BLUE DART
EXPRESS LIMITED

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Tel.: 2839 6444
Fax: 2824 4131
CIN : L61074MH1991PLC061074
www.bluedart.com
communications@bluedart.com

August 28, 2026

To,

BSE Limited	National Stock Exchange of India Ltd
Phiroze Jeejeebhoy Towers,	Exchange Plaza, C-1, Block G
Dalal Street, Fort	Bandra Kurla Complex, Bandra East,
Mumbai – 400 001	Mumbai – 400 051
Scrip Code - 526612	NSE Symbol - BLUEDART

Sub: Business Responsibility and Sustainability Report for the Financial Year 2025- 26

Dear Sir/ Madam,

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2025-26, which also forms part of the Annual Report for FY 2025-26, submitted to the Exchanges vide letter dated August 28, 2026, which is also be available on the website of the Company viz. https://blue-dart-ir-umb.azurewebsites.net/media/2grn0niy/bluedart-annual-report-fy2025-26.pdf

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

Thanking you,

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

TUSHAR JAYANT GUNDERIA
Digitally signed by TUSHAR JAYANT GUNDERIA
Date: 2026.08.28 15:43:31 +05'30'

Tushar Gunderia
Head (Legal & Compliance) &
Company Secretary

BLUE DART

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT 2025-26

Strategic Growth & Sustainable Future

A COMPREHENSIVE REVIEW OF OUR YEAR

Blue Dart Express Limited ("**Blue Dart**" or "**the Company**"), South Asia's premier air and integrated transportation, distribution and logistics company and a part of the **DHL Group**, the world's leading logistics provider, views Environmental, Social and Governance (ESG) principles as an integral part of its business approach. ESG is embedded in the Company's operations as an ethically driven framework aligned with the Group's purpose of "Connecting People, Improving Lives." While contributing to economic growth, the Company remains equally committed to adopting responsible and sustainable business practices. Its environmental initiatives, People First approach and governance framework reflect a strong commitment to values, ethics and integrity.

The Company's vision is; To be the best and set the pace in the express air and integrated transportation and distribution industry, with a business and human conscience. We are committed to developing, rewarding and recognising our people who, through high quality professional service and the use of advanced technology, will meet and exceed customer and stakeholder expectations in a profitable manner.

Blue Dart's sustainability efforts, guided by the Group's purpose of "*Connecting People, Improving Lives,*" are built around three key pillars: GoTeach, GoGreen and GoHelp. These pillars are aimed at creating long-term value for society and reflect the Company's focus on environmental, social and governance priorities.

The Company recognises the environmental impact of its operations and is committed to improving its environmental performance through preventive measures and the use of environmentally responsible technologies. The Company follows a comprehensive Environment Policy focused on improving transparency, enhancing operational efficiency, reducing environmental impact, creating value, demonstrating leadership, and encouraging employee involvement.

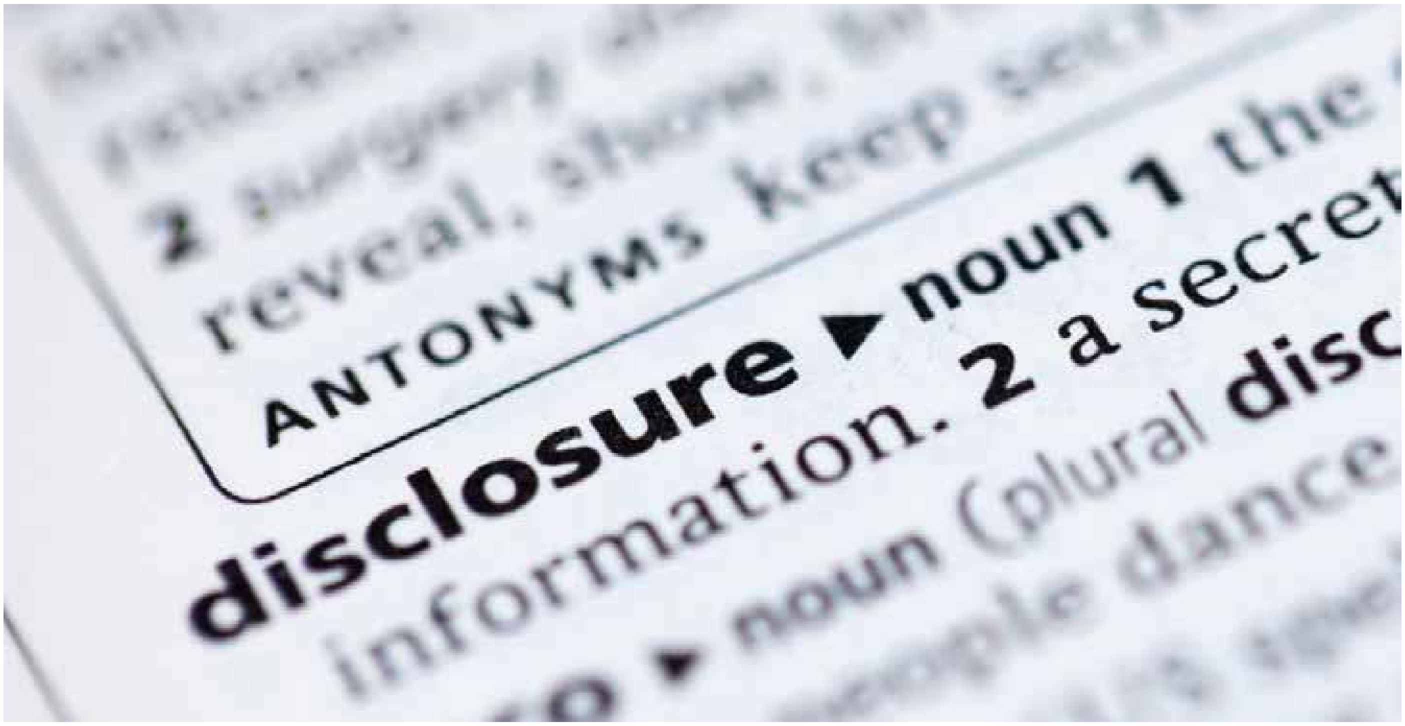
The Board of Directors is pleased to present the Business Responsibility and Sustainability Report (BRSR) for the financial year 2025-26, in accordance with Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. This Report provides an overview of the Company's sustainability performance and its efforts to create a positive impact on society and the environment. It also outlines the Company's progress and future direction in line with recognised ESG frameworks such as the UN Sustainable Development Goals (UNSDGs) and IFRS Sustainability Standards. The data presented in this report has been reviewed and rationalised, wherever required, to ensure accuracy and consistency.

In this report, the terms "Blue Dart," "the Company," "we" and "our" are used interchangeably to refer to Blue Dart Express Limited.

SECTION - A

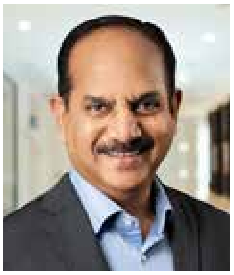
General Disclosures

Section A is our organizational identity card within the BRSR. It captures all foundational corporate information about Blue Dart Express Limited as a listed entity.



Our operational footprint is massive; thousands of last-mile touchpoints. Section A tells our stakeholders the scale at which our sustainability commitments must operate. It sets the stage for everything that follows, giving readers a clear picture of who Blue Dart is before we explain what we do and how responsibly we do it.

SECTION A: GENERAL DISCLOSURES



"At Blue Dart, we believe that responsible growth is built on the foundation of trust, sustainability and strong governance. Our ESG journey reflects our commitment to reducing environmental impact, empowering our people and communities, and creating long-term value for all stakeholders. As a logistics organisation that connects businesses, markets and people, we remain focused on building a more resilient, inclusive and future-ready enterprise that grows responsibly and contributes meaningfully to India's progress."

Balfour Manuel, Managing Director

I. Details of the listed entity

Sr. No.	Particulars	Response	
1.	**Corporate Identity Number (CIN) of the Listed Entity**	L61074MH1991PLC061074	
2.	**Name of the Listed Entity**	Blue Dart Express Ltd.	
3.	**Year of incorporation**	1991 Blue Dart started as a partnership firm – "Blue Dart Courier Services' in 1983 and firm was registered as a private limited company on April 5, 1991. On June 17, 1994, the name of the company was changed to Blue Dart Express Ltd.	
4.	**Registered office address**	Blue Dart Centre, Sahar Airport Road, Andheri (East), Mumbai – 400099	
5.	**Corporate address**	Blue Dart Centre, Sahar Airport Road, Andheri (East), Mumbai – 400099	
6.	**E-mail**	communications@bluedart.com	
7.	**Telephone**	022 - 69756444	
8.	**Website**	www.bluedart.com	
9.	**Financial year for which reporting is being done**	April 1, 2025 to March 31, 2026	
10.	**Name of the Stock Exchange(s) where shares are listed :**	BSE Ltd.	526612
		National Stock Exchange of India Ltd.	BLUEDART
11.	**Paid-up Capital**	₹ 23.73 Crore	
12.	**Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report**	Name : Mr. Tushar Gunderia, Head (Legal & Compliance) & Company Secretary Contact : 022 – 69756444 Email Id: tusharg@bluedart.com	
13.	**Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).**	Disclosures under this report are made on a Standalone basis	
14.	**Name of assurance provider**	Deloitte Haskins & Sells LLP	
15.	**Type of assurance obtained**	Reasonable Assurance on BRSR core indicators	

II. Products/services

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

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

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

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

III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	2,492	2,492
International	0	0	0

Blue Dart is a leading courier and integrated express package distribution company. It operates an extensive domestic network spanning over 56,400 locations and offers services across more than 220 countries and territories worldwide through its Group Company, DHL, a globally recognised brand in express distribution services.

19. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States)	Pan India
International (No. of Countries)	Over 220 countries and territories through DHL

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

Nil. Given the nature of Blue Dart's operations and services, the company does not undertake any export activities.

c. A brief on types of customers:

At Blue Dart, the focus extends beyond delivery of shipments to providing reliability, speed and consistency in every service offered. The Company caters to a wide and diverse customer base, ranging from emerging start-ups to large multinational enterprises, across industries such as e-commerce, automotive, BFSI, consumer electronics, pharmaceuticals and medical devices, among others.

The Company's strength lies in its understanding of varied industry requirements and its ability to offer both standardised and customised logistics solutions. From handling temperature-sensitive pharmaceutical shipments and high-value electronics to secure transportation of critical financial documents, its services are designed to ensure safety, security and timely delivery. Blue Dart also actively supports SMEs and MSMEs across India by enabling them to expand their reach through its extensive network, connecting both urban centres and remote locations.

In addition, the Company serves customers with international shipping requirements by providing cross-border logistics solutions across more than 220 countries and territories. These services facilitate global trade by enabling businesses to access international markets and ensuring efficient, compliant and timely deliveries worldwide.

With operational efficiency, digital integration, and a commitment to precision, Blue Dart continues to be the logistics partner of choice for businesses looking to move fast, stay agile, and grow confidently, both within India and beyond.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	EMPLOYEES					
1.	Permanent (D)	3,852	3,345	86.84	507	13.16
2.	Other than Permanent (E)	-	-	-	-	-
3.	**Total employees (D + E)**	3,852	3,345	86.84	507	13.16
	WORKERS					
4.	Permanent (F)	9,399	9,104	96.86	295	3.14
5.	Other than Permanent (G)	-	-	-	-	-
6.	**Total workers (F + G)**	9,399	9,104	96.86	295	3.14

b. **Differently abled Employees and workers:**

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	6	5	83.33	1	16.67
2.	Other than Permanent (E)	-	-	-	-	-
3.	**Total differently abled employees (D + E)**	6	5	83.33	1	16.67
	DIFFERENTLY ABLED WORKERS					
4.	Permanent (F)	21	20	95.24	1	4.76
5.	Other than permanent (G)	-	-	-	-	-
6.	**Total differently abled workers (F + G)**	21	20	95.24	1	4.76

21. Participation/Inclusion/Representation of women (As on March 31, 2026)

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7*	2	28.57%
Key Management Personnel	3**	-	-

*Mr. Prakash Apte, Chairman & Independent Director resigned w.e.f. April 13, 2026
*Includes Managing Director
** Key Management Personnel includes Managing Director, Head (Legal & Compliance) & Company Secretary and CFO.

22. Turnover rate for permanent employees and workers (in percent)

Particulars	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	11.61	14.58	11.99	9.79	16.61	13.20	9.10	16.56	12.83
Permanent Workers	13.64	11.76	13.59	12.88	15.21	14.04	12.45	16.06	14.25

At Blue Dart, people remain central to the Company's operations and long-term success. The Company is committed to attracting, developing and retaining talented professionals, while fostering a safe, inclusive and enabling work environment.

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

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

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

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013:

Yes. Blue Dart complies with the requirements of Section 135 of the Companies Act, 2013 and has been actively undertaking Corporate Social Responsibility initiatives. CSR is an integral part of the Company's approach to business and reflects its commitment to contributing towards economic, environmental and social development.

The Company leverages its presence and expertise to support community development and environmental sustainability, with a focus on creating meaningful and measurable impact. Its initiatives are guided by the objective of addressing key societal needs while promoting a responsible and sustainable way of doing business.

(ii) Turnover (in ₹) – 614,088 Lakhs

(iii) Net worth (in ₹) – 183,113 Lakhs

VII. Transparency and Disclosures Compliances

25. Complaints/Grievance on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	The Company's Code of Conduct is based on respect for human rights and fair treatment, and extends to employees, suppliers and service partners. A grievance mechanism is in place to address concerns related to human rights, including child labour, forced labour, sexual harassment and discrimination.	Nil	Nil	NA	Nil	Nil	NA
Investors (Other than shareholders) and Shareholders	Blue Dart has a structured process to address investor and shareholder grievances, typically within 10 to 12 days. Complaints can be raised through multiple channels including email, phone, SEBI, stock exchanges, SCORES and the ODR platform. Shareholders may also submit grievances through the Investor Tool Kit available on the Company's website: https://blue-dart-ir-umb.azurewebsites.net/investor-services/investor-grievances/ Shareholders can also write to Registrar & Share Transfer Agents through https://web.in.mpms.mufg.com/helpdsk/Service_Request.html. Additionally, Shareholders are encouraged to register and track their service requests through the SWAYAM portal at https://swayam.in.mpms.mufg.com.	6	1	1 pending complaint was resolved post close of the financial year	2	0	NA

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	The Company has a formal grievance redressal mechanism under its Grievance Redressal Programme. Complaints are reviewed at branch, regional and senior management levels within defined timelines. The mechanism covers issues such as human rights, discrimination and workplace harassment.	4	-	All complaints were resolved promptly.	3	-	NA
	In addition, a whistle blower platform is available through KPMG hotlines and a web-based reporting system. The Company has also introduced "Samvaad – The Employee Connect" to strengthen employee engagement and communication.	For the year 2025-26, of the whistleblower cases received, two cases were substantiated, and appropriate actions have been implemented. One case is currently under investigation. For the year 2024-25, of the whistleblower cases received, two cases were substantiated, and appropriate actions have been implemented.					
	POSH complaints	NIL	NIL	NA	1	-	NA
Customers	Blue Dart has a well-defined system for handling customer grievances through multiple channels including phone, email and social media. All complaints are recorded and managed through the CARESS system (Complaint Appreciation, Resolution and Evaluation to Satisfaction System). In the last financial viz; FY 2024-25, Blue Dart carried over 3,766.92 lakh domestic shipments and over 5.72 lakh international Shipments out of which 0.070% complaints were registered and resolved. In the reporting year viz; FY 2025-26, Blue Dart carried over 4,034.21 lakh domestic shipments and over 5.62 lakh international Shipments out of which 0.089% complaints were registered and resolved.	0.089%	-	NA	0.070%	-	NA

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Value Chain Partners	The Company follows a Whistle Blower Policy that promotes ethical conduct, transparency and integrity across its operations. This policy is applicable to employees, directors, vendors and other third parties associated with the Company. Concerns can be reported through DHL hotline channels, both telephonic and web-based. The Company has implemented an independent Whistleblower Platform with Helpline managed by M/s. KPMG w.e.f. April 1, 2026. Details of helpline is given in Corporate Governance Report forming part of Annual Report.	NIL	NIL	NA	NIL	NIL	NA

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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	**GHG Emissions and Air Quality**	**Risk**	Logistics fleets including both air and road are significant sources of GHG emissions and local air pollutants (SOx, NOx, PM). Altitude of jet-fuel combustion makes air freight emissions particularly potent. Regulatory tightening, carbon pricing, and customer demand for low-carbon shipping collectively elevate financial and reputational exposure.	Blue Dart is transitioning its fleet to electric vehicles and cleaner fuel alternatives, with a cumulative fleet of 599 EVs deployed as of FY 2025–26. The Company is further targeting 10% green deliveries in FY 2026–27. The GoGreen initiative supports annual tree-plantation commitments, with over 1 million trees planted cumulatively, expected to sequester approximately 20,000 tonnes of CO_2 annually upon maturity. Air-conditioning systems have been upgraded to lower-GWP refrigerants, while rooftop solar installations at key facilities contribute to	**Negative** (There has been no negative impact in the reporting period of FY 2025-26)

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				clean energy generation. The Bijwasan integrated facility (Delhi) operates on solar power, serving as a model low-emission hub.	
2.	**Waste Management**	**Risk**	Improper handling and disposal of operational waste including hazardous waste, e-waste, and plastic waste can lead to environmental contamination, regulatory penalties, and reputational harm. Increasing environmental regulations and customer ESG expectations heighten this risk for logistics operators.	SOPs are in place for hazardous, e-waste, and scrap waste disposal. Traditional plastic garbage bags have been replaced with compostable alternatives. An in-house composting system processes organic waste, generating compost for beneficial use. A dedicated plastic waste SOP covering systematic collection and delivery to certified recyclers is also in place. Through these integrated waste management initiatives, significant quantities of waste are diverted from landfill.	**Negative** (There has been no negative impact in the reporting period of FY 2025-26)
3.	**Labor Practices Throughout the Supply Chain**	**Risk**	The logistics industry heavily relies on contractual and third-party labour. Increasing legal scrutiny around misclassification of independent contractors, wage compliance, and working conditions creates regulatory and reputational risk. The Labour Codes (consolidating 29 central laws) have now been operationalised, altering compliance obligations for contract labour and requiring organisations to reassess existing contractor arrangements, wage structures, and working condition standards accordingly.	Periodic checks are conducted on third-party service providers for labour regulation compliance. All vendors are required to sign a Supplier Code of Conduct covering minimum wages, prohibition of child labour, and human rights clauses. A supplier assessment process aligned with the German Supply Chain Act has been initiated. In preparation for the implementation of the Labour Codes, the Company has made necessary changes to the wage structure for all the employees, effective 1st April 2026, in line with applicable central notifications, even as certain state-level notifications remain pending.	**Negative** (There has been no negative impact in the reporting period of FY 2025-26)
4.	**Employee Health and Safety**	**Risk**	Logistics employees face physical hazards including manual handling, prolonged driving, and machinery risks. High fatal occupational injury rates in trucking, strict aviation safety regulations, and potential costs from accidents (medical, compensation, insurance, downtime) make this a material risk.	Continuous safety training, periodic equipment inspections, and mandatory use of protective gear are in place across operations. Helmet compliance is enforced for all bikers, with disciplinary consequences for violations, while daily Performance Dialogues at the start of each shift reinforce safe behaviour. Incident logs are maintained and reviewed monthly, and regular emergency response drills help embed a strong safety culture. During FY 2025–26, the Company	**Negative** (There has been no negative impact in the reporting period of FY 2025-26)

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				recorded a Lost Time Injury Frequency Rate (LTIFR) of 1.96 for employees and 2.92 for workers per million person-hours worked, with 16 employee and 59 worker recordable work-related injuries, and zero fatalities reported among both employees and workers. Health insurance coverage extends to employees and their families.	
5.	**Supply Chain Management**	**Risk**	Complex, multi-modal logistics networks depend on large third-party provider ecosystems. Geopolitical events, climate disruptions, vendor non-compliance, and pandemics can trigger cascading failures. Entities offering low-carbon logistics solutions also stand to gain market share.	Strict ongoing review and evaluation of service providers for environmental and social risks. A comprehensive Business Continuity Plan (BCP) identifies backup sites for critical functions. Contactless Delivery (CLD) technology and diversified routing reduce single-point-of-failure exposure.	**Negative** (There has been no negative impact in the reporting period of FY 2025-26)
6.	**Accident and Safety Management (Fleet)**	**Risk**	Fleet accidents, road incidents, and aircraft-related failures directly impact delivery performance, costs, and brand reputation. Regulatory scrutiny and increased insurance premiums follow poor safety records.	A centralised network control centre monitors all ground-network vehicle movements and triggers real-time alerts. Daily Performance Dialogues reinforce safe driving. Job-specific hazard training is mandatory. Detailed incident logs are maintained with monthly safety reviews. Additional health insurance coverage protects employees and families.	**Negative** (There has been no negative impact in the reporting period of FY 2025-26)
7.	**Data Security, Cybersecurity & Customer Privacy (incl. DPDP Act)**	**Risk**	Digitalisation of logistics operations heightens cybersecurity risk. Breach of shipment or customer data can trigger regulatory penalties, legal action, and loss of customer trust. The Digital Personal Data Protection Act, 2023 (DPDP Act) introduces significant new compliance obligations for data fiduciaries in India, with penalties of up to Rs. 250 crore per breach, materially raising the compliance stakes.	A Data Protection Framework and quarterly compliance reporting to the Board are in place. The Data Protection Officer (DPO) contributes to Risk Management Committee discussions. Incident and crisis management playbooks are updated regularly. Cybersecurity controls span all operations with stakeholder awareness campaigns. For the year 2025, the company pursued ISO 27001:2022 Information security management system certification. This certification strengthens data protection and intellectual property safeguards, enhancing compliance with industry regulations and standards & will reduce the risk of data breaches while improving our response to security threats.	**Negative** (There has been no negative impact in the reporting period of FY 2025-26)

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8.	**Rising Fuel Costs**	**Risk**	Fuel constitutes a major portion of logistics operational costs. Global market volatility in crude oil prices directly compresses margins. Companies without fuel-efficient fleet strategies or alternative fuel adoption are disproportionately exposed to this risk.	A Fuel Surcharge Mechanism indexed to the Brent Crude Index is applied to domestic and regional services, enabling periodic adjustment to offset fuel price volatility. Ongoing fleet electrification reduces long-term fuel cost exposure. By doing so, the company ensures cost predictability for clients while safeguarding its financial performance.	**Negative** (There has been no negative impact in the reporting period of FY 2025-26)
9.	**Geopolitical Tensions & War-Related Disruptions**	**Risk**	Ongoing global geopolitical conflicts including the Russia-Ukraine war, Middle East tensions, and China-Taiwan-related trade risks disrupt international trade corridors, raise airspace and ocean freight costs, increase insurance premiums, and complicate cross-border compliance. As a DHL group company, Blue Dart's international shipment network is exposed to such macro-level disruptions. Domestically, border tensions can affect ground network operations in specific regions.	Risk mitigation involves diversifying transport routes and logistics corridors, strengthening domestic network resilience, real-time risk monitoring, maintaining business continuity plans, and engaging with regulatory authorities proactively for rerouting and compliance support. During FY 2025-26, geopolitical disruptions, including the West Asia conflict, influenced trade flows and customer behaviour, with reduced commercial airline capacity in the region leading to increased demand for cross-border express services. In response, the Company continued to rely on its diversified network, supported by DHL Group's global logistics infrastructure across 220+ countries, to maintain service continuity. Rising fuel and other input costs arising from such disruptions were managed through a floating pricing mechanism, under which fuel-related cost increases are passed on to customers and corresponding reductions are passed back when fuel prices decline, thereby insulating margins from volatility. As supply-chain uncertainty increased, customers also increasingly shifted high-value shipments to faster and more reliable express networks, reinforcing demand for the Company's time-definite services despite the broader geopolitical disruption.	**Negative** (There has been no negative impact in the reporting period of FY 2025-26)

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10.	**Adoption of Technology**	**Opportunity**	Digital transformation in logistics spanning AI, IoT, data analytics, and automation enhances efficiency, traceability, customer satisfaction, and sustainability outcomes. Investment in technology creates competitive differentiation and supports environmental targets through energy-saving outcomes. During the year, Blue Dart strengthened its digital capabilities through initiatives such as On-The-Move (OTM) handheld devices, Retail POS, Reverse Logistics, multiple digital wallet integrations, Call Bridge, and Contactless Delivery (CLD), enhancing service visibility and customer experience. The Company also launched a Digital Account Opening (DAO) platform, enabling fully digital onboarding, KYC, and prepaid account activation, integrated with the Digital Prepaid Card (DPC) framework for real-time transaction visibility and faster service access.	N/A (Opportunity)	**Positive**
11.	**Government Support & Policy Enablement**	**Opportunity**	Policy initiatives such as the National Logistics Policy, PM Gati Shakti Plan, and Dedicated Freight Corridors (DFCs) are structurally reducing logistics costs, improving multimodal connectivity, and enhancing India's supply chain competitiveness benefiting express logistics operators. The Company is focusing on low-carbon logistics solutions, energy-efficient operations, and sustainable packaging practices.	N/A (Opportunity)	**Positive**
12.	**Green Logistics & Circular Economy Integration**	**Opportunity**	Growing demand for environmentally responsible logistics solutions driven by large corporate customers with Scope 3 reduction targets presents an opportunity to differentiate via reverse logistics, reusable packaging, and carbon-neutral service offerings. These practices also reduce material waste and long-term operational costs. The Company is focusing on low-carbon logistics solutions, energy-efficient operations, and sustainable packaging practices.	N/A (Opportunity)	**Positive**

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
13	**Workforce Development and Inclusive Employment**	**Opportunity**	Investing in employee upskilling, retention, and diversity strengthens operational productivity, reduces attrition-related costs, and improves ESG ratings and employer brand, particularly relevant as the logistics sector faces a tightening talent market. The Company invests in structured training programs, leadership development, and skill enhancement initiatives. The overall turnover rate for permanent employees declined to 11.99% in FY 2025-26 from 13.20% in FY 2024-25, while the rate for permanent workers also improved to 13.59% from 14.04%.	N/A (Opportunity)	**Positive**

Note: Material issues identified are referred from the Sustainability Accounting Standards Board (SASB) 2023-24 version. SASB Standards are maintained and enhanced by the International Sustainability Standards Board (ISSB). This follows the SASB's merger with the International Integrated Reporting Council (IIRC) into the Value Reporting Foundation (VRF) and subsequent consolidation into the IFRS® Foundation in 2022.

SECTION - B

Management and Process Disclosures

Section B discloses the government architecture, management systems, policies, and internal processes we have built to address all 9 principles of the NGRBC.

Blue Dart, as a DHL Group subsidiary, benefits from globally aligned sustainability policies. Section B is where we demonstrate that sustainability is not just an external reporting exercise for us, it is embedded in our management DNA. Stakeholders, especially institutional investors and ESG raters, scrutinise this section closely to assess whether our commitments are backed by real systems or are just paper policies.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

"Our purpose is to achieve sustainable success while maintaining the highest standards of corporate governance and responsible business conduct. We strive to create a positive impact on society and the environment by fostering a culture built on integrity, accountability, and sustainability. Through ethical practices, innovation, and stakeholder-focused growth, we aim to generate long-term value and contribute towards building a more resilient and inclusive future."

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

S.N.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Policy and management processes									
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	All the policies as specified below this section are available on Company's website www.bluedart.com and on Company's intranet.								

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

S.N.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Blue Dart has been certified under ISO 9001 Quality Management Standards since 1996 and was successfully re-certified in August 2023 for a period of three years under ISO 9001:2015. This certification covers the design, management and operations of its nationwide express transportation and distribution services across the Indian sub-continent, as well as international deliveries facilitated through global express partners. On the environmental front, the Company achieved ISO 14001:2015 certification in 2022 for its Environment Management System, covering office-based activities at its Head Office and Regional Offices. The Company has also implemented a comprehensive environmental policy and has been progressively expanding the scope of this certification to its logistics operations, with a phased plan to achieve wider coverage across the country by 2025. For the year 2025, the company pursued ISO 27001:2022 Information security management system certification. This certification strengthens data protection and intellectual property safeguards, enhancing compliance with industry regulations and standards & will reduce the risk of data breaches while improving our response to security threats.								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	While specific commitments, goals and targets are yet to be formally defined, the Company remains committed to embedding responsible business practices across its operations. It continues to strengthen its approach to sustainability and is in the process of identifying key focus areas for future commitments. The Company's ongoing efforts include integrating sustainability into business strategies and day-to-day operations, promoting employee health, safety and well-being, and undertaking initiatives to reduce its environmental footprint through measures such as improved energy efficiency and waste management. It also engages with local communities to support social development initiatives. The Company is currently assessing its overall impact and intends to establish clear and measurable goals in the near future to further strengthen its commitment to responsible business conduct.								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	As the Company is in the process of formalising specific sustainability commitments, goals and targets, a detailed performance assessment against defined benchmarks is not presently applicable. However, Blue Dart continues to monitor and evaluate its sustainability initiatives through internal review mechanisms. A dedicated sustainability team is responsible for tracking progress, identifying gaps and implementing corrective actions, where required. This approach enables the Company to strengthen its environmental and social performance and supports its ongoing efforts towards responsible and sustainable business practices.								
	Governance, leadership and oversight									
7.	**Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements** At Blue Dart, ESG is embedded in the way the Company conducts its business and reflects a strong focus on responsible and purpose-led operations. The Company aligns its practices with ethical values in line with its mission of "Connecting People, Improving Lives," while continuing to explore sustainable approaches to growth.									

<table>
<tr><th>S.N.</th><th>Disclosure Questions</th><th>P1</th><th>P2</th><th>P3</th><th>P4</th><th>P5</th><th>P6</th><th>P7</th><th>P8</th><th>P9</th></tr>
<tr><td></td><td colspan="10">The Company's sustainability efforts are centred around three key areas: minimising environmental impact, fostering an inclusive and supportive workplace, and upholding high standards of governance and integrity. These principles guide decision-making and shape engagement with customers, partners and communities.
Blue Dart recognises its responsibility to promote responsible business practices. Through its environmental initiatives, people-focused policies and governance framework, the Company aims to contribute towards a more sustainable and resilient future.
For more details, please refer to the ESG section of this Annual Report.</td></tr>
<tr><td>8.</td><td>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</td><td colspan="9">CSR Committee provide guidelines for common understanding and ensuring adherence of ESG & following Principles of Business Responsibility and Sustainability Report (BRSR),
Details of Directors of CSR committee as on March 31, 2026:<table>
<tr><th>Name of the Director</th><th>Designation</th></tr>
<tr><td>Mr. Balfour Manuel</td><td>Chairman</td></tr>
<tr><td>Mr. Prakash Apte</td><td>Member</td></tr>
<tr><td>Ms. Kavita Nair</td><td>Member</td></tr>
<tr><td>Mr. R.S.Subramanian</td><td>Member</td></tr>
</table>Notes :
1) Mr Prakash Apte ceased to be member of CSR Committee w.e.f. April 13, 2026 consequent to resignation as Independent Director of the Company w.e.f April 13, 2026</td></tr>
<tr><td>9.</td><td>Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</td><td colspan="9">Yes. The Board of Directors, along with the CSR Committee and senior management, including departmental heads, oversees sustainability-related decision making within the Company.
These bodies are responsible for guiding and ensuring alignment with ESG principles and BRSR requirements in accordance with SEBI regulations and the National Guidelines on Responsible Business Conduct. They also promote responsible business practices and ensure that the Company's operations remain aligned with its core values and purpose of "Connecting People, Improving Lives."
Their oversight extends to key focus areas such as climate-conscious operations, fostering an inclusive and supportive workplace, and maintaining strong stakeholder trust. In addition, they facilitate the integration of sustainability principles across the Company's key initiatives, including GoGreen for environmental protection, GoHelp for disaster response and relief, and GoTeach for education support.</td></tr>
</table>

<table>
<tr><td>10.</td><td colspan="19">Details of Review of NGRBCs by the Company:</td></tr>
<tr><td rowspan="4"></td><th rowspan="2">Subject for Review</th><th colspan="9">Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</th><th colspan="9">Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)</th></tr>
<tr><th>P1</th><th>P2</th><th>P3</th><th>P4</th><th>P5</th><th>P6</th><th>P7</th><th>P8</th><th>P9</th><th>P1</th><th>P2</th><th>P3</th><th>P4</th><th>P5</th><th>P6</th><th>P7</th><th>P8</th><th>P9</th></tr>
<tr><td>Performance against above policies and follow up action</td><td colspan="9">Periodic reviews of the policies are done at Blue Dart by its Board of Directors, wherever required.</td><td colspan="9">Annually</td></tr>
<tr><td>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</td><td colspan="9">No instances of material non-compliance were reported during the reporting period. Operational matters, as they arise, are addressed promptly and continuously. To strengthen our compliance framework, Blue Dart has implemented an automated tool that enables tracking, monitoring, and management of compliance across the organization.</td><td colspan="9">Quarterly</td></tr>
</table>

	Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Blue Dart also continues to work on enhancing its compliance framework by implementing additional measures from time to time, with the aim to ensure that no major instances of non-compliance of a material nature occur within the organization																	

		P1	P2	P3	P4	P5	P6	P7	P8	P9
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	Yes, Dhir & Dhir Associates, an eminent legal firm, conducted an evaluation to assess the implementation and effectiveness of policies. The evaluation primarily focused on the working of policy execution. Moreover, the policies undergo periodic evaluations and revisions led by department heads and business heads, followed by approval from the management or Board.								

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

Note: The HR Code of Conduct at Blue Dart includes clear guidelines to ensure a safe and healthy workplace, free from discrimination. The Company has also implemented a Whistle-blower Policy, which provides a formal mechanism to receive, examine, and resolve complaints from employees, customers, suppliers, and third-party intermediaries. The POSH policy is designed to safeguard women against sexual harassment and to ensure a secure and respectful work environment. Additionally, the Risk Management Policy sets out the core principles of risk management and defines the Company's approach towards identifying, managing, and mitigating risks.

The Group Level Policies which are adopted by Blue Dart includes:

a. DHL Code of Conduct: The Group 'Code of Conduct' articulates our behaviour, beliefs and standards, ethical commitment and the correct conduct which we aspire for and view as the basis of our established corporate practice.

b. Human Rights Policy Statement (HuRi). It covers fundamental and primary human rights viz. Employment Conditions, Data Privacy, Environment, Fairness, Child Labour, No racial discrimination etc.

c. Anti-corruption & Business Ethics policy - Depicts ethical and lawful behaviour in business practices and our conduct towards business partners, shareholders and the general public.

d. Gift/ Hospitality Policy – This is a part of Anti-corruption and Business Ethics Policy which lays down stipulations and guidelines for business practices including acceptance /provision of Gifts, Hospitality, Donations, Public officials

e. Competition Compliance Policy – Describes the commitment to compete fairly and openly in the marketplace; avoid sharing information / co-ordinate with competitors, refrain disclosure of pricing for products/ services, avoid unfair trade practices, avoid cartelisation and abuse of dominant position

f. Data protection framework – GDPR Guidelines – These are guidelines on Data Protection, breach, adequate measures, issued effective May 2018 and applicable to all nations dealing with EU data

g. Supplier Code of Conduct – The Supplier Code reflects our strengthened expectations and minimum standards expected from our suppliers for doing business

Section-C: Principle-wise Performance Disclosures

PRINCIPLE - 1

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

Disclosure of Blue Dart's ethical conduct standards, anti-corruption policies, transparent governance, and accountability mechanisms.

As an express logistics company operating in a high-frequency, high-trust environment, our entire business model runs on reliability and integrity. We handle millions of shipments annually for banks, pharma companies, e-commerce giants, and government entities. Our customers entrust us with time-sensitive, confidential, and often high-value consignments. Any breach of ethics, pilferage, data leaks, fraudulent billing, bribery with customs officials; can destroy that trust instantly. P1 disclosures signal to our customers and regulators that Blue Dart maintains zero-tolerance for unethical conduct across all levels.

"At Blue Dart, we are dedicated to maintaining the highest standards of ethics, transparency, and corporate governance across our operations. Our policies and business practices are designed to promote integrity, accountability, and respect for people and communities. Through responsible decision-making and ethical conduct, we aim to create a positive and lasting impact while fostering a culture of trust and responsibility at every level of the organisation."

Essential Indicators

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

<table>
<tr><th>Segment</th><th>Total Number of training and awareness programmes held</th><th>Topics/principles covered under the training and its impact</th><th>% age of persons in respective category covered by the awareness programmes</th></tr>
<tr><td>Board of Directors</td><td>8</td><td>Pursuant to requirements of Regulation 25 of the Listing Regulations, Blue Dart has in place, a familiarization programme for Independent Directors as regards their role, duties and responsibilities, nature of the industry in which the Company operates, business / operating model of the Company etc. The Board Members are provided with all necessary documents / reports and internal policies to enable them to familiarise themselves with the Company's procedures and practices.

Periodic presentations are made at the Board and Board constituted statutory committee meetings in respect of business and performance updates of the Company, global business environment, business strategies and risks involved. Blue Dart has been periodically familiarizing Independent Directors on its Board with detailed presentations by its business functional heads on the Company's operations, strategic business plans and technology updates. Apart from the above, Independent Directors are also provided with updates on regulatory developments, changes in laws to keep themselves abreast of the latest corporate, regulatory and industry developments</td><td>100%</td></tr>
<tr><td>Key Managerial Personnel</td><td>Number not quantifiable</td><td>• Anti-Corruption - Core Compliance Curriculum
• Certified Data Protection
• Code of Conduct - Core Compliance Curriculum
• Competition Compliance - Core Compliance Curriculum
• Human Rights
• Information Security Awareness
• Supplier Code of Conduct (SCoC) Curriculum
• Prevention of Sexual Harassment
• Environment, Social, and Governance
• MAGTB (Making a Great Team Better)</td><td>100%</td></tr>
<tr><td>Employees other than BoD and KMPs</td><td rowspan="2">Different target groups for different trainings</td><td rowspan="2">• Anti-Corruption - Core Compliance Curriculum
• Certified Data Protection
• Code of Conduct - Core Compliance Curriculum
• Competition Compliance - Core Compliance Curriculum
• Human Rights
• Information Security Awareness
• Supplier Code of Conduct (SCoC) Curriculum
• Prevention of Sexual Harassment
• Environment, Social, and Governance</td><td rowspan="2">Percentage is not ascertainable since different target group for different types of training.</td></tr>
<tr><td>Workers</td></tr>
</table>

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 Requirements) Regulations, 2015 and as disclosed on the entity's website):**

   The Company, its Directors and/or KMPs have not been subjected to any thresholds of the materiality policy to pay any fines, penalties, punishments, awards, compounding fees, or settlement amounts in the financial year.

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	The Company, its Directors and/or KMPs have not been subjected to any thresholds of the materiality policy to pay any fines, penalties, punishments, awards, compounding fees or settlement amounts in the financial year.				
Settlement					
Compounding Fee					
Non-Monetary					
Imprisonment	The Company, its Directors and/or KMPs have not been subjected to any thresholds of the materiality policy to pay any fines, penalties, punishments, awards, compounding fees or settlement amounts in the financial year.				
Punishment					

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Nil	Not Applicable

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

   Blue Dart upholds the highest standards of integrity through its Anti-Corruption and Business Ethics Policy, which ensures that all business interactions are conducted in an ethical, transparent, and legally compliant manner. The Company follows a strict zero tolerance approach towards corruption and prohibits any form of payments, gifts, or undue advantages that may influence business decisions or outcomes. The Company builds its relationships with clients, vendors, and public institutions on trust, service excellence, and a strong commitment to ethical conduct. This includes adherence to applicable Indian anti-corruption laws as well as international frameworks such as the Foreign Corrupt Practices Act, the UK Bribery Act, and the principles of the UN Global Compact.

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

	FY 2025-26	FY 2024-25
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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

   Not Applicable

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2025-26	FY 2024-25
Number of days of accounts payables	56	52

Note:
- Net purchases include Freight Loading and Unloading charges and Other Expenses
- FY 2024-25 Number of accounts payable has been restated to align with current year's methodology
- The above calculations are in accordance with Part B, Attribute 9 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122.

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 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from Trading houses as % of total purchases	0.15%	0.09%
	b. Number of trading houses where purchases and made from	6	6
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100%	100%
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	4.97%	4.44%
	b. Number of dealers/distributors to whom sales are made	2037	1835
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/ distributors	10.64%	10.94%
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	36.78%	38.00%
	b. Sales (Sales to related parties/Total Sales)	1.78%	3.00%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	94.47%	91.00%
	d. Investments (Investments in related parties/Total Investments made)	25.88%	27.00%

i) For FY 2025–26, the Company has considered total procurement, including other expenses and excluding capital expenditure, for the purpose of collating total purchases from trading houses and accordingly FY 2024-25 disclosure is restated.

ii) The Company has initiated the development of a mechanism to identify and classify traders associated with capital expenditure

iii) For the purpose of calculating sales through dealers and distributors, the company has considered the sales made through channel partners and accordingly FY 2024-25 disclosure is restated.

Note: The above calculations are in accordance with Part B, Attribute 9 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Total number of awareness programmes held	Topic/principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Information Security Awareness, Anti-Corruption, Competition Compliance, Code of Conduct, Supplier Code of Conduct, Human Rights, Data Privacy Policy, Export Controls and Sanctions, Insider Trading Law, POSH	100% of suppliers onboarded are covered though DHL Group Supplier Code of Conduct for all our suppliers, vendors i.e. all parties/ companies who do business with Blue Dart, to adhere to the same ethical standards.

2. **Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board?[24] (Yes/No) If Yes, provide details of the same.**

   Yes, The Company has established a Code of Conduct for the Board of Directors, which clearly sets out expectations for identifying, avoiding, and disclosing any actual or potential conflicts of interest. At the beginning of each financial year, all Directors are required to submit statutory declarations detailing their directorships and committee membership, including details of their shareholding along with updates as and when any changes occur. In addition, Directors submit an annual declaration under the Company's Code of Conduct, affirming their commitment to act in the best interests of the Company and to avoid any business or personal associations that may give rise to a conflict of interest.

   To ensure transparency and uphold strong governance practices, Directors refrain from participating in discussions or decision making on matters in which they have a personal interest. This approach enables the Board to take decisions in an objective manner and in the best interest of the Company. Detailed provisions are available under the Code of Conduct and Policies section on the Company's website: https://blue-dart-ir-umb.azurewebsites.net/media/mtnlu4hi/code-4.pdf

Section-C: Principle-wise Performance Disclosures

PRINCIPLE - 2

Businesses should provide goods and services in a manner that is sustainable and safe.

Disclosure on how Blue Dart designs and delivers its services sustainably, from input sourcing to service delivery and end-of-life considerations.

For us as a logistics company, the "product" is the service of moving a shipment from Point A to Point B. The sustainability of that service hinges on how much fuel we burn, what vehicle we use, and how much waste we generate in the process. Blue Dart operates the only scheduled express air network in India, comprising 6 Boeing 757-200 freighters and 2 Boeing 737 freighters, making aviation a significant contributor to its carbon footprint. Our sustainability efforts therefore focus on transitioning to more fuel-efficient aircraft, expanding the use of electric vehicles (EVs) for last-mile deliveries, and reducing single-use plastic in packaging. P2 disclosures demonstrate how our core service delivery is evolving to become more environmentally responsible, alongside maintaining operational efficiency.

“Our strategy is driven by innovation, technology, and a customer-centric approach, with sustainability embedded at its core. By leveraging digital capabilities and intelligent solutions, we aim to enhance efficiency, agility, and service excellence across our operations. At the same time, we are committed to adopting sustainable practices and future-ready technologies that create long-term value for both society and the environment, enabling us to build a more responsible and resilient future.”

Essential Indicators

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

	FY 2025-26	FY 2024-25	Details of improvements in the environmental and social impacts
R&D	Nil	Nil	The nature of the Company's operations does not require dedicated research and development or capital expenditure investments in specific technologies aimed at improving environmental and social impacts.
Capex	Nil	Nil	

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

Yes. The Company follows defined procedures to promote sustainable sourcing within its operations. In its transportation activities, all vehicles sourced from vendors are verified for compliance with applicable regulatory requirements, including valid registration, fitness certification, permits, insurance and Pollution Under Control certification. The Company also ensures that drivers engaged by vendors hold valid driving licences.

Further, all vendors are required to adhere to the DHL Group's Supplier Code of Conduct for Suppliers and Third-Party Intermediaries, reinforcing the Company's commitment to ethical, responsible and compliant sourcing practices.

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

Adherence to the Supplier Code of Conduct is mandatory for all suppliers. Accordingly, the Company considers 100% of its sourcing to be aligned with its defined sustainability and ethical standards.

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

The Company undertakes measures to promote reuse and responsible disposal of waste generated from its operations. Certain plastic items, such as canvas bags and plastic packaging materials, are reused by the operations team based on their durability, thereby reducing overall consumption.

For other waste streams, including plastics, e-waste, hazardous waste and general waste, disposal is carried out through authorised waste collection agencies in compliance with applicable regulatory requirements, ensuring safe and responsible handling at the end of life.

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

Extended Producer Responsibility is not applicable to the Company's activities.

Leadership Indicators

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

The Company does not undertake manufacturing or processing activities and therefore, a product-level Life Cycle Assessment is not applicable.

However, the Company follows a life cycle approach for its IT assets, assessing their environmental impact from procurement through usage to end-of-life disposal. Emphasis is placed on responsible recycling and safe handling of electronic waste through certified vendors, ensuring compliance with applicable regulations. IT assets are also managed based on their usage intensity and lifecycle.

While a comprehensive assessment of the overall carbon footprint has not yet been conducted, the Company continues to strengthen its processes to minimise environmental impact. A broader Life Cycle Assessment for services remains constrained by evolving methodologies and data availability within the industry.

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

* Given the nature of the Company's operations, LCA is limited to critical enabling assets such as IT infrastructure and is not applicable to manufactured products.

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

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

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2025-26	FY 2024-25
The Company uses recycled and reused plastic packaging materials in providing its services; however, the quantity of such materials is currently not quantifiable.		

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

	FY 2025-26			FY 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Nil	Nil	Nil	Nil	Nil	Nil
E-waste	Nil	Nil	Nil	Nil	Nil	Nil
Hazardous Waste	Nil	Nil	Nil	Nil	Nil	Nil
Other waste	Nil	Nil	Nil	Nil	Nil	Nil

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

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

Section-C: Principle-wise Performance Disclosures

PRINCIPLE - 3

Businesses should respect and promote the well-being of all employees, including those in their value chains.

Disclosure on Blue Dart's commitments to workforce health, safety, fair wages, benefits, skill development, and work-life quality across all employees categories.

Our workforce is the backbone of Blue Dart's operational promise. We employ thousands of delivery executives, aviation ground crew, customer service agents, and corporate staff. Our people handle physical goods under time pressure, in weather extremes, on road and in the air, health and safety is not a compliance formality for us, it is a daily operational necessity. Delivery executives face road accident risks; workers face ergonomic hazards; aviation staff face unique safety protocols. LTIFR and fatality data in our BRSR directly reflects how seriously we protect our workforce. Beyond safety, Blue Dart's ability to retain skilled talent in a highly competitive logistics market depends on our employee value proposition, compensation, growth and well-being infrastructure.

"Our people are at the centre of Blue Dart's continued success. We remain committed to fostering a workplace that prioritises safety, well-being, inclusion, learning, and dignity, while also encouraging responsible practices across the wider value chain that supports our operations."

Essential Indicators

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

% of employees covered by											
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits*		Paternity Benefits*		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	3,345	3,345	100.00	3,345	100.00	-	-	3,345	100.00	-	-
Female	507	507	100.00	507	100.00	507	100.00	-	-	-	-
Total	3,852	3,852	100.00	3,852	100.00	507	100.00	3,345	100.00	-	-
Other than Permanent Employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

* Percentage of (D) & (E) – maternity & paternity benefit (resp.) is calculated as 100% as per FAQs on BRSR issued by NSE dt. May 10, 2024

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

% of workers covered by											
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits*		Paternity Benefits*		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	9,104	9,104	100.00	9,104	100.00	-	-	9,104	100.00	-	-
Female	295	295	100.00	295	100.00	295	100.00	-	-	-	-
Total	9,399	9,399	100.00	9,399	100.00	295	100.00	9,104	100.00	-	-
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

* Percentage of (D) & (E) – maternity & paternity benefit (resp.) is calculated as 100% as per FAQs on BRSR issued by NSE dt. May 10, 2024

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:[28]

	FY 2025-26	FY 2024-25
Cost incurred on well-being measures as a % of total revenue of the company	0.25	0.16

Note: The above calculations are in accordance with Part B, Attribute 5 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122.

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

Benefits	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	N.A.	100	100	N.A.
ESI	32	46	Yes	36.2	51.06	Yes

3. **Accessibility of workplaces**

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

Yes, Blue Dart recognizes the importance of complying with the Rights of Persons with Disabilities Act, 2016 and remains committed to fostering an inclusive environment. The Company continues to take appropriate steps to support the needs of persons with disabilities by promoting accessibility, ensuring equal opportunities, and upholding dignity within the workplace and beyond.

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

The Company places strong emphasis on inclusivity as a core element of its Code of Conduct and organizational philosophy. As an Equal Opportunity Employer, the Company is committed to fostering a workplace that promotes diversity, equity, and inclusion across all levels. The Company continues to nurture a culture in which individuals, irrespective of gender, age, ability, background, or identity, are treated with respect and provided equal access to opportunities.

In line with the Rights of Persons with Disabilities Act, 2016, the Company has further strengthened its efforts towards creating an accessible and inclusive workplace for persons with disabilities. During FY 2025 to 2026, the Company expanded its focus on inclusive hiring, workplace sensitization, and accessibility enablement through its flagship initiative “UBUNTU - I Belong”.

The Company’s continued commitment has been recognised through the Gold HR Award 2025 under the Sustainability Category, acknowledging its efforts in advancing inclusive employment practices and creating equitable opportunities for differently abled individuals.

The Equal Opportunity Policy forms an integral part of the Company’s Code of Conduct and is made available on the Company’s intranet.

5. **Return to work and Retention rates of permanent employees and workers that took parental leave.**

	Permanent Employees		Permanent workers	
Gender	**Return to work rate**	**Retention rate**	**Return to work rate**	**Retention rate**
Male	99.09%	88.54%	99.44%	83.62%
Female	61.54%	71.43%	40.00%	75.00%
Total	80.31%	79.99%	69.72%	79.31%

6. **Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.**

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	The Company has established a well-defined Grievance Redressal Programme supported by a documented Grievance Handling Policy. This policy affirms the right of every employee and worker to raise concerns or seek redressal on eligible matters through a structured mechanism that ensures a fair and transparent review process. Grievances are addressed through defined levels of management, with an assurance that each concern is reviewed and resolved in a timely manner in accordance with the prescribed guidelines.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2025-26			FY 2024-25		
	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	3,852	-	-	3,668	-	-
Male	3,345	-	-	3,201	-	-
Female	507	-	-	467	-	-
Total Permanent Worker	9,399	-	-	9,035	-	-
Male	9,104	-	-	8,803	-	-
Female	295	-	-	232	-	-

8. **Details of training given to employees and workers:**

	FY 2025-26					FY 2024-25				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	3,345	801	23.95	3,305	98.80	3,201	2,706	86.54	2,464	76.98
Female	507	86	16.96	493	97.24	467	348	74.52	332	71.09
Total	3,852	887	23.03	3,798	98.60	3,668	3,054	83.26	2,796	76.23
Workers										
Male	9,104	3,231	35.49	8,686	95.41	8,803	7,681	87.25	7,367	83.69
Female	295	108	36.61	283	95.93	232	220	94.83	225	96.98
Total	9,399	3,339	35.53	8,969	95.43	9,035	7,901	87.45	7,592	84.03

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	3,345	60	1.79	3,201	30	0.94
Female	507	15	2.96	467	2	0.43
Total	3,852	75	1.95	3,668	32	0.87
Workers						
Male	9,104	419	4.60	8,803	284	3.23
Female	295	10	3.39	232	5	2.16
Total	9,399	429	4.56	9,035	289	3.20

10. **Health and safety management system:**

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

The policy is applicable to all individuals associated with the Company, including employees, volunteers, service providers, and consultants, thereby ensuring fair treatment and appropriate support across all levels.

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

Blue Dart follows a comprehensive and systematic approach to identifying workplace hazards and assessing risks across both routine and non-routine operations. The Company is committed to maintaining a safe and healthy work environment by continuously strengthening its risk management practices, safety systems, and employee awareness initiatives.

Potential hazards are identified through structured safety management tools, including First Choice methodologies, Root Cause Analysis (RCA), and regular Gemba Walks, which help evaluate operational risks and drive preventive and corrective actions. Safety assessments are integrated into day-to-day operations to ensure timely identification and mitigation of risks before they result in incidents.

To reinforce a culture of safety, employees receive regular training on safe shipment handling, road safety, and operational best practices. Mandatory safety requirements, such as helmet compliance for two-wheeler riders and the use of appropriate protective equipment during cargo handling, are strictly enforced. Daily safety briefings are conducted for frontline personnel, focusing on defensive driving practices, hazard awareness, and operational safety precautions. Safety awareness is further strengthened through visual communication materials and advisories displayed across facilities and operational locations.

The Company also organizes dedicated awareness campaigns and engagement programmes, including Safety Week, National Road Safety Month, and World Safety Day, to promote safety consciousness and encourage active employee participation in maintaining a safe workplace.

Beyond occupational safety, Blue Dart places significant emphasis on employee health and well-being. Employees have access to counselling and feedback mechanisms that support their physical and mental wellness. Regular health awareness communications are shared across the organisation, while specialised training programmes on fire prevention, emergency response, and evacuation procedures help enhance preparedness and resilience across the workforce.

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

Yes.

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

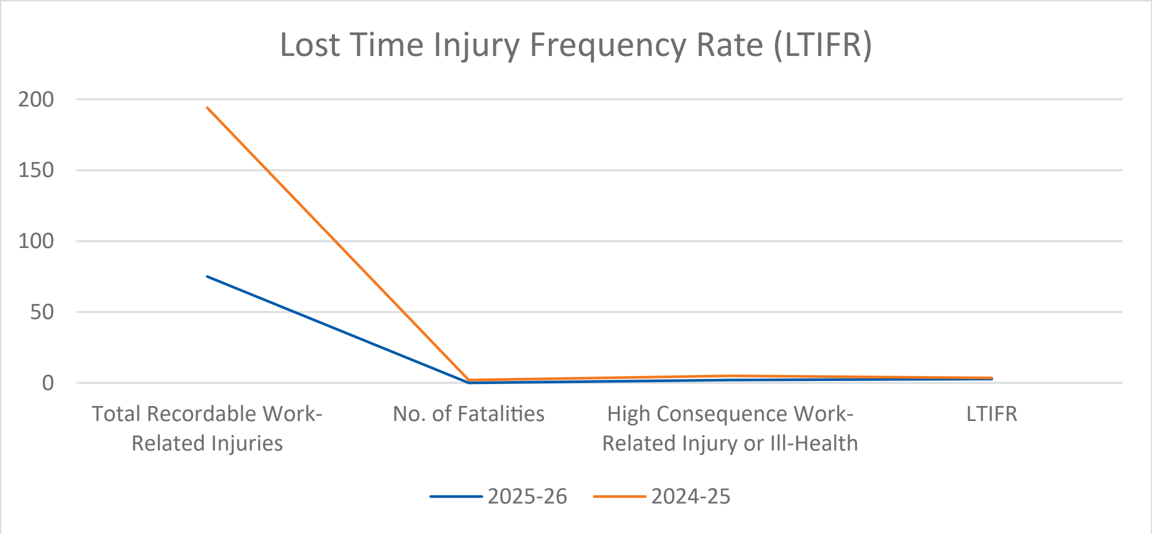
Yes, Blue Dart provides its employees and workers with access to medical and healthcare services beyond occupational health requirements. Through the Company's health insurance coverage, individuals are able to avail cashless medical services across an extensive network of hospitals nationwide.

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

Safety Incident/Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	**Employees**	1.96	3.17
	Workers	2.92	3.82
Total recordable work-related injuries	**Employees**	16	88
	Workers	59	106
No. of fatalities	**Employees**	0	1
	Workers	0	1
High consequence work-related injury or ill-health (excluding fatalities)	**Employees**	1	0
	Workers	1	5

Note:

1. For FY 2025-26, Only Injuries pertaining to FTE employees and workers have been considered having lost days 1 or more than 1



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

At Blue Dart, employee safety is our core value. In FY 2025–26, we strengthened our foundational practices by deploying Regional Safety Officers and Safety Marshals across our network. We also integrated new safety technology, rolling out breath analysers, AR-based road safety training, and protective wheel chokes at our facilities.

Record engagement defined this year. December 2025 marked our highest-ever training participation, driven by pan-India "Safety First" programs. We successfully piloted the "Matrix" incident-reporting app, hosted global safety events, and organized nationwide medical camps, distributing over 1,500 pairs of spectacles.

To address the challenge of "uncontrolled" accidents in long-haul operations, we are strengthening our safety management systems through enhanced monitoring, continuous driver awareness initiatives, and the planned establishment of Regional Network Control Centres to further improve oversight and support safer operations across our network.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	1	Nil	Complaint was w.r.t working conditions which was addressed promptly
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	96%
Working Conditions	96%

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 maintains a framework for the monitoring, reporting, and management of workplace and road-related incidents as an integral part of its safety governance system. Incident data is regularly compiled, analysed, and reviewed to identify trends, evaluate performance, and enhance accountability across operations.

Regular safety performance reviews are conducted to assess reported incidents and determine the effectiveness of existing controls. Where incidents occur, prompt corrective and preventive actions are initiated to address underlying issues and minimise future risks. All recordable incidents undergo a comprehensive investigation process to establish root causes and identify opportunities for improvement.

Based on investigation findings, risk assessments are revisited and mitigation measures are strengthened to prevent recurrence. The insights gained from these reviews are integrated into operational practices, training programmes, and safety protocols, fostering a culture of continuous improvement.

Through its systematic approach to incident management and risk mitigation, the Company continues to strengthen workplace safety, improve operational resilience, and provide a secure working environment for its employees.

Leadership Indicators

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

Guided by its People First philosophy and unwavering focus on employee well-being, the Company has a Death Benevolent Fund to provide financial support to employees' families during unforeseen circumstances. The fund is jointly supported through contributions from the Company and its employees and is designed to offer financial assistance to the nominee of an employee in the event of their unfortunate demise while in service.

The benefit under this fund is available to employees up to specified grades. Employees in higher grades are covered under a separate term life insurance programme, under which the designated nominee receives the applicable insurance proceeds directly from the insurer.

Further strengthening its employee protection framework, the Company maintains a dedicated group insurance policy that provides coverage for accidental fatalities arising from work-related travel and transit, including road traffic accidents.

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

The Company recognises that the long term sustainability of its business is closely linked to the strength and reliability of its value chain, which plays a critical role in its operations. To support this, the Company adheres to the Supplier Code of Conduct issued by its parent group and enters into formal agreements with value chain partners that clearly define the standards required for conducting business with the Company.

All suppliers and partners are expected to comply with applicable laws and regulatory requirements, thereby promoting a responsible and sustainable approach across the value chain.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	1	Nil	Nil	Nil
Workers	1	Nil	Nil	Nil

Note: Please note that although no rehabilitation was provided, the Company provides the following benefits to our employee/ workers having suffered high consequence work- related injury / ill-health / fatalities:

- BRACE (Blue Dart's Reimbursement of Accident Claims and Expenses) is a welfare scheme that supports employees who meet with an accident while on duty, including travel between home and office. It provides 100% reimbursement of medical and incidental expenses related to treatment, as per policy limits. Accidents resulting in death are covered under separate insurance schemes. If the accident leads to absence from work, employees may be granted Accident Leave—with full salary for up to 3 months and half salary for the next 3 months—based on medical certification and approval.
- DBF (Death Benevolent Fund) is a welfare initiative by Blue Dart to support the nominee of an employee who passes away during employment; whether due to natural causes or an accident (except in cases like suicide, intoxication, hazardous activities, or criminal acts). Eligible employees contribute one day's basic salary, and the company matches the amount up to Rs.1,50,000/-. The amount is handed over to the nominee after legal formalities.

- DBF covers employees up to certain grades. Employees in higher grades are covered under a separate Term Life Insurance Policy, where the sum assured is paid directly by the insurance company to the nominee.

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

No, the Company does not currently have a formal transition assistance programme specifically designed to support continued employability or career transition arising from retirement or termination of employment. However, the Company remains committed to treating all employees with fairness, dignity, and respect throughout the employment lifecycle and ensures compliance with all applicable statutory and contractual obligations at the time of separation.

5. Details on assessment of value chain partners:

The DHL Group Supplier Code of Conduct (SCoC), which sets out the mandatory standards to be complied with by all suppliers and value chain partners for conducting business with the Company. The Code reflects the Company's commitment to responsible, transparent, and sustainable business practices and clearly outlines the ethical expectations from all partners. The Company also intends to establish a structured mechanism in the coming years to evaluate the performance and sustainability of its value chain. This initiative is expected to further strengthen the Company's approach towards responsible and sustainable business practices.

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

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

As outlined in the Supplier Code of Conduct, the Company retains the right to verify compliance with its requirements through self-assessments and audits, which may be conducted by the Company or through an independent third party. The Company expects its suppliers to demonstrate continuous improvement by setting measurable targets across areas such as environmental impact, working conditions, and diversity, along with periodic reporting on their sustainability performance.

In cases of non-compliance, suppliers are required to submit an incident report along with a corrective action plan. Where the concerns are not satisfactorily addressed and resolved, the Company reserves the right to discontinue its commercial relationship with the supplier.

Section-C: Principle-wise Performance Disclosures

PRINCIPLE - 4

Businesses should respect the interests of and be responsive to all its stakeholders.

Disclosure on how Blue Dart identifies, engages with, and responds to all stakeholder groups beyond shareholders, particularly vulnerable and marginalized communities.

Blue Dart's air hubs and ground processing centres are located in and around major urban and semi-urban centres. Our operations, aircraft movement, vehicle traffic, noise, emissions, directly impact surrounding communities. We cannot operate sustainably if the communities around our hubs resist or resent our presence. Stakeholder engagement for us means proactively consulting with communities near our gateways, creating livelihood opportunities for local populations, and responding to concerns about noise pollution or traffic congestion from our operations.

"In an evolving business landscape, our stakeholders remain integral to our journey of growth, innovation, and sustainability. Their valuable insights, collaboration, and continued engagement help us strengthen our operations and adapt to changing expectations and emerging opportunities. By fostering transparent and meaningful relationships with our stakeholders, we aim to build a resilient, future-ready organisation that creates long-term value for all."

Essential Indicators

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

The Company follows a structured approach to identify and engage with its key stakeholder groups, with a focus on understanding their expectations and incorporating relevant inputs into its decision-making processes. Stakeholder identification is based on assessing the extent to which groups are impacted by, or can influence, the Company's operations.

Key stakeholders include employees, customers, suppliers, investors, civil society organisations, consumers, government bodies and regulatory authorities. The Company prioritises stakeholders, including vulnerable groups where relevant, to ensure balanced and inclusive engagement.

The process is guided by principles of transparency, accountability and open communication. The Company ensures that stakeholders are provided with relevant information in line with corporate governance requirements and promotes continuous dialogue to build trust and long-term relationships.

In addition, the Company undertakes initiatives to sensitise employees for effective stakeholder engagement, encourages stakeholder participation in sustainability efforts, and provides mechanisms for grievance redressal. It also seeks stakeholder feedback on key decisions and addresses concerns in a fair and timely manner.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

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

Leadership Indicators

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

   The Company follows a structured governance framework to ensure that stakeholder perspectives on economic, environmental and social matters are duly considered. Engagement with stakeholders is carried out through various channels, including operational interactions, formal feedback mechanisms and participation in industry forums.

   Inputs received from stakeholders are reviewed by the management and subsequently placed before the Board of Directors, either directly or through designated committees such as the CSR Committee, Stakeholders' Relationship Committee and the Risk Management Committee. These committees evaluate the feedback, provide strategic guidance and oversee the implementation of relevant actions. This process ensures that stakeholder concerns are integrated into decision-making and aligned with the Company's governance standards and business objectives.

   These governance structure reflect the Company's commitment to stakeholder engagement and alignment with the requirements of the Companies Act, 2013 and the Listing Regulations.

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

   Yes. Stakeholder consultation forms an important part of identifying and managing environmental and social priorities. The Company engages with stakeholders through industry platforms, partnerships and regular interactions to understand emerging issues and expectations.

   The insights gathered are used to shape policies, programmes and initiatives. For instance, inputs from stakeholders have contributed to the design and strengthening of CSR initiatives, environmental practices and employee-focused programmes, ensuring that these remain relevant and responsive to stakeholder needs.

3. **Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

   The Company actively engages with vulnerable and marginalised communities through its CSR initiatives, which are aligned with the pillars of GoTeach, GoGreen and GoHelp. These programmes focus on areas such as education, healthcare, women's empowerment, sanitation and environmental sustainability.

   Through GoTeach, the Company supports skill development and employability for youth from underprivileged backgrounds. Under GoHelp, it undertakes initiatives such as supporting healthcare needs, improving access to clean drinking water and conducting medical camps for senior citizens. These efforts are implemented in collaboration with partner organisations and local communities to ensure meaningful and lasting impact.

   The Company continues to engage with stakeholders to assess their needs and refine its initiatives, with the objective of promoting inclusive growth and sustainable development.

Section-C: Principle-wise Performance Disclosures

PRINCIPLE - 5

Businesses should respect and promote human rights.

Disclosure on how Blue Dart's respect for and promotion of human rights across its operations, workforce, and supply chain.

In logistics, the human rights lens is especially important at the bottom of our workforce pyramid, delivery executives, contractual loaders, sorters, and warehouse staff. These roles often involve physically demanding work, irregular hours, heat exposures, and performance pressure. Ensuring that every worker is paid fairly, treated with dignity, and protected from discrimination is what P5 demands from us. Our service providers and third-party vendors must also meet these standards. In an industry known for high outsourced workforce dependency, our P5 disclosures signal whether Blue Dart holds itself accountable for human rights beyond its own company gates.

"At Blue Dart, respect for human rights forms a fundamental part of our corporate values and business practices. Through strong policies, responsible governance, and continuous oversight, we are committed to fostering a safe, inclusive, and equitable work environment across our operations. Our focus on ethical conduct and accountability enables us to build trust, mitigate risks, and uphold the highest standards of corporate responsibility while creating a positive impact for our employees, partners, and communities."

Essential Indicators

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	3,852	813	21.11	3,668	82	2.24
Other than permanent	-	-	-	-	-	-
Total Employees	3,852	813	21.11	3,668	82	2.24
Workers						
Permanent	9,399	-	-	9,035	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	9,399	-	-	9,035	-	-

Note: Training on Human rights is given to all eligible employees once in 2 years. We have 100% compliance of the same.

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	3,852	-	-	3,852	100.00	3,668	-	-	3,668	100.00
Male	3,345	-	-	3,345	100.00	3,201	-	-	3,201	100.00
Female	507	-	-	507	100.00	467	-	-	467	100.00
Other than Permanent	Not Applicable									
Male										
Female										
Workers										
Permanent	9,399	-	-	9,399	100.00	9,035	-	-	9,035	100.00
Male	9,104	-	-	9,104	100.00	8,803	-	-	8,803	100.00
Female	295	-	-	295	100.00	232	-	-	232	100.00
Other than Permanent	Not Applicable									
Male										
Female										

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

a. Median remuneration/ wages:

	Male		Female	
	Number	Median remuneration/ Salary/ Wages of respective category (in ₹ / Year)	Number	Median remuneration/ Salary/ Wages of respective category (in ₹ / Year)
Board of Directors (BoD)*	2	2,25,96,465	2	40,95,462
Key Managerial Personnel (KMP)**	2	1,49,90,456	0	0
Employees other than BoD and KMP (including workers)	3,343	7,00,422	507	6,90,649
Workers	9,104	2,94,899	295	2,86,797

*Mr. Prakash Apte, Chairman, Independent & Non-Executive Director, resigned w.e.f. April 13, 2026 due to health reasons.
** Includes Chief Financial Officer and Head (Legal & Compliance) & Company Secretary. MD is not included to avoid repetition.

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	8.60	8.60

Note: The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122

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

The Company is committed to upholding high standards of corporate responsibility and ensuring that stakeholder concerns and grievances are handled promptly, fairly, and effectively. Human rights-related matters are overseen by the Human Resources function, which is responsible for addressing such issues and ensuring alignment with the Company's principles of ethical conduct, fairness, and respect for individual rights.

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

The Company aligns with the Human Rights Policy Statement of its parent group as part of its broader commitment to ethical business practices. This policy complements the Company's Code of Conduct and reflects its adherence to key international frameworks, including the principles of the UN Global Compact, the Universal Declaration of Human Rights, the International Labour Organization Declaration on Fundamental Principles and Rights at Work, and the OECD Guidelines for Multinational Enterprises.

In the event of any actual or potential human rights risks arising from its operations, the Company follows a defined process to assess the situation and implement appropriate corrective actions, which may include modification, suspension, or remediation of the concerned activity. Employees are encouraged to report any suspected human rights concerns through multiple channels such as local management, the Human Resources function, or the Compliance Hotline. External stakeholders, including third parties, are also provided with avenues to raise concerns through designated web based reporting mechanisms.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual harassment	0	0	NA	1	0	Internal Complaints Committee followed the statutory action points to address the complaints which were resolved effectively.

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other Human Rights related issues	4	0	Internal Complaints Committee followed the statutory action points to address the complaint which was resolved effectively	0	0	NA

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

	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	1
Complaints on POSH as a % of female employees / workers	0.00	0.14
Complaints on POSH upheld	0	1

Note: The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122

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

The Company has established comprehensive policies to promote a safe, respectful, and ethical workplace. These include a Whistle Blower Policy, a Prevention of Sexual Harassment Policy, and a Human Rights Policy Statement.

Incidents relating to sexual harassment are addressed by a designated Internal Committee, which ensures timely action, safeguards the well-being of the complainant, and maintains strict confidentiality throughout the process. Concerns raised under the Whistle Blower Policy are reviewed by the Ethics Committee, which undertakes investigations and addresses such matters with integrity and fairness. Blue Dart is committed to maintaining strict confidentiality in handling complaints, ensuring the complainant's identity remains protected.

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

Yes, the Company incorporates appropriate contractual provisions within its agreements to ensure that suppliers, contractors, and business partners comply with all applicable labour laws and regulations. These provisions require adherence to statutory obligations, including the payment of fair wages, timely remittance of statutory benefits and dues, and compliance with relevant employment and workplace standards.

10. Assessments for the year:

	% of your plants and Offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	Blue Dart's Human Rights Policy Statement strengthens the framework established under the Code of Conduct of its parent group, which serves as the guiding standard for promoting responsible and ethical behaviour across the organisation.
Forced/involuntary labour	
Sexual Harassment	
Discrimination at workplace	
Wages	

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

This disclosure is not applicable as the Company has not identified any significant concerns based on assessments conducted across its plants and offices.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints

The Company ensures that its business processes are aligned with human rights requirements. Accordingly, no separate process was required to be modified or introduced specifically for addressing human rights related grievances or complaints.

2. Details of the scope and coverage of any Human rights due-diligence conducted.

The Company follows the Human Rights Policy Statement of its parent group, which is applicable to employees across all divisions globally and sets out clear expectations for respectful, lawful, and ethical conduct in interactions with colleagues, partners, and communities. The Company also expects its business partners to uphold similar standards and extend these principles across their operations and value chains.

Blue Dart's commitment to human rights is reflected through key policies such as the Code of Conduct and the Supplier Code of Conduct. To ensure alignment with international standards, applicable laws, and group level guidelines, the Company undertakes due diligence processes to identify, assess, and address potential as well as actual human rights risks across its operations and supply chain.

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

The Company recognises the importance of complying with the Rights of Persons with Disabilities Act, 2016 and continues to take steps to enhance its infrastructure to better support the needs of persons with disabilities. These efforts reflect the Company's ongoing commitment to creating an inclusive and accessible environment for all.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Blue Dart is committed to promoting awareness among its value chain partners to ensure compliance with applicable laws and regulations relating to labour and employment. This includes areas such as human rights and fair labour practices, prevention of child labour, gender diversity, wages, working hours, health and safety, anti-corruption practices, and environmental responsibility. The Company formalises its expectations through agreements with value chain partners, which require adherence to applicable labour laws and compliance with the Supplier Code of Conduct issued by its parent group.
Discrimination at workplace	
Child Labour	
Forced Labour / Involuntary Labour	
Wages	

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

In instances where deviations from the principles outlined in the Supplier Code of Conduct are identified, including breaches related to human rights, the Company engages with the concerned supplier to determine appropriate and sustainable corrective actions within a defined timeframe. Where such efforts do not result in satisfactory improvement, the Company reserves the right to discontinue its business relationship with the supplier in a phased manner.

The Company promotes corrective measures that include establishing age verification processes during hiring, ensuring payment of at least the statutory minimum wages, and extending all applicable benefits such as provident fund, employee state insurance, leave entitlements, and bonus to eligible employees

Section-C: Principle-wise Performance Disclosures

PRINCIPLE - 6

Businesses should respect and make efforts to protect and restore the environment.

Disclosure on Blue Dart's environmental impact, resource consumption, emissions, waste generation, and efforts to protect and restore the environment.

This is arguably the most material sustainability principle for Blue Dart. As India's leading express air logistics company, our air operations, which rely on Aviation Turbine Fuel (ATF), are our single largest source of GHG emissions. Our ground fleet of thousands of delivery vehicles adds to this. DHL Group has committed to net-zero logistics by 2050 and a 30% reduction in logistics-related emissions by 2030. Blue Dart's P6 disclosures are directly tied to these global commitments. This section tells the world whether Blue Dart is genuinely transitioning towards a low-carbon logistics model.

"Environmental responsibility is an important part of building a resilient and future-ready business. We continue to strengthen our focus on reducing environmental impact through more conscious operations, better resource management, and sustained efforts that support long-term environmental stewardship."

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2025-26 (In Giga-Joules)	FY 2024-25 (In Giga-Joules)
From renewable sources		
Total electricity consumption (A)*	967.87	152.01
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total Energy consumption from renewable sources (A+B+C)	967.87	152.01
From non-renewable sources		
Total electricity consumption (D)	75,406.86	62,582.41
Total fuel consumption (E)**	19,07,602.37	42,25,659.69
Energy consumption through other sources (F)	-	-
Total Energy consumption from non-renewable sources (D+E+F)	19,83,009.23	42,88,242.10
Total energy consumed (A+B+C+D+E+F)	19,83,977.10	42,88,394.11
Energy intensity per rupee of turnover (Total energy consumption/ Revenue from Operations in Lakhs) – GJ/Rupee in Lakhs	3.23	7.50
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	65.71	154.89
Energy intensity in terms of physical output - GJ/FTE	149.72	337.59

*The increase in energy consumption from renewable electricity in FY 2025–26 as compared to FY 2024–25 is attributable to the installation of solar capacity at the Bijwasan unit. In the previous year, solar power generation was limited to the Corporate Office.

1. The Purchasing Power Parity (PPP) conversion factor of 20.34 used for the calculation of intensity ratios has been sourced from the International Monetary Fund (IMF).
2. Previous year's figures have been restated following a change in the reporting methodology for this KPI.

Note: The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122

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

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

At present, Blue Dart's operations are not covered under the Government of India's Perform, Achieve, and Trade (PAT) framework. Consequently, the Company is not subject to the scheme's prescribed compliance requirements, allowing for enhanced flexibility in managing its operations.

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	6,215.42	12,616.57
(iii) Third party water*	1,75,034.75	5,43,117.75
(iv) Seawater / desalinated water	-	-
(v) Others*** - Rainwater harvesting in Head office	12,100.77	563.53

Parameter	FY 2025-26	FY 2024-25
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,93,350.94	5,56,297.85
Total volume of water consumption (in kilolitres)**	54,580.18	1,11,482.23
Water intensity per rupee of turnover (Water consumed / Revenue from operations) – KL/Rupees in Lakhs	0.09	0.19
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	1.81	4.03
Water intensity in terms of physical output - KL/FTE	4.12	8.78

*For locations other than the Corporate Office, water withdrawal has been estimated based on the Central Ground Water Authority (CGWA), 2016 document, "Estimation of Water Requirement for Drinking and Domestic Use", prepared by the Bureau of Indian Standards (BIS) for the National Building Code (NBC). Accordingly, water withdrawal has been estimated at 45 litres per employee per working day and considered as water sourced from third-party suppliers.

For FY 2025–26, an estimated methodology has been adopted to derive the reported values in line with the available data and reporting requirements. This approach was implemented to ensure consistency and completeness of the current year's disclosures where supporting evidence for the previous methodology was unavailable for assurance purposes. As FY 2024–25 was prepared using a different methodology, the prior year's figures have not been restated. Accordingly, the estimated methodology has been applied only to the FY 2025–26 data.

** Water discharge from domestic consumption is estimated as 80% of withdrawal basis CGWA water requirement guidelines. The remaining 20% is considered consumed through domestic use. The discharge water is released into sewerage systems.

***The significant increase in rainwater harvesting in FY 2025–26 is attributable to the inclusion of the Bijwasan unit, whereas in the previous year it was limited to the Head Office.

Note: The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122

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

4. **Provide the following details related to water discharged**

Parameter			FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)*				
(i)	To Surface water		-	-
	-	No treatment	-	-
	-	With treatment – please specify level of treatment	-	-
(ii)	To Groundwater		-	-
	-	No treatment	-	-
	-	With treatment – please specify level of treatment	-	-
(iii)	To Seawater		-	-
	-	No treatment	-	-
	-	With treatment – please specify level of treatment	-	-
(iv)	Sent to third-parties		-	-
	-	No treatment	-	-
	-	With treatment – please specify level of treatment	-	-
(v)	Others		-	-
	-	No treatment	1,38,770.76	4,44,815.62
	-	With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)			**1,38,770.76**	**4,44,815.62**

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

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

The Company continues to strengthen its environmental sustainability framework through the adoption of responsible water management practices. As part of its ongoing efforts, the implementation of Zero Liquid Discharge (ZLD) systems is currently being explored as a long-term solution to eliminate liquid waste discharge from its operations.

In parallel, the Company has undertaken several water conservation initiatives, including the installation of rainwater harvesting systems at multiple locations. These systems enable the collection and storage of rainwater, thereby reducing reliance on conventional water sources and supporting sustainable water use. Further, water-efficient fixtures such as tap aerators have been deployed to optimize water consumption by regulating flow through air mixing, enhancing overall efficiency.

These initiatives reflect the Company's commitment to integrating sustainable practices within its operations, going beyond compliance requirements and contributing to environmental conservation and resource efficiency.

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

Parameter	Please specify unit	FY 2025-26	FY 2024-25
NOx	Mg/Nm^3	49.90	56.00
SOx	Mg/Nm^3	30.30	34.15
Particulate matter (PM)	Mg/Nm^3	37.60	49.62
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – NMHC) (Non-Methane Hydrocarbon)	Mg/Nm^3	6.20	9.06

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

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions* (Break-up of the GHG into CO_2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO_2 equivalent	1,37,749.39	1,70,806.00
Total Scope 2 emissions* (Break-up of the GHG into CO_2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO_2 equivalent	5,128.84	15,906.00
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO_2 equivalent / Rupees	0.23	0.33
Total Scope 1 and Scope 2 emissions per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO_2 equivalent / Rupees	4.73	6.74
Total Scope 1 and Scope 2 emissions intensity in terms of physical output		10.78	14.70

*Scope 1 and 2 emissions include emissions from aviation fuel and diesel consumption, purchased electricity, and fugitive emissions. The Scope 2 emissions calculated using location based approach for reporting year are 15,730.71 tonCO2e. The reported emissions have been calculated using emission factors sourced from the USEPA GHG Emission Factors Hub 2025, Global Logistics Emission Council (GLEC) framework v3.2, and IEA emission data 2025.

Scope 2 figure disclosed represents emissions based on market based approach and after accounting of renewable energy attributed (14,117 units of I-RECs). Previous year's figures have been restated following a change in the reporting methodology for this KPI.

Note: The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122

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

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

The organisation is increasingly prioritising sustainability to minimise its environmental footprint and respond to climate-related challenges. Further information on specific projects and initiatives can be found in the ESG Journey Report included in this document.

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

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste **(A)**	200.41	126.51
E-waste **(B)**	23.43	95.19
Bio-medical waste **(C)**	Nil	Nil
Construction and demolition waste **(D)**	Nil	Nil
Battery waste **(E-CO)**	10.07	4.56
Radioactive waste **(F)**	-	-
Other Hazardous waste **(G)** Including, Fuel filters and DG set waste oil	0.26	-
Other Non-hazardous waste generated **(H)**. Please specify, if any.		
Including Canvas Bags, Metal Waste, Paper Waste, Wood Waste, Mixed Waste, Glass Waste, Composting waste	132.49	74.94
Total (A + B + C + D + E + F + G + H)	**366.66**	**301.20**
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) – MT/Rupee	0.001	0.001
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) - MT/USD	0.012	0.011
Waste intensity in terms of physical output - MT/FTE	0.028	0.024
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste – E-Waste, Battery Waste, Other Hazardous Waste, Other Non-Hazardous Waste and Plastic Waste		
(i) Recycled	358.89	292.54
(ii) Re-used	-	-
(iii) Others	-	-
Total	**358.89**	**292.54**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste – E-Waste, Battery Waste and Other Non-Hazardous Waste		
(i) Incineration	-	-
(ii) Landfilling	-	6.92
(iii) Other disposal operations – Safely Disposed	7.76	1.74
Total	**7.76**	**8.66**

1. Total waste disposed has been considered as a proxy for total waste generated. The Company is in the process of strengthening its waste data management and reporting mechanisms.
2. Previous year's figures have been restated following a change in the reporting methodology for this KPI.

Note: The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122

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

Blue Dart Express Limited follows a comprehensive and sustainable approach to waste management aimed at reducing its environmental impact while maintaining full compliance with applicable regulations. The Company practices segregation at the point of generation, classifying waste into categories such as wet and dry waste, biodegradable and non-biodegradable waste, hazardous waste, and e-waste. Appropriately labelled segregation bins are positioned across offices, warehouses, and logistics facilities to enable proper disposal practices.

Waste is collected on a daily basis by trained personnel under the oversight of authorized service providers and is subsequently transferred to a designated storage area within the premises. Final disposal is undertaken only through licensed and government-approved vendors, particularly for regulated waste streams such as hazardous waste (including used DG oil, batteries, and fuel filters) and electronic waste (such as outdated IT equipment and storage devices). Organic waste, including food waste and paper tissues, is either composted or processed through environmentally responsible treatment methods.

In line with sustainability objectives, the Company promotes the principles of Reduce, Reuse, and Recycle (3R). Initiatives include minimizing paper consumption through digital processes and duplex printing, reusing packaging materials like cartons and cushioning materials, and channeling recyclable waste such as paper, plastics, glass, and metals to authorized recyclers. Employees are actively engaged through awareness programs and periodic training sessions to strengthen adherence to waste management practices.

The Administration, Maintenance, and IT functions oversee the implementation of waste management processes, ensuring proper record-keeping of waste generation, handling, and disposal, along with verification of vendor credentials. These functions also ensure compliance with statutory requirements, including necessary registrations and reporting related to hazardous waste management. Regular internal reviews and audits are conducted to assess effectiveness and identify opportunities for improvement.

As part of its long-term sustainability strategy, Blue Dart aims to strengthen collaborations with external stakeholders such as NGOs, local authorities, and industry partners to further enhance its waste management practices. The Company is working towards achieving zero waste to landfill and is exploring advanced solutions such as waste-to-energy technologies, reinforcing its commitment to responsible environmental management and operational efficiency.

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:

Sr. No.	Location of operations/ offices	Types of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
The Company's operations are not located within environmentally sensitive or ecologically vulnerable regions.			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable. In accordance with the Ministry of Environment, Forest & Climate Change (MoEFCC) guidelines, the Company's operational activities are not subject to requirements for obtaining environmental clearance or undertaking an Environmental Impact Assessment (EIA).					

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

Serial Number	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective taken, if any action
No material instances of non-compliance were identified or reported during the financial year.				

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):
For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area

(ii) Nature of operations

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not applicable. The Company's operations are not situated in designated water-stressed zones. Although certain Blue Dart facilities are in proximity to such areas, water consumption remains minimal given the non-manufacturing nature of activities; consequently, comprehensive water usage data has not been maintained.	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	Not applicable. The Company's operations are not situated in designated water-stressed zones. Although certain Blue Dart facilities are in proximity to such areas, water consumption remains minimal given the non-manufacturing nature of activities; consequently, comprehensive water usage data has not been maintained.	
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

No external review or third-party assessment has been conducted to evaluate our operations, performance, or compliance with applicable standards and regulations.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 emissions (Limited) (Break-up of the GHG into CO_2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO_2 equivalent	3,54,004.00	3,09,989.00
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO_2 Equivalent / rupees	0.0000058	0.0000054
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO_2 Equivalent/ employees	26.72	24.40

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

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

Blue Dart is actively working to capture and include other relevant Scope 3 emission categories on an ongoing basis, aiming to improve the accuracy and completeness of its overall emissions reporting.

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

There hasn't been an external review or third-party assessment has been conducted to evaluate our operations, performance, or compliance with applicable standards and regulations.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

The Company's operations are not located within environmentally sensitive or ecologically vulnerable regions, underscoring its commitment to environmentally responsible practices and conservation.

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

During the year, Blue Dart has taken numerous initiatives in ESG resulting in optimal utilisation of resources, financial savings, reducing the Carbon footprint and has helped us to progress further in our ESG journey. The decreasing reliance on fossil fuel and increasing dependence on EVs has immensely helped Blue Dart operationally and on ESG front.

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	**Electrification of vehicle fleet**	The Company continues to expand the adoption of electric vehicles (EVs) within its fleet operations as part of its transition towards cleaner mobility solutions and reduction of fossil fuel dependency. During FY 2025–26, the cumulative EV fleet reached 599 vehicles.	The increased deployment of EVs has contributed towards reduction in fuel consumption and associated greenhouse gas emissions from transportation operations, while supporting the Company's sustainable logistics objectives.

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
2	**Tree plantation and carbon sequestration initiative**	The Company has undertaken large-scale tree plantation initiatives as part of its environmental sustainability and carbon sequestration efforts. The cumulative plantation has reached approximately 1 million trees. In addition, the Company has facilitated the plantation of 1,12,000 fruit trees in the fields of small and marginal farmers across the states of Maharashtra, Uttarakhand, Bihar, Jharkhand, Odisha, Karnataka, Andhra Pradesh, Telangana, Assam, West Bengal, Tamil Nadu and Rajasthan, thereby supporting sustainable livelihoods and enhancing ecological resilience.	Upon maturity, the overall plantation programme is expected to sequester approximately 20,000 tonnes of CO_2 annually, contributing to carbon absorption, biodiversity enhancement and ecological restoration. Further, the plantation of 1,12,000 fruit trees is expected to offset approximately 2,240 tonnes of CO_2 annually upon maturity, while also generating socio-economic benefits for farming communities.
3	**Renewable energy and green delivery initiatives**	The Company continues to strengthen its sustainability roadmap through initiatives focused on renewable energy adoption and low-carbon logistics solutions. The Company has also established a target to achieve 10% green deliveries during FY 2026–27.	The initiative is expected to support reduction in operational carbon emissions, promote cleaner delivery mechanisms, and contribute towards the Company’s long-term emission reduction and sustainability goals.
4	**Installation of rooftop solar power plants**	Blue Dart continued to strengthen its commitment to renewable energy through the installation and operation of rooftop solar power systems across its facilities. The solar installations, implemented in partnership with Vikram Solar Limited RE and Becquer Energy Pvt. Ltd., support the Company's transition towards cleaner energy sources and advance its long-term environmental stewardship objectives. The Company has deployed solar panels with a cumulative installed capacity of 705 kW across its HQC, WRO and Bijwasan facilities, reflecting its commitment to reducing carbon emissions, promoting sustainable operations and increasing the share of renewable energy in its energy mix. These initiatives are aligned with Blue Dart's broader strategy of contributing to global climate goals and fostering a cleaner and more sustainable environment.	During FY 2025–26, the rooftop solar power systems generated a total of 234,617.04 kWh of clean and renewable electricity. The use of solar energy helped avoid approximately 166,580 kg of CO_2e emissions, reinforcing the Company's commitment to decarbonisation and enhancing the share of renewable energy in its overall energy mix.
5	**Installation of water aerators**	The installation of water aerators across the corporate facility reflects the Company's commitment to water conservation and sustainable resource management. Fitted on faucets, these devices optimize water usage by mixing air with water, thereby ensuring a controlled and efficient flow. This initiative supports the Company's sustainability objectives and encourages responsible water consumption practices within the workplace, demonstrating its commitment to environmentally responsible operations.	The implementation of water aerators has contributed to a reduction in overall water consumption. By enabling a regulated and efficient water flow, the initiative supports responsible water management practices while also enhancing resource efficiency. The positive outcomes of this measure highlight the effectiveness of simple yet impactful initiatives in promoting a more sustainable and environmentally conscious workplace.

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
6	**Motion/Occupancy Sensor Installation**	As part of its Light House Project, the Company introduced an energy conservation initiative through the installation of motion and occupancy sensors for LED lighting systems across its premises. The advanced system automatically switches off luminaires when no movement or occupancy is detected, thereby optimizing energy usage. The deployment of LED tube lights and round LED fittings demonstrates the Company's commitment to sustainable operations. By ensuring that lighting is used only when required, this smart technology enhances operational efficiency and has the potential to significantly reduce electricity consumption, supporting the Company's efforts towards creating an energy-efficient and environmentally responsible workplace.	The installation of motion and occupancy sensors for LED lighting has delivered notable energy efficiency benefits. The initiative resulted in significant annual energy savings, leading to considerable cost savings. On an average monthly basis, the energy conserved translated into meaningful savings as well. These outcomes reflect the Company's commitment to sustainability while also demonstrating the financial advantages associated with the adoption of innovative energy conservation measures.
7	**Usage of 100% Compostable Garbage Bags**	Blue Dart's Administration Department has implemented an in-house composting initiative aimed at managing and recycling organic waste generated within its facilities. By utilizing damaged planters as composting pits, the Company has been able to repurpose a wide variety of biodegradable materials, including fruit and vegetable peels, eggshells, newspapers, cardboard, fallen leaves, plant trimmings, sawdust generated from carpentry activities, and tea and coffee residues from pantry operations.	The in-house composting programme has delivered significant benefits in terms of waste diversion and environmental sustainability. By converting various organic waste streams into compost, the Company has reduced the amount of waste sent to landfills. The compost generated through this initiative enhances soil quality and supports healthy plant growth, thereby contributing to the local ecosystem. The initiative reflects Blue Dart's commitment to circular economy principles and responsible waste management practices while helping reduce its overall environmental footprint.
8	**Practice of Composting**	Blue Dart's Administration Department has implemented an in-house composting initiative aimed at managing and recycling organic waste generated within its facilities. By utilizing damaged planters as composting pits, the Company has been able to repurpose a wide variety of biodegradable materials, including fruit and vegetable peels, eggshells, newspapers, cardboard, fallen leaves, plant trimmings, sawdust generated from carpentry activities, and tea and coffee residues from pantry operations.	The in-house composting programme has delivered significant benefits in terms of waste diversion and environmental sustainability. By converting various organic waste streams into compost, the Company has reduced the amount of waste sent to landfills. The compost generated through this initiative enhances soil quality and supports healthy plant growth, thereby contributing to the local ecosystem. The initiative reflects Blue Dart's commitment to circular economy principles and responsible waste management practices while helping reduce its overall environmental footprint.
9	**Rainwater Harvesting**	Blue Dart has adopted rainwater harvesting systems across its facilities as part of its commitment to sustainable operations and responsible water management. Through this initiative, the Company captures and utilizes rainwater for various applications, thereby reducing its reliance on conventional water sources and easing pressure on local water resources. The initiative reflects Blue Dart's commitment to water conservation and its broader objective of promoting sustainable business practices across its operational footprint.	The implementation of rainwater harvesting systems has enabled Blue Dart to reduce its dependence on traditional water sources while supporting efficient water management practices. In addition to contributing to water conservation and operational cost savings, the initiative highlights the Company's proactive approach to environmental stewardship. During FY 2025–26, Blue Dart harvested 3,378.30 KL of rainwater, further strengthening its commitment to sustainable water management.

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
10	**Use of R410A Refrigerant Gas in Air Conditioning Systems**	Blue Dart has adopted R410A refrigerant gas in its air conditioning systems as part of its commitment to environmental sustainability and responsible operations. Compared with conventional refrigerants, R410A has a relatively lower environmental impact and supports the Company's efforts to reduce its carbon footprint. This initiative is aligned with industry best practices and demonstrates Blue Dart's focus on incorporating sustainable technologies into its operations to promote a more energy-efficient and environmentally responsible business model.	The use of R410A refrigerant gas in air conditioning systems has delivered positive environmental and operational benefits. By transitioning to a refrigerant with a comparatively lower environmental impact, Blue Dart has further strengthened its commitment to responsible business practices and reduced the overall environmental footprint of its operations. This initiative highlights the Company's proactive approach towards adopting sustainable technologies and fostering a more environmentally conscious operating model.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Blue Dart has implemented a Business Continuity Plan (BCP) designed to sustain critical operations during disruptions. The framework defines structured procedures to ensure continuity of essential functions, including the identification of alternate locations for key activities. A comprehensive risk assessment exercise has been undertaken to evaluate potential threats, with functional heads (process owners) contributing to the development of tailored continuity strategies for their respective domains. These plans are built on agreed assumptions and are reviewed twice a year to maintain their relevance and effectiveness.

The strength of this risk management framework was demonstrated during the COVID-19 pandemic. As a provider of essential services, Blue Dart maintained uninterrupted operations throughout the lockdown by promptly activating its contingency measures. Senior management held daily review discussions to ensure adequate availability of workforce, vehicles, and aircraft, enabling seamless delivery services nationwide.

A strong focus on people was central to the Company’s response during the crisis. Employees, partners, and frontline personnel—including couriers, drivers, hub staff, and aviation teams, exhibited exceptional dedication and resilience. To enhance safety for both staff and customers, Blue Dart introduced Contactless Delivery (CLD) solutions. In parallel, dedicated response teams and well-defined standard operating procedures (SOPs) facilitated swift and coordinated action. The Company also contributed to the Government’s Lifeline Udan initiative by supporting the transportation of critical medical supplies such as PPE kits, ventilators, and COVID-19 testing equipment across domestic and international routes.

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

Blue Dart does not currently carry out formal assessments to identify significant environmental impacts arising across its value chain. However, the Company conducts its operations and engages with its business partners in a responsible manner, with the objective of minimizing potential environmental risks associated with value chain activities.

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

The Company is in the process of evaluating the incorporation of value chain partners into its overall decarbonisation framework. Going forward, Blue Dart intends to work collaboratively with its value chain partners to promote common sustainability objectives and support collective efforts towards reducing environmental impacts.

8. How many Green Credits have been generated or procured:

a. By the listed entity: Nil

b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners: Nil

Note: As part of its sustainability efforts, the Company has taken voluntary measures to support renewable energy adoption. In the absence of a well-defined mechanism or active market for Green Credits in India, the Company has instead engaged in the renewable energy certificate market by procuring International Renewable Energy Certificates (I-RECs) through ACT Commodities BV. During Calendar Year 2025 (January 1, 2025 to December 31, 2025), the Company acquired 18,823 I-RECs, corresponding to 18,823 MWh of renewable electricity.

Section-C: Principle-wise Performance Disclosures

PRINCIPLE - 7

Businesses, when engaging in influencing public & regulatory policy, should do so in a manner that is responsible and transparent.

Disclosure on Blue Dart's engagement with public policy and regulatory advocacy, ensuring transparency in our positions and influence.

Blue Dart operates in a heavily regulated environment, DGCA for aviation, MoRTH for ground transport, Customs for cross-border logistics, and TRAI for some communication aspects. We actively engage with regulators and government bodies on policy matters critical to the express industry, ATF pricing, customs clearence timelines, drone delivery regulations, and EV charging infrastructure for logistics. P7 disclosures ensure that our policy advocacy is transparent and aligned with our sustainability commitments. Stakeholders must know that Blue Dart's lobbying efforts do not undermine the very sustainability goals we publicly commit to.

"At Blue Dart, any engagement on public policy or regulatory matters is guided by responsibility, transparency, and strict adherence to applicable laws and governance standards. Our approach remains anchored in ethical conduct and constructive participation, helping build long-term trust and institutional credibility."

Essential Indicators

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

   Blue Dart is part of 10 trade and industry chambers/ associations.

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

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

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

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

Leadership Indicators

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

Sr. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, If available
Blue Dart engages with industry bodies and relevant stakeholders to contribute to the development of policies that support responsible and sustainable growth of the logistics sector. The Company's approach to policy advocacy is guided by its Code of Conduct, ensuring that all interactions are carried out with integrity, transparency and adherence to ethical standards. Through its participation in trade associations, chambers of commerce and industry forums, the Company shares its expertise and provides inputs on regulatory and policy matters. Its advocacy efforts focus on promoting ethical business practices, good governance, fair competition, sustainability, inclusive growth and efficient use of resources. The Company's Advocacy Policy applies to employees, directors, business partners and other stakeholders, and provides a framework for responsible engagement with policymakers and regulators. Key areas of engagement include contributing to policy development, participating in industry discussions and forums, collaborating with peers on sectoral issues, and representing industry concerns to relevant authorities in a transparent and compliant manner. No specific public policy positions requiring separate disclosure have been identified. Accordingly, details such as frequency of Board review and web links are not applicable.					

Section-C: Principle-wise Performance Disclosures

PRINCIPLE - 8

Businesses should promote inclusive growth and equitable development.

Disclosure on Blue Dart's contributions to inclusive economic growth, particularly for underserved communities, through CSR and business practices.

Blue Dart's pan-India network gives us a unique opportunity and responsibility to contribute to India's development story. We connect businesses in remote corners of India to national markets, enabling small artisans in tier-3 cities to ship products to metro customers. Beyond our core business, our CSR initiatives, focused on education, employability, and road safety awareness, directly contribute to inclusive growth. P8 disclosures are where we demonstrate that Blue Dart's growth is not just profitable but purposeful, and that our network's reach is used as an instrument of inclusion.

“Inclusive growth is essential to sustainable progress. At Blue Dart, we believe meaningful development must create opportunities, strengthen capability, and enable wider participation, both within the organisation and across the communities and ecosystems connected to our business.”

Essential Indicators

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

Name and Brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web Link
Not Applicable					

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

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	5 of PAFs covered by R&R	Amounts paid to PAFs in the FY (in INR)
Not Applicable						

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

The Company has established a grievance mechanism to address concerns raised by the community. The grievance cell is responsible for receiving, reviewing, and resolving such grievances in a timely and effective manner.

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

	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ small producers	14.28	12.85
Directly from within India	98.43	98.38

Note: For the purpose of calculating the percentage of input material directly sourced from MSMEs/small producers, we have considered all the purchases made within India as total procurement.

Note: The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122

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 2025-26*	FY 2024-25
Rural	6.98%	Nil
Semi-Urban	8.68%	Nil
Urban	18.67%	29.00%
Metropolitan	65.67%	71.00%

* For the financial year 2025-26, the Company has adopted the classification framework prescribed under the Reserve Bank of India ("RBI") guidelines for categorizing centres/locations into Rural, Semi-Urban, Urban, and Metropolitan.

Note: The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122

Leadership Indicators

1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

Details of negative social impact identified	Corrective action taken
NA	

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

S. No.	State	Aspirational District	Amount spent (In INR)
The Company continues to support marginalised sections of society through its Go initiatives. Details of the Company's corporate social responsibility activities are disclosed in the CSR Report, which forms part of the Annual Report.			

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

   No

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

   Not Applicable

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

   Not Applicable

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

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

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

6. **Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1.	Blue Edge: Empowering lives	1,073	100%
2.	Blue Greens	1,12,000 trees, 194 Farmers	100%
3.	Blue Homes	67 Childrens	100%
4.	Blue Help	2,936 Beneficiaries	100%

Blue Dart's ESG initiatives are detailed in ESG and CSR report

Section-C: Principle-wise Performance Disclosures

PRINCIPLE - 9

Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure on how Blue Dart delivers responsible value to our customers, with transparent information, data privacy, fair practices, and effective grievance resolution.

Our customers are our most critical stakeholders, from individual senders to Fortune 500 corporations. They trust us with their most urgent, sensitive, and valuable shipments. P9 for Blue Dart means ensuring that every touchpoint of the customer journey is responsible, accurate delivery timelines communicated, billing is transparent and not manipulative, customer data (shipment details, addresses, contact information) is rigorously protected from cyber threats, and when something goes wrong (a delay or damage), our grievence mechanism is accessible and resolution is prompt. In an industry where service failure is visible and immediate, P9 disclosures directly influence our brand reputation, customer retention, and competitive positioning.

"Our customers place their trust in us at moments that matter to their businesses, and we take that responsibility seriously. We remain committed to engaging with customers in a transparent and responsible manner, while continuously strengthening service quality, communication, and value delivery across every touchpoint."

Essential Indicators

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

Blue Dart places strong emphasis on customer satisfaction, recognising that meeting customer needs and exceeding expectations is critical to its growth and long term sustainability. The Company's strategies, operations, and innovation efforts are guided by a comprehensive understanding of customer requirements and evolving market demands.

Customer focus is embedded across all aspects of the Company's operations. The Company acknowledges that its performance is evaluated not only on service quality but also on its ethical, social, and environmental conduct. By maintaining high standards across these areas, the Company seeks to build customer trust, strengthen goodwill, and uphold its reputation.

The Company has established a structured grievance redressal mechanism to capture and address customer feedback effectively. Customers are able to raise concerns through multiple channels including phone, email, social media, and written communication. All complaints are recorded and managed through the CARESS platform, which stands for Complaint Appreciation, Resolution and Evaluation to Satisfaction System, ensuring that each issue is tracked, addressed, and resolved in a timely manner.

During FY 2024 to 2025, the Company handled over 3,766.92 lakh domestic shipments and 5.72 lakh international shipments, achieving a complaint resolution rate of 99.99 percent. In the current reporting year, the Company handled over 4034.21 lakh domestic shipments and 5.62 lakh international shipments, while maintaining a resolution rate of 99.99 percent.

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

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

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

<table>
<tr><th rowspan="2"></th><th colspan="2">FY 2025-26</th><th rowspan="2">Remarks</th><th colspan="2">FY 2024-25</th><th rowspan="2">Remarks</th></tr>
<tr><th>Received during the Year</th><th>Pending resolution at end of year</th><th>Received during the Year</th><th>Pending resolution at end of year</th></tr>
<tr><td>Data Privacy</td><td>1</td><td>-</td><td>Low risk -Nil impact</td><td></td><td></td><td></td></tr>
<tr><td>Advertising</td><td colspan="3" rowspan="7">NIL</td><td colspan="3" rowspan="7">NIL</td></tr>
<tr><td>Cyber-security</td></tr>
<tr><td>Delivery of essential services</td></tr>
<tr><td>Restrictive Trade Practices</td></tr>
<tr><td>Unfair Trade Practices</td></tr>
<tr><td>Other</td></tr>
</table>

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

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

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

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

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

   Blue Dart has not reported any issues, complaints, penalties, or regulatory actions during the year. Customers with concerns are able to reach out through multiple channels, including telephone, email, and social media.

   The Data Protection Officer submits quarterly compliance reports to the Board confirming adherence to applicable data protection laws and participates in meetings of the Risk Management Committee when matters relating to cyber security are discussed.

   The Company remains committed to safeguarding the information of its customers, partners, and employees. As a logistics service provider, the Company implements information and cyber security measures to protect its operations, prevent disruptions, and ensure compliance with applicable legal requirements. The protection of information remains integral to the broader objective of building customer trust, maintaining investor confidence, supporting business growth, and ensuring the confidentiality of employee data.

   With increasing reliance on advanced information and communication technologies and integrated data systems, the Company recognises the importance of protecting personal data across its operations. The Company ensures clarity in relation to the nature of data collected, its usage, and the conditions under which it may be disclosed.

   The Company places significant importance on data privacy and has established a Data Privacy Policy that sets out consistent standards for data protection. These standards are aligned with applicable legal requirements and provide safeguards for the internal handling of personal data, including information such as names, addresses, contact details, educational qualifications, licences, and system access credentials.

7. **Provide the following information relating to data breaches:**

   a. Number of instances of data breaches: 1

   b. Percentage of data breaches involving personally identifiable information of customers: The reported data breach did not involve any personally identifiable information (PII) of customers;

   c. Impact, if any, of the data breaches: The incident did not have any material impact on customers, business operations, or the Company's information systems.

   Note: The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122

Leadership Indicators

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

   Detailed information about all our products and services is available on our official website: www.bluedart.com .

   For any queries or assistance, customers can reach us through the following channels:

   - Email: customerservice@bluedart.com
   - 24/7 Centralised Customer Service (IVR):
   - 022-4061 1234
   - 080-4661 1234

   Support is available in both Hindi and English to ensure seamless assistance for all customers.

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

   Customers can find comprehensive information about our wide range of services—including regulatory requirements, location finder, transit time calculator, and more on our official website: www.bluedart.com .

   For any inquiries or support, customers can contact us through:

   - Email: customerservice@bluedart.com
   - 24/7 Centralised Customer Service (IVR):
   - 1860-233-1234
   - 022-4061 1234
   - 080-4661 1234

   Our customer service is available in Hindi and English to ensure support is accessible to all.

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

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

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

   Net Promoter Scoring for FY 2025-26- 80.66

   The Company places strong emphasis on delivering superior customer experience and has embedded this focus within its operational approach. The Company follows a continuous improvement framework known as First Choice, which supports the development of a customer centric culture across the organisation. This framework is guided by structured methodologies that enable the identification of issues, analysis of root causes, and implementation of sustainable solutions.

   To effectively capture customer feedback and strengthen service delivery, the Company adopts the Net Promoter Approach to assess customer sentiment through the Net Promoter Score. Insights gathered through this process are translated into Critical to Customer elements, which represent key service factors that have a direct impact on customer satisfaction and are systematically addressed.

   The Company continues to pursue this approach with the objective of achieving high levels of customer satisfaction. Its strong brand loyalty reflects customer trust and preference, supported by consistent service quality, reliability, advanced technology adoption, a commitment to responsible business practices, and a customer focused approach.

INDEPENDENT ASSURANCE REPORT

INDEPENDENT PRACTITIONER'S ASSURANCE REPORT ON IDENTIFIED SUSTAINABILITY INFORMATION IN BLUE DART EXPRESS LIMITED'S BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

To the Board of Directors
of BLUE DART EXPRESS LIMITED

1. We have undertaken to perform assurance engagement, for **BLUE DART EXPRESS LIMITED** (the "Company") vide our engagement letter dated April 3, 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 Business Responsibility & Sustainability Report (the "BRSR Report") included within the Annual Report (the "AR") of the Company for the year ended March 31, 2026. This engagement was conducted by our multidisciplinary team including assurance practitioners, environment engineers and specialists.

2. Identified Sustainability Information

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

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

3. Criteria

The Criteria used by the Company to prepare the Identified Sustainability Information is as under:

- 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. SEBI Circular No. HO/49/14/14(7)2025-CFD-POD2/I/3762/2026 dated January 30, 2026.

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 BRSR 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 BRSR 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 maintains 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 reasonable assurance opinion 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 reasonable assurance about whether the Identified Sustainability Information listed in Appendix I and included in the BRSR Report are prepared, in all material respects, in accordance with the Criteria.

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

A reasonable assurance engagement involves identifying and 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.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling 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 the Environment team, the legal and compliance team, the human resource team, administration and utility team, the finance team amongst others and those with the responsibility for preparation of the BRSR Report;
- Obtained an understanding and performed an evaluation of the design of the key systems, processes and controls for recording, processing and reporting on the Identified Sustainability Information at the corporate office and at offices/warehouses on a sample basis. This included evaluating the design of those controls relevant to the engagement and determining whether they have been implemented by performing procedures in addition to inquiry of the personnel responsible for the Identified Sustainability Information;
- 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;
- Tested the key assumptions, emission factors and methodologies used for calculation of GHG emissions;
- Tested 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
- Tested the consolidation for various warehouses and offices on sample basis under the reporting boundary for ensuring the completeness and accuracy of data being reported.

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

8. Exclusions

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

- Operations of the Company other than Reporting Boundary set out in Question 13 of Section A: General Disclosures of the BRSR Report, for the Identified Sustainability Information listed in Appendix I;
- Aspects of the BRSR 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. Other information

The Company’s management is responsible for the other information. The Other information comprises the information included within the BRSR Report, other than Identified Sustainability Information and our independent assurance report dated August 10, 2026, thereon.

Our reasonable assurance opinion on the Identified Sustainability Information does not cover the other information and we do not express any form of assurance thereon.

In connection with our assurance engagement of the Identified Sustainability Information, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the Identified Sustainability Information or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

10. Reasonable Assurance Opinion

Based on the procedures we have performed and the evidence we have obtained and presented in the BRSR Report, the Identified Sustainability Information for the year ended March 31, 2026, listed in Appendix I are prepared in all material respects, in accordance with the Criteria as stated in paragraph 3 above.

11. Restriction on use

Our Reasonable 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 Reasonable 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: 26111850HQTWTC3406

Date: August 10, 2026
Place: Gurugram

APPENDIX I

Identified Sustainability Information subject to Reasonable Assurance

The boundary for assurance is on standalone basis.

BRSR Core Indicators

Sr. No	Reporting Standard Reference	Description of Indicator
Section C - Principle (P)- Essential Indicator [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, dealers, 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 on 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. - Total energy consumption from renewable sources (% of energy consumed from renewable sources)
		Energy intensity per rupee of turnover in lakhs (Total energy consumed / Revenue from operations)
		Energy intensity per rupee of turnover in lakhs adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)
		Energy intensity in terms of physical output (Employee)
8.	P-6 [E], Question 3	Disclosures related to water withdrawal and consumption: Water withdrawal by source (in kilolitres) i. Surface water, ii. Groundwater, iii. Third-Party Water, iv. Seawater/desalinated water, v. Others Total volume of water withdrawal (in kilolitres) Total volume water consumption (in kilolitres)
		Water intensity per rupee of turnover in lakhs (Total water consumption / Revenue from operations)
		Water intensity per rupee of turnover in lakhs adjusted for PPP (Total water consumption / Revenue from operations adjusted for PPP)
		Water intensity in terms of physical output (Employee)

Sr. No	Reporting Standard Reference	Description of Indicator
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 in lakhs (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)
		Total Scope 1 and Scope 2 emission intensity per rupee of turnover in lakhs adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)
		Total Scope 1 and Scope 2 emission intensity in terms of physical output (Employee)
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 in lakhs (Total waste generated / Revenue from operations)
		Waste intensity per rupee of turnover in lakhs adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)
		Waste intensity in terms of physical output (Employee)
		Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)
		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)
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