

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) ACTIONS AT CONCOR

The economies in the world over are facing unparalleled challenges on various fronts, including the climate change, biodiversity loss, economic inequality, social insecurity, etc. There is a recognition that sustainable development is not possible unless the said issues are dealt with in a timely manner.

In order to overcome the challenges being faced, the society need to find new and innovative ways to carry out its activities and meet its requirements. This will be the collective effort of all the elements of society be it the people, Government, businesses, social sector, etc. Therefore, the businesses enterprises need to carry out their business in more responsible manner by inculcating the practices which are environment friendly and oriented towards welfare of society. In the long run, the entities which will imbibe best ESG principles in their businesses will survive and will be successful, as they will be considered more credible and reliable.

CONCOR team firmly believes in contributing and adopting best ESG principles in all of its activities. In its business of providing reliable and cost-effective logistics services to the trade and industry, it endeavours to create awareness and involve all stakeholders in value chain to contribute towards the environment and social goals. In its operations, it recognises that businesses are required to grow both financially and responsibly, which means ensuring growth with minimal impact on the environment, positive impact on society by demonstrating highest standards of governance. Due priority is given to the values and interests of all its stakeholders regularly, thereby it is working towards creating a sustainable environment and strengthening the communities in which it operates.

It is common knowledge that the last decade marked the onset of ESG related regulations and in the next decade, ESG will take the centre stage. With this clear understanding, CONCOR has been planning its actions focussed towards creating value for its stakeholders by giving emphasis on protecting environment, community development, taking care of the health, safety and wellbeing of its employees and creating a strong framework of governance. Some of the areas inter-alia where work on this front has been done in the Company are as under:

Protection of Environment:

CONCOR has always believed and promoted in its operations, the transportation of containers through rail as it is a more environment friendly mode of transportation in comparison to road. As per reports available, the movement done by rail versus road reduces CO₂ emission by around 89.5 gms. per tonne km. During the year 2023-24, CONCOR transported around 49.11 million tonnes of cargo over an average lead of around 894 kms using rail infrastructure. This effort of the Company is estimated to have helped in reduction of CO₂ emission by 3.93 million tonnes. In addition, the Company uses fuel efficient equipment like rubber tyre gantry cranes, reach stackers, efficient power packs and rail mounted gantry cranes in its operations. During the year, company has started using LNG trailers at its terminals. CONCOR complies with all relevant legislations with respect to handling and management of waste at its facilities.

Water and Energy Management:

Water is a vital resource for communities as well as for the ecology. In its efforts to support this crucial lifeline for the society, the Company has been taking measures for water conservation, which include efficient use of water, efforts for water recycle/ reuse, installation of rainwater harvesting systems. Zero wastage of water is ensured by providing sensor in water tanks and taps, which is monitored at regular intervals. The improvement in warehouse designing in its operations has helped in making them energy efficient. Initiatives have also been taken to use solar energy in some of the terminals of the Company.

Employee Welfare:

The Company always endeavours for stable work life balance for its employees and for creating shared value for all stakeholders i.e. internal and external. There is a separate department taking care of the Health, Safety and Environment (HSE) aspects in the organization. This Department has taken various initiatives, particularly during the Covid-19 pandemic, which include promoting use of masks, sanitizer and health hygiene activities. Providing guidance and support to the covid effected employees and their families, organizing yoga/ meditation sessions and

counselling from professionals to face the challenges and overcome the difficulties arising due to pandemic. The well-being of the employees physical and mental health is also promoted through providing facilities like gym and yoga classes in the office, making provision of sports gears like sports watch, badminton rackets, bi-cycle, cricket kit etc. The Company also promotes participation of its employees in various sports activities like joining marathon, cricket matches and other events. Further, exposure was given to employees during the year by organizing training or their participation in programs conducted by professional bodies, having topics on various matters, including on combating stress through creativity, gender sensitivity, leadership and crisis management.

Inclusive Growth:

The Company aims to conduct its business by contributing towards the socio-economic development of external and internal stakeholders. In this direction, it has taken various initiatives, which include the efforts made to promote the development of micro and small enterprises in the country. In this direction, in line with Government of India guidelines in the procurement, provisions have been made to give preference to micro and small enterprises. Further, regular monitoring of the timely payment to these enterprises is also done, which helps in their growth.

Development of Community:

CONCOR is committed for the overall development of the communities particularly those within which it operates. In this direction, various initiatives have been taken under the Corporate Society Responsibility (CSR), which include infrastructure development in schools, construction of public toilets, education of poor children, skill improvement, provision of food, health care activities, vaccination of the needy in the society, promoting cleanliness, etc. The Company aims to create an environment of inclusive growth of the society by helping the underprivileged sections in the areas of education, health, building infrastructure, etc. for which regular engagements are done with the communities.

Governance:

The Company believes in providing reliable, responsive, safe and value added services by following the highest ethical standards. It follows the best of the practices and policies in day to day management of its affairs. The commitment to follow best corporate governance practices is based upon transparency, fairness, conscience, team work, professionalism, equality and accountability. The guiding principles of corporate governance framework is based upon compliance of applicable laws, regulations in letter & spirit by adopting transparent system/ practices, to promote and safeguard the interest of all stakeholders, integrity and ethical behaviour of all personnel and having a climate of trust and confidence by means of transparent and timely disclosure of information. It has the policies in place in the form of code of conduct, whistle blower policy, coverage under RTI among others to promote ethical and transparent behaviour.

The efforts being made by the Company and its practices regarding ESG are covered in detail in the structured Business Responsibility & Sustainability Report (BRSR) for the year 2023-24, under the SEBI Regulations, in which reporting and evaluation have been done on the prescribed nine principles.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

As per Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Sl. No	Required Information	Details
1	Corporate Identity Number (CIN) of the Listed Entity	L63011DL1988GOI030915
2	Name of the Listed Entity	Container Corporation of India Limited
3	Year of incorporation	1988
4	Registered office address	CONCOR Bhawan, C-3, Mathura Road, Opposite Apollo Hospital, New Delhi-110076
5	Corporate address	CONCOR Bhawan, C-3, Mathura Road, Opposite Apollo Hospital, New Delhi-110076
6	E-mail	investorrelations@concorindia.com
7	Telephone	011-41222500/600
8	Website	http://www.concorindia.co.in
9	Financial year for which reporting is being done	Financial year ended 31st March, 2024
10	Name of the Stock Exchange(s) where shares are listed	NSE, BSE
11	Paid-up Capital	Rs.304.65 crores
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Shri Ajit Kumar Panda Director (Projects & Services) Ph: 011-41673017 Email: ajit.panda@concorindia.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).	This report is prepared on a standalone basis. Further, the information in the report in respect of previous year have been reassessed, rearranged or reclassified wherever considered necessary.
14.	Name of Assurance Provider	The Energy and Resources Institute (TERI)
15.	Type of Assurance obtained	Reasonable Assurance

II. Products / Services

16.	Details of business activities (accounting for 90% of the turnover):			
	Sl. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
	1	Logistics & Transportation	Land Transport via Road	4.12%
			Land transport via Railways	75.93%
			Handling Income	11.62%
			Warehousing and storage	2.00%
17.	Products/Services sold by the entity (accounting for 90% of the entity's Turnover):			

Sl. No	Product / Service	NIC Code	% of total Turnover contributed
1	Transportation of Containers by rail	49120	75.93%
2	Transportation of Containers by road	49231	4.12%
3	Handling of Containers	52241	11.62%
4	Operation of Logistics facilities including dry ports, container freight stations, and private freight terminals. Or Warehousing & Storage	52109	2.00%

III. Operations

18.	Number of locations where plants and/or operations/offices of the entity are situated:			
	Location	Number of plants	Number of offices	Total
	National	NA	CONCOR has a pan India presence presently with 66 terminals and offices.	70
	International	NA	NA	NA
19.	Market Served by the entity:			
a.	Number of locations			
	Locations	Number		
	National (No. of States)	CONCOR is Providing service in 23 States.		
	International (No. of Countries)	CONCOR is Providing Rail service to two countries i.e. Nepal and Bangladesh.		
b.	What is the contribution of exports as a percentage of the total turnover of the entity?		NIL	
C.	A brief on type of customers		Shipping Lines, Importers/Exporters, Custom House Agents, Business Associate/Partners, Corporate Customer, Freight Forwarders etc	

IV. Employees

20.	Details as at the end of Financial Year:						
a.	Employees and workers (including differently abled):						
	Sl. No	Particulars	Total (A)	Male		Female	
				No.(B)	% (B/A)	No. (C)	% (C/A)
	Employees						
	1	Permanent (D)	1297	1140	87.90	157	12.10
	2	Other than Permanent (E)	NA				
	3	Total employees (D+E)	1297	1140	87.90	157	12.10
	Workers						
	4	Permanent (F)	Not applicable				
	5	Other than Permanent (G)					
	6	Total workers (F+G)					
b.	Differently abled Employees and workers:						
	Sl. No	Particulars	Total (A)	Male		Female	
				No.(B)	% (B/A)	No. (C)	% (C/A)
	Differently Abled Employees						

	1	Permanent (D)	28	27	96.43	1	3.57			
	2	Other than Permanent (E)	Not applicable							
	3	Total differently abled employees (D+E)	28	27	96.43	1	3.57			
	Differently Abled Workers									
	4	Permanent (F)	Not applicable							
	5	Other than Permanent (G)								
	6	Total differently abled workers (F+G)								
21	Participation/ Inclusion/ Representation of Women:									
		Total (A)	No. and percentage of Females							
			No. (B)	% (B / A)						
	Board of Directors	11	1	9.09						
	Key Management Personnel (Including Whole time Directors)	6	0	0						
22	Turnover Rate for permanent employees and workers (Disclose trends for past 3 years)									
		FY 2023- 24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021 - 22 (Turnover rate in the year prior to the previous FY)		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	2.15%	3.68%	2.33%	3.50%	3.05%	3.44%	2.40%	1.81%	2.33%
	Permanent Workers	Not Applicable								

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

23.	(a)	Name of holding / subsidiary / associate companies / joint ventures								
		Sl. 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	FRESH & HEALTHY ENTERPRISES LTD			Subsidiary		100		No
		2	CONCOR AIR LTD			Subsidiary		100		No
		3	SIDCUL CONCOR INFRA COMPANY LTD			Subsidiary		74		No
		4	PUNJAB LOGISTICS INFRASTRUCTURE LTD			Subsidiary		51		No
		5	STAR TRACK TERMINALS PRIVATE LTD			Joint Venture		49		No
		6	TRANSWORLD TERMINALS DADRI PRIVATE LTD			Joint Venture		49		No

7	GATEWAY TERMINALS INDIA PRIVATE LTD	Joint Venture	26	No
8	CMA-CGM LOGISTICS PARK (DADRI) PRIVATE LTD	Joint Venture	49	No
9	HIMALAYAN TERMINALS PRIVATE LTD	Joint Venture	40	No
10	INDIA GATEWAY TERMINAL PRIVATE LTD	Joint Venture	11.87	No
11	TCI-CONCOR MULTIMODAL SOLUTIONS PRIVATE LTD	Joint Venture	49	No
12	CONTAINER GATEWAY LTD	Joint Venture	49	No
13	ALLCARGO LOGISTICS PARK PRIVATE LTD	Joint Venture	49	No
14	ANGUL SUKINDA RAILWAY LTD	Joint Venture	26	No
15	HALCON	Associate	50	No

VI. CSR Details

24.	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	(ii) Turnover (in Rs. crores)	8,632.49
	(iii) Net worth (in Rs. crores)	11,812.34

VII. Transparency and Disclosure Compliances

25.	Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:							
	Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023 - 24			FY 2022 - 23		
			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		Nil					
	Investors (other than shareholders)*		Nil					
	Shareholders	Yes, https://concorindia.co.in/assets/pdf/Stakeholders_Engagement_Policy.PDF	15	0	NA	35	0	NA
	Employees and workers	Yes, https://concorindia.co.in/assets/pdf/Grievances_Red	5	0	NA	14	0	NA

		ressal.pdf						
Customers	Yes, https://concorindia.co.in/assets/pdf/Public_Grievances_Redressal.pdf	14	4	NA	19	0	NA	
Value Chain Partners	Yes, https://concorindia.co.in/assets/pdf/stake_holder_eng.pdf	13	1	NA	46	10	NA	
Other (please specify)	Yes, https://concorindia.co.in/assets/pdf/Public_Grievances_Redressal.pdf	2	0	NA	0	0	NA	

* Details of Investors /Shareholder are covered.

26.	Overview of the entity's material responsible business conduct issues					
	Material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, are as below:					
	Sl. 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	Human rights practices	Risk & Opportunity	<p>Risk: The absence of a comprehensive Human Rights governance structure from the aspects of parameters such as working conditions, fair remuneration, gender diversity, prevention of sexual harassment, freedom of association, and collective bargaining will impact the Company's performance in the social domain from the perspective of employee workforce as well as the community.</p> <p>Opportunity: The presence of a strong redressal mechanism outlines the Company's commitment to Human Rights protection. A better organized and more respected workforce is more stable, predictable, and productive, which reduces the risk of resource shocks and creates productivity gains, which is beneficial for a company's bottom line. Legal costs due to employee or community disputes are minimized and negative financial impacts from backlashes and boycotts become less of a risk. Investor relations teams can leverage this lower</p>	CONCOR being a Government of India Company under the aegis of the Ministry of Railways is an instrumentality of 'State', under Article 12 of the Constitution of India, protects and promotes all Human rights guaranteed under the constitution of India. In addition to compliance with labour laws enacted by the Government of India and different states under the recommendation and conventions of the International Labour Organization (ILO), the company understands the economic rights of individuals in consonance with the Universal Declaration of Human Rights and the Constitution of India. This includes a just, favourable, and conducive work environment, equal pay for equal work, and equal opportunity for career progression without any discrimination against caste, creed, sex, religion, disability, or orientation. Further, the company provides just, fair, and equal	Positive: Comprehensive alignment of Human Rights principles in accordance with the guiding principles of national and international Human Rights standards amplifies the Company's performance in the social aspect as well as reflects its commitment towards human rights integration within the Company's business model.	

				<p>risk when speaking to potential investors, as well as being able to target a new base of ethically-minded investors who, as it happens, also tend to be more stable and long-term investors in the Company.</p>	<p>remuneration, working hours with rest and leisure, means for an adequate standard of living and social security, and freedom of choice of employment. Provision has been made for the timely delivery of HR services through the Right to Service for Time Bound Delivery of HR Services and Benefits. It provides for the reservation in employment as per the norms laid down by the Government of India under the relevant Constitutional Provisions. It also understands the need for the protection of civil and constitutional rights of employees/workers and believes in freedom of association and workers' right to form & join trade unions.</p>	
2	Occupational Health and safety	Risk & Opportunity	<p>Risk: Occupational health and safety is a critical aspect of the Company's commitment towards workforce welfare which further highlights the performance in terms of the provision of a safe and secure working environment. Identification of a high number of health and safety incidents reflects the efficiency of the existing Employee's Health & Safety (EHS) management approach.</p> <p>Opportunity: Strong EHS management system integrated with comprehensive hazard identification, mitigation plans, root cause analysis of the reported incidents, and corresponding corrective action plan</p>	<p>Safety Slogans are displayed at prominent locations at various terminals of CONCOR. ISO Certification is available for most of the units of the Company. Disaster Management System has been hosted on the CONCOR website. Further, in its endeavor to maintain high standards of quality, your Company has been taking various steps, some of which are as follows:</p> <ul style="list-style-type: none"> • Conducting periodical Management Review Meetings, wherein various actions were taken with regard to Disaster Management, 	<p>Positive: Robust Occupational, Health and Safety management approach enables the Company to prevent the occurrence of incidents.</p>	

				<p>will highlight the Company's approach and resoluteness toward workforce health and safety</p>	<p>Safety Norms and Quality Standards.</p> <ul style="list-style-type: none"> • CONCOR uses the best technology to provide logistics services, adheres to the highest level of safety in operations, maintains the good health of its employees, and provides a clean and green environment for a better tomorrow. • The Company always endeavors for a stable work-life balance for its employees and for creating shared value for all stakeholders i.e. internal and external. There is a separate department taking care of the Health, Safety, and Environment (HSE) aspects in the organization. • To ensure safety in the transportation of freight, it has been ensured that all wagons are equipped with load-sensing devices, and automatic twist devices so that there are no mishaps. Further, efforts have also been made to ensure that the cargo is transported pilferage free, for which anti-pilferage devices have been installed. 	
--	--	--	--	--	---	--

3	Employee Engagement	Opportunity	<p>Opportunity: The company's efforts towards workforce welfare and development directly conveys its resolute commitment towards the upliftment of the most integral asset. A greater diversity across genders and ethnicity is strongly correlated to a greater level of inclusiveness broadening mindset on acceptance of the third gender, and unconventional biases in ethnicity, race, and equality while transforming our thoughts and actions at a personal and professional level, improved propositions and productivity enabling value creation.</p>	<p>CONCOR always endeavors for stable work life balance for its employees. Great care is taken to provide safe and hygienic working environment to the employees conducive to their good health. There had been no occurrence of major industrial accidents. Programmes for promoting work life balance such as Yoga and/or meditation are conducted regularly for the employees. CONCOR sponsors participation of employees in various sport activities which inculcates habit of not only remaining fit but also supportive team cohesion. Cricket matches and other sports programs are regularly conducted for the employees. The company has a 'Sports Policy' to encourage sports and games and to improve the quality of life and fitness for its employees and their families. CONCOR offers various benefits to its employees in the form of option to the employees to choose from a mix of cafeteria perks and allowances available subject to maximum ceiling. In addition to the allowance and benefits covered in the cafeteria approach, additional perks in the form of residential accommodation, telephone instrument/service, advances, and welfare amenities are also made available to the employees. Provisions have been</p>	<p>Positive: A strong workforce with a high retention rate and diversity in the workforce brings new perspectives, experiences, and ideas which enable innovation, increase performance and enable a positive culture in the organization, and highlights the Company's efforts toward creating a conducive work environment in addition to creating a positive approach toward workforce development.</p> <p>Investing in people development can enable organizations to realize the skills and abilities of their workforce, and internal capabilities to further expand the business and create value</p>
---	---------------------	-------------	---	---	---

				<p>made for the timely delivery of HR services through the Right to Service for Time Bound Delivery of HR Services and Benefits.</p> <p>CONCOR has well-defined policies for its employees regarding recruitment, conditions of service, Leave rules, housing, vehicle and computer loans, medical reimbursement, and other employee welfare and social security services. Efforts are made to ensure that employees have speedy and easy access to HR policies, forms, policies, and their personal HR information online through Employee Portal.</p>	
4	Transparency, Accountability & reporting	Risk	<p>Risk: The compliance risk is linked to non-adherence with the standards and guidelines of all regulatory agencies.</p>	<p>The Code of Conduct for Board Members and Senior Management Personnel is in alignment with Company's Statement of Mission & Objectives and the provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015 (Listing Regulations) and it aims at enhancing ethical and transparent process in managing the affairs of the Company. In respect of Whole-time Directors and senior management personnel, this Code is to be read in conjunction with the CONCOR Conduct Rules, 1993 and amendments thereto, if any. There is a well-established set-up for providing information under the Right to Information Act, 2005. The Whistle Blower policy of the Company has been updated from time to time in</p>	<p>Positive: Compliance with relevant regulatory requirements, including applicable to the Freights and Logistics sector reflects the Company's commitment to responsible business practices.</p>

					<p>compliance with the provisions of the Listing Regulations & Companies Act, 2013. It provides an opportunity and an avenue to employees, to raise concerns and to report to Audit and Ethics Committee, in case they observe any unethical and improper practices or any other wrongful conduct in the Company. It seeks to provide necessary safeguards for the protection of employees from reprisals or victimization. CONCOR had entered into an MOU with 'Transparency International – India' (TII) for implementing a tool developed by TII in consultation with CVC viz. Integrity Pact Program. The objective of the tool is to ensure that all activities and transactions between a Company or Government departments and their Suppliers are handled in a fair, transparent, and corruption-free manner. CONCOR believes in providing reliable, responsive, safe, and value-added logistic services by following the highest ethical standards. It does business with a number of domestic and international bidders, contractors, and vendors of goods and services (counterparties). The bidding process is transparent, open, and accessible to the public with tenders being put up on the Company website and e-tender portal. It values its relationship with all counterparties and deals with them in a fair and transparent manner. The e-tendering system on the portal has been implemented, which complies with the CVC guidelines released for e-Procurement from time to time and</p>	
--	--	--	--	--	--	--

				enhances transparency. CONCOR is covered under the Central Vigilance Commission Act, of 2003. The vigilance Division in CONCOR controls its activities from Corporate Office, in New Delhi. The Vigilance Division is headed by the Chief Vigilance Officer who directly reports to the Chairman and Managing Director.	
5	Customer Satisfaction	Opportunity	<p>Opportunity: The Company is committed to improving its business processes so as to provide quality services and thereby improve customer satisfaction</p>	<p>Some of the practices adopted in this regard are:</p> <ul style="list-style-type: none"> ▪ On line Information & Container Tracking ▪ SMS-based container tracking ▪ Web query for container tracking made available on the website. ▪ Auto mail facility for customers (for PDA/TDS statement etc.) ▪ Container Repair & Cleaning Facilities ▪ Cargo Palletisation, Strapping etc. ▪ Cargo Lashing/Choking Facility ▪ Fumigation of Cargo/Containers ▪ Supply Chain Management ▪ Container/Cargo Survey ▪ Round the Clock Security at Terminals ▪ Facilitation of Customs Clearance ▪ Conducting Customer Satisfaction Survey by an independent agency regularly to get a feedback from the customers and also take action to rectify/improve its services. ▪ CONCOR had also introduced on Company's website "Feedback 	<p>Positive: The Company ensures quick turnaround and resolution of Customer complaints through a real-time system. Customers have the facility of knowing the exact location & movement of their container by accessing the online portal. For speedy resolution of any customer complaints, contact details and email addresses of the concerned officers have been put up on the Company website. 'Customer Value Creation' is the ethos of CONCOR</p>

					<p>form” wherein Customers can obtain information and seek remedies on our services in the format available under menu “Customer Feedback Facility”.</p> <ul style="list-style-type: none"> ▪ Launched its mobile App giving information like the public tariff, Rail tariff, track & trace, Company directory, etc. for its stake holders and for Exim e-filing (covering reports & queries). ▪ Usage of Social Media tools for timely dissemination of information to stakeholders. <p>Under the Citizen’s Charter the Company has provided service delivery standards for key services. In addition to above it has undertaken the following initiatives:</p> <ul style="list-style-type: none"> ▪ Touch screen kiosks were installed in terminals so that customers can get the services of queries related to container, ground rent due, freight etc.; ▪ e-filing facility for online booking of Containers; ▪ Above all, the Company has a lean and accessible top management which is within the reach of its customers at all times.
--	--	--	--	--	--

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.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9																		
Policy and management processes																												
1	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y																		
	b.	Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y																		
	c.	Web Link of the Policies, if available	Please refer to the note below	<table border="0"> <thead> <tr> <th style="text-align: left;">Name of the Policy</th> <th style="text-align: left;">Weblinks</th> </tr> </thead> <tbody> <tr> <td>ESG Policy</td> <td>https://www.concorindia.co.in/assets/pdf/ESR_policy.pdf</td> </tr> <tr> <td>Quality Policy</td> <td>https://concorindia.co.in/quality.asp</td> </tr> <tr> <td>Code of Business Conduct and Ethics</td> <td>https://concorindia.co.in/assets/pdf/Code_of_conduct.pdf</td> </tr> <tr> <td>POSH Policy</td> <td>https://concorindia.co.in/assets/pdf/ConcorSexualHarrassmentPolicy.pdf</td> </tr> <tr> <td>IT Policy</td> <td>https://www.concorindia.co.in/isystems.asp</td> </tr> <tr> <td>CSR Policy</td> <td>https://concorindia.co.in/assets/pdf/csrapolicy.pdf</td> </tr> <tr> <td>Diversity Policy</td> <td>https://concorindia.co.in/assets/pdf/Diversity_policy.pdf</td> </tr> <tr> <td>Stakeholder Engagement Policy</td> <td>https://concorindia.co.in/assets/pdf/stake_holder_eng.pdf</td> </tr> </tbody> </table>							Name of the Policy	Weblinks	ESG Policy	https://www.concorindia.co.in/assets/pdf/ESR_policy.pdf	Quality Policy	https://concorindia.co.in/quality.asp	Code of Business Conduct and Ethics	https://concorindia.co.in/assets/pdf/Code_of_conduct.pdf	POSH Policy	https://concorindia.co.in/assets/pdf/ConcorSexualHarrassmentPolicy.pdf	IT Policy	https://www.concorindia.co.in/isystems.asp	CSR Policy	https://concorindia.co.in/assets/pdf/csrapolicy.pdf	Diversity Policy	https://concorindia.co.in/assets/pdf/Diversity_policy.pdf	Stakeholder Engagement Policy	https://concorindia.co.in/assets/pdf/stake_holder_eng.pdf
Name of the Policy	Weblinks																											
ESG Policy	https://www.concorindia.co.in/assets/pdf/ESR_policy.pdf																											
Quality Policy	https://concorindia.co.in/quality.asp																											
Code of Business Conduct and Ethics	https://concorindia.co.in/assets/pdf/Code_of_conduct.pdf																											
POSH Policy	https://concorindia.co.in/assets/pdf/ConcorSexualHarrassmentPolicy.pdf																											
IT Policy	https://www.concorindia.co.in/isystems.asp																											
CSR Policy	https://concorindia.co.in/assets/pdf/csrapolicy.pdf																											
Diversity Policy	https://concorindia.co.in/assets/pdf/Diversity_policy.pdf																											
Stakeholder Engagement Policy	https://concorindia.co.in/assets/pdf/stake_holder_eng.pdf																											

2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>CONCOR continues to enjoy ISO 9001:2015 certification and as of 31.03.2024, 50 Nos. of Terminals were ISO 9001:2015 certified. Further 2 Terminals are ISO 14001:2015 and ISO 45001:2018 Certified. It is an illustration of the total commitment of the Company toward a Quality Management System.</p>								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>In the near future, the Company will work with a focused approach to achieving the following:</p> <ul style="list-style-type: none"> Ø Increase the rail share of the transportation of Containers. Ø Promote environment-friendly modes of Road Transportation through LNG. Ø Lights are to be replaced by LED lighting. Ø CONCOR will endeavour to source electricity from SOLAR, WIND Energy in the future. Ø Promoting Rain Water Harvesting. Ø Conservation of Energy through efficient utilization of equipment. 								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>Some of the work done during the year on the ESG front are:</p> <ol style="list-style-type: none"> 1. Inducted 75 LNG trailers, further Approvals have been granted for procurement of another 200 LNG trailers. These trailers have a better Carbon footprint as compared to conventional Diesel trailers. 2. signed an MOU with IGL and IOCL, to establish LNG Stations at two CONCOR terminals for better wider coverage of LNG in the country. 3. signed MOU with a subsidiary of NTPC to establish rooftop solar capacity on CONCOR terminals. <p>Quality Management On the matter of quality, the Company has been certified with ISO 9001:2015 for the scope of “Planning, Co-ordination and Monitoring of all Regions and Terminals for Multimodal EXIM and Domestic Containerized Traffic, Associated Process and Corporate Functions”.</p> <p>To oversee the quality of services provided to customers, the Company engages the services of Independent external agencies to conduct a Customer Satisfaction survey to evaluate the quality of services provided to the customers and identify the areas where work is to be done for continual improvement. Further, monthly performance review meetings of all terminals are conducted to assess the performance level and customer-centricity evaluation to achieve the targets.</p>								

In addition, in the interest of transparency, the company has a system of Independent External Monitors (IEM), provision of an Integrity Pact in Tenders and a whistle-blower policy.

Governance, leadership and oversight

7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>CONCOR has collaborated with numerous stakeholders throughout its journey to improve India's logistics industry. The company believes in development through partnerships and provides services that meet customers' evolving demands and aspirations. As a responsible organisation, CONCOR is sensitive to the environmental and social implications of its operations, goods, and services and takes measures to minimize them.</p> <p>The Company guarantees that it meets all applicable statutory compliance standards and maintains supervision of critical issues/areas through a range of governance structures in all aspects of its operations. CONCOR has made significant efforts to support people development projects both within and in the greater community. CONCOR has always provided its employees with a safe and healthy work environment and equitable opportunities to improve their skills and expertise. The company has launched a number of social initiatives and programs to help local communities prosper, including healthcare, education, and skills development. CONCOR has made long-term efforts to lower its carbon footprint and increase the use of renewable energy in its operations, with an emphasis on energy efficiency, waste reduction, and waste management.</p>	
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board of CONCOR is responsible for the implementation and oversight of the Business Responsibility policy(ies).	
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>Sh. Ajit Kumar Panda, Director (Projects & Services). Ph: 011-41673017 Email: ajit.panda@concorindia.com</p>	
10	Details of Review of NGRBCs by the Company:		
	Subject of 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	As a practice, policies on the Business Responsibility of the Company are reviewed by the CMD & Board of Directors. During this assessment, the efficacy of the policies is reviewed and necessary changes to policies & procedures, if required, are implemented.									Quarterly/Annually								
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company follows the laws and regulations, as applicable. In this regard, a Compliance Certificate on applicable laws is provided by the Departmental Heads, which is placed before the Board of Directors									Annual								
11	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency	P1	P2	P3	P4	P5	P6	P7	P8	P9	Yes, the policies are independently assessed and evaluated by M/s CARE Analytics and Advisory Pvt. Ltd.								
12	If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:																		
	a.	The entity does not consider the Principles material to its business (Yes/No)									All Principles are covered by the Policies.								
	b.	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)																	
	c.	The entity does not have the financial or/human and technical resources available for the task (Yes/No)																	
	d.	It is planned to be done in the next financial year (Yes/No)																	
	e.	Any other reason (please specify)																	

SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is to demonstrate the Principle-wise performance in integrating the Principles and Core Elements with key processes and decisions.

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:				
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	1. Port Logistics; and 2. Orientation Programme.		100
Key Managerial Personnel	0	-		-

	Employees	37	<p>1. Information Technology the Efficiency and Value Addition Enabler of the Logistics Industry; 2. Preventive Forensics; 3. Project & Financial Management for Organizational Excellence; 4. Customized Training Programme for CONCOR F&A Officers at IRIFM; 5. Transforming Workplace Culture: Empowering Gender Sensitivity and Preventing Sexual Harassment; 6. Overview of GFR & Public Procurement through GeM (With Latest Amendments); 7. Preventive Vigilance, E-Procurement and Key to Good Governance; 8. Information Technology the Efficiency and Value Addition Enabler of the Logistics Industry; 9. Customized Training Programme for CONCOR F&A officers at IRIFM; 10. Port Logistics; 11. National Meet on RTI Act; 12. Advanced MS Excel; 13. Contracts and their Management; 14. Cyber Hygiene and Security; 15. Workshop on Procurement in CPSEs; 16. Arbitration in India: Towards a New Future; 17. Project Management Competence Building; 18. Environmental Social & Governance (ESG) way to sustainability; 19. Transport Economics and its Application; 20. Railway Orientation Programme; 21. Customs Orientation Programme; 22. Recent advances in Public Procurement; 23. Integrated Infrastructure and Logistics Services Development for Improving Efficiency; 24. Physical Seminar on Critical Analysis of Legal Issues and Judgments Under Input Tax Credit; 25. Familiarization Workshop for Executives of Central Public Sector Enterprises (SPSEs); 26. Transport Economics and Application; 27. Orientation Programme; 28. Personal Finance; 29. Interpersonal Relationships at the Workplace; 30. Role of IO/PO in Conducting Inquiries 31. Arbitration; 32. Office Management Programme; 33. Handling Hazardous Containers; 34. Women Empowerment Programme; 35. Induction Training; 36. Gati Shakti; and 37. Digital Logistics.</p>			100
	Workers	NA	NA			NA
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:					
	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	Principle 1	NSE & BSE	43,18,800	Regulation 17(1) Non-compliance of requisite number of independent directors i.e. regarding the non-composition of the Board.	Yes, the Company has requested for wavier of fines to the Stock Exchanges as the Government appoints all its Directors and it has no control on the appointment of said Directors. In such cases, fines imposed have been waived by the Stock Exchanges.
Settlement	Nil	NA	NA	NA	NA
Compounding fee	Nil	NA	NA	NA	NA
Non- Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil		Nil	Nil
Punishment	Nil	Nil		Nil	Nil
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.				
Case Details					Name of the regulatory/ enforcement agencies/ judicial institutions
The Exchanges (NSE & BSE) have levied fines for Noncompliance with the requirements about the composition of the Board under Regulation 17(1) of SEBI (LODR) Regulations, 2015. In reply to the notice of fine, the Company has requested both the exchanges for exemption/ waiver of the fines levied on the Company as the appointment of directors is not in the control of the Company and it has taken all the steps in which it has been regularly requesting its Administrative Ministry for an early appointment of these Directors. The Company is not at fault for the non-appointment of the requisite number of Independent director(s) and all reasonable steps have been taken by it for an early appointment of such Directors					NSE & BSE
4	<p>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.</p> <p>The Code of Conduct for Board Members and Senior Management Personnel is in line with the Company's Statement of Mission & Objectives and the rules of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015. CONCOR aims to promote ethical and transparent processes in the management of the Company's activities. This Code should be read alongside the CONCOR Conduct Rules, 1993, and any updates to them. CONCOR is dedicated to providing reliable, timely, safe, and value-added logistical services while upholding the highest ethical standards.</p> <p>CONCOR collaborates with numerous local and international bidders, contractors, and suppliers of products and services (counterparties). The bidding process is transparent, open and available in public domain, with tenders published on the Company's website and e-tender portal. CONCOR values its relationships with all</p>				

		<p>counterparties and conducts business with them fairly and transparently. CONCOR has entered into an MOU with 'Transparency International - India' (TII) to manage the Integrity Pact Program, a mechanism developed by TII in collaboration with CVC. The tool is designed to ensure that all operations and transactions between a company or government agencies and their suppliers are conducted in a fair, transparent, and corruption-free manner.</p> <p>Code of Conduct: https://concorindia.co.in/assets/pdf/Code_of_conduct.pdf Integrity Pact: https://concorindia.co.in/assets/pdf/IntegrityPact.pdf .</p>			
5	Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:				
		FY 2023-24 (Current Financial Year)		FY 2022 - 23 (Previous Financial Year)	
	Directors	Nil		Nil	
	KMPs	Nil		Nil	
	Employees	Nil		Nil	
	Workers	Nil		Nil	
6	Details of complaints with regard to conflict of interest:				
		FY 2023-24 (Current Financial Year)		FY 2022 - 23 (Previous Financial Year)	
		Number	Remarks	Number	Remarks
	Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
	Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA
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.				NA
8	Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:				
		FY 2023-24 (Current FY)		FY 2022-23 (Previous FY)	
	Number of Days of Accounts Payable	16.81		23.59	

9	Openness of Business Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:			
	Parameter	Metrics	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
	Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
		b. Number of trading houses where purchases are made from	0	0
		c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
	Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	0	0
		b. Number of dealers / distributors to whom sales are made	0	0
		c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	0	0
	Shares of RPTs in	a. Purchases (Purchases with related parties/ total purchases)	73.65%	76.36%
		b. Sales (Sales to related parties/ total sales)	4.76	4.56
		c. Loans & advances (Loans & advances given to related parties / total loans and advances)	0	0
		d. Investments (Investments in related parties / total investments made)	63.13	62.77

Leadership Indicators

1	Awareness programmes conducted for value chain partners on any of the Principles during the financial year:		
	Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
	-	NA	NA
Note: During the year, training was imparted to contractual or non-permanent staff covering topics such as prevention of sexual harassment, code of ethics, information & cyber security, data privacy, and health and safety.			

<p>2 Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same</p>	<p>Yes. The company has a code of business conduct and ethics that covers a variety of topics, including how to handle conflicts of interest for board members and senior management. A clear procedure that allows Directors to abstain from conversations involving conflicts of interest has been established to resolve these conflicts. Directors have a responsibility to carry out their responsibilities in an honest way and in the best interests of the company.</p> <p>They must carry out their duties free from outside interference that can impair their capacity to make independent, unbiased decisions, which are essential for the Company's success. Furthermore, it is forbidden for Directors to misuse their positions to directly or indirectly benefit themselves at the expense of the Company. The Board of Directors (BOD) and senior management submit an annual declaration confirming their adherence to the Code of Conduct. The BODs are also required to submit the annual declaration confirming their participation in other companies.</p> <p>Code of Conduct: https://concorindia.co.in/assets/pdf/Code_of_conduct.pdf</p>
--	--

PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE



Essential Indicators

1	<p>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:</p>		
	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R & D	Refer to Director's Report for R&D expenditure		
Capex			
2	<p>a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)</p>	<p>The company is having its policy & detailed processes which it is following in its procurement and the same is reviewed from time to time. Being a Public Sector Undertaking, it is following the very transparent process in all its procurements. The main aim of its process of procurement is to achieve the right balance between costs and requirements by following five parameters called the Five R's of procurement. There are Right Quality, Right Quantity, Right Price, Right Time & Place and Right Source.</p>	

			<p>The procurements are done on the basis of the approved budget and financial vetting of the estimates. Tender/Quotation Opening & Evaluation Committees are constituted for purchases as per procedure laid down in the concerned manual and as per delegation given in DOP (i.e. Delegation of Powers). This committee consists of representatives from the user, finance and other departments. Delegation of powers are approved by the BOD of CONCOR.</p> <p>Offers from prospective bidders are invited according to a procedure that is transparent and enables the widest competition. Various modes of procurement that are used in procurement are open and limited tenders, procurement through panel of suppliers, single tender for critical/proprietary items with single source of supply, direct procurement through purchase committee, etc.</p> <p>The management of risks involved in procurement is done through a well-laid-down framework in which risks involved are identified, measured, monitored, mitigated through appropriate actions and for each element of risks all responsibilities lies with the nominated risk managers.</p>			
	b.	If yes, what percentage of inputs were sourced sustainably?	46.45%			
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)	NA			
	(b)	E-waste				
	(c)	Hazardous waste				
	(d)	other waste.				
4	<p>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.</p>					NA
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?					
	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.

	Not Applicable						
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 2023-24 Current Financial Year		FY 2022-23 Previous Financial Year			
	Not Applicable						
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:						
		FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
	Plastics (including packaging)	Not Applicable			Not Applicable		
	E-waste						
	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 % of total products sold in respective category					
	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:											
		Category	% of employees covered by										
Total (A)			Health Insurance		Accident insurance		Maternity benefits		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)	
Permanent employees													
Male		1140	1140	100	1140	100	0	0	1140	0	0	0	
Female		157	157	100	157	100	157	100	0	0	0	0	
Total		1297	1297	100	1297	100	157	100	1140	100	0	0	
Other than Permanent employees													
Male		NOT APPLICABLE											
Female		NOT APPLICABLE											
Total		NOT APPLICABLE											
b	Details of measures for the well-being of workers:												
	Category	% of workers covered by											
		Total (A)	Health Insurance		Accident insurance		Maternity benefits		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)	
	Permanent workers												
	Male	NOT APPLICABLE											
	Female	NOT APPLICABLE											
	Total	NOT APPLICABLE											

		Other than Permanent workers				
		Male				
		Female	NOT APPLICABLE			
		Total				
C. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –						
			FY 2023-24	FY 2022-23		
		Cost incurred on well-being measures as a % of total revenue of the company	0.169%	0.068%		
2	Details of retirement benefits, for Current FY and Previous FY:					
	Benefits	FY 2023-24			FY 2022-23	
		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%	NA	Y	100%	NA Y
	Gratuity	100%	NA	Y	100%	NA Y
	ESI	NOT APPLICABLE				
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.				Most of our offices are located in commercial premises which have elevators and other infrastructure for differently-abled individuals.	
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, CONCOR has an Equal Opportunity Policy which outlines its commitment to non-discrimination, by providing equal opportunity to all its employees irrespective of race, color, religion, sex, national origin, ancestry, age, marital status, sexual orientation, or disability. https://concorindia.co.in/assets/pdf/Policy-for-PwD.pdf			

5	Return to work and Retention rates of permanent employees and workers that took parental leave:						
	Gender	Permanent employees			Permanent workers		
		Return to work rate	Retention rate		Return to work rate	Retention rate	
	Male	100%	100%		NA	NA	
	Female	100%	100%		NA	NA	
Total	100%	100%		NA	NA		
6	Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.						
	Yes/No (If Yes, then give details of the mechanism in brief)						
	Permanent Workers	Yes, Permanent Employees have been extended facilities to raise their concerns/redressal of their grievances. They can visit any of these portals for the same. https://www.pgportal.gov.in OR https://www.cgm.concorindia.co.in/default.aspx					
	Other than Permanent Workers						
	Permanent Employees						
Other than Permanent Employees							
7	Membership of employees and worker in association(s) or Unions recognised by the listed entity:						
	Category	FY 2023-24			FY 2022-23		
		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)
	Total Permanent Employees	1297	935	72.04	1328	960	72.29
	Male	1140	818	71.75	1165	839	72.02
	Female	157	117	74.52	163	121	74.23
	Total Permanent Workers	NA					
	Male	NA					
Female	NA						
8	Details of training given to employees and workers:						
	Category	FY 2023-24			FY 2022-23		

	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)
Employees										
Male	1140	845	74.12	286	25.08	1165	883	71.50	334	28.67
Female	157	115	73.25	67	42.67	163	156	95.71	83	50.92
Total	1297	960	74.01	353	54.28	1328	1039	78.24	417	31.40
Workers										
Male	Not Applicable									
Female										
Total										
Details of performance and career development reviews of employees and worker:										
Category	FY 2023-24				FY 2022-23					
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)				
Employees										
Male	1140	1140	100	1165	1165	100				
Female	157	157	100	163	163	100				
Total	1297	1297	100	1328	1328	100				
Workers										
Male	NA									
Female										
Total										
10	Health and safety management system:									
a.	<p><i>Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No) If yes, the coverage of such system?</i></p> <p>Yes, the company strives for a secure work-life balance for its people while also creating shared value for all stakeholders, both internal and external. A distinct department is in charge of the organization's health, safety, and environmental (HSE) concerns. Employees' physical and mental</p>									

	<p>health are also fostered by offering facilities such as a gym and yoga courses at the workplace, as well as sporting equipment such as sports watches, badminton rackets, bicycles, cricket kits, etc. The company also encourages its staff to participate in other sporting activities such as marathons, cricket matches, and other events.</p> <p>Employees were also exposed throughout the year by organising training or participating in programmes run by professional groups that covered a variety of issues such as stress management via creativity, gender sensitivity, leadership, and crisis management. CONCOR provides its employees with a variety of benefits in the form of cafeteria perks and allowances, subject to a maximum ceiling. In addition to the allowance and benefits covered in the cafeteria approach, additional perks in the form of residential accommodation, telephone instrument/service, advances, and welfare amenities are also made available to the employees.</p>											
b.	<p><i>What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?</i></p> <p>To ensure safety in the transportation of freight, it has been ensured that all wagons are equipped with load-sensing devices, and automatic twist devices so that there are no mishaps. Further, efforts have also been made to ensure that the cargo is transported pilferage-free, for which anti-pilferage devices have been installed. The Company provides real-time information to its customers on container movement through the use of the latest technology and ensures quick redressal of consumer complaints. All movement of containers by rail is in strict compliance with the safety guidelines prescribed by the Ministry of Railways, from time to time. Safety Slogans are displayed at prominent locations at various terminals of CONCOR. To enhance freight transportation safety, all waggons have been fitted with load-sensing systems and automated twist mechanisms to prevent disasters. Additionally, measures have been taken to guarantee that the cargo is carried pilferage-free, with anti-pilferage devices fitted. The company uses cutting-edge technology to give its clients real-time information on container movement and guarantees that consumer concerns are resolved quickly. All container movement by rail adheres strictly to the safety rules established by the Ministry of Railways from time to time. Safety slogans are prominently featured at several CONCOR ports. ISO certification is accessible for the majority of the company's units. The Disaster Management System has been hosted on the CONCOR website and is working effectively.</p>											
c.	<p><i>Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)</i></p> <p>Yes. Work-related Hazards are being identified and addressed through a Safety workbook.</p>											
d.	<p><i>Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)</i></p> <p>The company prioritizes work-life balance and stakeholder value. It has a dedicated department for Health, Safety, and Environment. Employees are provided with gym and yoga facilities, sports gear, and encouraged to participate in sports activities. Additionally, they can attend training programs and choose from various benefits and perks.</p>											
11	<p>Details of safety related incidents, in the following format:</p> <table border="1"> <thead> <tr> <th>Safety Incident/Number</th> <th>Category</th> <th>FY 2023-24</th> <th>FY 2022-23</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)</td> <td>Employees</td> <td>Nil</td> <td>Nil</td> </tr> <tr> <td>Workers</td> <td>Nil</td> <td>Nil</td> </tr> </tbody> </table>	Safety Incident/Number	Category	FY 2023-24	FY 2022-23	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil	Workers	Nil	Nil
Safety Incident/Number	Category	FY 2023-24	FY 2022-23									
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil									
	Workers	Nil	Nil									

	Total recordable work-related injuries	Employees	Nil	Nil			
		Workers	Nil	Nil			
	No. of fatalities	Employees	Nil	Nil			
		Workers	Nil	Nil			
	High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil			
		Workers	Nil	Nil			
12	Describe the measures taken by the entity to ensure a safe and healthy work place.	Please refer to the answer in response to question 10 a.					
13	Number of Complaints on the following made by employees and workers:						
		FY 2023-24			FY 2022-23		
		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	None	None	NA	None	None	NA
	Health & Safety	None	None	NA	None	None	NA
14	Assessments for the year:						
		% of your plants and offices that were assessed (by entity or statutory authorities or third parties)					
	Health and safety practices	100%					
	Working Conditions	100%					
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.			Not Applicable			

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).	Yes.			
2	Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.	We carry out routine audits to make sure value chain participants have deposited and withheld required dues (vendors).			
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 are 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 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
	Employees	Nil	Nil	Nil	Nil
	Workers	NA	NA	NA	NA
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)	The company believes in hiring well-qualified talent based on merit and continually upskilling the workforce to align with the changing business environment. At the moment, there is no anticipated need for transition assistance programs. However, following the retirement of employees, the company retains the best talent.			
5	Details on assessment of value chain partners:				
		% of value chain partners (by value of business done with such partners) that were assessed			
	Health and safety practices	-			
	Working Conditions	-			
	Note: CONCOR always prefers to get associated with suppliers who are following best practices in Health & Safety and provide better working conditions to its employees and workers.				
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.	Not Applicable			

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	The Company always aims to follow the highest standards of business ethics and transparency and is conducting its business in a socially & environmentally responsible manner thereby contributing towards the socio-economic development of external and internal stakeholders. Its stakeholders include employees, investors, shareholders, customers, business partners, clients, civil society groups, Government and non-Government organizations, local communities, the environment, and society at large. CONCOR's policies are aimed at being consistent with the guidelines on the subject issued by the Department of Public Enterprises, applicable laws, and other Govt. rules and regulations.			
2	List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group				
	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
(i)	Shareholders & Investors	No	Annual Meeting, General email communicate, Stock Exchange (SE) intimations, investor/analysts meet/ conference calls, annual reports, quarterly results, Press releases and Company website	Annual, Quarterly & other event based	Quarterly and annual, financial results, Company performance and updates, corporate governance
(ii)	Board of Directors	No	Board Meetings, AGM, internal emails, etc.	Quarterly Meetings and other as & when need arises	Quarterly and annual financial results, Company performance & updates, corporate governance and other various business matters.

(iii)	Employees	No	Senior leaders' communication, performance appraisal review, wellness initiatives, engagement survey, email, intranet, websites, poster campaigns, circulars, a quarterly publication, and newsletters	Ongoing	Job satisfaction, Fair pay, performance remuneration, Training, and Development initiatives that support career growth Safe and healthy working conditions, Non-discrimination on the basis of color, gender, race, sexual orientation, or caste, Prompt grievance redressal mechanisms
(iv)	Customers	No	Website, complaints management, helpdesk, conferences, customer surveys, face-to-face meetings, E-mail, Customer feedback, advertisement, newspapers and other digital platforms, customer helpline, Circulars	Ongoing	All client information is driven through CRM which has been implemented across our offices and functions. We make use of business intelligent tools to provide efficient customer service and personalized business reports.
(v)	Industry Associations	No	Newsletters, websites, emails, webinars	Regular Intervals as deemed necessary by either party	Industry standards
(vi)	Regulators/ Legislators	No	Emails, regular meetings with Regulators, Regulatory filing correspondence & meetings	Periodic	Compliance, data security, regulatory updates, permits.
(vii)	Communities	Yes	Community service events, surveys, emails, service campaigns, website	Ongoing	Access to health, education, skill development, employee engagement

Leadership Indicators

1	<p>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.</p>	<p>We strive to create value for all of our stakeholders. We engage with important stakeholder groups to better understand their viewpoints and meet their requirements. These continuing collaborations enable us to discover and track major economic, environmental, and social trends that may be incorporated into our entire company plan. At CONCOR, the stakeholder engagement system is a fundamental driving force in building and broadening stakeholder relationships, hence facilitating the identification of key material concerns affecting the Company's growth. The stakeholder interaction resulted in the prioritising of material concerns, mapping of the risks pertinent to each material subject, and the formulation of subsequent risk mitigation procedures. The fundamental consequence of the stakeholder engagement process was the identification and prioritising of material concerns including the environment, social, governance, and economic elements. The identified major challenges were given to the highest governing member and the Board for comments and assistance on developing the Company's sustainable growth strategy. The stakeholder engagement exercise is reviewed on a regular basis as part of the Company's ongoing efforts to interact with internal and external stakeholder groups in order to identify major material concerns affecting them.</p>
2	<p>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.</p>	<p>Yes, CONCOR has always maintained a frequent and proactive interaction with the Company's major stakeholders, allowing it to successfully work on its ESG strategies while being honest about the results. In response to current rules and stakeholder interactions, the company conducts periodic assessments to update and reissue policies as appropriate.</p>
3	<p>Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.</p>	<p>CONCOR is constantly cognizant of its responsibility and works with the most disadvantaged and vulnerable members of society. Our primary interaction channels are with local communities and other stakeholders such as SMEs and MSMEs through our CSR initiatives. We communicate with them often using need assessments and other participatory ways to better understand their needs and the impact of our initiatives. For further information, please see the CSR section of the website. – https://concorindia.co.in/assets/pdf/csr.pdf</p>

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:											
	Category	FY 2023-24					FY 2022-23					
		Total (A)	No. of employees / workers covered (B)		% (B / A)		Total (C)	No. of employees / workers covered (D)		% (D / C)		
	Employees											
	Permanent	1297	36	2.77		1330	0	0.00				
	Other than permanent	-	-	-		-	-	-				
	Total Employees	1297	36	2.77		1330	0	0.00				
	Workers											
	Permanent	NA										
	Other than permanent											
Total Workers												
2	Details of minimum wages paid to employees and workers, in the following format:											
	Category	FY 2023-24					FY 2022-23					
		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)	
	Employees											
	Permanent	1297	-	-	1297	100	1328	-	-	1328	100	
	Male	1140	-	-	1140	100	1165	-	-	1165	100	
	Female	157	-	-	157	100	163	-	-	163	100	

	Other than permanent	-			
	Male	-			
	Female	-			
	Workers				
	Permanent	NA			
	Male				
	Female				
	Other than permanent				
	Male				
	Female				
3	Details of remuneration/salary/wages, in the following format:				
	a. Median Remuneration/ Wages				
		Male		Female	
		Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
	Board of Directors (BoD)	4	6866354	0	-
	Key Managerial Personnel	5	7105596	0	-
	Employees other than BoD and KMP	1135	2083680	157	2129836
	Workers	NA			
	b. Gross wages paid to females as % of total wages paid by the entity, in the following format:				
		FY 2023-24 Current Financial Year		FY 2022-23 Previous Financial Year	
	Gross wages paid to females as % of total wages	11.63		11.72	

4	<p>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)</p>	<p>The Company has formulated a Grievance Redressal in the Employee Manual which states that the employees can address their complaints or grievances to the Human Resources department or to the Senior Management. There shall be no retaliation or reprisal taken against any employee or associate who raises concerns by the policy. A committee may be formed or delegated to investigate the reported issues. The Committee is responsible for evaluating the reported issues and ensuring that they are addressed and rectified. In collaboration with Senior Management, the Committee may also recommend a suitable resolution.</p>					
5	<p>Describe the internal mechanisms in place to redress grievances related to human rights issues.</p>	<p>Yes, an Internal Complaint Committee in line with Sexual Harassment of Women at Workplace (Protection, Prohibition & Redressal) Act is in place in CONCOR and there are other platforms to register the grievances on online portal.</p>					
6	<p>Number of Complaints on the following made by employees and workers:</p>						
	FY 2023-24			FY 2022-23			
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks	
	Sexual Harassment	0	0	NA	0	0	NA
	Discrimination at workplace	1	0	NA	4	0	NA
	Child Labour	0	0	NA	0	0	NA
	Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
	Wages	3	0	NA	1	0	NA
	Other Human rights related issues	0	0	NA	0	0	NA
7	<p>Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:</p>						
				FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year		

	Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
	Complaints on POSH as a % of female employees / workers	0	0
	Complaints on POSH upheld	0	0
8	Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases	The Whistle-blower Policy ensures that no unfair treatment will be meted out to a Whistle-blower by virtue of his/her having reported a Protected Disclosure under the policy. The Company, as a policy, condemns any kind of discrimination, harassment, victimization, or any other unfair employment practice being adopted against whistle-blowers. Complete protection will, therefore, be given to Whistle-blowers against any unfair practices like retaliation, threat or intimidation of termination/ suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the Whistle-blower's right to continue to perform his/her duties/functions including making further Protected Disclosure. In addition to this, CONCOR has an internal mechanism to not disclose the identity of the complainant and ensures secrecy of the matter.	
9	Do human rights requirements form part of your business agreements and contracts? (Yes/No)	Yes. The business agreements and contracts do include the Muster Roll, Wage register, and other required documents such as deduction register /advance register etc, which are required to be maintained under various labour laws. The successful contractor needs to obtain the Labour License from the Central Govt if applicable. Also, The Contractor has to comply with all the statutory requirements in respect of engaging the personnel, their service conditions, rules, and regulations and all Liabilities under the various labor laws and others like P.F., E.S.I., Bonus, Workmen's Compensation, Minimum Wages, Payment of Wages Act, etc	
10	Assessments for the year: Container Corporation of India Limited is an Indian public sector undertaking, all government guidelines on the above issues are followed in entirety.		
		% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
	Child labour	100%	
	Forced/involuntary labour	100%	
	Sexual harassment	100%	
	Discrimination at workplace	100%	
	Wages	100%	
	Others – please specify	100%	
11	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.	Not Applicable	

Leadership Indicators		
1	Details of a business process being modified/ introduced as a result of addressing human rights grievances/complaints.	The company didn't face any situation to modify the business process.
2	Details of the scope and coverage of any Human rights due-diligence conducted.	The company upholds the principle of Human Rights in all its dealings.
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?	Indeed, our offices have specifically built restrooms with grab rails, braille-aided elevators accessible doors, and elevated toilet seats to meet the unique requirements of people with disabilities. The office entry to the building includes additional amenities like rails, ramps, and specially built physical barriers in addition to restrooms.
4	Details on assessment of value chain partners:	
		% of value chain partners (by value of business done with such partners) that were assessed
	Sexual Harassment	Nil
	Discrimination at workplace	Nil
	Child Labour	Nil
	Forced Labour/Involuntary Labour	Nil
	Wages	Nil
Others – please specify	Nil	
5	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.	Not Applicable

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:		
	Parameter	FY 2023-24	FY 2022-23
	<i>From renewable sources</i>		
	Total electricity consumption (A)	-	-
	Total fuel consumption (B)	-	-
	Energy consumption through other sources (C)	-	-
	Total energy consumed from renewable sources (A+B+C)	-	-
	<i>From non-renewable sources</i>		
	Total electricity consumption (D)	80970.50	109687.86
	Total fuel consumption (E)	360634.36	373330.54
	Energy consumption through other sources (F)	-	-
	Total energy consumed from non-renewable sources (A+B+C)	441604.86	483018.40
	Total energy consumed (A+B+C+D+E+F)	441604.86	483018.40
	Energy intensity per rupee of turnover (Total energy consumption/ turnover in akhs)	0.51	0.59
	Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	Not Applicable	Not Applicable
	Energy intensity in terms of physical output	-	-
	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		TERI
	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.	
3	Provide details of the following disclosures related to water, in the following format:		
	Parameter	FY 2023-24	FY 2022-23
	Water withdrawal by source (in kilolitres)		
	(i) Surface water	NA	NA
	(ii) Groundwater	103125	102675
	(iii) Third party water (tanker)	3920	3500
	(iv) Seawater / desalinated water	NA	NA
	(v) Water from municipal corporation	91504	91324
(vi) Others - Water Bottles	113	93	

	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	198662	197592	
	Total volume of water consumption (in kilolitres)	198662	197592	
	Water intensity per rupee of turnover (Total Water consumption/turnover in lakhs)	0.23	0.24	
	Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	Not Applicable	Not Applicable	
	Water intensity in terms of physical output	-	-	
	Water 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		TERI	
4	Provide the following details related to water discharged:			
	Parameter	FY 2023-24	FY 2022-23	
	Water discharge by destination and level of treatment (in kilolitres)			
	(i) To Surface water	NA	NA	
	No treatment	NA	NA	
	With treatment – please specify level of treatment	NA	NA	
	(ii) To Groundwater	NA	NA	
	No treatment	NA	NA	
	With treatment – please specify level of treatment	NA	NA	
	(iii) To Seawater	NA	NA	
	No treatment	NA	NA	
	With treatment – please specify level of treatment	NA	NA	
	(iv) Sent to third-parties (Municipal Sewers)	NA	NA	
	No treatment	NA	NA	
	With treatment – please specify level of treatment	NA	NA	
	(v) Others	NA	NA	
	No treatment	NA	NA	
	With treatment – please specify level of treatment (STP)	1920	0.00	
	Total water discharged (in kilolitres)	1920	0.00	
	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		NA	
5	Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.		Not Applicable	
6	Details of air emissions (other than GHG emissions) by the entity, in the following format:			
	Parameter	Please specify unit	FY 2023-24	FY 2022-23
	NOx	NA	NIL	NIL
	Sox	NA	NIL	NIL
	Particulate matter (PM)	NA	NIL	NIL
	Persistent organic pollutants (POP)	NA	NIL	NIL
	Volatile organic compounds (VOC)	NA	NIL	NIL
	Hazardous air pollutants (HAP)	NA	NIL	NIL
	Others – please specify	NA	NIL	NIL

	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	NA		
7	Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:			
	Parameter	Unit	FY 2023-24	FY 2022-23
	Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO ₂ e	26723.01	27663.79
	Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO ₂ e	16081.64	21785.23
	Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions /turnover in Lakhs)	MTCO ₂ e	0.04	0.06
	Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope2 GHG emissions/ Revenue from operations adjusted for PPP)	Not Applicable	Not Applicable	Not Applicable
	Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
	Total Scope 1 and Scope 2 emission 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.			TERI
8	Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.	The company has started measuring GHG Emissions and will carry out emission reduction initiatives in coming years		
9	Provide details related to waste management by the entity, in the following format:			
	Parameter	FY 2023-24	FY 2022-23	
	Total Waste generated (in metric tonnes)			
	Plastic waste (A)	-	-	
	E-waste (B)	1.41	0.00	
	Bio-medical waste (C)	NA	NA	
	Construction and demolition waste (D)	NA	NA	
	Battery waste (E)	-	-	
	Radioactive waste (F)	-	-	
	Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil). Please specify, if any. (G)	NA	NA	
	Other Non-hazardous waste generated (H) - Atmosphere-mud (on Building exteriors, parking etc), interiors	3.12	0.90	
	Total (A+B + C + D + E + F + G + H)	4.53	0.90	
	Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations) (turnover in Lakhs)	0.0000052	0.0000011	
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	Not Applicable	Not Applicable		

	Waste intensity in terms of physical output	-	-
	Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
	For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
	Category of waste (IN MT)		
	(i) Recycled	-	
	(ii) Re-used	-	
	(iii) Other recovery operations	-	
	Total	-	
	For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
	Category of waste		
	(i) Incineration	-	
	(ii) Landfilling	-	
	(iii) Other disposal operations	-	
	Total	-	
	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	TERI	
10	<p>Briefly describe the waste management practices adopted in your establishments.</p> <p>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</p>	<p>The Company adheres to the limits specified by CPCB/SPCB for all its equipment/ machines at the time of procurement.</p> <p>The other laws, as informed and certified by the management of the Company, which are specifically applicable to the Company based on their sector/industry are:</p> <ol style="list-style-type: none"> 1. E-Waste (Management & Handling) Rules, 2011; 2. The Environment (Protection) Act, 1986 read with The Environment (Protection) Rules, 1986 	
11	<p>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:</p>		
	Sl.No	Location of operations/offices	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
	1	MMLP Paradip	Commercial Operation/ Loading and Unloading Operation Yes
	2	MMLP Jajpur	Commercial Operation/ Loading and Unloading Operation Yes
12	<p>Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:</p>		

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
Not Applicable					
13	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, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:				
Sl.No	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any	
CONCOR is compliant with all the Environmental Laws					

Leadership Indicators		
1	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	NA
	(ii) Nature of operations	NA
	(iii) Water withdrawal, consumption and discharge in the following format:	NA
	Parameter	FY 2023-24 FY 2022-23
	<i>Water withdrawal by source (in kilolitres)</i>	
	(i) Surface water	NA
	(ii) Groundwater	
	(iii) Third party water	
	(iv) Seawater / desalinated water	
	(v) Others	
	Total volume of water withdrawal (in kilolitres)	
	Total volume of water consumption (in kilolitres)	
	Water intensity per rupee of turnover (Water consumed / turnover)	
	Water intensity (optional) – the relevant metric may be selected by the entity	
	<i>Water discharge by destination and level of treatment (in kilolitres)</i>	
	Parameter	FY 2023-24 FY 2022-23
	(i) To Surface Water	NA NA
	---No treatment	
	---With treatment – please specify level of treatment	
	(ii) To Groundwater	NA NA
	---No treatment	
	---With treatment – please specify level of treatment	
	(iii) To Seawater	NA NA
	---No treatment	
	---With treatment – please specify level of treatment	
	(iv) Sent to third-parties	NA NA
	---No treatment	

	---With treatment – please specify level of treatment		
	(v) Others	NA	NA
	---No treatment		
	---With treatment – please specify level of treatment		
	Total Water discharged (in kilolitres)	NA	NA
	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.		TERI
2	Please provide details of total Scope 3 emissions & its intensity, in the following format:		
	Parameter	Unit	FY 2023-24 FY 2022-23
	Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	The firm is currently examining the technique for measuring Scope 3 emissions. Once the mechanisms are in place, CONCOR will report the Scope 3 emission statistics.
	Total Scope 3 emissions per rupee of turnover		
	Total Scope 3 emission 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		Not Applicable
3	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
4	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:		
	Sl. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary) Outcome of the initiative
	Refer to Director’s Report under Energy Conservation and Technology absorption		
5	Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.	For each of its sites, the company has a strong business continuity and on-site emergency plan in place. This strategy enables the company to respond to unexpected occurrences, such as natural catastrophes or other events that may disrupt routine business operations. The Company is always upgrading its strategy by combining comments and insights from previous interruptions, such as the current epidemic. Furthermore, the Company's risk management plan helps to limit losses due to catastrophes by identifying potential interruptions and dangers to the company and executing suitable mitigation measures.	
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		Not Applicable
9	Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.	In the reporting period, the Company did not evaluate any of its value chain partners on the basis of environmental impact. CONCOR had entered into an MOU with ‘Transparency International – India’ (TII) for implementing a tool developed by TII in consultation with CVC viz. Integrity Pact Program. The objective of the tool is to ensure that all activities and transactions between a Company or Government departments and their Suppliers are handled in a fair, transparent, and corruption-free manner.	

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.	The Company holds membership in two trade and industry chambers/ associations.			
	b.	List the top 10 trade and industry chambers/ associations, the entity is a member of/ affiliated to: (Determined based on the total members of such body)				
		Sl. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State / National)		
		1	Federation of Indian Chambers of Commerce & Industry	National		
	2	Standing Conference of Public Enterprises (SCOPE)	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 action taken		
	Nil	NA		NA		

Leadership Indicators

1	Details of public policy positions advocated by the entity:					
	S. 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>CONCOR is dedicated to proactive policy advocacy, aiming to bring positive changes to the business ecosystem and industry. This advocacy focuses on adopting best policies and practices and sharing them with stakeholders for sustainable benefits. Additionally, CONCOR is actively engaged in raising awareness about economic, social, governance, and environmental issues with various entities to benefit the business and stakeholders in the long run.</p>						

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT



Essential Indicators

1	Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.					
	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
	1. Setting up of a Multi purpose cold store for onions and other perishables at Lasalgaon, Nasik.	-	-	Yes	-	Impact assessment of CSR projects is being done as per requirement and its report is being laced on the website of the Company.
	2. Support to Nowgong Sports Association, Assam towards upgradation of the sports infrastructure building of Nurul Amin Stadium, Nagaon, Assam.	-	-	Yes	-	
	3. Support to Waltair Division of East Coast Railway towards Development of Sports facilities i.e. construction of squash court, gymnasium & provision of canteen at sports complex in Visakhapatnam.	-	-	Yes	-	

4. Support to Mahavir International, Delhi for providing 150 Oxygen Concentrators (10 ltrs) & 5 ICU Ventilators which will be utilized in Govt. Hospitals or Charitable hospitals (Hyderabad, Visakhapatnam, Chennai, Mumbai, Kolkata, Jaipur & Balaghat.	-	-	Yes	-		
2 Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:						
Sl.No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						
3 Describe the mechanisms to receive and redress grievances of the community.	<p>CONCOR's affirmative policies which follow Government of India guidelines promote diversity and equity and recognize people on their merits and skill sets irrespective of their race, caste, religion, colour, ancestry, marital status, gender, age, and nationality. It also follows strict regulations related to the industry in terms of minimum wage compensation for semi-skilled and non-skilled contract personnel. The projects undertaken under Corporate Social Responsibility & Sustainability (CSR &S) are based on the principle of equitable development and inclusive growth. The Company carried out CSR projects in the pursuance of inclusive development, primarily focusing on:</p> <ul style="list-style-type: none"> • Health Care & Sanitation • Environment Sustainability • Skill Development & Education for the community • Building Infrastructure for the community. <p>There is an in-house setup for implementing the CSR policy of the Company. The implementation of CSR projects is done through suitable partnerships with State Governments, NGOs, PSU's, Private Companies, Panchayats, trusts, etc.</p>					
4 Percentage of input material (inputs to total inputs by value) sourced from suppliers:						
Parameter		FY 2023-24		FY 2022-23		
Directly sourced from MSMEs/ small producers		46.45%		69.88%		
Sourced directly from within the district and neighbouring districts		100.00%		100.00%		
5 Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost						
Location		FY 2023-24		FY 2022-23		
Rural		13.72		13.78		
Semi-urban		4.07		4.04		
Urban		9.00		9.12		
Metropolitan		73.22		73.06		

Leadership Indicators

1	Details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):			
	Details of negative social impact identified		Corrective action taken	
	Not Applicable			
2	Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:			
	Sl.No	State	Aspirational District	Amount spent (Rs in lacs)
	1	Uttar Pradesh	Chandauli	155.00
	2	Uttar Pradesh	Chitrakoot	15.00
	5	Odisha	Kandhamal	12.98
3	(a)	Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)		No, the Company does not have any preferential procurement policy focusing on suppliers from marginalized/ vulnerable groups. The Company believes in an equal and fair opportunity for all vendors including marginalized/ vulnerable employees.
	(b)	From which marginalized /vulnerable groups do you procure?		Not Applicable
	(c)	What percentage of total procurement (by value) does it constitute?		Not Applicable
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:			
	Sl. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)
				Basis of calculating benefit share
	Not Applicable			
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
	Not Applicable			
6	Details of beneficiaries of CSR Projects:			
	Sl. No	CSR Project		No. of persons benefitted from CSR Projects
				% of beneficiaries from vulnerable and marginalized groups

1.	Santhigiri, New Delhi : Finishing of third floor of the building including equipments for the hospital etc.	150	100%
2.	Society for promotion of Youth and Masses : Prevention of beggary and education in traffic signals in Nehru Place, Vasant Vihar and Bihaji Cama in New Delhi.	300	100%
3.	Bright Orange Foundation, Gurgaon : Running of Bridge School Gurgaon, Ghata Gaon, Gurgaon.	350	100%
4.	Support to Delhi Golf Society towards golf coaching for a group of 12 Jr. golfers in Delhi.	12	100%
5.	Kausalya Foundation, Patna, Bihar : Installation of open outdoor GYM machine at 2 Location namely Charkha Park and Gandhi Maidan in Motihari, East Champaran district of Bihar.	2000	100%
6.	Godhuli : Running of morning shift of Meerabagh school, New Delhi.	250	100%
7.	Bharat Lok Shiksha Parishad, Delhi : Operation of 68 Ekal Vidyalaya of Kanpur and Meerut districts of Uttar Pradesh.	2000	100%
8.	U.P. Small Industries Corporation Ltd, Lucknow : Supply, installation and commissioning of 250 solar street lights (12 watt) at public places of Mohanlal Ganj, Lucknow.	1250	100%
9.	Kamaraj Educational Trust, Madurai : Providing Skill Development Training in field of Business Process Management Finance & Accounting at Tuticorin District, TamilNadu.	150	100%
10.	Bharti Samajik Sewa Sansthan, Delhi : Providing health equipment in Govt. Hospital/PHC/CHC etc. Chandauli, UP	500 Patient per day	100%
11.	Bharti Samajik Sewa Sansthan, Delhi : Construction of two classrooms etc. in Jeenodhar Madhyamik Vidhyalaya, Jauras, Barabanki, UP.	1500	100%
12.	Kalinga Institute of Social Sciences (KISS), Bhubaneswar : Providing 28 motorized tricycles to differently abled persons in Kandhamal Aspirational District of Odisha	28	100%
13.	UPSIC, Lucknow: Installation and commissioning of 250 solar lights at Unnao and Barabanki, Uttar Pradesh.	2500	100%
14.	Deepanjan Cheritable Trust: Organization 6 Health Camps.	470	100%
15.	Bharti Gramothan Samajic Vikas Sansthan, Moradabad, U.P.: Cleaning of Sewer and Drainage System of canal located in Tilpata village, Greater Noida, Uttar Pradesh.	500(Whole village)	100%
16.	Mahavir International, Delhi: Acquiring of Force Trax Cruiser vehicle (Ambulances)	15	100%
17.	Cerebral Palsy Sports Federation of India: Organizing 2nd National CP Football Championship in New Delhi	200	100%
18.	Veer Indra Social Group Society, Delhi: Development of infrastructure facilities at Badminton Complex of Bhojpur District Badminton Association, Bihar	500	100%

19.	Draupadi Dream Trust : Organizing Aadi Parva programme	150	100%
20.	TERI: Development of one pond, two schools, training and capacity building driven well – structured research framework in Sonipat Haryana.	500	100%
21.	Brahm Shakti Sr. Sec. School, Haryana : Painting & generator set in Brahm Shakti Sr. Sec. School, Haryana	350	100%
22.	Support to Vikas Senior Secondary School, Haryana for Computer, furniture, Led etc.	250	100%
23.	Servants of the people Society: Fixing of CCTV and PA Systems in Classes	2500	100%
24.	Mahavir International, Delhi : Organize 140 Comprehensive Health Check-Up Camps in and around	23000	100%
25.	CSRL New Delhi : Operation of CONCOR Super-30 at Shivpur, Varanasi, Uttar Pradesh to provide free residential coaching and mentoring to 30 under privileged students from various Jawahar Navodaya Vidyalaya and other Govt. schools of Eastern Uttar Pradesh (2023-24).	30	100%
26.	Bhartiya Serv Samaj Mahasangh : Distribution of 500 sewing machines to poor women and 15 Tablets to poor students.	515	100%
27.	ISKCON, Ghaziabad : Providing food to 5500 students in Viplava: A Revolution in Consciousness program at Sri Govardhan Dham, Mathura, Uttar Pradesh.	5500	100%
28.	Aasra Shiksha Samiti New Delhi : Provide 10,000 sanitary napkins in & around school of Faridabad.	10000	100%
29.	Support to Youth Ideathon- 2023 to train on Innovation and Entrepreneurship to 4000 school students.	4000	100%
30.	Samavit Shiksha Sansthan, Delhi : Providing Skill Development Training to 240 women/girls in the field of Self-Employed Tailor (120) and Make-up Artist (120) at Tughlakabad, New Delhi.	240	100%
31.	SAVALI, Maharashtra : Improvement and up-gradation in 23 Rural Schools of Jalna dists of Maharashtra.	2000	100%
32.	Shri Gyan Gangotri Vikas Sanstha, Uttam Nagar, New Delhi : Construction of Community Hall (Hall, office, stairs, Branda, septic tank) at Laxmi Bigha village in Gram Panchayat Kapsiyawan, Block Hilsa, district Nalanda, Bihar.	1000	100%
33.	Kaushalya Foundation, Patna, Bihar : Establish an additional Primary Health Center at Naraha village of Tetariya block of East Champaran District of Bihar.	1000	100%
34.	Parvathaneni Foundation, Hyderabad : Drinking water facility in Pothunuru Village, Hyderabad	800	100%
35.	Shri Gyan Gangotri Vikas Sanstha, New Delhi : Construction of health center in Village-Dubauli, Subdivision-Kahalgaon, District-Bhagalpur, Bihar Veer Indra Social Group Society, New Delhi : Women Menstruation Health & Nutrition Program in Delhi	1000-1200 6250	100% 100%
36.	Shri Gyan Gangotri Vikas Sanstha, Uttam Nagar, New Delhi : Construction of Community Hall (Hall, office, stairs, Branda, septic tank) at Laxmi Bigha village in Gram Panchayat Kapsiyawan, Block Hilsa,	1000	100%

		district Nalanda, Bihar.		
37.		U.P. Small Industries Corporation Ltd., Lucknow : Installation of 100 Solar street lights in Malihabad and Mohanlalganj in Uttar Pradesh.	500	100%
38.		The Kalinga Institute of Social Sciences (KISS) : Providing recurring expenditure of 170 children from KISS university, Bhubaneswar, Odisha.	170	100%
39.		ISKCON, Ghaziabad : Distributing hygienic & nutritious meals (5000 meals per day for 90 days) under Bronze Category	450000	100%
40.		Society for Promotion of Youth and Masses, Delhi : Manage the De-Addiction and Rehabilitation Centre for Drug Dependent Children in Delhi.	350	100%

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER



Essential Indicators

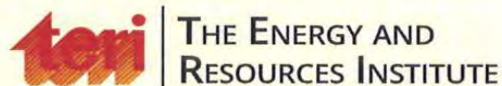
1	Describe the mechanisms in place to receive and respond to consumer complaints and feedback.	The Company ensures quick turnaround and resolution of Customer Complaints through a real-time system. Customers have the facility of knowing the exact location & movement of their container by accessing the online portal. For speedy resolution of any customer complaints, contact details and e-mail addresses of the concerned officers have been put on the Company Website. "Customer Value Creation" is the ethos of CONCOR. CONCOR has also introduced the Company's website "Feedback Forms" wherein customers can obtain information and seek remedies on our services in the format available under menu "Customer Feedback Facility"																																																																			
2	Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:	As a percentage to total turnover Given the nature of the business, this is not applicable to the Company.																																																																			
3	Number of consumer complaints in respect of the following:	<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">FY 2023-24</th> <th rowspan="2">Remarks</th> <th colspan="2">FY 2022-23</th> <th rowspan="2">Remarks</th> </tr> <tr> <th>Received during the year</th> <th>Pending resolution at end of year</th> <th>Received during the year</th> <th>Pending resolution at end of year</th> </tr> </thead> <tbody> <tr> <td>Data privacy</td> <td>Nil</td> <td>Nil</td> <td>NA</td> <td>Nil</td> <td>Nil</td> <td>NA</td> </tr> <tr> <td>Advertising</td> <td>Nil</td> <td>Nil</td> <td>NA</td> <td>Nil</td> <td>Nil</td> <td>NA</td> </tr> <tr> <td>Cyber-security</td> <td>Nil</td> <td>Nil</td> <td>NA</td> <td>Nil</td> <td>Nil</td> <td>NA</td> </tr> <tr> <td>Delivery of Products</td> <td>Nil</td> <td>Nil</td> <td>NA</td> <td>Nil</td> <td>Nil</td> <td>NA</td> </tr> <tr> <td>Quality of Products</td> <td>Nil</td> <td>Nil</td> <td>NA</td> <td>Nil</td> <td>Nil</td> <td>NA</td> </tr> <tr> <td>Restrictive Trade Practices</td> <td>Nil</td> <td>Nil</td> <td>NA</td> <td>Nil</td> <td>Nil</td> <td>NA</td> </tr> <tr> <td>Unfair Trade Practices</td> <td>Nil</td> <td>Nil</td> <td>NA</td> <td>Nil</td> <td>Nil</td> <td>NA</td> </tr> <tr> <td>Other (Please specify)</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>NA</td> <td>NA</td> </tr> </tbody> </table>		FY 2023-24		Remarks	FY 2022-23		Remarks	Received during the year	Pending resolution at end of year	Received during the year	Pending resolution at end of year	Data privacy	Nil	Nil	NA	Nil	Nil	NA	Advertising	Nil	Nil	NA	Nil	Nil	NA	Cyber-security	Nil	Nil	NA	Nil	Nil	NA	Delivery of Products	Nil	Nil	NA	Nil	Nil	NA	Quality of Products	Nil	Nil	NA	Nil	Nil	NA	Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA	Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA	Other (Please specify)	NA	NA	NA	NA	NA	NA
	FY 2023-24			Remarks	FY 2022-23		Remarks																																																														
	Received during the year	Pending resolution at end of year	Received during the year		Pending resolution at end of year																																																																
Data privacy	Nil	Nil	NA	Nil	Nil	NA																																																															
Advertising	Nil	Nil	NA	Nil	Nil	NA																																																															
Cyber-security	Nil	Nil	NA	Nil	Nil	NA																																																															
Delivery of Products	Nil	Nil	NA	Nil	Nil	NA																																																															
Quality of Products	Nil	Nil	NA	Nil	Nil	NA																																																															
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA																																																															
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA																																																															
Other (Please specify)	NA	NA	NA	NA	NA	NA																																																															
4	Details of instances of product recalls on account of safety issues:	<table border="1"> <thead> <tr> <th></th> <th>Number</th> <th>Reasons for recall</th> </tr> </thead> <tbody> <tr> <td>Voluntary recalls</td> <td>Not Applicable</td> <td>Not Applicable</td> </tr> <tr> <td>Forced recalls</td> <td>Not Applicable</td> <td>Not Applicable</td> </tr> </tbody> </table>		Number	Reasons for recall	Voluntary recalls	Not Applicable	Not Applicable	Forced recalls	Not Applicable	Not Applicable																																																										
	Number	Reasons for recall																																																																			
Voluntary recalls	Not Applicable	Not Applicable																																																																			
Forced recalls	Not Applicable	Not Applicable																																																																			

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.	Yes, An IT Policy has been implemented to provide support, management direction, and documentation for how information security is managed throughout CONCOR; it outlines the appropriate measures through which the Company will facilitate the secure and reliable flow of information, both internally and externally. The policy outlines the concepts and structure for information security. It also specifies the supporting policies and standards that will handle security concerns. CONCOR has received ISO/IEC 27001:2013 certification for building and maintaining an Information Security Management System (ISMS) for its IT operations. Weblink- https://concorindia.co.in/isystems.asp
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	No such instance has occurred during the reporting period.
7 Provide the following information relating to data breaches:		
	a. Number of instances of data breaches	Nil
	b. Percentage of data breaches involving personally identifiable information of customers	Nil
	c. Impact, if any, of the data breaches	Nil
Leadership Indicators		
1	Channels / Platforms where information on products and services of the entity can be accessed (provide web link, if available).	The Company's website provides detailed information on the services provided region-wise. at Website - https://concorindia.co.in/
2	Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.	The company is devoted to enhancing its business operations to deliver excellent services and increase client satisfaction. Safety Slogans are prominently posted at CONCOR's different terminals. Launched its mobile app providing information including a public tariff, rail tariff, track and trace, company directory, etc. for its stakeholders and for Exim e-filing (covering reports & queries). Social media platforms are used to distribute information to stakeholders on time.
3	Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services	The Disaster Management System is now accessible via the CONCOR website. Furthermore, to maintain high-quality standards, your company has taken a variety of initiatives, some of which are as follows: <ul style="list-style-type: none"> • Periodic Management Review Meetings were held, and various steps were made in terms of Disaster Management, Safety Norms, and Quality Standards. • An Independent organisation conducted an annual surveillance audit for several units. • Quality Auditors, who were educated internally for this reason, conducted quality audits regularly.
4	Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)	Not Applicable. Yes, the Company carries out consumer satisfaction a survey from time to time.

<p>If yes, provide details in brief.</p> <p>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? (Yes/No)</p>	
--	--

--X-X-X--

**INDEPENDENT REASONABLE ASSURANCE REPORT ON
IDENTIFIED SUSTAINABILITY INFORMATION IN BRSR OF
CONTAINER CORPORATION OF INDIA LIMITED**



6C, Darbari Seth Block, India Habitat Centre
Lodhi Road, New Delhi - 110 003
Tel: 2468 2100 & 7110 2100
E-mail: mailbox@teri.res.in
Web: www.teriin.org

To Container Corporation of India Ltd.
CONCOR Bhawan,
C-3, Mathura Road, Opp. Apollo Hospital,
New Delhi – 110076.

Sub: Report for Reasonable Assurance of BRSR Core Indicators of CONCOR.

1. Introduction

1.1 Purpose

This report provides reasonable assurance on the Business Responsibility and Sustainability Report (BRSR) of Container Corporation of India Limited (CONCOR) for the financial year 2023-24. The assurance is based on a thorough review of the processes, policies, and performance data presented in the BRSR.

1.2 Scope

The scope of the assurance includes an evaluation of the material aspects covered in the BRSR, encompassing environmental, social, and governance (ESG) factors. The assurance covers the entire operations of CONCOR.

Reporting framework is based on BRSR Core, Business Responsibility and Sustainability Report as per Annexure-1 of the SEBI circular (SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122,) dated July 12, 2023) BRSR Core KPIs and Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

1.3 Methodology

The assurance process involved:

- Review of relevant documentation and records.
- Interviews with key personnel responsible for BRSR Core reporting.
- Evaluation of data collection and reporting systems.
- Analysis of performance indicators.

2. Overview of CONCOR's BRSR Core

2.1 Company Profile

CONCOR, a Navratna Public Sector Enterprise under the Ministry of Railways is a market leader in container transportation and logistics services in India. The company is committed to sustainable business practices and enhancing its ESG performance.

2.2 Key Aspects of the BRSR

The BRSR Core highlights CONCOR's initiatives and performance in the following areas:

- Environmental Management
- Social Responsibility
- Corporate Governance
- Stakeholder Engagement
- Economic Performance

3. Environmental Management

3.1 Environmental Policies and Practices

CONCOR has established robust environmental policies aimed at minimizing its ecological footprint. The company focuses on energy efficiency, waste management, use of LNG trailers in place of diesel trailers, promotes transportation by rail and aims for further reduction of greenhouse gas emissions in its operations.

3.2 Performance Indicators

Energy Consumption: Reduction in energy consumption through the adoption of renewable energy sources and energy-efficient technologies.

Emissions: Significant reduction in CO₂ emissions through the implementation of cleaner technologies and fuel-efficient practices.

Waste Management: Effective waste management practices, including recycling and proper disposal of hazardous waste.

4. Social Responsibility

4.1 Employee Well-being

CONCOR prioritizes employee well-being through comprehensive health and safety programs, training and development opportunities and promoting work-life balance.

4.2 Community Engagement

The company is actively involved in community development initiatives, focusing on education, healthcare, and infrastructure development.

4.3 Performance Indicators

Health and Safety: Low accident rates and high compliance with health and safety standards.

Training: Significant investment in employee training and development programs.

Community Projects: Positive impact on local communities through various CSR initiatives.

5. Corporate Governance

5.1 Governance Structure

CONCOR has a well-defined governance structure, with a clear division of responsibilities and strong oversight mechanisms to ensure accountability and transparency.

5.2 Ethical Practices

The company adheres to the highest standards of ethical conduct, with robust policies to prevent corruption and ensure compliance with legal and regulatory requirements.

5.3 Performance Indicators

Board Composition: Diverse and independent board with a mix of experienced professionals.

Compliance: High level of compliance with regulatory requirements and ethical standards.

Transparency: Transparent reporting and effective communication with stakeholders.

6. Stakeholder Engagement

6.1 Engagement Mechanisms

CONCOR employs various mechanisms to engage with its stakeholders, including shareholders, employees, customers, suppliers and the community. The company regularly conducts stakeholder consultations and incorporates feedback into its business strategy.

6.2 Performance Indicators

Stakeholder Satisfaction: High levels of satisfaction among key stakeholder groups.

Feedback Integration: Effective integration of stakeholder feedback into decision-making processes.

7. Economic Performance

7.1 Financial Performance

CONCOR has demonstrated strong financial performance, with consistent revenue growth and profitability. The company's strategic investments and cost management initiatives have contributed to its robust financial health.

7.2 Performance Indicators

Revenue Growth: Steady increase in revenue year-on-year.

Profitability: Sustainable profit margins and return on investment.

Investment: Strategic investments in infrastructure and technology to drive future growth.

8. BRSR Core Indicators

8.1 Total Scope 1 Emissions:

The company, being in the logistics industry, operates at 66 terminals and 4 office premises providing logistics services across the nation. All these terminals and offices are considered for calculating greenhouse gas emissions. The company's Scope 1 emissions mainly result from the consumption of diesel in cranes & forklifts and LNG in trailers. For the calculation of Scope 1 emissions, the company has used IPCC Emission Factors. Additionally, LNG trailers, a lesser-emitting fossil fuel, have been introduced at some terminals.

The company reports consumption and associated GHG emissions following BRSR Report Principle 6 guidelines.

GHG Emissions in CO₂ Equivalent by Process (Non-Fuel Source) (Mn MT / KT / MT / MM BTU): Reported as per BRSR Report Principle 6.

Fugitive Emissions: Reported as per BRSR Report Principle 6.

8.2 Total Scope 2 Emissions:

The company has considered all 70 locations for calculating Scope 2 emissions. The electricity consumption for these locations has been considered and IPCC Emission Factors were used for the calculations. The company has plans to introduce renewable electricity consumption.

The company reports total purchased energy consumption and associated emissions as per BRSR Report Principle 6.

GHG (CO₂e) Emission Factor across All Purchased Energy Sources - IPCC or Actual from Supplier (Audited Certificates): The company has utilized IPCC Emission Factors for calculating emissions.

Total Emission (Scope 1 & 2): The company has reported intensity per rupee of turnover, considering the total turnover of the company.

Total Revenue from Operations (from Audited P&L Statement): Included in the calculations as per BRSR Report Principle 6.

PPP (USD / INR): Not applicable to CONCOR.

8.3 Total Water Consumption:

Water Consumption Defined: The company ensures zero wastage by providing sensors in water tanks and taps, monitored regularly. Improvements in warehouse design have made operations more energy efficient. Solar energy is used in some terminals.

Water Harvesting Plant: The company has one water harvesting plant reported in the BRSR, which stores, recycles, and reuses water in its operations.

8.4 Total Energy Consumed:

Total Energy Consumption Calculation: The company currently considers only non-renewable sources for calculations but plans to incorporate renewable sources in the future.

Energy Intensity: The company reports energy intensity per rupee of turnover, considering the total turnover.

Waste Management: Company has arrangements with its vendors for collection of eWaste generated for safe disposal by them.

8.5 Categories of Waste Generated:

E-waste: The company reports e-waste data, considering monitors, laptops, and desktops, disposed off through authorized vendors.

Non-Hazardous Waste: Data reported for all 70 locations.

8.6 Employee Well-being:

Spending on Employee Well-being Measures: Includes health insurance, accident insurance, maternity and paternity benefits, and wellness programs like yoga and marathon participation.

8.7 Instances of Data Breaches:

The company reports all instances of data breaches or cybersecurity events to Stock Exchanges, as per applicable provisions.

Number of Days of Accounts Payable: Reported from financial statements.

Input Material Sourcing: The company is having its policy & detailed processes which it is following in its procurement and the same is reviewed from time to time. Being a Public Sector Undertaking, it is following a very transparent process in all its procurements. The main aim of its process of procurement is to achieve the right balance between costs and requirements by following five parameters called the Five R's of procurement. There are Right Quality, Right Quantity, Right Price, Right Time & Place and Right Source.

8.8 Sourcing from MSMEs/Small Producers and from Within India:

The company prioritizes sourcing from MSMEs, promoting their development and ensuring timely payments.

8.9 Employment in Smaller Towns:

Being a Public Sector Enterprises Company with all India operations it has created job opportunities throughout the Country, including in the small towns.

9. Conclusion

TERI has reviewed BRSR Core disclosures provided by CONCOR in its report. Based on the procedures performed, evidence obtained and information and explanations given to us along with representations provided by the management and subject to limitations outlined elsewhere in the report, in our opinion, CONCOR's data and information on BRSR Core disclosures for the period 01.04.2023 to 31.03.2024 included in the report is, in all material respect, in accordance with the SEBI's BRSR Guidelines. The report adheres to the principles outlined in the BRSR, ensuring comprehensive and transparent reporting of environmental, social and governance metrics for CONCOR.

We hereby provide reasonable assurance that CONCOR's BRSR for the financial year 2023-24 is a fair representation of the company's ESG performance. The data and information presented in the report are reliable & accurate, and the company's policies & practices align with its commitment to sustainable development.

10. Acknowledgements

We acknowledge the cooperation and support provided by CONCOR's management and staff during the assurance process. Their dedication to transparency and continuous improvement in ESG performance is commendable.

The organization can think about positively influencing scope 3 (indirect) emission with rational stakeholder engagement related to business travel, carbon emission from waste disposal, purchase of goods and services like Transportation and distribution occur in upstream (suppliers) as well as downstream (customers), this will also reduce carbon footprint and benefit to society at large.

Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to: Activities outside the defined assurance stated herein above; Positional statements, expressions of opinion, belief, aim or future intention by “CONCOR” and statements of future commitment.

Our assurance does not extend to the activities and operations of “CONCOR” outside of the scope and geographical boundaries mentioned in this report as well as the operations undertaken by any other entity that may be associated with or have a business relationship with “CONCOR”.

Our assurance of the economic and financial performance data of CONCOR is based only on the audited financial statements of CONCOR and our conclusions rely entirely upon the audited statements.

Uncertainty

The reliability of assurance is subject to uncertainty(ies) that are inherent in the assurance process. Uncertainties stem from limitations in quantification models used, assumptions or data conversion factors used or may be present in the estimation of data used to arrive at results. Our conclusions in respect of this assurance are naturally subject to any inherent uncertainty (ies) involved in the assurance process.

Statement of independence, impartiality, and competence

No member of the assurance team has a business relationship with “CONCOR”, its Directors, Managers or officials beyond that required of this assignment. We have conducted this verification independently and there has been no conflict of interest. The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health & safety information, systems and possess an excellent understanding of Assurance of BRSR Core Framework.

For The Energy and Resources Institute,

Dr Amit Kumar Thakur
Associate Director & Head CSR

Dr Shruti Rana Sharma
Associate Professor

Date: 08.08.2024
Place: New Delhi