



Date: August 08, 2024

BSE Limited

Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400 001 India

National Stock Exchange of India Limited

Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra (E), Mumbai – 400 051 India

Scrip Code: 543529

Symbol: DELHIVERY

Sub: Business Responsibility & Sustainability Report for Financial Year 2023-24 (“FY24”)

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Business Responsibility and Sustainability Report (“BRSR”) of the Company for FY24. This report also forms an integral part of the Annual Report of the Company for FY24.

The BRSR for FY24 can also be accessed on the Company’s website at www.delhivery.com

We request you to consider this submission and take it on record.

Thank you.
Yours sincerely,

For Delhivery Limited

Madhulika Rawat

Company Secretary & Compliance Officer

Membership No: F8765
Place: Mumbai

Encl.: As above



Delhivery Limited

Corporate Office: Plot 5, Sector 44, Gurugram - 122 002, Haryana, India
Registered Office: N24-N34, S24-S34, Air Cargo Logistics Centre-II,
Opposite Gate 6 Cargo Terminal, IGI Airport, New Delhi – 110037
(Formerly known as Delhivery Private Limited)

CIN: L63090DL2011PLC221234
+91 124 6225600
corporate@delhivery.com
www.delhivery.com

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L63090DL2011PLC221234
2.	Name of the Listed Entity	Delhivery Limited
3.	Year of incorporation	June 22, 2011
4.	Registered office address	N24-N34, S24-S34, Air Cargo Logistics Centre-II, Opposite Gate 6 Cargo Terminal, IGI Airport, New Delhi 110037
5.	Corporate address	Plot No. 5, Sector 44, Gurugram, Haryana 122001
6.	E-mail	corporateaffairs@delhivery.com
7.	Telephone	+91 124 6225602
8.	Website	www.delhivery.com
9.	Financial year for which reporting is being done	FY 2023-24 (FY24)
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited & National Stock Exchange of India Limited
11.	Paid-up Capital	₹736,785,255 (as on March 31, 2024)
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Digvijay Singh Sujlana Head of Public Policy & Govt Relations Contact No. +91 124 6225600 Email: digvijay.sujlana@delhivery.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).	Consolidated basis (all subsidiaries included for which 100% operational control exists with the entity)
14.	Name of assurance provider	Not applicable
15.	Type of assurance obtained	Not applicable

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Transportation & Storage	Land transport via road	91.65%
2	Transportation & Storage	Warehousing & storage	4.58%
3	Transportation & Storage	Air transport	1.15%
4	Transportation & Storage	Postal & Courier Activities	1.78%
5	Transportation & Storage	Water Transport	0.71%
6	Transportation & Storage	Service incidental to land, water & air transportation	0.13%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Land transport via road	4923	91.65%
2	Warehousing & storage	5210	4.58%
3	Air transport	5120	1.15%
4	Postal & Courier Activities	5310 & 5320	1.78%
5	Water Transport	5012	0.71%
6	Service incidental to land, water & air transportation	5221, 5222, 5223 & 5224	0.13%

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	3,834	17	3,851
International	0	4	4

*Delhivery is an Integrated Logistics Service Provider and does not undertake any manufacturing activity. To provide its service, it operates Gateways, Fulfillment Centres, Processing Centres, and Last Mile Centres across the country.



19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States and Union Territories)	36
International (No. of Countries)	220

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

0.18%

c. A brief on types of customers

We provide transportation, warehousing and other supply chain services to a diverse base of over 33,250 active customers, such as e-commerce marketplaces, direct-to-consumer e-tailers, enterprises and small & medium enterprises (SMEs) across several verticals such as e-commerce, FMCG, consumer durables, consumer electronics, lifestyle, retail, automotive and manufacturing.

IV. Employees

20. Details at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	18,527	17,072	92.15%	1,455	7.85%
2.	Other than Permanent (E)	77	49	63.64%	28	36.36%
3.	Total employees (D + E)	18,604	17,121	92.03%	1,483	7.97%
WORKERS						
4.	Permanent (F)	5,898	5,613	95.17%	285	4.83%
5.	Other than Permanent (G)	39,288	35,434	90.19%	3,854	9.81%
6.	Total workers (F + G)	45,186	41,047	90.84%	4,139	9.16%

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	7	7	100.00%	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	7	7	100.00%	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	3	3	100.00%	0	0
6.	Total differently abled workers (F + G)	3	3	100.00%	0	0

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	1	11.11
Key Management Personnel	6	0	-

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22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY24			FY23			FY22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	35.69%	45.15%	36.36%	41.93%	43.26%	42.02%	33.00%	36.82%	33.24%
Permanent Workers	32.02%	33.82%	32.24%	31.75%	56.49%	31.91%	30.55%	18.51%	30.26%

Note: Data has been calculated as per BRSR Guidelines

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

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

S. 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.	Spoton Logistics Private Limited	Subsidiary	100.00%	Yes
2.	Delhivery Freight Services Private Limited	Subsidiary	100.00%	Yes
3.	Orion Supply Chain Private Limited	Subsidiary	100.00%	Yes
4.	Delhivery Cross Border Services Private Limited	Subsidiary	100.00%	Yes
5.	Spoton Supply Chain Solutions Private Limited	Subsidiary	100.00%	Yes
6.	Algorhythm Tech Private Limited	Subsidiary	100.00%	Yes
7.	Delhivery Corp Limited, United Kingdom	Subsidiary	100.00%	Yes
8.	Delhivery USA LLC	Subsidiary	100.00%	Yes
9.	Delhivery HK Pte. Limited	Subsidiary	100.00%	Yes
10.	Delhivery Singapore Pte. Ltd.	Subsidiary	100.00%	Yes
11.	Delhivery Robotics LLC	Subsidiary	100.00%	Yes
12.	Delhivery Logistics (Shenzhen) Company Limited	Subsidiary	100.00%	Yes
13.	Delhivery Bangladesh Logistics Pvt. Ltd.	Subsidiary	100.00%	Yes
14.	Falcon Autotech Private Limited	Associate	39.34%	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **(Yes/No)** Yes, CSR provisions are applicable but no monetary contribution required due to lack of PAT in last 3 FYs. However, the Company voluntarily spent ₹ 12,842,738/- in FY24 on CSR related activities.
- (ii) Turnover (in ₹ million): ₹81,415.38
- (iii) Net worth (in ₹ million): ₹85,466.74

**VII. Transparency and Disclosures 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)	FY24			FY23		
		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	Yes https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.pdf	0	0	NA	0	0	NA
Investors & Shareholders	Yes https://www.delhivery.com/company/investor-relations	0	NA	NA	0	NA	NA
Employees/ Workers	Yes. https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf	779	0	NA	536	0	NA
Customers/ Clients/ Consignees*	Yes. https://www.delhivery.com/support	40	40	Legal cases filed before various courts have been considered.	14	14	Legal cases filed before various courts have been considered.
Value Chain Partners	Yes. https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf	15	1	NA	46	0	NA

* We changed the criteria in FY24 to include only legal cases which have been filed before various courts, which is why there is a change in the numbers for FY23.

Business Responsibility & Sustainability Report (Contd.)

26. Overview of the entity's material responsible business conduct issues*

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. 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	Greenhouse Gas Emissions – Environment	Opportunity	Differentiate from the competition by offering Green Logistics/Low-carbon deliveries e.g. EV based last mile delivery; Cost savings through efficient use of resources.	NA	Positive
2	Waste Management & Recycling – Governance	Risk	Risk of non-compliance to environmental laws if proper waste disposal is not ensured especially for goods such as e-waste, biomedical waste and other hazardous goods.	As part of the waste disposal process, the Company engages only with those vendors who dispose off the waste as per environmental norms.	Negative
3	Packaging and Material Use – Environment	Opportunity	Increase recycling & reuse of packaging material thus optimising use and saving costs; Spearheading sustainable packaging in the industry and attracting both competitors & clients to the initiative.	NA	Positive
4	Occupational Health & Safety – Social	Risk	Delhivery employs a large workforce which handle packages and materials in warehouses, run automation infrastructure & drive core logistics operations. Also, road safety is of critical importance to us due to the nature of our business.	Delhivery has an established Occupational Health & Safety Management Policy (OHSMS). Also, we are compliant with ISO 45001:2018. To safeguard against physical risk a detailed Hazard Identification & Risk Assessment (HIRA) is being conducted periodically & potential hazards identified during that are mitigated with immediate effect. Apart from this, trainings on mental health improvement is provided to employees	Negative
5	Employee Training & Development – Social	Opportunity	Improves the skills of the employees enabling them to deliver better quality of work thus resulting in better service for customers. Also investing in employees increases retention.	NA	Positive
6	Business Integrity – Governance	Risk	Reputational risk to the Company in case business practices followed by the Company or its employees do not ensure ethical code of conduct, anti-bribery, avoidance of conflict of interest.	Delhivery has a stringent policy on business ethics and integrity to all. Our Code of conduct & Whistle Blower policy provides employees a framework to conduct business ethically and report non-compliance if any.	Negative
7	Data Privacy & Security – Governance	Risk	Risk of non-compliance to data protection laws, loss of reputation with customers, & leakage of company strategic/ business information.	Delhivery has set up systems & procedures to safeguard the confidentiality, integrity & availability of all physical & electronic information assets of the organisation to ensure that regulatory, operational & contractual requirements are fulfilled.	Negative



S. 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)
8	Sustainable Supply Chains	Risk	Delhivery works with a large number of suppliers & vendors. This could result in potential reputational risk/loss of service if the supplier is not adhering to appropriate ESG practices.	Delhivery has developed a supplier sustainability assessment framework along with a standard supplier code of conduct that each vendor needs to adhere to.	Negative
9	Business Preparedness, Resiliency, & Disaster Response	Risk	Ensuring business continuity during a crisis be it natural disasters or otherwise is critical to avoid significant loss to business, ensure employee well-being & avoid loss to customers as a result of delay in services.	Under the aegis of Risk Management Committee (RMC), we have conducted a Business Continuity Exercise, & put in place a framework in our large facilities.	Negative
10	Other Air Pollutants (NOx, SOx, PM) – Environment	Risk	Delhivery has a large operating fleet (self-owned & vendor owned) & there could be a risk on non-compliance to vehicle pollution standard.	Delhivery ensures that all fleet which is deployed on road, whether company owned or vendor owned, meets the vehicle fitness & pollution standard set by the law.	Negative
11	Diversity & Inclusion – Social	Opportunity	Companies can access a larger talent pool by ensuring people from different backgrounds are hired & developed. Teams with diverse backgrounds bring in different points of view & experiences which also results in better outcomes.	NA	Positive
12	Regulatory compliance – Governance	Risk	Risk of penalties, revocation of license to operate, & reputational damage as a result of non-compliance to regulations.	Delhivery has established dedicated team for adherence to laws, regulations, guidelines, & specifications relevant to the company's business.	Negative

* A comprehensive materiality assessment was conducted in FY23. The issues identified during the materiality remain relevant & have been carried forward to FY24.

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	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Refer Note 1								
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 your value chain partners? (Yes/No)	Refer Note 2								
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	ISO 9001:2015 Quality Management System ISO 27001:2013 Information Security ISO 45001: Occupational Health & Safety								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company had planned to voluntarily carry out five projects under CSR in FY24.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company successfully carried out all five projects and incurred a voluntary spend of ₹ 12,842,738/- in FY24.								

Business Responsibility & Sustainability Report (Contd.)

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)

At Delhivery, we understand the importance of sustainable practices for business, & have embarked on our journey by covering all aspects of environment, social & governance. We are committed to driving sustainability throughout the value chain by associating with our suppliers, partners, customers and the communities we serve.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Corporate Social Responsibility ("CSR") & Sustainability Committee.

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.

Yes.
The composition of CSR & Sustainability Committee is as under:
Chairperson – Ms. Aruna Sundararajan (Non-Executive Independent Director)
Member – Mr. Sahil Barua (Managing Director & CEO)
Member – Mr. Sandeep Kumar Barasia (Executive Director & CBO)*
Member – Mr. Kapil Bharati (Executive Director & CTO)*
**Mr. Sandeep Kumar Barasia ceased to be a member of the Committee & Mr. Kapil Bharati became a member of the Committee in his place with effect from July 01, 2024.*

Note 1:

Particulars	Applicable Policies	Link for Policies
P1: Businesses should conduct and govern themselves with integrity in a manner that is Ethical, Transparent and Accountable.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	Whistle-Blower Policy	https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf
	Policy on Prevention, Prohibition & Redressal of Sexual Harassment at Workplace	https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf
	Insider Trading Code	https://www.delhivery.com/wp-content/uploads/2022/06/Insider-Trading-Code.pdf
	Dividend Declaration Policy	https://www.delhivery.com/wp-content/uploads/2022/05/Dividend-Distribution-Policy_Final.pdf
	Remuneration Policy	https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Nomination-Remuneration-Evaluation.pdf
	Policy for determining Material Subsidiaries	https://www.delhivery.com/wp-content/uploads/2022/05/Material-Subsidiaries.pdf
	Policy for determination of Materiality of Events or Information	https://www.delhivery.com/uploads/2023/08/Policy-for-determination-of-Materiality-of-Events-or-Information.pdf
	Policy on Materiality of RPT	https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Materiality-of-Related-Party-Transactions.pdf
	Policy on Preservation & Archival Documents	https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Preservation-Archival-of-Documents.pdf
P2: Businesses should provide goods and services in a manner that is sustainable and safe	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
	Health, Safety & Environment Policy	https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf
	Supplier Code of Conduct	https://www.delhivery.com/wp-content/uploads/2023/04/supplier_code_of_conduct_delhivery.pdf
Sustainable Sourcing Policy	https://www.delhivery.com/wp-content/uploads/2023/04/sustainable_sourcing_policy_delhivery.pdf	
P3: Businesses should respect and promote the well-being of all employees, including those in their value chains.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	Policy on Prevention, Prohibition & Redressal of Sexual Harassment at Workplace	https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf



Particulars	Applicable Policies	Link for Policies
P4: Businesses should respect the interests of and be responsive to all their stakeholders.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	CSR Policy	https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
P5: Businesses should respect and promote human rights.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	Equal Employment Opportunity	https://www.delhivery.com/wp-content/uploads/2023/04/equal-employment_opportunity_policy.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
	Human Rights Policy	https://www.delhivery.com/wp-content/uploads/2023/04/human_rights_policy_delhivery.pdf
P6: Businesses should respect and make efforts to protect and restore the environment.	Policy on Prevention, Prohibition & Redressal of Sexual Harassment at Workplace	https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf
	Health, Safety & Environment Policy	https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf
P7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
P8: Businesses should promote inclusive growth and equitable development.	CSR Policy	https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf
	Health, Safety & Environment Policy	https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf
P9: Businesses should engage with and provide value to their consumers in a responsible manner.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	CSR Policy	https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
	Information Security & Management Policy (ISMS) Policy (Data Privacy & Cyber Security)	https://www.delhivery.com/wp-content/uploads/2023/04/Information-Security-Management-System-ISMS-Policy.pdf

Note 2: Company formulated the Supplier Code of Conduct & Sustainable Sourcing Policy for extending the policy to Value Chain Partners in FY23 and was made applicable to Suppliers from FY24.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/Any other Committee									Frequency (Annually/Half yearly/Quarterly/ Any other – please specify)										
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9		
Performance against above policies and follow up action																			Committee of the Board	Annually
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																			Committee of the Board	Annually
Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9										No	

11. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

Not Applicable

Business Responsibility & Sustainability Report (Contd.)

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

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 (BoD)	4	POSH, Code of Conduct, WhistleBlower, & Insider Trading	100%
Key Managerial Personnel (KMP)	7	POSH, Code of Conduct, WhistleBlower, Anti Bribery, Data Protection, ISO 27001 Policies & Insider Trading	100%
Employees other than BoD and KMPs	6	POSH, Code of Conduct, WhistleBlower, Anti Bribery, Data Protection & ISO 27001 Policies	84%
Workers	6	POSH, Code of Conduct, WhistleBlower, Anti Bribery, Data Protection & ISO 27001 Policies	45%

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 (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Nil; no material cases were received during the reporting period.

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:

Not Applicable.

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

Yes, COC Policy is applicable on all Employees & Workers which includes clauses related to anti-bribery.

https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf

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

Nil

6. Details of complaints with regard to conflict of interest:

Nil

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

Not Applicable

**8. Number of days of accounts payables in the following format:**

Particulars	FY24	FY23
Number of days of accounts payables	45 days	48 days

9. Open-ness 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	FY24	FY23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales*	a. Sales to dealers/distributors as % of total sales	17.39%	15.79%
	b. Number of dealers/distributors to whom sales are made	4393	3735
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	55.80%	63.86%
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	3.42%	4.08%
	b. Sales (Sales to related parties/Total Sales)	3.13%	4.12%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	98%	97.33%
	d. Investments (Investments in related parties/Total Investments made)	46.80%	53.56%

* Business conducted via co-loaders & aggregators has been considered for the calculation.

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe**Essential Indicators****1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY24	FY23	Details of improvements in environmental and social impacts
R&D	-	-	R&D expenditure is being incurred by Delivery USA, but not in specific technologies to improve the environmental and social impacts of product and processes
Capex	30.20%	9.89%	For FY24 - Efforts such as induction of fuel efficient 43-46 ft tractor trailers, electric trucks, rooftop solar installations have helped reduce the overall logistics intensity when compared with FY23.

Business Responsibility & Sustainability Report (Contd.)

2. a. Does the entity have procedures in place for sustainable sourcing?

Yes

b. If yes, what percentage of inputs were sourced sustainably?

55% (data is based on the responses received from vendors catering to the top 75% of the spend & their percentage contribution has been calculated out of the total input value)

For sustainable sourcing, the eligibility criteria chosen include the various Environmental, Social, and Governance facets. Delhivery looked at the availability of the below-mentioned policy and certification to review the sustainability of its vendors/suppliers (The evaluation was done for vendors catering to top 75% of the spend).

1. Environment: ISO 14001, ISO 50001, EPR Compliance
2. Social: POSH policy, ISO 450001, International Labour Organisation (ILO) – regulations on child labour, forced labour, modern slavery etc
3. Governance: Whistle-Blower policy, Anti-bribery, Anti-corruption policy, Cyber security & Data privacy policy

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

(a) Plastic Waste: In form of Flyers & Bags

1. Flyers: We have mandated suppliers to use 20% recycled material in the production process in case of Flyers & ensure compliance related to single use plastics.
2. Bags: PP(Polypropylene) woven bags are being used 2-3 times to move shipments from one location to another. Upon end of life, these bags are sent to authorised scrap dealers who treat them as per defined norms.

(b) E-waste is disposed off only through authorised E-waste scrap dealers; upon disposal green certificate is issued by the scrap dealer.

(c) Hazardous Waste is not generated in our business. Question 9 under Principle 6 reports a negligible amount of hazardous waste (refer Other Hazardous Waste - Industrial (g)) which is an exceptional item.

(d) Other Waste such as Wood, Iron & other metals, Paper & Tyres are disposed through vendors for recycling.

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

Yes, EPR is applicable.

Based on the market understanding and detailed analysis of rule(s) applicability on the Company, we would be required to be registered as Brand Owner. The tentative timeline for registering as a Brand Owner is Q3FY24.

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	17,072	17,072	100.00%	17,072	100.00%	0	0%	17,072	100.00%	0	0%
Female	1,455	1,455	100.00%	1,455	100.00%	1,455	100.00%	0	0%	1,455	100.00%
Total	18,527	18,527	100.00%	18,527	100.00%	1,455	7.85%	17,072	92.47%	1,455	7.85%
Other than Permanent employees											
Male	49	0	0%	0	0%	0	0%	0	0%	0	0%
Female	28	0	0%	0	0%	28	100.00%	0	0%	0	0%
Total	77	0	0%	0	0%	28	36.36%	0	0%	0	0%

Note - Child care/creche benefits were rolled out for all Employees in April 2023.


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	5,613	5,613	100.00%	5,613	100.00%	0	0%	5,613	100.00%	0	0%
Female	285	285	100.00%	285	100.00%	285	100.00%	0	0%	0	0%
Total	5,898	5,898	100.00%	5,898	100.00%	285	4.83%	5,613	95.17%	0	0%
Other than Permanent workers											
Male	35,434	35,434	100.00%	35,434	100.00%	0	0%	0	0%	0	0%
Female	3,854	3,854	100.00%	3,854	100.00%	3,854	100.00%	0	0%	0	0%
Total	39,288	39,288	100.00%	39,288	100.00%	3,854	9.81%	0	0%	0	0%

* Benefit is provided through various means to employees/workers like a Group Medical Insurance plan, ESIC & also through a Company Welfare Fund

Note: Child care/creche facilities were rolled out for all Workers in April 2023.

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY24	FY23
Cost incurred on well-being measures as a % of total turnover of the company*	0.34%	0.21%

* this amount has been spent on various employee initiatives like wellbeing, insurance related policies, welfare fund etc

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

Benefits	FY24			FY23		
	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	100.00%	100.00%	Yes	100.00%	100.00%	Yes
Gratuity	100.00%	100.00%	NA	100.00%	100.00%	NA
ESI	36.32%	94.67%	Yes	34%	98.85%	Yes
Others – please specify	-	-	-	-	-	-

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.

All corporate offices of the Company are accessible to differently abled employees and workers.

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, Equal Employment Opportunity Policy at Delhivery facilitates creation of a workplace culture that maximises organisation performance by taking all reasonable steps to prevent or guard against discrimination. It reflects our commitment to ensure equality and promote diversity in the workplace.

https://www.delhivery.com/wp-content/uploads/2023/04/equal-employment_opportunity_policy.pdf

Business Responsibility & Sustainability Report (Contd.)

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	94.65%	93.42%	80.00%	92.00%
Female	90.48%	83.58%	93.41%	80.00%
Total	94.35%	92.76%	92.71%	91.43%

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	<p>Employees can reach out to the HR Helpline or submit grievances via the Employee Grievance Redressal email help desk. Alternatively they can scan a QR code, placed at all facilities. The HR Helpline & QR code system are designed to assist employees with a wide range of organisational information. Employees can directly call the helpline for any HR-related inquiries or to address grievances, including but not limited to workplace issues, compensation & benefits, workplace safety, HR compliance & payroll matters.</p> <p>The support is available to all employees, regardless of geography, function or designation, including off-roll employees. Additionally, in line with our zero-tolerance policy for sexual harassment, the 'Anti-Sexual Harassment Policy' of the Company outlines the procedures for preventing & addressing any instances of sexual harassment within the organisation.</p> <p>Our Whistleblower Policy provides a confidential platform for employees & workers to report concerns related to malpractice or impropriety. For more details, please refer to our Whistleblower Policy document which can be accessed at the link below -</p> <p>https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf</p>
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:

Employees of the Company are not part of any association or union.

8. Details of training given to employees and workers:

Category	FY24					FY23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees										
Male	17,121	2,827	16.51%	13,351	77.98%	14,398	4,968	34.50%	7,994	55.52%
Female	1,483	178	12.00%	725	48.89%	1,011	182	18.00%	327	32.34%
Total	18,604	3,005	16.15%	14,076	75.67%	15,409	5,150	33.42%	8,321	54.00%
Workers										
Male	41,047	15,042	36.64%	8,496	20.70%	39,390	14,521	36.86%	8,587	21.80%
Female	4,139	2,184	52.77%	1,834	44.31%	2,508	1,544	61.56%	422	16.82%
Total	45,186	17,226**	38.12%	10,330	22.86%	41,898*	16,065**	38.34%	9,009	21.50%

* The details for FY23 (workers) is revised based on change in categorisation of "workers"

** Incorporated workers safety training conducted by the security team for FY23 & FY24.

9. Details of performance and career development reviews of employees and worker:

Our performance management system is designed keeping in mind:

- Real time & flexible to changing business needs – Ability to seek/provide feedback on real time basis rather than just year-end
- Customised to roles – Scorecard based for standard KRA/KPI roles and Log-based goal setting for others
- Enable Collaboration & Multi-rater feedback – Ability to assign collaborators or co-owners on particular goals
- Ensure Goal Alignment – Ensuring individuals have visibility or understanding of functional & organisational goals



For last mile field executives who are categorised under workers, we analyse their performance on a weekly basis & engage with them to improve performance. We also provide them opportunities to learn in-house operations & many of them get promoted for entry level positions in DC operations.

Category	FY24			FY23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	17,071	14,704	86.13%	14,398	12,408	86.18%
Female	1,455	1,126	77.39%	1,011	793	78.44%
Total	18,526*	15,830	85.44%	15,409	13,201	85.67%
Workers						
Male	5,613	2,433	43.35%	6,272	2,050	32.68%
Female	285	25	8.77%	79	66	83.54%
Total	5,898*	2,458	41.68%	6,351	2,116	33.32%

* Figures are for on-roll & permanent workforce in the organisation. For performance management, the offroll manpower is managed through external vendors.

10. Health and safety management system:

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

Yes, occupational health & safety management system has been implemented by Delhivery & has 100% coverage for all facilities & employees.

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

A detailed Hazard Identification & Risk Assessment (HIRA) is conducted periodically, in which potential hazards are identified. These hazards are either mitigated with immediate effect or the concerned team takes charge & carries out steps to mitigate the risk in a time bound manner. Fire Risk, near miss, environmental related risks are some of the aspects which are being monitored during the audits.

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

Yes

- Suggestion boxes have been put near the reception areas of warehouses to provide suggestions to improve health & safety management system.
- All employees have the freedom to provide their valuable suggestions to the Company for which an HR helpline has been setup.
- Escalation matrix for complaints has been setup.

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

Yes, Group Medical Coverage is provided to all on roll employees/workers of the company. This coverage provides a comprehensive Delhivery sponsored insurance cover for medical expenses incurred by the insured employee & their enrolled family members on account of hospitalisation. Also, Employees' State Insurance Corporation (ESIC) benefit is available for employees/workers with salary less than ₹ 21,000 per month.

Business Responsibility & Sustainability Report (Contd.)

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category*	FY24	FY23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.56	0.75
	Workers	1.21	2.46
Total recordable work-related injuries	Employees	115	130
	Workers	394	795
No. of fatalities	Employees	7	3
	Workers	19	19
High consequence work-related injury or ill-health (excluding fatalities)	Employees	79	51
	Workers	189	187

* Including in the contract workforce

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

Delhivery has a Health, Safety & Environment Policy to provide a healthy & safe workplace for its employees. It is our continued objective to protect employees from injury, occupational diseases, workplace hazards, harassment & violence in the workplace through appropriate prevention, protection, & training/education programs. A brief on measures taken by entity in ensuring safe & health workplace are as below:

- Emergency Preparedness (EP) Plan consisting of emergency responders (volunteers) is in place. Timely training is imparted & mock drills are organised periodically to check efficiency of the responders.
- Fire Safety Trainings are imparted periodically to make people aware about the Do's and Dont's in case of occurrence of Fire.
- Hazard Identification & Risk Assessment (HIRA) is conducted as mentioned in Q10 above.
- Health & Safety Management system related posters are displayed across Delhivery facilities to spread awareness on Health & Safety.

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

	FY24			FY23		
	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	12	0	-	8	0	-
Health & Safety	3	0	-	2	0	-

14. Assessments for the year:

	% of your plants and officers that were assessed (by entity or statutory authorities or third parties)
Health & safety practices	100.00%
Working Conditions	100.00%

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.

We have expanded our training programme to include more comprehensive safety protocols & procedures, which includes regular safety drills & workshops. Our health & safety policy is regularly reviewed & updated. We conduct regular safety audits & workplace inspections. We have introduced health & wellness programs to support the overall wellbeing of our employees.

**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.**

Delhivery being a logistics solutions provider, interacts with many stakeholders throughout the supply chain while performing its business activities. Therefore, identifying & prioritising stakeholders is important to perform business activities effectively & efficiently.

Based on all types of interactions internal & external group of stakeholders are listed. All stakeholders, irrespective of magnitude of the interaction are then evaluated on the below listed parameters:

Impact: It measures how the intent & beliefs of stakeholders can impact the usual course of business activities.

Interest: It measures the amount of gains a stakeholder receives or seeks from the Company.

Influence/power: It measures the extent of decision-making power stakeholder holds in the Company.

Involvement: It measures the involvement of each stakeholder in day-to-day business activities.

The parameters are assigned weights & scores against each stakeholder are calculated. Based on the scores a priority is assigned to each group of stakeholders.

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 & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Business Owners (KMP)/BOD/ Company Leaders	No	Board Meetings, Annual shareholder meetings, Email, SMS communication.	Frequent & need based.	To take feedback on business operations & other important matters of the Company.
Employees/Workers	No	Direct & other communication mechanisms such as Fb@work/ Delhivery Vibe*, Email, SMS, HR Helpline.	Daily	To be available for employee grievance & feedback.
Shareholders/ Investors/Creditors	No	Email, SMS, newspaper advertisement, notice board, website, Annual General Meetings, intimation to stock exchanges, annual/quarterly financials and investor meetings/conferences.	Frequent & need based.	To stay abreast of developments in the Company & its subsidiary companies.
Customers & Consignee	No	Multiple channels – physical & digital.	Frequent & need based.	To resolve stakeholder query & address their grievances.
Vendors & Suppliers	No	Multiple channels – physical & digital.	Frequent & need based.	To resolve stakeholder query & address their grievances.
Regional or National Communities	Yes	Directly	Frequent & need based.	To resolve stakeholder query & address their grievances.

* Delhivery transitioned from Fb@work to Delhivery Vibe (Darwinbox) in Q4FY24.

Business Responsibility & Sustainability Report (Contd.)

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	FY24			FY23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	18,527	15,117	81.60%	13,225	13,139	99.34%
Other than permanent	77	62	80.52%	94	8	8.51%
Total Employees	18,604	15,179	81.59%	13,319	13,147	98.70%
Workers						
Permanent	5,898	2,369	40.17%	3,096	8	0%
Other than permanent	39,288	28,933	73.64%	39,700	1,730	4.36%
Total Workers	45,186	31,302	69.27%	42,796	1,738	4.06%

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY24					FY23				
	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										
Male	17,071	304	1.78%	16,767	98.22%	14,398	80	0.56%	14,318	99.44%
Female	1,455	26	1.79%	1,429	98.21%	1,011	6	0.59%	1,005	99.41%
Other than Permanent										
Male	49	1	2.04%	48	97.96%	117	0	0.00%	117	100.00%
Female	28	0	0.00%	28	100.00%	19	0	0.00%	19	100.00%
Workers										
Permanent										
Male	5,613	496	8.84%	5,117	91.16%	6,272	51	0.81%	6,221	99.19%
Female	285	12	4.21%	273	95.79%	79	0	0.00%	79	100.00%
Other than Permanent										
Male	35,434	16,082	45.39%	19,352	54.61%	33,118	15,594	47.09%	17,524	52.91%
Female	3,854	2,170	56.31%	1,684	43.69%	2,429	1,416	58.30%	1,013	41.70%



3. Details of remuneration/salary/wages

a. Median remuneration/wages:

Particulars	Male		Female	
	Number	Median remuneration/salary/wages of respective category (In ₹)	Number	Median remuneration/salary/wages of respective category (In ₹)
Board of Directors (BoD)	8	8,350,000	1	7,600,000
Key Managerial Personnel	6	31,021,406*	0	-
Employees other than BoD and KMP**	12,436	283,495	709	421,308
Workers**	3,012	186,286	21	197,409

* Does not include perquisite income earned through exercise of ESOPs.

** For Employees/Workers who have been with the organisation for the entire FY24

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Particulars	FY24	FY23
Gross wages paid to females as % of total wages	8.67%	7.94%

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

Yes, we have a dedicated team to address Employee Grievances related to (but not limited to) Human Rights violations. Also, Internal Committee, set up as per the requirements under the Sexual Harassment against Women at the Workplace (Prevention, Prohibition & Redressal) Act 2013, ensures that we develop a safe & secure work environment for all our colleagues.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Employees can call the HR Helpline or send an e-mail at the Employee Grievance Redressal designated e-mail id. The objective of the HR Helpline is to help our employees with all kinds of organisational information, wherein our employees can directly call on the helpline for any HR related information or to resolve any of their HR queries & grievances including but not limited to workplace grievance, compensation & benefits, workplace safety, HR compliances, payroll etc.

The scope is to cover all employees irrespective of the geography, function or designation including off-roll employees.

Also, in line with our policy of zero-tolerance for sexual harassment at the workplace, our 'Anti Sexual Harassment Policy' lays down the mechanism for prevention and redressal of any instance of sexual harassment across the organisation.

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

	FY24			FY23		
	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	50	0		36	0	
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/Involuntary Labour	0	0		0	0	
Wages	74	0		58	0	
Other human rights related issues	0	0		0	0	

Business Responsibility & Sustainability Report (Contd.)

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Particulars	FY24	FY23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	50	36
Complaints on POSH as a % of female employees/workers	0.89%	1.02%
Complaints on POSH upheld	29	36

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

We are committed to maintaining a workplace free of harassment, including sexual harassment, & we have zero tolerance for such unacceptable conduct. We actively encourage the reporting of any harassment concerns & promptly respond to complaints about harassment or any other unwelcome or offensive conduct. We have constituted committees with comprehensive representation from all regions and business units, & we ensure that the members receive appropriate training to effectively discharge their duties. Regular awareness & training sessions are conducted to ensure that our employees are fully aware of the aspects of sexual harassment and the redressal mechanism. Additionally, our POSH Helpline ensures complete anonymity to the complainant.

9. Do human rights requirements form part of your business agreements and contracts?

(Yes/No)

Yes. We formulated a Supplier Code of Conduct in FY23, making Human Rights a requirement in our business agreements & contracts with Value Chain Partners.

10. Assessments for the year:

	% of your plants and officers that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced/involuntary labour	
Sexual harassment	
Discrimination at work place	
Wages	
Others – please specify	

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

No significant risk/concern identified, hence no corrective action taken.



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	FY24	FY23
From renewable sources		
Total electricity consumption (A)	2,937.33	730.74
Total fuel consumption (B)	-	-
Energy consumption sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	2,937.33	730.74
From non-renewable sources		
Total electricity consumption (D)	73,869.24	59,160.26
Total fuel consumption (E)	655,484.42*	227,934.50
Energy consumption sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	729,353.65	287,094.76
Total energy consumed (A+B+C+D+E+F)	732,290.98	287,825.50
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	8.99**	3.98
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	214.51	95.84
Energy intensity in terms of physical output	254.43	160.67

* The increase in fuel consumption in FY24 over FY23 is primarily due to the following reasons:

1. Approximately 1.55 times increase in kms run by owned vehicles.
2. Higher usage of large capacity vehicles which consume more fuel, but which are more fuel efficient.
3. Measurement methodology for owned vehicle fuel consumption has been aligned to the globally accepted GLEC (Global Logistics Emissions Council) framework. Previous year aggregate kms & fuel consumption data was used based on internal reporting v/s trip level measurement thereby increasing the accuracy of the estimation.

** The increase in FY24 over FY23 is primarily due to the increase in fuel consumption due to reasons stated above.

Note: Indicate if any independent assessment/evaluation/has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

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

Not applicable.

3. Provide details of the following disclosures related to water, in the following format:

Our usage of water at the company is restricted to human consumption purposes only (any other usage is negligible). We make efforts to ensure that water is consumed judiciously in our office & facility premises. In various offices & facilities, we have installed sensor taps in washrooms to economise on water consumption. We also ensure that domestic waste (sewage) from our offices & facilities is not let into water bodies.

	FY24	FY23
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	408,358.74	366,033.76
(iii) Third party water	70,058.76	105,181.24
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	478,417.5	471,215.0
Total volume of water consumption (in kilolitres)	65,278.57	62,408.73
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	0.0008	0.0009
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	0.0191	0.0208

Business Responsibility & Sustainability Report (Contd.)

4. Provide the following details related to water discharged:

Parameter	FY24	FY23
Water discharge by destination and level of treatment (in kilolitres)		
(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	370,118.93	391,263.27
- No treatment	370,118.93	391,263.27
- With treatment – please specify level of treatment	-	-
(v) Others	43,020	17,543
- No treatment	-	-
- With treatment – please specify level of treatment	43,020	17,543
Total water discharged (in kilolitres)	413,138.93	408,806.27

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.

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

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

No, we have not implemented a mechanism for Zero Liquid Discharge as the Company's usage of water is restricted to human consumption purposes only.

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

Parameter*	Please specify unit	FY24**	FY23
NOx	Metric Tonnes	3768.9	344.26
SOx	Metric Tonnes	1.99	0.40
Particulate matter (PM)	Metric Tonnes	139.50	0.81
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – Hydrocarbons (HC)	Metric Tonnes	631.30	2.65
Other - Carbon Monoxide (CO)	Metric Tonnes	7585.0	19.12

* Includes Hazardous pollutants from directly owned sources

** In FY24 the methodology was changed to GLEC, a globally accepted framework and all Delivery movements were included (both owned & third party).

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.

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)



7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY24	FY23
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)	Metric tonnes of CO ₂ equivalent	156,885.60*	57,846.29
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)	Metric tonnes of CO ₂ equivalent	52,668.80	41,370.81
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	Metric tonnes of CO ₂ equivalent per Million ₹	2.57	1.37
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	Metric tonnes of CO ₂ equivalent per Million USD PPP	61.38*	33.04
Total Scope 1 and Scope 2 emission intensity in terms of physical output	grams of CO ₂ equivalent per tonne-km	72.81	55.39

* The increase in emission intensity in FY24 over FY23 is primarily due to the increase in fuel consumption due to the reasons cited in #1 of this section.

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.

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes.

The company has undertaken the following initiatives:

Increase in adoption of Solar Power at our large facilities - Top 15 facilities (by size) have a combined sanctioned load of 8 MW, of which 4.6 MW has been installed. Delhivery will continue to commission further installations.

Continued focus on fleet upgradation - In FY24, in a joint effort with our vendors, we added 191 tractors to our combined fleet of tractors taking the total count to 753 at the end of FY24 from 562 at the end of FY23. We will continue this effort through FY25 as well.

Continued focus on deploying CNG/EV/LNG powered vehicles - In FY24, over 1,600 vehicles as part of our permanent fleet were powered by CNG/EV/LNG. We will continue this focus through FY25.

This combined will have a significant impact on reducing the intensity of our Scope 1 and Scope 2 emissions.

We will also continue to reinforce Delhivery's Sustainable Sourcing Policy which was introduced in FY23 through FY25.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY24*	FY23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	1,013.2	660.29
E-waste (B)	113.8	17.0
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	21.9	-
Radioactive waste (F)	-	-
Other Hazardous waste - Industrial Waste (G)	0.09	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	750.01	41.59
- Tyres	8.0	0.2
- Paper	99.5	-
- Wood	285.6	15.3
- Iron & other metals	195.1	6.1
- Cables	6.7	-
- Electrical waste	1.3	-
- Rubber waste	0.6	-
- Misc	153.2	20.0
Total (A+B + C + D + E + F + G + H)	1,899.00	718.83

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Parameter	FY24*	FY23
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	23.3	9.9
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	556.3	239.4
Waste intensity in terms of physical output	0.66	0.40
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste (e-waste)		
(i) Recycled	113.8	17.0
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	113.8	17.0
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	1785.2	701.9
Total	1785.2	701.9

* The increase in total waste generated in FY24 compared to FY23 is attributed to multiple factors, such as - shift from plastic pallets used in operations to wooden pallets, disposal of excess materials taken over due to acquisition of Spoton Logistics Private Limited by the Company in both FY24 & FY23.

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.

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Considering the nature of our business, we do not use hazardous & toxic chemicals in our operations. We have various systems in place at an all-India level to manage e-waste. We engage with certified e-waste handlers for the disposal of e-waste. Additionally, as part of our current process, we mandate suppliers to use 20% recycled material in the production process for flyers.

11. 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:

All the Company's offices & facilities are located in premises which have the requisite building permits, including environmental approvals.

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	3 facilities in Gurugram (Haryana), 1 in Bhiwandi (Maharashtra), 1 in Sonipat (Haryana)	Warehousing & Storage	3 facilities fulfill conditions of environmental approval/clearance. Please note environmental clearance is only required for spaces larger than 2.15 lac square feet.

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

Not Applicable, as EIA is mandatory for projects such as crude oil refineries, nuclear generating stations and other nuclear reactors, larger scale quarries and open-cast mines, industrial estate development projects and an electric line installed above ground. We are a service based company and all of our offices and facilities are located in premises which have the requisite building permits, including environmental approvals.

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:

Nil. Based on the nature of business, Delivery is in compliance with applicable laws.

**Leadership Indicators (Optional/Voluntary)****1. Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	FY24	FY23
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	576,188.2	555,944.24
Total Scope 3 emissions per rupee of turnover		7.08	7.69

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.

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

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.**

Two (2)

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

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	Express Industry Council of India (EICI)	National
2	Internet and Mobile Association of India (IAMAI)	National

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

Nil

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.**

This disclosure is required if the entity has undertaken SIA in compliance with laws such as the Right to Fair Compensation & Transparency in Land Acquisition, Rehabilitation & Resettlement Act, 2013. Delhivery conducts its operations out of rental & leased facilities, therefore the Company does not do any land acquisition. Thus, SIA is not applicable for any of our projects.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Not Applicable - no project undertaken

3. Describe the mechanisms to receive and redress grievances of the community.

We consider people at the core of our business activities. We value the needs & expectations of all stakeholders who are affected or have an interest in our company's business activities. One of our essential stakeholders includes community individuals or groups. We strive to operate in a manner that causes minimal disruption to neighbouring communities; however, complaints may still arise. We manage these complaints through our community grievance redressal mechanisms. Our Community Grievance Redressal Mechanism is a process for receiving, investigating, responding to, & concluding complaints or grievances from affected communities in a timely, fair & consistent manner.

The mechanism to deal with such grievances is mentioned below in Community Grievance Redressal Policy. The web-link of the policy is as under:

https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.pdf

Business Responsibility & Sustainability Report (Contd.)

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Particulars	FY24	FY23
Directly sourced from MSMEs/small producers	38.70%	51.63%
Directly from within India	98.74%	99.46%

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

Particulars	FY24	FY23
Rural	0.11%	0.12%
Semi-urban	4.47%	4.70%
Urban	27.26%	26.48%
Metropolitan	68.16%	68.69%

(Place to be categorised as per RBI Classification System - rural/semi-urban/urban/metropolitan)

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.

Delhivery has a well-established system in place for dealing with consumer complaints & feedback. Consumers are provided multiple options to connect with the Company through:

- Customer Support Page on Company website: <https://www.delhivery.com/support>
- Delhivery Mobile App
- Customers may choose to voice their concerns on social media. We have Delhivery handles for a few select channels & a dedicated team to respond to the concerns raised there

In addition, we have a dedicated Client Experience Team (CET) to respond to their queries & receive feedback on our services so as to be able to continuously improve upon our products & services. CET works closely with Sales & Operations Team to assist Customer in all scenarios. Internally, we used the Freshdesk application in FY24 to record & categorise all the complaints and feedback. This helps allocate ticket numbers that helps us in keeping track of the complaints & resolution.

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

	As a % of turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	Not Applicable



3. Number of consumer complaints in respect of the following:

	FY24			FY23		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	0	NA	NA	0	NA	
Advertising	0	NA	NA	0	NA	
Cyber-security	1	0	The main website of Delhivery (www.delhivery.com) experienced a DDoS attack on 2nd May 2023. After strengthening the WAF rules further, the number of requests per minute decreased, with no impact on our services.	1	0	A DOS attack happened on delhivery.com website in August 2022 due to which the main website became inaccessible to users. Actions taken - The number of requests was reduced from 2500 to 150 to narrow down the issue. Filters were implemented on WAF to block the user-agent from the malicious source The WAF limits were restored for all users. The Incident was reported to CERT-In
Delivery of essential services	0	NA	NA	0	NA	NA
Restrictive Trade Practices	0	NA	NA	0	NA	NA
Unfair Trade Practices	0	NA	NA	0	NA	NA

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

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. We at Delhivery Limited & our affiliates consider customer trust as our top priority & take the protection of their personal information very seriously. We want our customers to feel safe using our products, services and solutions ("Services"). This Privacy Policy (<https://www.delhivery.com/privacy-policy>) informs them of the way in which we collect, use, transfer, and store their personal information when they use our Services, as well as their rights in relation to this data. We are also ISO 27001 certified.

Also, our ISMS Policy has been made for safeguarding the Confidentiality, Integrity & Availability of all physical and electronic information assets of the organisation to ensure that regulatory, operational & contractual requirements are fulfilled.

<https://www.delhivery.com/wp-content/uploads/2023/04/Information-Security-Management-System-ISMS-Policy.pdf>

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.

Action taken during the Denial of Service (DOS) attack on our website in May 2023 are as below:

- The Web Application Firewall (WAF) was strengthened to mitigate the risk of follow up attacks.
- Invoked Shield Advanced by Amazon Web Services (AWS). AWS Shield Advanced is a tailored protection programme that identifies threats using exabyte-scale detection to aggregate data across AWS.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches: We did not experience any data breach in the financial year.
- Percentage of data breaches involving personally identifiable information of customers: None
- Impact, if any, of the data breaches: Not Applicable