DELHIVERY

Date: August 27, 2026

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

Scrip Code: 543529

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

Symbol: DELHIVERY

Sub: Business Responsibility & Sustainability Report for the Financial Year 2025-26 ("FY26")

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 FY26. This report also forms an integral part of the Annual Report of the Company for FY26.

The BRSR for FY26 is available on the Company's website at https://www.delhivery.com/company/investor-relations.

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

Thank you.
Yours sincerely,

For Delhivery Limited

Madhulika Vipin Rawat
Digitally signed by Madhulika Vipin Rawat
Date: 2026.08.27 17:08:12 +05'30'

Madhulika Rawat
Company Secretary & Compliance Officer
Membership No: F8765

Encl.: As above

Business Responsibility and Sustainability Report

A: General Disclosures

A.1: Details of the listed entity

1. Corporate identity number (CIN) of the listed entity	L63090DL2011PLC221234
2. Name of the listed entity	Delhivery Limited
3. Date of incorporation	22-06-2011
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 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 (DD-MM-YYYY format)

Financial year for which reporting is being done	Start date	End date
Current Financial Year	01-04-2025	31-03-2026
Previous Financial Year	01-04-2024	31-03-2025
Prior to Previous Financial Year	01-04-2023	31-03-2024

10. Name of the stock exchange(s) where shares are listed	BSE, NSE
11. Paid-up Capital (in ₹)	748608108
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, +91 124 6225600, 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 unless otherwise stated*

** The reporting boundary encompasses all gateways, hubs, fulfilment centres, processing centres, last-mile distribution centres, and offices. For energy consumption and GHG emissions calculations, only the owned fleet is included, while third-party fleet operations are excluded in accordance with the operational control approach. The boundary excludes associate company.*

14. Name of assurance provider	Deloitte Haskins & Sells LLP
15. Type of assurance obtained	Limited Assurance on BRSR Core Metrics

Business Responsibility and Sustainability Report (Contd.)

A.2: Products/services

21. 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	Transport & Storage	Land transport via road	93.27%
2	Transport & Storage	Warehousing & storage	4.01%

22. 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	93.27%
2	Warehousing & storage	5210	4.01%

**Note: Remaining 2.72% of turnover is generated from other services and classified under - Air Transport (NIC 5120), Postal & Courier Services (NIC 5310), Water Transport (NIC 5012), Service Incidental to land, water & air transportation (NIC 5221, 5222, 5223, 5224).*

A.3: Operations

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

Location	Number of plants	Number of offices	Total
National	4,723	19	4,742
International	0	5	5

Note: Delhivery is an Integrated Logistics Service Provider & does not undertake any manufacturing activity. To provide its service, it operates Gateways, Fulfilment Centres, Processing Centres & Last Mile Distribution Centres across the country. Please note that guest houses, parking, accommodation & stores are not included.

24. Markets served by the entity:

a. Number of locations

Location	Number
National	36
International	220

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

0.045%

c. A brief on types of customers

We provide logistics & supply chain solutions to a diverse base of over 52,000 active customers, such as e-commerce marketplaces, direct-to-consumer e-tailers, enterprises & SMEs across several verticals such as FMCG, consumer durables, consumer electronics, lifestyle, retail, automotive & manufacturing.

A.4: Employees

25. Details as at the end of financial year*:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
	EMPLOYEES							
1	Permanent (D)	24,583	22,572	91.82%	2,011	8.18%	0	0
2	Other than Permanent (E)	272	195	71.69%	77	28.31%	0	0
3	**Total employees (D + E)**	**24,855**	**22,767**	**91.6%**	**2,088**	**8.4%**	**0**	**0**
	WORKERS							
4	Permanent (F)	3,349	3,192	95.31%	157	4.69%	0	0
5	Other than Permanent (G)	45,429	40,168	88.42%	5,261	11.58%	0	0
6	**Total workers (F + G)**	**48,778**	**43,360**	**88.89%**	**5,418**	**11.11%**	**0**	**0**

b. Differently abled employees and workers:

S. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
	DIFFERENTLY ABLED EMPLOYEES							
1	Permanent (D)	6	6	100%	0	0	0	0
2	Other than Permanent (E)	0	0	0	0	0	0	0
3	**Total differently abled employees (D + E)**	**6**	**6**	**100%**	**0**	**0**	**0**	**0**
	DIFFERENTLY ABLED WORKERS							
4	Permanent (F)	7	7	100%	0	0	0	0
5	Other than Permanent (G)	0	0	0	0	0	0	0
6	**Total differently abled workers (F + G)**	**7**	**7**	**100%**	**0**	**0**	**0**	**0**

**Note: Gig workers and third-party contractual workers engaged under service contracts have been excluded.*

26. Participation/inclusion/representation of women:

Leadership team	Total (A)	Number and percentage of females	
		No. (B)	% (B/A)
Board of Directors	11	3	27.27%
Key Management Personnel	7	2	28.57%

27. Turnover rate for permanent employees and workers. (Disclose trends for the past 3 years in %)

Particulars	FY 2025-2026 (Turnover rate in current FY)				FY 2024-2025 (Turnover rate in previous FY)				FY 2023-2024 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employees	43.36%	40.72%	0	43.15%	39.31%	41.44%	0	39.49%	35.69%	45.15%	0	36.36%
Permanent Workers	28.49%	37.36%	0	28.8%	33.96%	58.6%	0	35.12%	32.02%	33.82%	0	32.24%

Business Responsibility and Sustainability Report (Contd.)

A.5: Holding, Subsidiary and Associate Companies (including joint ventures)

28. Details of holding/subsidiary/associate companies/joint ventures

S. No.	Entity name (A)	Entity type	% of shares held	Entity (A) participate in the BRSR initiatives of the parent entity?
1	Spoton Logistics Private Limited	Subsidiary	100%	Yes
2	Orion Supply Chain Private Limited	Subsidiary	100%	Yes
3	Delhivery Cross Border Services Private Limited	Subsidiary	100%	Yes
4	Delhivery Freight Services Pvt Ltd	Subsidiary	100%	Yes
5	Delhivery USA LLC	Subsidiary	100%	Yes
6	Delhivery HK Pte Limited	Subsidiary	100%	Yes
7	Delhivery Singapore Pte. Ltd.	Subsidiary	100%	Yes
8	Algorhythm Tech Private Limited	Subsidiary	100%	Yes
9	Delhivery Robotics LLC	Subsidiary	100%	Yes
10	Spoton Supply Chain Solutions Private Limited	Subsidiary	100%	Yes
11	Delhivery Logistics (Shenzhen) Company Limited	Subsidiary	100%	Yes
12	Delhivery Robotics India Private Limited	Subsidiary	100%	Yes
13	Ecom Express Limited	Subsidiary	100%	Yes
14	Delhivery Financial Services Private Limited	Subsidiary	100%	Yes
15	Delhivery UK Limited	Subsidiary	100%	Yes
16	Falcon Autotech Private Limited	Associate	39.33%	No

A.6: CSR Details

29. CSR details of the company:

a. Whether CSR is applicable as per section 135 of Companies Act, 2013

Yes, The Company does not have eligible profits as per Section 135 of the Companies Act, 2013 so there is no mandatory CSR spending liability on the Company. However, the Company voluntarily spent ₹ 16,200,000/- for CSR activities for the FY 2025-26.

b. Turnover (in ₹)

₹ 105,083,070,000

c. Net worth (in ₹)

₹ 100,240,150,413

A.7: Transparency and Disclosures Compliances

30. 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?	If Yes, then provide web-link for policy	FY 2025-2026 Current Financial Year			FY 2024-2025 Previous Financial Year		
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. 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	-	0	0	-
Investors (other than shareholders)	Yes	https://www.delhivery.com/company/investor-relations	0	0	-	0	0	-
Shareholders	Yes	https://www.delhivery.com/company/investor-relations	0	0	-	0	0	-
Employees and workers	Yes	https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf	2,050	3	-	1,448	0	-
Customers*	Yes	https://www.delhivery.com/support	57	116	-	40	97	-
Value chain partners	Yes	https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf	8	0	-	7	0	-

**Note: Only cases under litigation have been considered.*

31. 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 (R) or opportunity (O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
1	Climate Change & Energy Management	R&O	Transitions to low-carbon logistics and optimizing fuel/energy use are critical for reducing Delhivery's carbon footprint and operational costs. Regulatory shifts and climate-related physical risks pose challenges, while EV adoption presents competitive advantages.	We are partnering with certified vendors for responsible waste disposal; promoting the use of recyclable or reusable packaging materials; and spearheading industry-wide sustainability initiatives.	Positive (Cost savings and market share) & Negative (Transition costs and regulatory penalties)
2	Circular Economy & Waste Management	R&O	Managing waste from packaging and operations (including e-waste & hazardous goods) is vital for environmental compliance. Shifting towards sustainable materials and reuse models reduces environmental impact and material costs.	We maintain an organization-wide compliance framework, implementing a code of conduct for all employees/ partners, and establishing dedicated teams for internal audits and legal oversight.	Positive (Resource efficiency) & Negative (Compliance and disposal costs)
3	Corporate Governance & Business Ethics	R	Strict adherence to legal frameworks, ethical conduct, and transparency is essential to maintain the license to operate, avoid legal penalties, and protect Delhivery's reputation as a market leader.	We conduct periodic supplier sustainability assessments and have adopted a Supplier Code of Conduct, towards prioritizing vendors that align with Delhivery's sustainability standards.	Negative (Risk of fines, legal costs, and loss of investor trust if compromised)
4	Sustainable Supply Chain	R	Delhivery relies on its network of vendors, carriers, and partners. Lapses in their ESG performance (e.g., labor violations or high emissions) can disrupt operations, cause reputational damage, and impact overall sustainability goals.	Delhivery enforces a robust set of OHSMS policies, performs periodic Hazard Identification & Risk Assessments (HIRA), and conducts continuous safety training for our employees and workers.	Negative (Supply chain disruptions and brand damage)
5	Occupational Health & Safety	R	With a large workforce involved in warehousing and logistics, ensuring physical safety and preventing workplace accidents or road mishaps is critical to fulfil our operational responsibility.	NA	Negative (Potential liability, compensation costs, and operational downtime)
6	Employee Training & Development	O	Upskilling the workforce enhances service quality and operational efficiency. Continuous learning programs improve employee engagement and retention, providing a competitive edge in a service-oriented industry.	Delhivery safeguards the confidentiality, integrity, and availability of its information assets through robust systems, ongoing cybersecurity investments, regular assessments, and compliance with national and international regulations.	Positive (Enhanced productivity, better service delivery, and lower recruitment costs)

S. No.	Material issue identified	Indicate whether risk (R) or opportunity (O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
7	Data Privacy & Security	R	As a data-driven logistics company, protecting customer and partner information is paramount. Cyber threats or data breaches can lead to significant trust deficits and regulatory sanctions.	We regularly run Business Continuity Planning exercises and reinforce infrastructure at key facilities to improve resilience against disruptions and disasters, guided by the Risk Management Committee.	Negative (Legal liabilities and loss of customer confidence)
8	Business Preparedness & Resiliency	R	Disruptions from climate events, pandemics, or infrastructure failures can halt the supply chain. Robust business continuity planning is essential for ensuring uninterrupted service and minimize losses to customers.	Delhivery ensures all vehicles on the road—whether company- or vendor-owned—comply with legal fitness and emission standards, while encouraging vendors to upgrade and modernize their fleets.	Negative (Revenue loss during disruptions)
9	Air Quality Management	R	Emissions from Delhivery's large internal and vendor-owned fleets contribute to air pollution. Stricter emission norms and urban entry restrictions require proactive fleet management.	NA	Negative (Fleet upgrade costs and non-compliance fines)
10	Diversity, Equity & Inclusion (DEI)	O	Fostering a diverse workforce brings varied perspectives and fuels innovation. Inclusive cultures attract top talent and reflect the diversity of the customers and communities Delhivery serves.	NA	Positive (Innovation, improved decision-making, and talent attraction)
11	Service Quality & Customer Experience	O	Consistent delivery speed and reliability are core value propositions. Improving service quality directly impacts customer retention and strengthens competitive advantage.	NA	Positive (Customer loyalty and revenue growth)

*Note: We reassessed our materiality in FY 2025-26 to reflect evolving ESG priorities while maintaining continuity with previously identified topics. We benchmarked the identified topics against industry peers and refined them using expert judgment to capture emerging trends. The revised topics were then validated and prioritized through our internal evaluation, and consolidated into a final set based on both expert assessment and our inputs.

B: Management and Process Disclosures

B.1: Policy and management processes

Essential indicators

1-6. Policy and management processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs.					Yes				
1 b. Has the policy been approved by the Board?					Yes				
1 c. Web Link of the Policies, if available					Refer Note 1				

Business Responsibility and Sustainability Report (Contd.)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
2. Whether the entity has translated the policy into procedures.					Yes				
3. Do the enlisted policies extend to your value chain partners?	The 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. Find below the link to the policy - https://www.delhivery.com/wp-content/ uploads/2023/04/sustainable_sourcing_policy_delhivery.pdf								
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 27001:2022 Information Security ISO 45001:2018 Occupational Health and Safety Management System TAPA TSR 2020 Standards Certification TAPA FSR 2020 Standards Certification TAPA Facility Security Requirements 2023								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company had planned to voluntarily carry out 5 projects in FY26.								
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 five projects & incurred a voluntary spend of ₹ 1,62,00,000/- in FY26.								

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 and 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
	Code of Conduct Policy	https://www.delhivery.com/company/investor-relations?sec=policies-codes

Particulars	Applicable Policies	Link for Policies
P2: Businesses should provide goods and services in a manner that is sustainable and safe	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/company/investor-relations?sec=policies-codes
	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 and 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/company/investor-relations?sec=policies-codes
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/company/investor-relations?sec=policies-codes
	Community Grievance Redressal Mechanism	https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.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/company/investor-relations?sec=policies-codes
	Human Rights Policy	https://www.delhivery.com/wp-content/uploads/2023/04/human_rights_policy_delhivery.pdf
	Policy on Prevention, Prohibition and Redressal of Sexual Harassment at Workplace	https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf
P6: Businesses should respect and make efforts to protect and restore the environment.	Health, Safety & Environment Policy	https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf

Business Responsibility and Sustainability Report (Contd.)

Particulars	Applicable Policies	Link for Policies
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/company/investor-relations?sec=policies-codes
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/company/investor-relations?sec=policies-codes
	Information Security & Management (ISM) Policy (Data Privacy & Cyber Security)	https://www.delhivery.com/wp-content/uploads/2023/04/Information-Security-Management-System-ISMS-Policy.pdf

B.2: Governance, leadership and oversight
Essential indicators

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 & 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. **Details about the entity's committee of the board/director responsible for decision making on sustainability related issues?**

Questions	Response
Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues?	Yes

Questions	Response
If yes, provide details	The composition of the CSR & Sustainability Committee is as under: Ms. Aruna Sundararajan[1] (Chairperson) (Non- Executive Independent Director) Ms. Namita Thapar[2] (Chairperson) (Non- Executive Independent Director) Member - Mr. Sahil Barua (Managing Director & CEO) Member - Mr. Kapil Bharati[3] (Executive Director & CTO) Member - Mr. Suraj Saharan[3] (Executive Director & CPO)
If NA, provide explanation	-

Note: (1)Ms. Aruna Sundararajan ceased to be chairperson of the committee w.e.f. January 01, 2026 (2)Ms. Namita Thapar appointed as a member of the committee w.e.f. November 05, 2025, and later designated as chairperson of the Committee w.e.f. January 01, 2026 (3)Mr. Kapil Bharati ceased to be a member and Mr. Suraj Saharan appointed as a member of the committee w.e.f. April 01, 2026.

10. Details of review of NGRBCs by the company:

a. Details about reviewing authority:

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Committee of the Board								
Description of other committee for performance against above policies and follow up action	-								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Committee of the Board								
Description of other committee for compliance with statutory requirements of relevance to the principles and rectification	-								

b. Details about frequency:

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Annually								
Description of any other frequency	-								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Annually								
Description of any other frequency	-								

11. Information about the independent assessment /evaluation of the working of its policies carried out by the entity by an external agency.:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency?	No								
If yes, provide name of the agency	NA								

12. If answer to Q1 of section B.1 - Policy and management processes is "No" i.e. not all principles are covered by a policy, reasons to be stated: NA

Business Responsibility and Sustainability Report (Contd.)

C: Principle Wise Performance Disclosures

C.1: Principle 1

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	4	The Board of Directors & its Committees in their respective meetings regularly discuss & deliberate on key areas such as Health & Safety, Legal & Regulatory updates, ESG, Industry trends, business, technology, compliance, code of conduct, insider trading, Whistle Blower, Data Protection and POSH. The Management Team & KMPs provide in-depth perspectives & insights on these matters.	100%
Key Managerial Personnel	8	POSH, Code of Conduct, WhistleBlower, Anti Bribery, Data Protection, Conflict of Interest, 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	83.9%
Workers	6	POSH, Code of Conduct, WhistleBlower, Anti Bribery, Data Protection & ISO 27001 Policies	71.6%

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):

a-1. Monetary: Penalty/Fine

NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred?
Penalty/Fine	Refer to the Company's website for all disclosures made under Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 at https://www.delhivery.com/company/investor-relations?sec=corporate-announcements&pageNumber=5			
Settlement	NA		NA	
Compounding fee	NA		NA	

a-2. Monetary: Settlement: NA

a-3. Monetary: Compounding Fee: NA

b-1. Non-monetary: Imprisonment: NA

b-2. Non-monetary: Punishment: NA

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. - NA

4. Details about anti-corruption or anti-bribery policy

Questions	Response
Does the entity have anti-corruption or anti-bribery policy?	Yes
If Yes, provide details in brief.	The policy and the internal controls contained in the policy have been designed to prevent Bribery from occurring, to ensure that the conduct of the Company and its personnel is at all times in compliance with Applicable Laws and the standards set out in this Policy, and to enable the Company to respond promptly and effectively to any inquiry or investigation concerning its conduct. This Policy sets out the minimum standards of conduct to be adhered to by all Company personnel and serves as a general guide to anti-bribery compliance. Personnel are expected to exercise sound judgment and seek guidance where uncertainty arises. The Policy applies to all Employees and Associated Persons, and extends to all subsidiaries of the Company, including joint ventures over which the Company exercises control.
Provide a web-link if the entity has anti-corruption or anti-bribery policy.	https://www.delhivery.com/company/investor-relations?sec=policies-codes
If NA, provide an explanatory note.	-

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

Organizational roles	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Complaints type	FY 2025-2026 (Current Financial Year)		FY 2024-2025 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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 or services procured) in the following format*:

Question	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Number of days of accounts payables	55 days	43 days

**Notes:*
1. *The disclosures have been prepared in accordance with Circular No. HO/49/14/14(7)2025-CFD-POD2/I/3762/2026 dated January 30, 2026 (the SEBI Master Circular).*
2. *Previous year's figures are not restated and hence not comparable.*
3. *The above disclosures for the current year are made on standalone basis as the purchases are centralised and accounted in the reporting Company.*

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	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Concentration of Purchases	a.) Purchases from trading houses as % of total purchases	0.85%**	-
	b.) Number of trading houses where purchases are made	12**	-
	c.) Purchases from top 10 trading houses as % of total purchases from trading houses	99.96%**	-
Concentration of Sales	a.) Sales to dealers / distributors as % of total sales	NA***	NA***
	b.) Number of dealers / distributors to whom sales are made	NA***	NA***
	c.) Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA***	NA***
Share of RPTs in	a.) Purchases (Purchases with related parties as % of Total Purchases)	0.50%	3.19%
	b.) Sales (Sales to related parties as % of Total Sales)	0.00%	2.49%
	c.) Loans & advances (Loans & advances given to related parties as % of Total loans & advances)	10.27%	97.04%
	d.) Investments (Investments in related parties as % of Total Investments made)	27.43%	39.24%

**Notes:*
1. Disclosures are aligned with SEBI Master Circular.
2. Previous year's figures are not restated and hence not comparable except for disclosures under "Concentration of sales".
3. The above current year disclosures related to purchases made on standalone basis as the purchases are centralised and accounted in the reporting Company, except for purchases from related parties which is disclosed on consolidated basis.
4. For the purpose of the current year disclosures, balances with government authorities, contract assets and prepaid expenses have been excluded from the computation of total loans and advances. Advances to employees, however, have been included in the total loans and advances reported.
*** For Trading Houses: The disclosure in this regard has been provided on the basis of analysis of 100 high value vendors and this will be augmented on a go-forward basis.*
**** Sales to aggregators and co-loaders have been excluded from sales to dealers and distributors in alignment with the SEBI Master Circular and previous year figures have been restated for consistency.*

C.2: Principle 2

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.

Expenditure type	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	0	0	R&D expenditure is being incurred by Delhivery USA, but not in specific technologies to improve the environmental & social impacts of product & processes.
Capex	39.63%	36.4%	For FY26 – Efforts such as induction of fuel efficient 43-46 ft tractor trailers, LNG trucks, BS-VI Volvo trucks & rooftop solar installations have helped reduce the overall logistics intensity when compared with FY25.

2. Details about sustainable sourcing:

Questions	Response
Does the entity have procedures in place for sustainable sourcing?	Yes
If yes, what percentage of inputs were sourced sustainably?	75%

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for the following waste categories.

Questions	Process description
a. Plastics (including packaging	In the 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: Polypropylene (PP) woven bags are being used 3+ times to move shipments from one location to another. Upon the end of life, these bags are sent to authorised scrap dealers who treat them as per defined norms.
b. E-waste	E-waste is disposed of only through authorised E-waste scrap dealers; upon disposal green certificates are issued by the scrap dealers.
c. Hazardous waste	Hazardous Waste generated in our business is negligible.
d. Other waste	Other Waste such as Wood, Iron & other metals, Paper & Tyres are disposed through vendors for recycling

4. Details about Extended Producer Responsibility (EPR):

Questions	Response
Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities.	Yes
If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?	Work in progress.
If not, provide steps taken to address the same.	-

C.3: Principle 3

1. Details regarding well-being of employees and workers:

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

Category	Total (A)	% of employees covered by									
		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	22,572	22,572	100%	22,572	100%	0	0	22,572	100%	0	0
Female	2,011	2,011	100%	2,011	100%	2,011	100%	0	0	2,011	100%
Other	0	0	0	0	0	0	0	0	0	0	0
Total	**24,583**	**24,583**	**100%**	**24,583**	**100%**	**2,011**	**8.18%**	**22,572**	**91.82%**	**2,011**	**8.18%**
Other than permanent employees											
Male	195	195	100%	195	100%	0	0	0	0	0	0
Female	77	77	100%	77	100%	77	100%	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	**272**	**272**	**100%**	**272**	**100%**	**77**	**28.31%**	**0**	**0**	**0**	**0**

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

Category	Total (A)	% of employees covered by									
		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	3,192	3,192	100%	3,192	100%	0	0	3,192	100%	0	0
Female	157	157	100%	157	100%	157	100%	0	0	157	100%
Other	0	0	0	0	0	0	0	0	0	0	0
Total	**3,349**	**3,349**	**100%**	**3,349**	**100%**	**157**	**4.69%**	**3,192**	**95.31%**	**157**	**4.69%**
Other than permanent workers											
Male	40,168	40,168	100%	40,168	100%	0	0	40,168	100%	0	0
Female	5,261	5,261	100%	5,261	100%	5,261	100%	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	**45,429**	**45,429**	**100%**	**45,429**	**100%**	**5,261**	**11.58%**	**40,168**	**88.42%**	**0**	**0**

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

Organizational roles	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
i) Cost incurred on wellbeing measures as a % of total revenue of the company	0.47%	0.32%

**Notes:*
1. Disclosures are aligned with SEBI Master Circular.
2. Previous year's figures are not restated and hence not comparable.
3. The above disclosure includes expenses incurred by the Company towards employee well-being measures, including life insurance, health insurance, staff welfare expenses (such as expenses towards sports/gym facilities), daycare, maternity leave and paternity leave.

2. Details of retirement benefits, for the current and previous financial year.

Benefits	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	NA
ESI	26.82%	89.58%	Yes	30.43%	90%	Yes

3. Accessibility of workplaces

Questions	Response
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?	Yes
If not, whether any steps are being taken by the entity in this regard.	-

4. Details about equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

Questions	Response
Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?	Yes
If so, provide a web-link to the policy.	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 & promote diversity in the workplace. https://www.delhivery.com/wp-content/uploads/2023/04/equal-employment_opportunity_policy.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	99%	88.57%	97.8%	83.52%
Female	95%	92.5%	80%	80%
Other	0	0	0	0
Total	**98.78%**	**88.83%**	**96.87%**	**83.33%**

6. Details regarding employee & worker grievance redressal mechanism availability:

a. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?

Yes

b. If yes, give details of the mechanism in brief.

Category	Yes/No	If Yes, then give details of the mechanism in brief
Permanent workers	Yes	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. 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 Policy on Prevention, Prohibition and Redressal of Sexual Harassment at Workplace of the Company outlines the procedures for preventing & addressing any instances of sexual harassment within the organisation. 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 - https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf
Other than permanent workers	Yes	
Permanent employees	Yes	
Other than permanent employees	Yes	

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	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	**24,583**	**0**	**0**	**19,984**	**0**	**0**
Male	22,572	0	0	18,326	0	0
Female	2,011	0	0	1,658	0	0
Other	0	0	0	0	0	0
Total permanent workers	**3,349**	**0**	**0**	**4,352**	**0**	**0**
Male	3,192	0	0	4,170	0	0
Female	157	0	0	182	0	0
Other	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	FY 2025-2026 (Current Financial Year)					FY 2024-2025 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	22,572	18,333	81.22%	18,739	83.02%	18,392	13,873	75.43%	15,311	83.25%
Female	2,011	1,128	56.09%	1,164	57.88%	1,681	864	51.4%	1,042	61.99%
Other	0	0	0	0	0	0	0	0	0	0
Total	**24,583**	**19,461**	**79.16%**	**19,903**	**80.96%**	**20,073**	**14,737**	**73.42%**	**16,353**	**81.47%**

Category	FY 2025-2026 (Current Financial Year)					FY 2024-2025 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Workers										
Male	43,360	10,818	24.95%	13,746	31.7%	38,183	9,922	25.99%	17,729	46.43%
Female	5,418	3,413	62.99%	3,883	71.67%	3,809	1,246	32.71%	2,508	65.84%
Other	0	0	0	0	0	0	0	0	0	0
Total	**48,778**	**14,231**	**29.18%**	**17,629**	**36.14%**	**41,992**	**11,168**	**26.6%**	**20,237**	**48.19%**

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Total (A)	Number (B)	% (B/A)	Total (C)	Number (D)	% (D/C)
Employees						
Male	22,572	18,379	81.42%	18,392	15,274	83.05%
Female	2,011	1,642	81.65%	1,681	1,309	77.87%
Other	0	0	0	0	0	0
Total	**24,583**	**20,021**	**81.44%**	**20,073**	**16,583**	**82.61%**
Workers						
Male	43,360	2,435	5.62%	38,183	3,406	8.92%
Female	5,418	124	2.29%	3,809	135	3.54%
Other	0	0	0	0	0	0
Total	**48,778**	**2,559**	**5.25%**	**41,992**	**3,541**	**8.43%**

10. Health and safety management system:

Questions	Response
a. Whether an occupational health and safety management system has been implemented by the entity?	Yes
If yes, the coverage such system?	Yes, an occupational health & safety management system has been implemented by Delhivery & has 100% coverage for all facilities & employees.
If NA, provide an explanatory note:	NA
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) exercise is conducted periodically, in which potential hazards are identified. These hazards are either mitigated with immediate effect or the concerned team takes charge & takes steps to mitigate the risk in a time bound manner. Regular audits to take note of fire related risks, near misses & other environmental related risks are carried out. In addition, third party audits are conducted in our large facilities to identify & mitigate issues pertaining to health & safety.

Questions	Response
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.	Yes
If NA, provide an explanatory note:	-
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?	Yes
If NA, provide an explanatory note:	-

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

Safety incident/number	Category**	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Lost time injury frequency rate (LTIFR) (per one million-person hours worked)	Employees	0.99	0.5
	Workers	1.06	1.09
Total recordable work-related injuries	Employees	53	105
	Workers	110	442
No. of fatalities	Employees	5	4
	Workers	10	17
High consequence work-related injury or ill-health (excluding fatalities)	Employees	1	79
	Workers	3	248

**Notes:*
1. Disclosures are aligned with SEBI Master Circular.
2. Previous year's figures are not restated and hence not comparable.
3. Gig workers and third-party contractual workers engaged under service contracts have been excluded.
4. The Lost Time Injury figures reported above include work-related injuries resulting in an absence from work of 48 hours or more.
5. The above LTIFR calculations are based on total man-days paid for during the reporting period, with 8 working hours considered per man-day.
6. The Company is in the process of strengthening its controls for recording, tracking, measuring, and monitoring safety incidents and related information.

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

The Company is dedicated to ensuring a secure and healthy workplace through a comprehensive Occupational Health and Safety (OHS) management system. Key initiatives under this framework include:

- **Training:** We conduct mandatory safety inductions and periodic refresher sessions for all employees and contract workers, with a specialized focus on warehouse safety protocols and defensive driving techniques.
- **Infrastructure:** Our facilities are equipped with advanced fire suppression systems and ergonomic workstations, coupled with the strictly enforced use of Personal Protective Equipment (PPE) in all operational zones.
- **Monitoring:** A dedicated Safety Committee performs regular oversight of incident trends and manages the execution of corrective actions to drive continuous safety performance improvements.
- **Specialized Training:** Specific job-related training modules, such as defensive driving and fire incident command systems, are provided to personnel in specialized roles.
- **ITPM:** We adhere to a periodic Inspection, Testing, and Preventive Maintenance (ITPM) schedule for all critical equipment, including BOPT, HOPT, trailers, and firefighting systems.

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	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	38	0	0	79	0	0
Health and safety	3	0	0	4	0	0

14. Assessments for the year:

Category	% 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.

The Company is focusing on robust Dangerous Goods management and upgrading fire safety infrastructure. We have strictly prohibited the entry of hazardous materials like oxidizers & non-compliant lithium-ion batteries into our network. Additionally, to directly address the specific risk of battery-related thermal events, we have currently installed specialized lithium-ion battery fire extinguishers across our Pan-India operations, supported by updated safety guidelines and regular facility compliance audits & fire drills.

C.4: Principle 4

1. Describe the processes for identifying key stakeholder groups of the entity.

As an integrated logistics service provider, Delhivery engages with a vast network of stakeholders across its supply chain. Identifying and prioritizing these groups is fundamental to maintaining operational excellence and efficiency. We utilize a comprehensive stakeholder matrix that consolidates all internal and external entities, regardless of their proximity to our core operations. These stakeholders are systematically evaluated and scored against four key pillars:

- **Impact:** Assessing how stakeholder intent and perspectives may influence our standard business trajectory.
- **Interest:** Evaluating the tangible or intangible benefits a stakeholder derives from or seeks through their association with the Company.
- **Influence/Power:** Gauging the degree of decision-making authority or leverage a stakeholder possesses within our ecosystem.
- **Involvement:** Measuring the frequency and depth of a stakeholder's participation in our day-to-day business functions.

Each of these parameters is assigned a specific weightage. Stakeholders whose aggregate scores exceed a predefined threshold are classified as priority stakeholders, enabling Delhivery to focus its engagement efforts and ensure sustainable, effective business conduct.

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	Channels of communication	Details of other channels of communication	Frequency of engagement	Details of other frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Business Owners (KMP)/ BOD/ Company Leaders	No	Other	Board Meeting, Annual shareholder meetings, Email, SMS communication	Others – please specify	Frequent & need based	To take feedback on business operations & other important matters of the company.
Employees/ Workers	No	Other	Direct & other communication mechanisms Delhivery Vibe, Email, SMS, HR Helpline	Others – please specify	Daily	To be available for addressing employee grievances & taking feedback.
Shareholders/ Investors/ Creditors	No	Other	Email, SMS, newspaper advertisement, notice board, website, Annual General Meetings, intimation to stock exchanges, annual/quarterly financials & investor meetings/ conferences	Others – please specify	Quarterly & need based	To stay abreast of quarterly financial performance of the company & developments in the Company & its subsidiary companies.
Customers & Consignee	No	Other	Multiple channels – physical & digital	Others – please specify	Frequent & need based	To resolve stakeholder queries & address their grievances.
Vendors & Suppliers	No	Other	Multiple channels – physical & digital	Others – please specify	Frequent & need based	To resolve stakeholder queries & address their grievances.
Regional or National Communities	No	Other	Directly	Others – please specify	Frequent & need based	To resolve stakeholder queries & address their grievances.

C.5: Principle 5

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 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	24,583	21,730	88.39%	19,984	19,551	97.83%
Other than permanent	272	220	80.88%	96	83	86.46%
Total employees	**24,855**	**21,950**	**88.31%**	**20,080**	**19,634**	**97.78%**
Workers						
Permanent	3,349	1,330	39.71%	4,352	2,987	68.64%
Other than permanent	45,429	35,582	78.32%	37,640	28,821	76.57%
Total workers	**48,778**	**36,912**	**75.67%**	**41,992**	**31,808**	**75.75%**

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

Category	FY 2025-2026 (Current Financial Year)					FY 2024-2025 (Previous Financial Year)				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent	**24,583**	**292**	**1.19%**	**24,291**	**98.81%**	**19,984**	**293**	**1.47%**	**19,690**	**98.53%**
Male	22,572	262	1.16%	22,310	98.84%	18,326	271	1.48%	18,054	98.52%
Female	2,011	30	1.49%	1,981	98.51%	1,658	22	1.33%	1,636	98.67%
Other	0	0	0	0	0	0	0	0	0	0
Other than permanent	**272**	**0**	**0**	**272**	**100%**	**96**	**0**	**0**	**96**	**100%**
Male	195	0	0	195	100%	71	0	0	71	100%
Female	77	0	0	77	100%	25	0	0	25	100%
Other	0	0	0	0	0	0	0	0	0	0
Workers										
Permanent	**3,349**	**135**	**4.03%**	**3,214**	**95.97%**	**4,352**	**666**	**15.3%**	**3,686**	**84.7%**
Male	3,192	133	4.17%	3,059	95.83%	4,170	657	15.76%	3,513	84.24%
Female	157	2	1.27%	155	98.73%	182	9	4.95%	173	95.05%
Other	0	0	0	0	0	0	0	0	0	0
Other than permanent	**45,429**	**15,217**	**33.5%**	**30,212**	**66.5%**	**37,640**	**18,648**	**49.54%**	**18,992**	**50.46%**
Male	40,168	13,543	33.72%	26,625	66.28%	34,013	16,359	48.1%	17,654	51.9%
Female	5,261	1,674	31.82%	3,587	68.18%	3,627	2,289	63.11%	1,338	36.89%
Other	0	0	0	0	0	0	0	0	0	0

3. Details of remuneration/salary/wages:

a. Median remuneration/wages:

Category	Male		Female		Other	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)	8	8,600,000	3	4,500,000	0	0
Key Managerial Personnel	2	24,025,567*	2**	16,891,042*	0	0
Employees other than BoD and KMP	13,302**	327,734*	1,160**	364,103*	0	0
Workers	2,877**	232,770*	106**	217,592*	0	0

Notes:
**Does not include perquisite income earned through exercise of ESOPs.*
*** For Employees/ Workers who have been with the organization for the entire FY2025-26 across all Delhivery entities.*

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

Question	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Gross wages paid to females as % of total wages	9.50%	9.41%

**Notes:*
1. Disclosures are aligned with SEBI Master Circular.
2. Previous year's figures are not restated and hence not comparable.
3. Gig workers and third-party contractual workers engaged under service contracts have been excluded.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?

The Company has established a dedicated focal point to address human rights impacts and issues. Our Internal Committee, constituted under the POSH Act, along with dedicated teams, ensures the identification and mitigation of any human rights violations, fostering a safe and secure work environment for all employees.

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

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. 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 Policy on Prevention, Prohibition and Redressal of Sexual Harassment at Workplace of the Company outlines the procedures for preventing & addressing any instances of sexual harassment within the organisation.

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	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	44	1		50	5	
Discrimination at workplace	0	0		0	0	
Child labour	0	0		0	0	
Forced labour/involuntary labour	0	0		0	0	
Wages	288	0		256	0	
Other human rights related issues	0	0		0	0	

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

Category	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	44	50
Female employees / workers	6,499	5,492
Complaints on POSH as a % of female employees / workers	0.68%	0.91%
Complaints on POSH upheld	34	40

**Notes:*
1. *The POSH Act applies in India; therefore, the reported cases disclosed have been filed by women employees and other women at the workplaces of the group of entities located within India, as the Act protects the rights of all women working or visiting workplaces, regardless of their employment status.*
2. *Above disclosure on Complaints on POSH upheld, include 4 cases that were pending resolution at the end of previous reporting period.*

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

The Company is dedicated to providing a workplace environment that is free from any form of harassment, including sexual harassment, and maintains a strict zero-tolerance policy toward such behavior. Delhivery actively encourages the reporting of harassment concerns and is committed to responding promptly to all complaints regarding unwelcome or offensive conduct. To ensure effective oversight, Internal Committees have been constituted with comprehensive representation across all operational regions and business units, with members receiving specialized training to discharge their duties effectively. Furthermore, regular awareness and training programs are conducted to ensure that all employees and workers are fully informed of the Company's policies and the available grievance redressal mechanisms. To support a safe reporting culture, the POSH Helpline provides a secure platform that ensures complete anonymity for the complainant.

9. **Provide details regarding human rights requirements in business agreements and contracts**

Questions	Response
Do human rights requirements form part of your business agreements and contracts?	Yes
If NA then, provide an explanatory note.	NA

Note: We formulated a Supplier Code of Conduct in FY23, which has clauses related to Human Rights, among other points. The Supplier Code of Conduct forms part of the Purchase Orders issued to our vendors/suppliers. Going forward, a specific clause will be added to agreements implying that vendors/suppliers agree to comply with the principles and requirements set for human rights, among other points.

10. Assessments for the year:

Category	% 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%

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

C.6: Principle 6

1.a. Details of total energy consumption (in joules or multiples) and energy intensity*:

Parameter	Unit	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
From renewable sources			
Total electricity consumption (A)	GJ	11,979	17,184.58
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumed from renewable sources (A+B+C)	GJ	**11,979**	**17,184.58**
From non-renewable sources			
Total electricity consumption (D)	GJ	361,063.64	302,777.75
Total fuel consumption (E)	GJ	3,262,161.78	2,370,112.85
Energy consumption through other sources (F)	GJ	0	0
Total energy consumed from non-renewable sources (D+E+F)	GJ	**3,623,225.42**	**2,672,890.6**
Total energy consumed (A+B+C+D+E+F)	GJ	**3,635,204.42**	**2,690,075.18**
Energy intensity per rupee of turnover (Total energy consumed/revenue from operations)	GJ/₹ turnover	0.00003459	0.00003012
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/revenue from operations adjusted for PPP)	GJ/US$ turnover	0.00070374	0.00060470
Energy intensity in terms of physical output	kJ/t-km	915.7	726.8

**Notes:*
1. *Disclosures are aligned with SEBI Master Circular.*
2. *Previous year's figures have been restated to align with the current year's classification and methodology, except for solar energy consumption procured from third parties through power purchase agreements (PPAs).*
3. *Electricity metrics are calculated using a combination of actual consumption data and spend-based approach.*
4. *Diesel consumption for DG set operations is estimated using FY25–26 Average Retail Selling Price (RSP) of Petrol, Diesel and Domestic LPG from Petroleum Planning & Analysis Cell (PPAC), Ministry of Petroleum & Natural Gas, Government of India, while energy consumption for owned freight operations is calculated using India-specific fuel intensity factors from GLEC v3.1.*
5. *PPP conversion factors for FY25-26 (20.343) & FY24-25 (20.078) re-sourced from IMF (https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND) which have resulted in change of FY24-25 numbers as well.*

b. Details about any independent assessment/evaluation/assurance by an external agency:

Questions	Response
Indicate if any independent assurance has been carried out by an external agency?	Yes
If yes, name of the external agency.	Deloitte Haskins & Sells LLP

2. Details about Performance, Achieve and Trade (PAT) Scheme of the Government of India:

Questions	Response
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?	No
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.	NA

3. Details of the following disclosures related to water:

a. Provide details of the following disclosures related to water withdrawal by source, in the following format*:

Parameter	Unit	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Water withdrawal by source			
(i) Surface water	kilolitres	0	0
(ii) Groundwater	kilolitres	0	0
(iii) hird party water	kilolitres	1,046,691.00	980,309.00
(iv)Seawater/desalinated water	kilolitres	0	0
(v) Others	kilolitres	0	0
Total volume of water withdrawal (i + ii + iii + iv + v)	**kilolitres**	**1,046,691.00**	**980,309.00**
Total volume of water consumption	**kilolitres**	**209,338.00**	**196,062.00**
Water intensity per rupee of turnover **(Total water consumption / Revenue from operations)**	kilolitres/₹ turnover	0.000001992	0.000002195
Water intensity per rupee of turnover adjusted for purchasing power parity \ **(Total water consumption / Revenue from operations adjusted for PPP)**	kilolitres/ US$ turnover	0.0000405	0.0000441
Water intensity in terms of physical output **(Total water consumption / physical unit)**	Kilolitres/ t-Km	0.053	0.068
Water intensity (optional) – the relevant metric may be selected by the entity			

**Notes:*

1. Disclosures are aligned with SEBI Master Circular.

2. Previous year's figures have been restated to align with the current year's classification and Methodology.

3. In 2025-26, the Company transitioned from a spend-based analysis to a headcount-based estimation methodology as a methodological enhancement. Accordingly, water metrics have been calculated based on the total annual man-days of employees and workers, including contractual workers engaged under both service contracts and manpower contracts. Based on the National Building Code (NBC) 2016 standards, third-party water withdrawal has been estimated at 45 litres per person per day (lphd). In accordance with Government of India norms for sewage generation, 80% of the estimated water withdrawal has been assumed to be discharged untreated to third parties. Accordingly, net water consumption has been determined as the difference between total estimated water withdrawal and estimated discharge.

4. Owing to the methodological change described above, last year's water metrics are restated for consistency and comparability.

5. PPP conversion factors for FY25-26 (20.343) & FY24-25 (20.078) re-sourced from IMF (https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND) which have resulted in change of FY24-25 numbers as well.

b. Details about any independent assessment/evaluation/assurance by an external agency:

Questions	Response
Indicate if any independent assurance has been carried out by an external agency?	Yes
If yes, name of the external agency.	Deloitte Haskins & Sells LLP

4. Details related to water discharged:

a. Provide the following details related to water discharged, in the following format*:

Parameter	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
(ii) To Groundwater	0	0
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
(iii) To Seawater	0	0
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
(iv) Sent to third-parties	837,353.00	784,247.00
-No treatment	837,353.00	784,247.00
-With treatment - please specify level of treatment	0	0
(v) Others	0	0
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
Total water discharged (in kilolitres)	**837,353.00**	**784,247.00**

**Notes:*

1. *Disclosures are aligned with SEBI Master Circular.*
2. *Wastewater discharge is estimated based on NITI Aayog and CPCB guidance, with 80% of domestic water withdrawal assumed to be discharged. Due to limited reliable STP data on treatment and reuse, the discharge is conservatively classified as discharged to third parties without treatment. The Company is strengthening its data collection and monitoring processes to enhance the accuracy of future reporting.*
3. *Previous year's figures have been restated to align with the current year's classification and methodology.*

b. Details about any independent assessment/evaluation/assurance by an external agency:

Questions	Response
Indicate if any independent assurance has been carried out by an external agency?	Yes
If yes, name of the external agency.	Deloitte Haskins & Sells LLP

5. Details about zero liquid discharge (ZLD):

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.a. Details of air emissions (other than GHG emissions) by the entity*:

Parameter	Please specify unit	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
NOx	Tonne	1,518.01	3,969.47
SOx	Tonne	0	2.21
Particulate matter (PM)	Tonne	32.17	132.21
Persistent organic pollutants (POP)	Tonne	0	0
Volatile organic compounds (VOC)	Tonne	0	0
Hazardous air pollutants (HAP)	Tonne	0	0
Others - please specify			
Others - Hydrocarbons (HC)	Tonne	11.83	615.93
Others - Carbon Monoxide (CO)	Tonne	356.83	7,721.2

b. Details about any independent assessment/evaluation/assurance by an external agency:

Questions	Response
Indicate if any independent assurance has been carried out by an external agency?	Yes
If yes, name of the external agency.	Deloitte Haskins & Sells LLP

**Note: For FY 2025-2026, Emissions for CO, PM, SOx and NOx are calculated only for owned vehicles using GLEC v3.1. For Hydrocarbons, the emissions for owned vehicles are calculated using HBEFA (https://hbefaonline.hbefa.net/EN/MainSite.asp) by taking the average of country-wise emission factors.*

7.a. Details of greenhouse gas emissions (scope 1 and scope 2 emissions) & its intensity*:

Parameter	Unit	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Total scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO_2e	203,706.00	186,222.92
Total scope 2 emissions(Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO_2e	71,210	61,144.3
Total scope 1 and scope 2 emission intensity per rupee of turnover (Total scope 1 and scope 2 GHG emissions / Revenue from operations)	tCO_2e/₹ turnover	0.000002616	0.000002769
Total scope 1 and scope 2emission 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)	tCO_2e/ US$ turnover	0.0000532210	0.0000556056
Total scope 1 and scope 2 emission intensity in terms of physical output	tCO2e/ t-km	69.25	66.83
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?		Yes	
If yes, name of the external agency.		Deloitte Haskins & Sells LLP	

**Notes:*
1. Disclosures are aligned with SEBI Master Circular.
2. Previous year's figures have been restated to align with the current year's classification and methodology.
3. Scope 1 and Scope 2 emissions are calculated using IPCC emission factors for fuel consumption and fugitive emissions, CEA grid emission factors for electricity consumption, and GLEC v3.1 emission factors for owned freight operations.
4. PPP conversion factors for FY25-26 (20.343) & FY24-25 (20.078) re-sourced from IMF (https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND) which have resulted in change of FY24-25 numbers as well.

8. Details about projects related to reducing GHG emission.

a. Does the entity have any project related to reducing GHG emission?

Yes

b. If yes, then provide details.

Delhivery maintained its commitment to transitioning toward cleaner energy sources across its pan-India operations. By the conclusion of FY26, our total installed solar power capacity stood at 5 MW (this includes capacity directly attributable to Delhivery). Looking ahead, the Company aims to augment this capacity during FY27.

As part of our sustainable fleet management strategy, we continued to induct high-form-factor, fuel-efficient tractors, which achieve 17% to 44% greater fuel efficiency per kilogram per kilometre compared to conventional industry standard vehicles. Through strategic partnerships with our vendors, we added 123 tractors in FY26, bringing our total tractor fleet to 624. Furthermore, we expanded our LNG tractor fleet by adding 30 units, resulting in a total of 50 LNG tractors. We also maintain ongoing collaborations with OEMs to pilot innovative road trailers and electric vehicles (EVs) for mid-mile logistics.

Complementing our mid-mile initiatives, Delhivery accelerated the integration of alternative fuel vehicles within its first-mile, carting, and last-mile operations. By the end of FY26, our total contracted fleet included over 3,000 vehicles powered by CNG or electricity, an increase from approximately 1,600 units at the close of FY25. Significantly, our EV fleet expanded to 939 units across the 2W, 3W, and 4W categories as of March 31, 2026. The induction of 736 electric vehicles during FY26 reflects a ~4.6x growth over FY25 levels.

Through sustained operational efficiencies, we limited the year-on-year increase in our Scope 1 and Scope 2 logistics emissions intensity to 3.6%, from 66.83 gCO_2e/t-km to 69.25 gCO_2e/t-km, despite an 18% increase in revenue. This demonstrates that emissions intensity growth remained well below business growth, supporting our broader emissions mitigation goals.

C. If NA, provide explanatory note: NA

9. Details related to waste management:

a. Different types of waste generated by the entity*:

Parameter	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Total waste generated (in metric tonnes)		
Plastic waste (A)	2,149.6	1,686.59
E-waste (B)	188.9	0
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	61	1.6
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any	2,242	791.73
Total (A+B+C+D+E+F+G+H)	**4,651.5**	**2,479.92**
Waste intensity per rupee of turnover (tonne/₹ turnover)	0.0000000442	0.0000000278
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (tonne/US$ turnover)	0.000000899	0.000000557
Waste intensity in terms of physical output (tonne per t-km)	0.00000117	0.00000067

**Notes:*

1. Disclosures are aligned with SEBI Master Circular.

2. Waste data is recorded at the time of disposal, as tracking waste generation is challenging. Therefore, it is assumed that waste disposal represents waste generation across all sites.

3. *Currently, hazardous waste and sludge are not disclosed due to limited data availability. Food waste reporting covers key South-region locations, with efforts underway to expand coverage across all regions and strengthen waste monitoring for more comprehensive future disclosures.*
4. *Previous year's figures have been restated to align with the current year's classification and methodology.*
5. *Waste quantities reported in numerical units were converted to weight using standard industry references, and reasonable assumptions were applied where treatment information was unavailable.*
6. *PPP conversion factors for FY25-26 (20.343) & FY24-25 (20.078) re-sourced from IMF (https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND) which have resulted in change of FY24-25 numbers as well.*

b. For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Parameter	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Category of waste (in metric tonnes)		
(i) Recycled	4,107	0
(ii) Re-used	69	0
Other recovery operations	40	0
Total	**4,216**	**0**

b. For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Parameter	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Category of waste (in metric tonnes)		
(i) Incineration	0	0
(ii) Landfilling	424	0
Other disposal operations	0	2,479.92
Total	**424**	**2,479.92**

d. Details about any independent assessment/evaluation/assurance by an external agency:

Questions	Response
Indicate if any independent assurance has been carried out by an external agency?	Yes
If yes, name of the external agency.	Deloitte Haskins & Sells LLP

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.

Owing to the inherent nature of our business, hazardous and toxic chemicals are not utilized within our operational processes. Delhivery has implemented robust, pan-India systems for the comprehensive management of e-waste, which is disposed of exclusively through partnerships with certified specialist vendors. Furthermore, as a core component of our sustainable sourcing strategy, we require all suppliers to incorporate a minimum of 20% recycled content in the manufacturing of 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:**

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with?	If no, the reasons thereof and corrective action taken, if any.
1	Bangalore - 2, Mumbai - 1, Rajpura - 2, Coimbatore - 1, Gurgaon - 5, Hyderabad- 1, Kolkata - 1, Ludhiana - 1, Sonipat-1,	Warehousing & Storage	Yes	Compliance level on Building Permit is 100%. Compliance level on Environmental Compliance (EC) is 60%, as some of the facilities were constructed during a period when EC was not applicable.

Note: All Company offices & facilities are located in premises which have the requisite building permits, including environmental approvals. Environmental Clearance (EC) is only required in properties which are above 2.15 lakh sq.ft. in size, hence only those facilities have been considered for the table above.

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

Not Applicable, as Environmental Impact Assessment (EIA) is mandatory for large-scale projects such as crude oil refineries, nuclear power stations, quarries, open-cast mines, and industrial estates. As a service-based entity, Delhivery ensures that all offices and facilities are located in premises which have obtained the requisite building permits and environmental approvals.

13. **Compliance with Environmental Laws and Regulations**

a. **Details of compliance with applicable environmental law/ regulations/ guidelines in India:**

Questions	Response
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/NA)	Yes, we work towards ensuring compliance wherever required.
If NA, provide details	

b. **If not, provide details of all such non-compliances, in the following format:** NA

Leadership indicators

2. **Details of total scope 3 emissions & its intensity.**

a. **Please provide details of total scope 3 emissions & its intensity:**

Parameter	Unit	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Total scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	tCO_2e	596,047.00	569,765.93
Total scope 3 emissions per rupee of turnover	tCO_2e/₹ turnover	0.000005672	0.000006379

Notes:

1. *Scope 3 Categories 1 and 2 emissions are calculated using annual procurement spend and USEEIO spend-based emission factors.*
2. *Scope 3 Categories 3–7 are calculated using activity-based methodologies, including well-to-tank factors for owned freight, well-to-wheel factors for third-party freight, waste type and treatment-specific factors, business travel and hotel stay data, and employee commuting data.*

C.7: Principle 7

Essential indicators

1. **Provide details regarding trade & industry association memberships and affiliations:**

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

1

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
1	Express Industry Council of India (EICI)	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. -** NA

C.8: Principle 8

Essential indicators

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Not applicable, as Social Impact Assessment (SIA) is required for projects involving land acquisition under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Delhivery operates exclusively through leased and rental facilities and does not engage in direct land acquisition. Consequently, SIA is not applicable to any of the Company's current 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:**

Notes: Not Applicable - no project undertaken

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

Delhivery recognizes individuals as the cornerstone of our business operations. We prioritize understanding and addressing the requirements and expectations of all stakeholders influenced by or interested in our commercial activities. A key stakeholder group is the local communities where we operate. While we endeavor to maintain operations that minimize disruption to neighbouring residents, we acknowledge that concerns may emerge. These are managed via our dedicated community grievance redressal framework. Our Community Grievance Redressal Mechanism provides a structured approach for the timely, equitable, and consistent intake, investigation, response, and resolution of grievances raised by affected communities.

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

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

Category	FY 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	2.36%	1.71%
Sourced directly from within the district and neighbouring districts	99.98%	99.93%

**Notes:*
1. Disclosures are aligned with SEBI Master Circular.
2. Previous year's figures are restated.
3. The above current year disclosures related to purchases are made on standalone basis as the purchases are centralised and accounted in the reporting Company.

Business Responsibility and Sustainability Report (Contd.)

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 2025-2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
1. % of Job creation in Rural areas	16.01%	0.13%
2. % of Job creation in Semi-Urban areas	17.91%	5.95%
3. % of Job creation in Urban areas	35.30%	27.49%
4. % of Job creation in Metropolitan areas	30.78%	66.43%

**Notes:*
1. Disclosures are aligned with SEBI Master Circular.
2. Previous year's figures are not restated and hence not comparable.
3. Gig workers and third-party contractual workers engaged under service contracts have been excluded.

C.9: Principle 9

Essential indicators

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

Delhivery maintains a robust framework for managing consumer grievances and soliciting feedback. We offer diverse engagement channels to ensure accessibility for our consumers, including:

- A dedicated Customer Support portal on the Company website: https://www.delhivery.com/support/
- The Delhivery Mobile Application
- Official social media handles across select platforms.

We leverage a specialized team to monitor and respond to concerns raised via social media. Furthermore, our dedicated Client Experience Team is responsible for addressing queries and receiving service feedback to facilitate continuous product and service enhancement. This team collaborates closely with our Sales and Operations units to provide comprehensive customer support. Internally, all complaints and feedback are systematically recorded and categorized within our proprietary "Jarvis" application. This system automates ticket generation for streamlined tracking and resolution monitoring, ensuring compliance with our established internal Turnaround Time (TAT) benchmarks.

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

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

Notes: Not applicable

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Delivery of essential services	0	0	NA	0	0	NA
Restrictive trade practices	0	0	NA	0	0	NA
Unfair trade practices	0	0	NA	0	0	NA
Other*	116	41	All related to deficiency in services	33	97	All related to deficiency in services

**Note: Only cases under litigation have been considered and added.*

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

Category	Number	Reasons for recall
Voluntary recalls	0	NA
Forced recalls	0	NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy?

Questions	Response
Does the entity have a framework/ policy on cyber security and risks related to data privacy?	Yes
If available, provide a web-link of the policy.	https://www.delhivery.com/privacy-policy

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 & solutions ("Services"). This Privacy Policy informs them of the way in which we collect, use, transfer & store their personal information when they use our Services, as well as their rights in relation to this data. We successfully transitioned from the ISO 27001 - 2013 standard to the 2022 standard, thereby making us ISO 27001:2022 certified. https://www.delhivery.com/privacy-policy Also, our ISMS Policy has been made for safeguarding the confidentiality, integrity & availability of all physical & 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.

Not applicable as there were no relevant cases in FY26.

7. Provide the following information relating to data breaches.

a. Number of instances of data breaches.

0

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

0

c. Impact, if any, of the data breaches.

NA

INDEPENDENT PRACTITIONER'S LIMITED ASSURANCE REPORT ON IDENTIFIED SUSTAINABILITY INFORMATION IN DELHIVERY LIMITED'S BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

To the Board of Directors
of DELHIVERY LIMITED

1. We have undertaken to perform limited assurance engagement, for **DELHIVERY LIMITED** (the "Company") vide our engagement letter dated April 16, 2026, in respect of the agreed Sustainability Information listed below (the "Identified Sustainability Information") in accordance with the Criteria stated in paragraph 3 below. This Sustainability Information is included in the Company's Business Responsibility and Sustainability Report (the "BRSR" or the "Report") included within the Annual Report (the "AR") of the Company for the year ended March 31, 2026. This engagement was conducted by a multidisciplinary team including assurance practitioners, environmental engineers and specialists.

2. Identified Sustainability Information

Our scope of limited assurance consists of the Sustainability Information listed in the Appendix I to our report. The reporting boundary of the Report is as disclosed in Question 13 of Section A: General Disclosure of the Report with exceptions disclosed by way of note under respective questions of the Report, where applicable.

Our limited assurance engagement was with respect to the year ended March 31, 2026 information only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the Report and, therefore, do not express any conclusion thereon.

3. Criteria

The Criteria used by the Company to prepare the Identified Sustainability Information is listed below:

- Regulation 34(2)(f) of the Securities and Exchange Board of India (the "SEBI") (Listing Obligations and Disclosure Requirements), Regulations, 2015 as amended; and
- Business Responsibility and Sustainability Reporting Requirements for listed entities per Master Circular No. HO/49/14/14(7)2025-CFD-POD2/I/3762/2026 dated January 30, 2026 (the "SEBI Master Circular").

4. Management's Responsibility

The Company's management is responsible for selecting or establishing suitable criteria for preparing the Sustainability Information including the reporting boundary of the Report, taking into account applicable laws and regulations, if any, related to reporting on the Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation and maintenance of internal controls relevant to the preparation of the Report and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

5. Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between companies.

6. Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India (the "ICAI") and the SEBI Master Circular and its clarifications thereto and have the required competencies and experience to conduct this assurance engagement.

We apply Standard on Quality Control ("SQC") 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements", and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

7. Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information listed in Appendix I based on the procedures we have performed and evidence we have obtained.

We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", and Standard on Assurance Engagements (SAE) 3410 Assurance Engagements on Greenhouse Gas Statements (together the "Standards"), both issued by the Sustainability Reporting Standards Board (the "SRSB") of the ICAI.

These Standards require that we plan and perform our engagement to obtain limited assurance about whether the Identified Sustainability Information listed in Appendix I and included in the Report is free from material misstatement.

As part of limited assurance engagement in accordance with the Standards, we exercise professional judgment and maintain professional skepticism throughout the engagement.

A limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the Criteria as the basis for the preparation of the Identified Sustainability Information as listed in Appendix I, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal controls, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents and evaluating the appropriateness of quantification methods and reporting policies and agreeing with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Obtained an understanding of the Identified Sustainability Information and related disclosures;
- Obtained an understanding of the assessment criteria and their suitability for the evaluation and/or measurements of the Identified Sustainability Information;
- Made inquiries of Company's management, including security team, finance team, Company Secretarial team, human resources team amongst others and those with the responsibility for preparation of the Report;
- Obtained an understanding of the key systems, processes and controls for recording, processing and reporting on the Identified Sustainability Information at the corporate office and at gateways, fulfillment centres, processing centres & last mile distribution centres on a sample basis. Our procedures did not include evaluating the suitability of design, obtaining evidence about their implementation or testing operating effectiveness of particular control activities;
- Based on the above understanding and the risks that the Identified Sustainability Information may be materially misstated, determined the nature, timing and extent of further procedures;
- Reviewed the key assumptions, emission factors and methodologies used for calculation of Greenhouse Gas (the "GHG") emissions;
- Reviewed the Company's process for collating the sustainability information through agreeing or reconciling the Identified Sustainability Information with the underlying records on a sample basis; and
- Reviewed the consolidation for gateways, fulfillment centres, processing centres & last mile distribution centres on a sample basis and corporate office under the reporting boundary for ensuring the completeness of data being reported.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Identified Sustainability Information have been prepared, in all material respects, in accordance with the Criteria.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

8. Exclusions

Our assurance scope excludes the following and therefore we do not express a conclusion on:

- Operations of the Company other than the Reporting Boundary set out in Question 13 of Section A: General Disclosures of the Report, for the Identified Sustainability Information listed in Appendix I;
- Aspects of the Report and the data/information (qualitative or quantitative) other than the Identified Sustainability Information;
- Data and information outside the defined reporting period i.e. the financial year ended March 31, 2026; and
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company.

9. **Limited Assurance Conclusion**

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Company's Identified Sustainability Information listed in Appendix I and presented in the Report for the year ended March 31, 2026 are not prepared, in all material respects, in accordance with the Criteria as stated in paragraph 3 above.

10. **Restriction on use**

Our Limited Assurance report has been prepared and addressed to the Board of Directors of the Company at the request of the Company solely, to assist the Company in reporting on Company's sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our Limited Assurance report should not be used for any other purpose or by any person other than the addressees of our report. We neither accept nor assume any duty of care or liability for any other purpose or to any other party to whom our report is shown or into whose hands it may come without our prior consent in writing.

For Deloitte Haskins & Sells LLP
Chartered Accountants
(Firm's Registration No. 117366W / W-100018)

Pratiq Shah
Partner
Membership No. 111850
UDIN: 26111850LCFLJJ2653

Place: Mumbai
Date: August 08, 2026

APPENDIX I

Identified Sustainability Information subject to Limited Assurance

Sr. No	Reporting Standard Reference	Description of Indicator
Section C: BRSR Core Indicators : Principle [P] Wise Performance Disclosures - Essential Indicators [E]		
1	P-1 [E], Question 8	Number of days of accounts payables- ((Accounts payable *365) / Cost of goods/services procured).
2	P-1 [E], Question 9	Open-ness of business: Details of concentration of purchases and sales with trading houses and with dealers/distributors respectively, and related parties along-with loans and advances & investments, with related parties.
3	P-3 [E], Question 1(c)	Spending on measures towards well-being of employees and workers (including permanent and other than permanent).
4	P- 3 [E], Question 11	Details of safety related incidents: Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) (employees and workers). Total recordable work-related injuries (employees and workers) - No. of fatalities (employees and workers). - High consequence work-related injury or ill-health (excluding fatalities) (employees and workers).
5	P-5 [E], Question 3(b)	Gross wages paid to females as % of total wages paid by the entity.
6	P-5 [E], Question 7	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 - Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH). - Complaints on POSH as a % of female employees/workers. - Complaints on POSH upheld.
7	P-6 [E], Question 1	Details of total energy consumption (in Joules or multiples) and energy intensity: - Total energy consumed from renewable sources. - Total energy consumption from non-renewable sources. - Total energy consumed.
		Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations).
		Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP).

Sr. No	Reporting Standard Reference	Description of Indicator
8	P-6 [E], Question 3	Water withdrawal by source (in kilolitres) - Surface water, Groundwater, Third-Party Water, Seawater/desalinated water, Others. - Total volume of water withdrawal (in kilolitres). - Total volume of water consumption (in kilolitres).
		Water intensity per rupee of turnover (Total water consumption / Revenue from operations).
		Water intensity per rupee of turnover adjusted for PPP (Total water consumption / Revenue from operations adjusted for PPP).
9	P-6 [E], Question 4	Water Discharge by destination and level of treatment (in kilolitres).
10	P-6 [E], Question 7	Greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity - Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available). - Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available). - Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations). - 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).
11	P-6 [E], Question 9	Details related to waste management by the entity: Total waste generated: Plastic waste, E-waste, Construction demolition waste, Biomedical waste, Battery waste, Radioactive waste, Other Hazardous waste and Non-hazardous waste. - Waste intensity per rupee of turnover (Total waste generated / Revenue from operations). - Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP).
		For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes).
		For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes).
12	P-8 [E], Question 4	Percentage of input material (inputs to total inputs by value) sourced from suppliers. - Directly sourced from MSMEs/ small producers. - Directly from within India.
13	P-8 [E], Question 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 Rural, Semi-urban, Urban and Metropolitan locations, as a percentage of total wage cost.
14	P-9 [E], Question 7	Information relating to data breaches: - Number of instances of data breaches. - Percentage of data breaches involving personally identifiable information of customers. - Impact, if any, of the data breaches.