given on employees Health and safety. In order to reduce the number of road accidents, as a process, on a daily basis Performance Dialogs (PDs) at the beginning of the shift are done where the team is briefed on safety and high importance is giving on wearing the helmets. Employees are provided with necessary trainings to be aware of the hazard analysis for each job and process. All the bikers are informed to mandatorily wear the helmets. If found without helmets, relevant action is taken against them. Monthly reporting of any kind of work related/ road accident incidence is done and monitored. If there were any incidents in the previous day, they are discussed to ensure there is corrective and preventive action in place in the Performance Dialogs (PDs). In addition, other Health Insurance benefits are also provided.

**13. Number of Complaints on the following made by employees and workers:**

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

**14. Assessments for the year:<sup>39</sup>**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	69.56
Working Conditions	69.56

DPDHL Employee Relations (ER) Review - Social Audit was conducted wherein a few locations by random sampling were selected for these assessments.

**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.<sup>40</sup>**

Monthly reporting of any kind of work related/ road accident incidence is done and monitored as a part of routine process. If there were any incidents in the previous day, they are discussed to ensure there is corrective and preventive action in place in the Performance Dialogs (PDs). We investigate all recordable incidents to identify the root causes and implement actions to avoid repeat incidents.

**Leadership Indicators**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).<sup>41</sup>**

Yes. In line with company’s People philosophy, and commitment to employee welfare, Company has instituted a Death Benevolent Fund. This voluntary Contribution created by the company and its employees is to provide financial support to a member employees’ nominee in an unfortunate event of a death of a member employee while in employment.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

Our Parent Group Supplier Code of Conduct and Contract with value chain Partners includes a set of mandatory requirements, which all our suppliers need to meet to do business with us. Our Supplier/ value chain partners are required to comply with all applicable laws and regulations.

<sup>38</sup> SDG Target

SDG 3.6 By 2020, halve the number of global deaths & injuries from road traffic accidents

SDG 8.8 Protect labour rights & promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment

SDG 16.1 Significantly reduce all forms of violence & related death rates everywhere

Aligned TCFD-Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization’s overall risk management.

<sup>39</sup> Aligned TCFD

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization’s overall risk management.

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

<sup>40</sup> SDG Targets

SDG 8.8 Protect labour rights & promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment

Aligned TCFD

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization’s overall risk management

<sup>41</sup> SDG Targets

SDG 8.5 By 2030, achieve full & productive employment & decent work for all women & men, including for young people & persons with disabilities, & equal pay for work of equal value

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Yes. On a case-to-case basis, Blue Dart provides extension/ retainership to its employees.

5. Details on assessment of value chain partners:<sup>42</sup>

Our DPDHL Group Supplier Code of Conduct (SCOC) sets out the requirements that all our suppliers/value chain partners must meet to do business with us. Our SCOC and its ethical standards embody our commitment to responsible, transparent and sustainable business. SCOC provides guidance on what we expect from our responsible and sustainable suppliers. We expect all our suppliers to adhere to the same ethical standards.

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	-
Working Conditions	-

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.<sup>43</sup>

As mentioned in SCOC, we reserve the right to check compliance with the requirements under this SCOC, for example through self-assessments and audits either by Blue Dart or a third party. The supplier shall strive for continuous improvement, such as setting measurable targets on the environment, working conditions or diversity, and reporting on progress for sustainability. In case a breach is identified, the supplier shall create an incident report and present a corrective action plan. In case if supplier fails to cure such a breach, Blue Dart reserves the right to end the commercial relationship with the Supplier.

## PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

### Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.<sup>44</sup>

Stakeholders' engagement at Blue Dart Express Limited aims to attain better understanding on the needs of stakeholders and develop actions to fulfill them. Blue Dart is guided by the principle of "right-to-know" and hence provides access to company information recommended by recognized standards of corporate governance to all its stakeholders. The Company believes in building relationships on the foundation of dialogue and trust which is underpinned by our guiding principles "Transparency" and "Honesty".

<sup>42</sup> SDG Target  
SDG 8.8 Protect labour rights, promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment  
SDG 16.1 Significantly reduce all forms of violence & related death rates everywhere

Aligned TCFD  
Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.  
Metrics & Targets disclosure – a) Describe the metrics used by entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

<sup>43</sup> SDG Target  
SDG 8.8 Protect labour rights & promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment  
SDG 16.1 Significantly reduce all forms of violence & related death rates everywhere

Aligned TCFD  
Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

<sup>44</sup> SDG Target  
SDG 16.7 Ensure responsive, inclusive, participatory & representative decision-making at all levels

Blue Dart recognises following as its key stakeholders: employees, customers, suppliers, investors, civil society organizations, consumers, Government, Governmental organizations & regulators. While doing identification & assessment of stakeholders at Blue Dart, we endeavour to:

- Proactively and systematically identify stakeholders that influence and/or are impacted by the Company operations.
- Map all our stakeholders especially the vulnerable, disadvantaged and marginalized groups.
- Train our employees to deal with the external stakeholders with utmost sensitivity to understand their concerns.
- Promote stakeholder development through continuous training and knowledge sharing sessions.
- Encourage active participation of the stakeholders in various sustainability initiatives.
- Resolve differences with stakeholders in a just, fair and equitable manner.
- Maintain responsibility and be transparent about the impact of our policies, decisions, services and associated operations on the stakeholders.
- Ensure robust grievance redressal mechanism to address the concerns of stakeholders.
- Communicate the Company's strategic decisions which may impact the stakeholders and seek stakeholder feedback regarding the Company's future plans.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.<sup>45</sup>**

Stakeholders Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community, Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Personal interaction, Mobile, E-mail, Meetings, Trainings	Regularly, Need based	Regular updates on business, periodic interactions for relationship building
Customers	No	Personal interaction, Mobile, E-mail	Monthly, Need based	Service offering updates, Critical incident reporting
Suppliers	No	Personal interaction, Mobile	Annually, Quarterly, Need based	Business continuity related information flow
Investors	No	Media releases, Investor meets, Annual General Meeting	Annually, half-yearly, Need based	Data flow impacting Share and stock prices and investor interests
Civil society organizations	Yes	Personal interaction, visits	Annually, Quarterly, Need based	Predominantly for CSR activities
Government, Governmental organizations and Regulators	No	Industry bodies/Forums	Annually, Need based	Regulatory filings and transactions

**Leadership Indicators**

**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.<sup>46</sup>**

The Company firmly believes that stakeholder engagement is critical to deepen dialogue and develop our understanding of important business and societal issues. Our engagement with our broader stakeholder community is undertaken by respective functions in consultation with the leadership team.

<sup>45</sup> SDG Target  
SDG 16.7 Ensure responsive, inclusive, participatory & representative decision-making at all levels

<sup>46</sup> SDG Target  
SDG 16.7 Ensure responsive, inclusive, participatory & representative decision-making at all levels

Aligned TCFD

Governance disclosure – a) Describe the board's oversight of climate-related risks & opportunities.

Governance disclosure – b) Describe management's role in assessing & managing climate-related risks & opportunities.

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Since its inception, Blue Dart has inculcated and maintained a strong culture of values, ethics and integrity. The basic philosophy of Corporate Governance at Blue Dart is to achieve business excellence and to create and enhance the value for its shareholders, customers, employees and business associates thereby making a significant contribution to the economy. Blue Dart's corporate governance framework reflects its culture, policies, relationship with stakeholders and commitment to values. The Company endeavours to achieve the highest levels of transparency, accountability, integrity and responsibility and continue to focus on good corporate governance, in line with local and global standards.

Based on feedback received on environmental, social or economic topics, the Board of Directors, through the CSR Committee and Risk Management and ESG Committees, reviews, monitors and provides strategic direction to the Company's social responsibility obligations and sustainability / CSR practices.

## 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.<sup>47</sup>

Stakeholder consultation is of utmost importance to us, as we live in an uncertain and constantly changing world. Your Company engages with relevant stakeholder platforms that are used to seek relevant expertise and support to address environment and social topics.

## 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.<sup>48</sup>

As part of its Corporate Social Responsibility, Blue Dart organises various programs for the upliftment of disadvantaged, vulnerable, underprivileged and marginalized sections of society. All programs are classified under the three pillars of GoTeach, GoGreen and GoHelp. Stakeholders have been identified for every program. These include students and young adults from an underprivileged background, people with disabilities, women, senior citizens etc. in the areas of education, preventive healthcare, women empowerment, sanitation, waste management etc.

At Blue Dart, we integrated our initiatives under DPDHL's credo of "Connecting People, Improving Lives." Blue Dart corporate responsibility initiatives are driven across three pillars: GoGreen (environmental protection) as stated above, GoHelp (community development initiatives), and GoTeach (educational programmes). We collaborate closely with our project partners, stakeholders, beneficiaries, and local communities to promote social, economic, and environmental progress through effective human and natural capital management. Regional community initiatives support and complement our programmes, demonstrating the voluntary commitment, special abilities, and enthusiasm of employees from across the Blue Dart family.

Under GoTeach, Blue Dart aims to address the gap between formal education and employment, especially among the youths from underprivileged communities (mostly from the slums) who do not get the opportunity to build on their employability skills. The Blue edge initiative, which empowers lives by providing skills and trainings on basic and advanced IT skills, Communication, Personality Development and Life Skills to help them get employment. This programme also addresses the issue of unemployment among the youth to ensure that their capacity and capability is fully utilised.

Under GoHelp, Blue Dart has partnered with various organisations to address the needs of the community. The company is supporting the operational expenses of a childcare home for cancer-affected children and their families, providing access to drinking water throughout the year for 2 villages with severe water crisis in the summers, and providing free eye check-up camps and cataract surgeries for the elderly.

Blue Dart operates in accordance with all applicable laws, ethical principles, environmental standards, and international guidelines. Through ongoing dialogue with our stakeholders, we ensure that their expectations regarding social and environmental issues are appropriately accounted for and that our business is systematically aligned with those interests.

<sup>47</sup> Aligned TCFD

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

<sup>48</sup> Target SDG

SDG 16.7 Ensure responsive, inclusive, participatory & representative decision-making at all levels

Aligned TCFD

Governance disclosure – a) Describe the board's oversight of climate-related risks & opportunities.

Governance disclosure – b) Describe management's role in assessing & managing climate-related risks & opportunities.

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

## PRINCIPLE 5: Businesses should respect and promote human rights

### Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:<sup>49</sup>

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	12,594	2,094	16.63%	12,300	1,235	10.04%
Other than permanent	0	0	0.00	0	0	0.00
<b>Total Employees</b>	<b>12,594</b>	<b>2,094</b>	<b>16.63%</b>	<b>12,300</b>	<b>1,235</b>	<b>10.04%</b>
<b>Workers</b>						
Permanent	Not applicable					
Other than permanent						
<b>Total Workers</b>						

Note: Human Rights training is conducted for Senior Management Team(SMT) on DHL learning platform, myTalentWorld (mTW). The right to access in mTW was with only 14 SMTs in FY 22-23. Human Rights guidelines has been shared with employees at large in various open house sessions across the country. As a part of induction, all new joiners are trained on HR policies including Human Rights.

2. Details of minimum wages paid to employees and workers, in the following format:<sup>50</sup>

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	12,594*	0	0.00	12,594	100.00	12,300	0	0.00	12,300	100.00
Male	11,940	0	0.00	11,940	100.00	11,694	0	0.00	11,694	100.00
Female	654	0	0.00	654	100.00	606	0	0.00	606	100.00
<b>Other than Permanent</b>	Not Applicable									
Male										
Female										
<b>Workers</b>										
<b>Permanent</b>	9,048	0	0.00	9,048	100.00	9,050	0	0.00	9,050	100.00
Male	8,863	0	0.00	8,863	100.00	8,871	0	0.00	8,871	100.00
Female	185	0	0.00	185	100.00	179	0	0.00	179	100.00
<b>Other than Permanent</b>	Not Applicable									
Male										
Female										

\* Employess include workers/staff.

<sup>49</sup> SDG Target

SDG 4.3 By 2030, ensure equal access for all women & men to affordable & quality technical, vocational & tertiary education, including university

SDG 8.5 By 2030, achieve full & productive employment & decent work for all women & men, including for young people & persons with disabilities, & equal pay for work of equal value

SDG 8.8 Protect labour rights & promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment

SDG 10.3 Ensure equal opportunity & reduce inequalities of outcome, including by eliminating discriminatory laws, policies & practices & promoting appropriate legislation, policies & action in this regard

SDG 16.5 Substantially reduce corruption & bribery in all their forms

SDG 16.7 Ensure responsive, inclusive, participatory & representative decision-making at all levels

<sup>50</sup> SDG Target

SDG 1.2 By 2030, reduce at least by half the proportion of men, women & children of all ages living in poverty in all its dimensions according to national definitions

SDG 5.1 End all forms of discrimination against all women & girls everywhere

SDG 8.5 By 2030, achieve full & productive employment & decent work for all women & men, including for young people & persons with disabilities, & equal pay for work of equal value

SDG 10.3 Ensure equal opportunity & reduce inequalities of outcome, including by eliminating discriminatory laws, policies & practices & promoting appropriate legislation, policies & action in this regard

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### 3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ Salary/ Wages of respective category (in ₹)	Number	Median remuneration/ Salary/ Wages of respective category (in ₹)
Board of Directors (BoD)	4	5,700,000	2	3,875,000
Key Managerial Personnel (KMP)*	2	16,152,983	-	-
Employees other than BoD and KMP (including workers)	11,937	307,107	654	474,587

\*KMP includes Company Secretary and Acting Interim CFO and excludes Managing Director.

### 4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Blue Dart is a responsible corporate house. It ensures that all the issues/ grievances of its stakeholders are promptly addresses. The HR Function of the organisation is entrusted with the responsibility of handling the human rights issues.

### 5. Describe the internal mechanisms in place to redress grievances related to human rights issues<sup>51</sup>

Blue Dart, through DPDHL's Human Rights Policy statement, which complements its Code of Conduct, recognises inter alia ten principles of UN Global Compact, Universal Declaration of Human Rights, ILO's Declaration on the four Fundamental Principles and Rights at Work and OECD Guidelines for Multinational Enterprises.

If it is determined that there is a risk of adverse human rights impact caused or contributed by our business activities, we have a procedure in place to ensure the activity is assessed, changed, discontinued and/or remediated. We encourage our employees to address suspected concerns of this Human Rights Policy Statement through the established accessible grievance or dispute resolution channels including local management, responsible Human Resources departments or the Compliance Hotline. Our partners and third parties have the opportunity to access web forms at [www.dpdhl.com](http://www.dpdhl.com) to report potential concerns of this Human Rights Policy Statement.

### 6. Number of Complaints on the following made by employees and workers:<sup>52</sup>

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual harassment	2	0	Internal Complaints Committee followed the statutory action points to address the complaints which were resolved effectively	Nil	Nil	
Discrimination at workplace	Nil	Nil	NA			
Child Labour	Nil	Nil	NA			
Forced Labour/ Involuntary Labour	Nil	Nil	NA			
Wages	Nil	Nil	NA			
Other Human Rights related issues	Nil	Nil	NA			

<sup>51</sup> SDG Target

SDG 16.6 Develop effective, accountable & transparent institutions at all levels

<sup>52</sup> SDG Target

SDG 5.1 End all forms of discrimination against all women & girls everywhere

SDG 5.2 Eliminate all forms of violence against all women & girls in the public & private spheres, including trafficking & sexual & other types of exploitation

SDG 8.7 Take immediate & effective measures to eradicate forced labour, end modern slavery & human trafficking & secure the prohibition & elimination of the worst forms of child labour, including recruitment & use of child soldiers, & by 2025 end child labour in all its forms

SDG 8.8 Protect labour rights & promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment

SDG 16.2 End abuse, exploitation, trafficking & all forms of violence against & torture of children

SDG 16.6 Develop effective, accountable & transparent institutions at all levels

**7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases<sup>53</sup>**

We have formulated and implemented Whistle-Blower policy, Prevention of Sexual Harassment (POSH) policy, Human Rights Policy Statement. For cases related to Sexual Harassment, there is an Internal Committee for redressal of the same. The Committee takes concrete actions to ensure that every Complainant is protected. It maintains confidentiality of all complaints. For cases reported under Whistle-Blower Policy, there is an Ethics Committee who investigate the matter.

**8. Do human rights requirements form part of your business agreements and contracts?<sup>54</sup>**

Yes, all of our business agreements specifically provide for labour law compliances to be adhered to by all our suppliers and business partners including fair wages and timely payment of statutory dues.

This is in addition to DPDHL Group Supplier Code of Conduct which is also part of business agreements of our suppliers and business partners.

**9. Assessments for the year:<sup>55</sup>**

	<b>% of your plants and Offices that were assessed (by entity or statutory authorities or third parties)</b>
Child Labour	The Company has Human Rights Policy Statement which complements DPDHL Group’s Code of Conduct, the basis and benchmark for all guidelines and regulations that ensure responsible and ethically irreproachable conduct within the Group. During the year, Social Audit was conducted by DHL Group entities covering these areas.
Forced/involuntary labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others – please specify	NA

**10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

Not applicable as we have not come across any significant concerns from assessments conducted at our plant and offices.

**Leadership Indicators**

**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints<sup>56</sup>**

All our business processes are human rights compliant hence no process was modified or introduced separately for human rights grievances or complaints.

**2. Details of the scope and coverage of any Human rights due-diligence conducted.<sup>57</sup>**

DPDHL Group Human Rights policy statement applies to our employees across all divisions globally. These standards require all employees around the world to act in a reasonable and lawful manner towards colleagues, partners and communities. We expect our partners to share our commitment to respect human rights with their business partners, and to conduct their business in an ethical manner and act with integrity.

Our commitment to respect Human Rights is reflected in DPDHL Group’s policies e.g. Code of Conduct, Supplier Code of Conduct and procedures. In order to comply with international Human Rights standards, national laws and DPDHL Group’s policies we undertake appropriate Human Right due diligence as a means to identify, assess and address potential and actual adverse human rights impacts in our business activities and supply chain.

<sup>53</sup> SDG Target  
SDG 16.6 Develop effective, accountable & transparent institutions at all levels

<sup>54</sup> SDG Target  
SDG 8.8 Protect labour rights & promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment. 16.1 Significantly reduce all forms of violence & related death rates everywhere  
SDG 16.7 Ensure responsive, inclusive, participatory & representative decision-making at all levels  
Aligned TCFD  
Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization’s overall risk management.

<sup>55</sup> SDG Target  
SDG 5.2 Eliminate all forms of violence against all women & girls in the public & private spheres, including trafficking & sexual & other types of exploitation  
SDG 8.7 Take immediate & effective measures to eradicate forced labour, end modern slavery & human trafficking & secure the prohibition & elimination of the worst forms of child labour, including recruitment & use of child soldiers, & by 2025 end child labour in all its forms  
SDG 16.2 End abuse, exploitation, trafficking & all forms of violence against & torture of children

<sup>56</sup> SDG Targets  
SDG 16.6 Develop effective, accountable & transparent institutions at all levels  
Aligned TCFD  
Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization’s overall risk management.

<sup>57</sup> Aligned TCFD  
Risk Management disclosure – a) Describe the organization’s processes for identifying & assessing climate-related risks.  
Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization’s overall risk management.

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### 3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

We recognise the importance of meeting the requirements of the Rights of Persons with Disabilities Act, 2016. We are working towards improving infrastructure to support the needs of individuals with disabilities.

### 4. Details on assessment of value chain partners:<sup>58</sup>

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Blue Dart is committed to create awareness of supply chain members to comply with applicable laws and regulations related to labour and employment including human rights and fair labour practices, child labour, gender diversity, wages, working hours, Health & Safety, Bribery & Corruption, Environment etc.
Discrimination at workplace	
Child Labour	
Forced Labour / Involuntary Labour	Contracts with Value chain partners provides compliance with Labour laws and compliance with DPDHL Supplier Code of Conduct.
Wages	
Others – Please Specify	

### 5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.<sup>59</sup>

Whenever deviations from the principles of the Code of Conduct for Blue Dart Suppliers, and therefore also violations of the human rights principles defined in the Code are identified, the Blue Dart team works with the supplier to clarify how lasting corrective action can be taken within a reasonable time frame. If all efforts to implement remedial actions remain unsuccessful, Blue Dart reserves the right to terminate the business relationship and phase out the supplier.

#### Agreed upon improvement measures:

- Age verification process for recruiting new workers
- Employees being paid in line with legal minimum wages
- Applicable benefits like PF, ESI, Leave & Bonus are extended to eligible employees

## PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

### Essential Indicators

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:<sup>60</sup>

Parameter	FY 2022-23 (MegaJoules)	FY 2021-22 (MegaJoules)
Total electricity consumption (A)	398200838.6	350545508.9
Total fuel consumption (B)	6348418.211	5807698.009
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	404549256.8	356353206.9
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees))	0.008	0.007

<sup>58</sup> SDG Targets

SDG 5.2 Eliminate all forms of violence against all women & girls in the public & private spheres, including trafficking & sexual & other types of exploitation

SDG 8.7 Take immediate & effective measures to eradicate forced labour, end modern slavery & human trafficking & secure the prohibition & elimination of the worst forms of child labour, including recruitment & use of child soldiers, & by 2025 end child labour in all its forms

SDG 8.8 Protect labour rights & promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment

SDG 16.1 Significantly reduce all forms of violence & related death rates everywhere

<sup>59</sup> SDG Targets

SDG 5.2 Eliminate all forms of violence against all women & girls in the public & private spheres, including trafficking & sexual & other types of exploitation

SDG 8.7 Take immediate & effective measures to eradicate forced labour, end modern slavery & human trafficking & secure the prohibition & elimination of the worst forms of child labour, including recruitment & use of child soldiers, & by 2025 end child labour in all its forms

SDG 8.8 Protect labour rights & promote safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment

SDG 16.1 Significantly reduce all forms of violence & related death rates everywhere

<sup>60</sup> SDG Target

SDG 7.3 By 2030, double the global rate of improvement in energy efficiency

SDG 8.4 Improve progressively, through 2030, global resource efficiency in consumption & production & endeavor to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption & Production, with developed countries taking the lead

Aligned TCFD

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

Parameter	FY 2022-23 (MegaJoules)	FY 2021-22 (MegaJoules)
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. **No**

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any**

Not Applicable. The company is not covered under the PAT scheme.

3. **Provide details of the following disclosures related to water, in the following format:**<sup>61</sup>

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Nil	The company did not quantify its water withdrawal and consumption in the previous year.
(ii) Groundwater	9240.45*	
(iii) Third party water	122110.1**	
(iv) Seawater / desalinated water	Nil	
(v) Others	Nil	
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	131350.5	
<b>Total volume of water consumption (in kilolitres)</b>	131350.5	
<b>Water intensity per rupee of turnover (Water consumed / turnover) KL/Rupee</b>	2.53	
Water intensity (optional) – the relevant metric may be selected by the entity	-	

\*The Ground water calculations are of the 3 owned premises of BDEL.

\*\*Based on people count across Pan India Operations.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. **No**

4. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

The company is a non-manufacturing company, we do not possess a wastewater treatment facility. Instead, the water utilized in our operations is channelled through sewage channels and ultimately treated by the state municipality's wastewater treatment system.

5. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	Our company is not engaged in manufacturing activities and is in service industry. The said GHG gases are generally emitted in complex manufacturing processes.		
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. **No**

<sup>61</sup> SDG Target

SDG 6.4 By 2030, substantially increase water-use efficiency across all sectors & ensure sustainable withdrawals & supply of freshwater to address water scarcity & substantially reduce the number of people suffering from water scarcity

Aligned TCFD

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## 6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:<sup>62</sup>

Parameter	Unit	FY 2022-23	FY 2021-22
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1,66,362	The company did not quantify its scope 1 and scope 2 emissions in the previous year.
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	16,477	
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> equivalent	1,82,839	
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity	Metric tonnes of CO <sub>2</sub> Equivalent/rupee	3.53*	

Efforts are underway to include more detailing to the calculations on an ongoing basis

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. **No**

## 7. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.<sup>63</sup>

There is a growing focus on sustainability in the organisation to reduce its environmental impact and address concerns related to climate change. More details on projects/initiatives are available in the ESG Journey Report in this document.

## 8. Provide details related to waste management by the entity, in the following format:<sup>64</sup>

Parameter	FY 2022-23	FY 2021-22
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	Plastic waste is currently not measured. Efforts are underway to provide data from the coming years.	
E-waste (B)	18.31	1.17

<sup>62</sup> SDG Target

SDG 12.4 By 2020, achieve the environmentally sound management of chemicals & all wastes throughout their life cycle, in accordance with agreed international frameworks, & significantly reduce their release to air, water & soil in order to minimize their adverse impacts on human health & the environment

SDG 15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests & substantially increase afforestation & reforestation globally

Aligned TCFD

Governance disclosure – b) Describe management's role in assessing & managing climate-related risks & opportunities.

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

<sup>63</sup> SDG Target

SDG 12.4 By 2020, achieve the environmentally sound management of chemicals & all wastes throughout their life cycle, in accordance with agreed international frameworks, & significantly reduce their release to air, water & soil in order to minimize their adverse impacts on human health & the environment

SDG 15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests & substantially increase afforestation & reforestation globally

Aligned TCFD

Governance disclosure – b) Describe management's role in assessing & managing climate-related risks & opportunities.

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

<sup>64</sup> SDG Target

SDG 8.4 Improve progressively, through 2030, global resource efficiency in consumption & production & endeavor to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption & Production, with developed countries taking the lead

SDG 11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality & municipal & other waste management

SDG 12.4 By 2020, achieve the environmentally sound management of chemicals & all wastes throughout their life cycle, in accordance with agreed international frameworks, & significantly reduce their release to air, water & soil in order to minimize their adverse impacts on human health & the environment

SDG 15.1 By 2020, ensure the conservation, restoration & sustainable use of terrestrial & inland freshwater ecosystems & their services, in particular forests, wetlands, mountains & drylands, in line with obligations under international agreements

Aligned TCFD

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

Parameter	FY 2022-23	FY 2021-22
Bio-medical waste (C)		Nil
Construction and demolition waste (D)		
Battery waste (E)	1.792	The company did not quantify its battery waste in the previous year.
Radioactive waste (F)		Nil
Other Hazardous waste. Waste oil (G)	0.42	The company did not quantify its hazardous waste in the previous year.
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		Nil
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>20.52</b>	<b>1.17</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	7.39	0.47
(ii) Re-used	4.07	0.7
(iii) Other recovery operations		Nil
<b>Total</b>	<b>11.46</b>	<b>1.17</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration		Nil
(ii) Landfilling		
(iii) Other disposal operations	6.87	0
<b>Total</b>	<b>6.87</b>	<b>0</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. **No**

**9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes<sup>65</sup>**

Blue Dart has Standard Operating Practices for Hazardous, E-Waste & Scrap Waste Handling & Management.

**10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

Sr. No.	Location of operations/offices	Types of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
The Company has no operations/offices in/around ecologically sensitive areas. Hence, required environmental approval/ clearances are not applicable for the Company.			

<sup>65</sup> SDG Target

SDG 8.4 Improve progressively, through 2030, global resource efficiency in consumption & production & endeavor to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption & Production, with developed countries taking the lead

SDG 11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality & municipal & other waste management

SDG 12.4 By 2020, achieve the environmentally sound management of chemicals & all wastes throughout their life cycle, in accordance with agreed international frameworks, & significantly reduce their release to air, water & soil in order to minimize their adverse impacts on human health & the environment

Aligned TCFD

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Nil					

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:<sup>66</sup>

Serial Number	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective taken, if any action
Compliance management at Blue Dart focusses on core group system / policies / guidelines / procedures followed by DHL Group explicitly to guarantee that laws and pre-requisites are taken care of by promoting high compliance awareness and depicting transparent behaviour. It uses Global Compliance Management System (CMS)				

## Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:<sup>67</sup>

Parameter	FY 2022-23	FY 2021-22
<b>From renewable sources</b>		
Total electricity consumption (A)	Nil. The company currently does not use any renewable source to generate energy. However, the same shall be assessed and taken up accordingly.	
Total fuel consumption (B)		
Energy consumption through other sources (C)		
<b>Total energy consumed from renewable sources (A+B+C)</b>		
<b>From non-renewable sources</b>		
Total electricity consumption (D)	398200838.6	350545508.9
Total fuel consumption (E)	6348418.211	5807698.009
Energy consumption through other sources (F)	Nil	Nil
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>404549256.8</b>	<b>356353206.9</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. **No**

<sup>66</sup> Aligned TCFD

Governance disclosure – a) Describe the board's oversight of climate-related risks & opportunities.

Strategy disclosure – a) Describe the climate related risks & opportunities the organization has identified over the short, medium, & long term.

<sup>67</sup> SDG Targets

SDG 8.4 Improve progressively, through 2030, global resource efficiency in consumption & production & endeavor to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption & Production, with developed countries taking the lead

SDG 12.2 By 2030, achieve the sustainable management & efficient use of natural resources

Aligned TCFD

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	The company is a non-manufacturing company, we do not possess a wastewater treatment facility. Instead, the water utilized in our operations is channelled through sewage channels and ultimately treated by the state municipality's wastewater treatment system.	
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. **No**

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	NA. The company does not withdraw, consume, and discharge water in areas of water stress.	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>		
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Parameter	FY 2022-23	FY 2021-22
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	NA. The company does not withdraw, consume, and discharge water in areas of water stress.	
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. **No**

#### 4. Please provide details of total Scope 3 emissions & its intensity, in the following format:<sup>68</sup>

Parameter	Unit	FY 2022-23	FY 2021-22
<b>Total Scope 3 emissions (Limited)</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	2,53,468	The company did not quantify its scope 3 emissions in the previous year.
<b>Total Scope 3 emissions per rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> Equivalent/ rupee	4.90	
<b>Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity</b>	-	-	-

Sources considered for calculation of Scope 3 emissions are as follows:

- Fuel-and-energy-related (non-Scopes 1 or 2)
- Downstream transportation and distribution

The company is putting efforts to capture other elements on Scope 3 on an ongoing basis.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. **No**

#### 5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable.

<sup>68</sup> SDG Target

SDG 12.4 By 2020, achieve the environmentally sound management of chemicals & all wastes throughout their life cycle, in accordance with agreed international frameworks, & significantly reduce their release to air, water & soil in order to minimize their adverse impacts on human health & the environment

SDG 15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests & substantially increase afforestation & reforestation globally

Aligned TCFD

Governance disclosure – b) Describe management's role in assessing & managing climate-related risks & opportunities.

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:<sup>69</sup>

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Route Optimisation	Usage of GPS based technology to reduce fuel consumption by avoiding traffic and the best route possible.	Reduced Fuel Consumption
2.	Electric Vehicles	Increased the number of EV's in our fleet to 286 vehicles	Reduced Overall Fuel Consumption for Shipping Goods
3	LED Lights	Replacement of CFL with LED at HO	Reduced power consumption
4	Reduced usage of paper	Digital e-way bills	Reduced usage of paper

7. Does the entity have a business continuity and disaster management plan?<sup>70</sup> Give details in 100 words/ web link.

A detailed Business Continuity Plan has been put in place for all the critical functions. The Business Continuity plans mention specific details of how all the critical activity will be kept performing during the crisis including the backup sites for each function. Continuity/Restoration of business in the event of COVID-19 is of paramount importance to Blue Dart Express Limited. An extensive study was conducted to identify probable disasters using the threat assessment model. Business Contingency and Continuity Plan was initiated involving various functional managers (process owners). The Business Contingency and Continuity Plan for each function is created by functional managers (process owners) to keep functional activities as normal as possible during any disaster that may affect the Company's facility. The business Contingency and Continuity Plan of each function were created on certain assumptions which were discussed and agreed upon between functions. Process Managers does the review every six months for the Business Contingency and Continuity Plan document.

Blue Dart has always operated with an evolved Risk Management framework. It was stress-tested in the pandemic situation that we all experienced. As an essential service provider we operated every single day during the lockdown. We quickly implemented our detailed Business contingency and Continuity Plan to handle the situation at hand, senior leadership went on daily morning calls. This ensured that we had adequate manpower, vehicles, and aircraft for the smooth movement of shipments across the Country. Blue Dart's People Philosophy has been the driving force towards actual risk management implementation. We take care of people and people take care of everything else. Our couriers, truck drivers, Hub operators, our outsourced service partners and our aviation team members each worked through the situation with the steadfast resolution that the reliability & resilience of Blue Dart will maintain & excel. We pioneered the Contact Less Delivery (CLD) to minimize the risk of contagion for our front liners & customers. Our special task force committees and the business continuity SOP proved to be the key ingredients for taking us ahead during the tough times. We partnered with the nations LfeLine Udan initiative moving PPE kits / Ventilators / Covid testing kits nationally & cross – border.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

Blue Dart ensures that there are no adverse impact on the environment arising from its value chain.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

We are currently evaluating the integration of our value chain partners in our decarbonisation plan.

<sup>69</sup> SDG Target

SDG 8.4 Improve progressively, through 2030, global resource efficiency in consumption & production & endeavor to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption & Production, with developed countries taking the lead

SDG 11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality & municipal & other waste management

SDG 12.2 By 2030, achieve the sustainable management & efficient use of natural resources

SDG 12.4 By 2020, achieve the environmentally sound management of chemicals & all wastes throughout their life cycle, in accordance with agreed international frameworks, & significantly reduce their release to air, water & soil in order to minimize their adverse impacts on human health & the environment

Aligned TCFD

Governance disclosure – b) Describe management's role in assessing & managing climate-related risks & opportunities.

Risk Management disclosure – a) Describe the organization's processes for identifying & assessing climate-related risks.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

Metrics & Targets disclosure – b) Disclose Scope 1, Scope 2, &, if appropriate, Scope 3 greenhouse gas (GHG) emissions, & the related risks.

Metrics & Targets disclosure – c) Describe the targets used by the entity to manage climate-related risks & opportunities & performance against targets.

<sup>70</sup> Aligned TCFD

Strategy disclosure – c) Describe the resilience of the entity's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.

Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

**PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

## Essential Indicators

1. a) Number of affiliations with trade and industry chambers/ associations.

Blue Dart is part of 11 trade and industry chambers/ associations.

b) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Bombay Chamber Of Commerce & Industry	State
2	Confederation Of Indian Industry	National
3	Express Industry Council Of India	National
4	IMC Chamber Of Commerce & Industry	National
5	International Market Assessment India Pvt. Ltd.	National
6	Centre For Monitoring Indian Economy	National
7	Diversity Forum	National
8	Bombay Management Association	State
9	CFO Collective Pvt Ltd	National
10	Institute Of Directors	National

2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities

Name of authority	Brief of the case	Corrective active taken
		Not Applicable

## Leadership Indicators

1. Details of public policy positions advocated by the entity:

Sr. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, If available
	<p>The Company through various Industry associations, participates in advocating matters for the advancement of the Industry and Public Good. The Company has a Code of Conduct Policy to ensure that the highest standards of business conduct are followed while engaging with aforesaid Trade associations/Industry bodies.<sup>71</sup></p> <p>Blue Dart endeavours to provide industry insights and inputs to the regulatory and policy framework makers. The Company is committed to conduct business in a socially impactful and environmentally responsible manner. To ensure fair business practices, governance, level playing field, market competitiveness, sustainability, inclusive growth, economic reforms and conservation of natural resources, the Company uses Policy Advocacy diligently to help the industry at large.</p> <p><b>POLICY OUTLINE</b></p> <p>The Advocacy policy is applicable to Blue Dart Express Limited and covers all employees, Directors, Business Partners and other relevant stakeholders. Key objectives of the policy are to:</p> <ul style="list-style-type: none"> <li>Participate in policy and regulatory framework design and amendments thereby impacting the industry in a transformational manner.</li> <li>Engage in an active and responsible manner with various trade organizations, chambers of commerce, Government and non-Government bodies relevant to our business activities.</li> </ul>				

<sup>71</sup> SDG Targets

SDG 16.5 Substantially reduce corruption & bribery in all their forms



# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	Amount spent (In INR)
NA			

Blue Dart has been actively supporting the marginalised strata of society through it's Go Initiatives. The details of Companies CSR activities have been detailed in 'CSR report'

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No

- (b) From which marginalized /vulnerable groups do you procure?

NA

- (c) What percentage of total procurement (by value) does it constitute?

NA

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
NA				

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the case	Corrective Action taken
NA		

6. Details of beneficiaries of CSR Projects:<sup>73</sup>

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1.	Blue Edge: Empowering lives	488 youths	100%
2.	Blue Greens	139 persons (1,11,000 trees planted in increased green coverage by 325 acres)	100%
3.	Blue Homes	47 children and their families	100%
4.	Blue Help	Drinking Water – 84 HH Livelihood – 103 HH Cataract – 1500 Individuals Total – 187 HH and 1500 Individuals	100%

Blue Darts ESG initiatives are detailed in CSR report

<sup>73</sup> SDG Targets

SDG 1.4 By 2030, ensure that all men & women, in particular the poor & the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership & control over land & other forms of property, inheritance, natural resources, appropriate new technology & financial services, including microfinance

## PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

### Essential Indicators

#### 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.<sup>74</sup>

Blue Dart places the highest priority on making customers successful, knowing that customer success guarantees its own success. The Company's activities are governed by its knowledge of the requirements of customers and the market. The Company includes and prioritizes 'customer focus' in all its business processes, projects and dealings. Knowing that the Company will be measured by its ethical, social and environmental performance as much as by the quality of its service, Blue Dart strives for best practices in all these areas to secure customer trust and goodwill and thus enhance its reputation.

Blue Dart has an established grievance mechanism to resolve customer complaints. The source of receiving grievance can be verbal, written, through mail or social media. All these complaints get logged into a module called CARESS-Complaint Appreciation Resolution & Evaluation to Satisfaction System. Blue Dart has carried over 3,273.71 lakh domestic shipments and over 8.23 lakh international Shipments out of which 99.99% complaints registered are resolved.

#### 2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:<sup>75</sup>

	As a percentage to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	100%

#### 3. Number of consumer complaints in respect of the following:<sup>76</sup>

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the Year	Pending resolution at end of year		Received during the Year	Pending resolution at end of year	
Data Privacy			NIL			
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

#### 4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

<sup>74</sup> SDG Targets  
SDG 16.6 Develop effective, accountable & transparent institutions at all levels

Aligned TCFD  
Risk Management disclosure – b) Describe the organization's processes for managing climate-related risks

<sup>75</sup> SDG Targets  
SDG 12.8 By 2030, ensure that people everywhere have the relevant information & awareness for sustainable development & lifestyles in harmony with nature

Aligned TCFD  
Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

<sup>76</sup> SDG Target  
SDG 16.3 Promote the rule of law at the national & international levels & ensure equal access to justice for all  
SDG 16.10 Ensure public access to information & protect fundamental freedoms, in accordance with national legislation & international agreements.

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy<sup>77</sup>**

Yes. Blue Dart has a Privacy Policy and is available at <https://www.bluedart.com/privacy-policy>

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.<sup>78</sup>**

There were no concerns/complaints/penalties/regulatory actions identified during the year. However, in case of any concerns, customers can reach out to us through multiple channels viz; phone, e-mail, social media.

Our 'Data Protection Officer' places a quarterly compliance certificate before the Board, confirming compliance to all applicable data protection laws. He also participates in the meetings of the Risk Management Committee of the Company whenever matters related to cyber security are considered.

We commit ourselves to appropriately protecting the information of our customers, partners, and employees.

We have implemented Information and Cyber Security measures to protect our businesses around the globe. In doing so, we strive to prevent disruption of business operations and related damage as well as to comply with relevant laws and legislation.

Securing and protecting information supports Deutsche Post DHL Group's goal of being Provider, Employer, and Investment of Choice. This enables Deutsche Post DHL Group to meet our customers' expectations and maintain our investors' trust, promoting growth in both existing and new markets, and to keep our employees' information private and secure.

Today's business is largely dependent on data and the information that is derived from that data. The use of modern information and communication technologies and the networking of information flows are the fundamental to the business process of Blue Dart. Particularly, in a complex environment where so much depends on the data that businesses collect and process, protecting the personal data of customers, employees, shareholders and business partners becomes increasingly important. It is important that we inform what information do we collect, how do we use this information and what information do we share.

This data is critical to the person it belongs to and aim of this Data Privacy Policy is to establish a standardized and adequate data protection and security standards with an aim to guarantee adherence to legal requirements as well as to ensure adequate protection for data subjects in internal processing of personal data. Personal data can include Name, address, contact number, e-mail address, educational information, License, login credentials etc.

## Leadership Indicators

**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Information regarding all products is available on our website viz; [www.bluedart.com](http://www.bluedart.com)

Customers can reach out to us on [BDCS@bluedart.com](mailto:BDCS@bluedart.com) or [customerservice@bluedart.com](mailto:customerservice@bluedart.com) or call on our 24/7 Centralised Customer Service IVR no. is 1860-233-1234 (Available in Hindi & English).

**2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.<sup>79</sup>**

We provide information on our different types of services including Regulatory requirements, Location finder, Transit time finder etc. on our website [www.bluedart.com](http://www.bluedart.com). Customers can reach out to us on [BDCS@bluedart.com](mailto:BDCS@bluedart.com) or [customerservice@bluedart.com](mailto:customerservice@bluedart.com) or call on our 24/7 Centralised Customer Service IVR no. is 1860-233-1234 (Available in Hindi & English).

**3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

We provide information on risk of disruption/ discontinuation of essential services through our website [www.bluedart.com](http://www.bluedart.com)., e-mails etc.

<sup>77</sup> SDG Target

SDG 16.3 Promote the rule of law at the national & international levels & ensure equal access to justice for all

SDG 16.10 Ensure public access to information & protect fundamental freedoms, in accordance with national legislation & international agreements

<sup>78</sup> Aligned TCFD

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

<sup>79</sup> SDG Target

SDG 12.8 By 2030, ensure that people everywhere have the relevant information & awareness for sustainable development & lifestyles in harmony with nature

SDG 16.3 Promote the rule of law at the national & international levels & ensure equal access to justice for all

Aligned TCFD

Risk Management disclosure – c) Describe how processes for identifying, assessing, & managing climate-related risks are integrated into the organization's overall risk management.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole?<sup>80</sup> (Yes/No)**

Net Promoter Scoring (NPS)

Score for FY 2020-21 – 86.89 Score for FY 2021-22 – 87.22

NPS is done on 5 touch points - Booking of Package Experience, Sales, Counter Booking, Pickup Experience & Delivery Service

Blue Dart follows a continuous improvement methodology 'First Choice' and nurtures a customer centric culture. The Company drives a quality program named First Choice that has a five-step DMAIC (Define, Measure, Analyze, Improve and Control) approach based on the Six Sigma methodology to address the pain area with sustainable solutions. The brand also deploys the Net Promoter Approach which helps identify the Net Promoter Score and highlights the areas for improvement through VOC analysis. The approach relentlessly works on achieving “best-in-class” customer satisfaction standards. Blue Dart’s equity, a measure of customer loyalty towards a brand, is the highest amongst its peers. The brand is associated with international standards, reliability, trustworthiness, hi-technology, strong corporate social responsibility and customer-centricity.

**5. Provide the following information relating to data breaches:<sup>81</sup>**


a) Number of instances of data breaches along-with impact

There were no instances of reportable data breaches in the current financial year.

b) Percentage of data breaches involving personally identifiable information of customers

There were no instances of reportable data breaches involving personally identifiable information in the current financial year.

**Alignment of Principles with the UN Sustainability Development Goals:**

Principle	SDG	Initiatives
P1		<p><b>SDG 16: PEACE, JUSTICE, AND STRONG INSTITUTIONS:</b></p> <p><b>Amongst other Corporate Governance structures in place:</b></p> <ul style="list-style-type: none"> <li>• The Company has POSH policy in place which extends to all women employees (permanent, outsourced, temporary, trainees) providing a safe working environment and mechanism of raising grievances.</li> <li>• The company has a Whistle Blower Policy to deal with instances of unethical behavior, actual or suspected fraud, mismanagement, or any violation of the Code of Conduct and/or laws applicable to the Company and seek redressal.</li> <li>• Further the company also has formulated a code of conduct for its Directors and employees to regulate, monitor and report trading by insiders, designated employees, and all other applicable persons and entities.</li> <li>• The Policy hub that the Company has (specified in Section B of the report) in place signified effective working processes and a strong governance mechanism the Blue Dart has.</li> <li>• Through the layered committee structure consisting of audit committee, stakeholder relationship committee, CSR committee, Risk Management Committee and various other statutory committees - followed by Blue Dart, a check on implementation of aforesaid policies is kept.</li> </ul>








<sup>80</sup> SDG Targets






SDG 12.8 By 2030, ensure that people everywhere have the relevant information & awareness for sustainable development & lifestyles in harmony with nature  
SDG 16.3 Promote the rule of law at the national & international levels & ensure equal access to justice for all.

<sup>81</sup> SDG Target







SDG 16.3 Promote the rule of law at the national & international levels & ensure equal access to justice for all

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Principle	SDG	Initiatives
P2	 <p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>	<p><b>SDG 7: AFFORDABLE AND CLEAN ENERGY:</b></p> <ul style="list-style-type: none"> <li>The organization has started CNS initiative wherein the service allows customers to neutralize their carbon footprint by paying an offset charge over and above their shipping rates.</li> </ul>
	 <p><b>10 REDUCED INEQUALITIES</b></p>	<p><b>SDG 10: REDUCED INEQUALITIES</b></p> <ul style="list-style-type: none"> <li>Diversity &amp; Inclusion at Blue Dart is encouraged in every form of the work; including gender, race, religion, age, disability, sexual orientation or any other characteristics protected under law.</li> </ul>
	 <p><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p>	<p><b>SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p> <ul style="list-style-type: none"> <li>The organization as a part of its initiative under “Planet Matters” aimed towards cleaner, affordable &amp; eco-friendly supply chain, the Company inducted few EVs (Electric Vehicles).</li> </ul>
	 <p><b>13 CLIMATE ACTION</b></p>	<p><b>SDG 13: CLIMATE ACTION:</b></p> <ul style="list-style-type: none"> <li>Further to mitigate environmental concerns, company has initiated Carbon Neutral Services wherein to reduce carbon emission resulting from the transportation of customer shipments are offset by reinvesting in environmental protection projects verified by Societe Generale de Surveillance (SGS), a UN Independent Auditor.</li> </ul>
P3	 <p><b>5 GENDER EQUALITY</b></p>	<p><b>SDG 5: GENDER EQUALITY</b></p> <ul style="list-style-type: none"> <li>The organization has prevention of sexual harassment policy in place to make environment safe for working women.</li> <li>Also diversity is encouraged in every form of the work; including gender, race, religion, age, disability, sexual orientation, or any other characteristics protected under law.</li> </ul>
P4	 <p><b>3 GOOD HEALTH AND WELL-BEING</b></p>	<p><b>SDG 3: GOOD HEALTH AND WELL-BEING:</b></p> <ul style="list-style-type: none"> <li>The organization under the initiative “GoHelp” has partnered with various organizations to address the needs of the community.</li> <li>The organization in association with Vision Foundation, Swades Foundation, HOPE Foundation, St. Jude India Childcare Centres helps children and families to maintain their health by providing nutrition. It also provides low-cost cancer treatment.</li> <li>As a part of “Medicine from the Sky” initiative the organization is trying to offer healthcare services to every individual across the globe. It has leveraged the use of drone flights to build robust healthcare infrastructure in the remotest areas of the nation.</li> </ul>
	 <p><b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p>	<p><b>SDG 11: SUSTAINABLE CITIES AND DEVELOPMENT</b></p> <ul style="list-style-type: none"> <li>The organization in association with HOPE foundation helps the children who are forced to live on the street, by delivering shelters, nutrition, education, medical and health care.</li> <li>Organization further in association with Oasis foundation helps in providing holistic solutions to people bound by various situations of abuse and vulnerability through education, training, health care, psycho-social care, micro-finance initiatives and residential rehabilitation.</li> <li>Likewise the organization works with various other organizations like that of NDS (National Deaf Society), Grow-Trees.com etc for the development of society.</li> </ul>

Principle	SDG	Initiatives
P6		<p><b>SDG 7: AFFORDABLE AND CLEAN ENERGY:</b></p> <ul style="list-style-type: none"> <li>The organization as a part of its initiative “GoGreen” has focused on reducing its Greenhouse Gas Emission 0.36 CO<sub>2</sub> / kg from 0.37 CO<sub>2</sub> / kg last year. The Company has been buying green electricity certificates in an effort to reduce GHG.</li> <li>The organisation apart from its initiative also focuses on using energy conservation techniques such as usage of LED lamps in offices, power saver, and GoGreen lights off the initiative.</li> </ul>
		<p><b>SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p> <ul style="list-style-type: none"> <li>The organization as a part of its initiative under “Planet Matters” aimed towards cleaner, affordable &amp; eco-friendly supply chain, the Company inducted few EVs (Electric Vehicles).</li> <li>The organization is using digital vendor portal that helps initiate paperless transactions for all its Vendor Partners thereby helping conserve energy, reduce CO<sub>2</sub> emissions, avoid deforestation, protect the natural habitat and strengthen forest-based livelihood opportunities for the surrounding communities.</li> </ul>
		<p><b>SDG 13: CLIMATE ACTION:</b></p> <ul style="list-style-type: none"> <li>The Company under its initiative of “GoGreen” has undertaken programs to save the environment like that of planting trees for the developing Tribal Communities of Odisha and Maharashtra, Rural Communities of Gujarat and Andhra Pradesh.</li> <li>The organisation actively participated and promoted “Jio Mumbai Cyclothon” an initiative to promote cycling and plantation during the year.</li> <li>The organization also being associated with “Grow-Trees.com” - social enterprise which is dedicated purely for the planet, by encouraging individuals and corporates in inculcating the practice of growing trees in public land and dedicate the trees to greet or honour someone by means of an e-certificate with a personalized message. Grow trees has plantation projects spread all across the country.</li> </ul>
		<p><b>SDG 15: LIFE ON LAND:</b></p> <ul style="list-style-type: none"> <li>Active celebration of “International Tiger Day”, “World Environment Day” was done by Blue Dart last year</li> <li>Further the organization also celebrates earth hour wherein they practice of switching off lights for 1 hour at all its location.</li> <li>Also as a part of its initiative under “Blue Green” initiative organization on 12th August 2021, World Elephant Day the Company planted 1,03,170 trees to protect the elephants in the Dalma Wildlife Sanctuary which is a paradise for elephants.</li> </ul>
P7		<p><b>SDG 2: ZERO HUNGER:</b></p> <ul style="list-style-type: none"> <li>The organization as a part of its initiative of “BlueHelp” actively contributes in eradication hunger, poverty and malnutrition.</li> <li>As a part of “Medicine from the Sky” initiative the organization is trying to offer healthcare services to every individual across the globe</li> </ul>

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Principle	SDG	Initiatives
P8	 <p><b>1 NO POVERTY</b></p>	<p><b>SDG 1: NO POVERTY</b></p> <ul style="list-style-type: none"> <li>The company being associated with HOPE Foundation, aims towards holistic and sustainable protection and development of children who are forced to live on the street, reside in slums, and who face difficult circumstances, due to abject poverty.</li> <li>The organization under its initiative “GoTeach” “Blue Edge” initiative, which empowers lives by providing skills and trainings on basic and advanced IT skills, Communication, Personality Development and Life Skills to help them get employment. This program also addresses the issue of unemployment among the youth to ensure that their capacity and capability is fully utilized.</li> </ul>
	 <p><b>4 QUALITY EDUCATION</b></p>	<p><b>SDG 4: QUALITY EDUCATION:</b></p> <ul style="list-style-type: none"> <li>The organization under its initiative “GoTeach” encourages education and provides opportunity to build on their employability skills.</li> <li>The organization in its association with various organization helps children providing free cost education, music therapy, yoga, counselling for the family and new skills for income generation.</li> </ul>
	 <p><b>5 GENDER EQUALITY</b></p>	<p><b>SDG 5: GENDER EQUALITY</b></p> <ul style="list-style-type: none"> <li>The company has always prioritized reducing inequalities by being an ‘Equal Opportunity Employer’ and considers it to be a key part of its corporate culture.</li> </ul>
	 <p><b>6 CLEAN WATER AND SANITATION</b></p>	<p><b>SDG 6: CLEAN WATER AND SANITATION:</b></p> <ul style="list-style-type: none"> <li>The organization as part of its initiative of “BlueHelp” has actively contributed in the area of providing sanitation and making available safe drinking water in different parts of the country viz. Maharashtra, Bihar and Gujarat.</li> <li>The organization also contributes to Swades Foundation which aims to transform rural lives through holistic development across Water &amp; Sanitation by creating a scalable, replicable, and community-centric model of sustainable development.</li> </ul>
P9	 <p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>	<p><b>SDG 7: AFFORDABLE AND CLEAN ENERGY:</b></p> <ul style="list-style-type: none"> <li>The organization has started CNS initiative wherein the service allows customers to neutralize their carbon footprint by paying an offset charge over and above their shipping rates.</li> </ul>
	 <p><b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p>	<p><b>SDG 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE:</b></p> <ul style="list-style-type: none"> <li>Blue Dart came up with various initiative like that of “On-The-Move (OTM)” handheld devices, Retail Point of Sale (POS), Reverse Logistics (Open and Close), offering 16 Digital Wallets on Courier Handhelds, Call Bridge facility to create a personalized customer experience have all been appreciated as industry-leading solutions and benchmarks.</li> <li>Also, Blue Dart had also pioneered the Contact Less Delivery (CLD) service during the pandemic to ensure a healthy and safe delivery process to provide a customer experience without the fear of contagion.</li> </ul>

Note: All SDG mapping done against respective principles are based on an indicative SDG mapping matrix provided in National Guidelines on Responsible Business Conduct by MCA, GoI