

June 25, 2024

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

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

**Sub: Business Responsibility and Sustainability Report (BRSR) for the  
Financial Year ended 31<sup>st</sup> March, 2024**

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 & Sustainability Report' for the Financial Year 2023-24, which forms integral part of the Company's Annual Report for Financial Year 2023-24, submitted to the Exchanges vide letter dated June 25, 2024.

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

Thanking you.

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

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

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Blue Dart Express Ltd. ("Blue Dart" / "Company"), South Asia's Premier Air and Integrated Transportation, Distribution and Logistics Company and part of DHL group – world's leading logistics company, considers Environment, Social and Governance (ESG) as an ethically driven business process that is committed to the values, aimed at driving the Group's credo of Connecting People, Improving Lives. While striving to make a significant contribution to the economy, the Company is equally focused on finding better and sustainable ways of carrying out business. The Company's environment friendly initiatives, People First policy & governance framework reflect a strong commitment to its values, ethics & integrity.

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

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

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

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

The Directors present the 'Business Responsibility & Sustainability Report' (BRSR) of the Company for the financial year 2023-24, pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 and in an endeavour to go beyond and above the statutory requirements of disclosing and describing the initiatives taken by the Company through this reporting mechanism, the Company feels it is necessary to chart out its journey so far and ahead in alignment with the globally accepted ESG principles like UNSDGs, GRI & TCFD<sup>1</sup>. The numbers mentioned in the Report have been rationalised wherever required.

At Blue Dart, sustainability isn't just a buzzword; it's ingrained in everything we do. We are dedicated to making a positive difference in the world, one shipment at a time.

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

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

Sr. No.	Particulars	Response
1.	Corporate Identity Number (CIN) of the Listed Entity -	L61074MH1991PLC061074
2.	Name of the Listed Entity	Blue Dart Express Ltd.
3.	Year of incorporation	1991 Blue Dart started as a partnership firm – "Blue Dart Courier Services" in 1983 and firm was registered as a private limited company on April 5, 1991. On June 17, 1994, the name of the company was changed to Blue Dart Express Ltd.
4.	Registered office address	Blue Dart Centre, Sahar Airport Road, Andheri (East), Mumbai – 400099
5.	Corporate address	Blue Dart Centre, Sahar Airport Road, Andheri (East), Mumbai – 400099
6.	E-mail	communications@bluedart.com
7.	Telephone	022 - 69756444
8.	Website	www.bluedart.com
9.	Financial year for which reporting is being done	April 1, 2023 to March 31, 2024
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	₹ 23.76 Crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name : Mr. Tushar Gunderia, Head (Legal & Compliance) & Company Secretary Contact : 022 – 69756444 Email Id: tusharg@bluedart.com

<sup>1</sup>SDG Targets achieved through sustainability reporting

SDG 12.6 Adopting sustainable practices and integrating sustainability information into reporting cycle

Sr. No.	Particulars	Response
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	Not applicable for the reporting period as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dt. 12 July, 2023
15.	Type of assurance obtained	Not applicable for the reporting period as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dt. 12 July, 2023

## 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	2,253	2,253
International	0	0	0

Blue Dart is South Asia's premier courier, and integrated express package Distribution Company. We have the most extensive domestic network covering over 56,400+ locations and serve more than 220 countries and territories worldwide through our Group company- DHL, the premier global brand name in express distribution services.

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 through DHL

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

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

c. A brief on types of customers:

At Blue Dart, we pride ourselves on our commitment to swift and secured delivery, ensuring that our customers' shipments arrive in a perfect condition every time. What sets us apart is our product offerings to serve a wide array of industries, including e-Commerce, Automotive, Banking, Financial Services, and Electronics, among others.

We understand the importance of reaching every corner of the country, which is why we collaborate closely with SMEs and MSMEs across all pin codes. Through our comprehensive service offerings, we empower businesses to expand their services and reach even the most remote areas, ensuring that no location is beyond their reach.

When it comes to operational efficiency, Blue Dart is a true catalyst for success. We streamline processes and optimize logistics to facilitate seamless business operations for sectors such as E-commerce, Pharmaceuticals & Medical Devices, BFSI, Consumer Electronics, and Automotive, among others. With Blue Dart, businesses can trust that their shipments will be delivered swiftly, securely regardless of their industry or location.

## IV. Employees

20. Details as at the end of Financial Year:<sup>2</sup>

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	12,541*	11,867	94.63	674	5.37
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total employees (D + E)</b>	12,541*	11,867	94.63	674	5.37
<b>WORKERS</b>						
4.	Permanent (F)	8,908	8,707	97.74	201	2.26
5.	Other than Permanent (G)	-	-	-	-	-
6.	<b>Total workers (F + G)</b>	8,908	8,707	97.74	201	2.26

\* Employees include workers/staff

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	11*	8	72.73	3	27.27
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total differently abled employees (D + E)</b>	11*	8	72.73	3	27.27
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	6	6	100.00	0	0.00
5.	Other than permanent (G)	-	-	-	-	-
6.	<b>Total differently abled workers (F + G)</b>	6	6	100.00	0	0.00

\* Employees include workers/staff

21. Participation/Inclusion/Representation of women<sup>3</sup>

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.50
Key Management Personnel*	3	1	33.33

\* Key Management Personnel includes Managing Director, Chief Financial Officer and Head (Legal & Compliance) & Company Secretary.

22. Turnover rate for permanent employees and workers<sup>4</sup> (in percent)

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	11.57	16.42	13.99	12.32	16.35	14.34	8.26	12.51	10.39
Permanent Workers	12.45	16.06	14.25	12.08	14.29	13.19	7.43	10.34	8.89

<sup>2</sup>SDG Targets achieved through initiatives for employees & workers:

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

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

<sup>3</sup>SDG Targets achieved through inclusion of women in workforce/ leadership positions:

**SDG 5.1** Ending all forms of discrimination against all women & girls everywhere

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

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

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

<sup>4</sup>SDG Targets achieved by improving employee & worker retention rate:

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

Blue Dart is known for attracting, developing and retaining the best talent in the industry. Blue Dart has been honoured with the Employee Safety Award 2022 and is the winner of Best Workplaces for Women by The Times Group thrice in a row (2021, 2022 and 2023). Our consistent presence on the list of Top 100 Great Places to Work For in India is a testament to our commitment to employee wellbeing. Our 'People First' approach has been instrumental in achieving the 53<sup>rd</sup> position in the Great Place to Work rankings last year and earning the Great Place to Work certification for the 13<sup>th</sup> consecutive year.

## 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) Pte. Ltd.	Holding	-	No

## VI. CSR Details

### 24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013<sup>5</sup>:

Blue Dart is a pioneer in Corporate Social Responsibility (CSR) in the logistics sector, adhering to the provisions set forth in Section 135 of the Companies Act, 2013. As an Indian company with a global perspective, we are committed to addressing the pillars of Corporate Sustainability - Economic, Environmental, and Social Responsibility. With a legacy dating back to 1983, Blue Dart has traversed every corner of India, leaving a positive impact on countless lives.

For us at Blue Dart, CSR isn't merely an obligation; it's a fundamental part of our identity. We firmly believe that our role goes beyond being a mere logistics service provider; it extends to being stewards of society and custodians of the environment from which we derive our resources. Sustainability isn't just a buzzword for us; it's our guiding principle. It's about ensuring that our actions today don't compromise well-being of future generations.

Aligned with DHL Group's ethos of "Connecting People, Improving Lives," our CSR initiatives are driven by collaboration with project partners, stakeholders, beneficiaries, and local communities. Through effective management of human and natural capital, we strive to promote social, economic, and environmental progress.

Our commitment to sustainability is ingrained in every aspect of our operations. From nurturing strong relationships with local communities to prioritizing the well-being of our employees and minimizing our environmental footprint, we approach CSR with an utmost seriousness. We view ourselves as partners in progress, working hand in hand with stakeholders to create a more sustainable and equitable future.

At Blue Dart, CSR isn't just an initiative; it's woven into the fabric of our organization. It's a reflection of our values, our ethos, and our dedication to making a meaningful difference in the world. As we continue to grow and evolve, our commitment to sustainability remains steadfast, driving us to constantly innovate and find new ways to create positive impact.

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

(ii) Turnover (in ₹) – ₹ 526,783 Lakhs

(iii) Net worth (in ₹) – ₹ 143,863 Lakhs

<sup>5</sup>SDG Targets achieved through CSR

**SDG 8.1** Sustaining per capita economic growth in accordance with national circumstances

**SDG 9.1** Developing quality, reliable, sustainable & resilient infrastructure, including regional & transborder infrastructure, to support economic development & human well-being, with a focus on affordable & equitable access for all

**SDG 9.5** Enhancing scientific research, upgrade the technological capabilities of industrial sector & encouraging innovation & substantially increasing the number of research & development workers

## 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<sup>6</sup>:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	The Company's Code of Conduct upholds the principles of human rights and fair treatment. This policy covers the Company and extends to its suppliers and Service Providers. The Company has a grievance redressal mechanism through which it receives complaints on the human rights aspects and satisfactorily resolves them. The grievance cell covers human rights issues such as child labour, forced labour, sexual harassment and discriminatory employment etc. During the financial year 2022-23, two complaints were received and addressed under POSH and in the FY 2023-24, one complaint was received and addressed under POSH.						
Investors (Other than shareholders) and Shareholders	Blue Dart makes sure that shareholders/ investors grievances received through various sources viz; e-mail, phone, through SEBI, Stock Exchanges, on www.scores.gov.in, ODR Portal, are resolved within 10-12 days. Shareholders can lodge grievance by filling the form available on this link (Investor Tool Kit section) <a href="https://www.primeinfobase.in/pages_new/InvestorGrievanceForm.aspx?value=O13MyQcQQPM600MSHCcMw==">https://www.primeinfobase.in/pages_new/InvestorGrievanceForm.aspx?value=O13MyQcQQPM600MSHCcMw==</a> Details of address for communication is also provided in the Annual Report of the Company in Corporate Governance Report. During FY 2022-23, 4 Shareholder complaints were received & satisfactorily resolved. During FY 2023-24, 4 Shareholder complaints were received & satisfactorily resolved.						
Employees and workers	Blue Dart makes sure that employee grievances reach management through its grievance redressal mechanism. This redressal mechanism, for employees, covers aspects of human rights issues (child labour, forced/ involuntary labour), discriminatory employment and sexual harassment. The grievance redressal process consists of the following steps: i. Employees fill the prescribed form under the Grievance Redressal Programme ("GRP") and submit to their immediate superior. ii. The grievance is reviewed at the branch level first and if not closed within 7 days, it is forwarded for regional review. iii. If it is not closed within 7 days at the regional level, it is forwarded to the Managing Director for review who, within 7 working days communicates his decision to the Corporate HR & Regional Head for implementation. To nurture the 'People First' philosophy and our group values; 'Respect and Results', Blue Dart implemented the 'Speak Up' culture wherein the stakeholders were provided with a Whistle Blower Platform with DHL hotline number and weblink to raise their grievances. The Company has DHL Platform with hotlines, both telephonic and web-link as under: - DHL Hotline Provider (Telephonic) – INDIA +911171816583 - Web based reporting Link : <a href="http://www.dpdhlcompliancehotline.com">www.dpdhlcompliancehotline.com</a> During FY 2022-23, 2 employee complaints were received and satisfactorily resolved. During FY 2023-24, 2 employee complaints were received and satisfactorily resolved.						
Customers	Blue Dart has established a defined system for addressing customer grievances. Customers can express their concerns verbally, in writing, via email, through a toll-free number, or through social media channels. Each of these complaints is recorded into a system known as CARESS, which stands for 'Complaint Appreciation, Resolution & Evaluation to Satisfaction System'. In the last financial year, Blue Dart carried over 3,273.71 lakh domestic shipments and over 8.23 lakh international Shipments out of which 0.020% complaints were registered and resolved. There were 4 pending customer complaints which were addressed and resolved in a time-bound manner. In the reporting year viz; FY 2023-24, Blue Dart carried over 3,587.62 lakh domestic shipments and over 6.47 lakh international Shipments out of which 0.030% complaints were registered and resolved. There were 3 customer complaints which are in the process of getting resolved.						

<sup>6</sup>SDG Targets achieved through provision of efficient & working grievance redressal mechanism  
SDG 16.6 Developing effective, accountable & transparent institutions at all levels.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Value Chain Partners	<p>Blue Dart firmly holds the conviction that its business operations should be conducted in a fair and transparent manner with integrity, and a strong adherence to its core principles. The Company places a high value on ethical behavior and insists on transparency, honesty, and integrity in all of its activities. To formalize this commitment, the Company has established and institutionalized the 'Whistle Blower Policy' within the organizational framework.</p> <p>The Company has DHL Platform with hotlines, both telephonic and web-link as under:</p> <ul style="list-style-type: none"> <li>- DHL Hotline Provider (Telephonic) – INDIA +911171816583</li> <li>- Web based reporting Link : www.dphlcompliancehotline.com</li> </ul> <p>The Policy is applicable to all employees, directors, officers, customers, vendors and/or third party intermediaries such as agents and consultants whether appointed on a permanent, temporary, full time, part-time, outsourced, probation or on a retainer basis who are engaged to conduct business on behalf of the Company and its subsidiary companies.</p> <p>During FY 2022-23, 4 complaints were received which were not substantiated.</p> <p>During FY 2023-24, 3 complaints were received, out of which 2 were investigated/ acted upon and the remaining one is under investigation.</p>						

26. Overview of the entity's material responsible business conduct issues<sup>7</sup> pertaining to environmental and social matters that present a risk or an opportunity to our business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications<sup>8</sup>

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Rising fuel costs	Risk	Day by day, fossil fuel availability and its price are getting inversely proportionate. Blue Dart being in Air Express industry, the price hikes in fuel automatically indicates an effect on Aviation Turbine Fuel (ATF) and diesel, a big part of our business.	<p>The air cargo industry has to work towards improving its sustainability through the use of alternative fuels, including sustainable aviation fuel (SAF). While traditional jet fuel is still being used, sustained efforts are being made towards developing and testing alternative fuels.</p> <p>To combat the price hikes, Blue Dart has an internal hedging mechanism viz; Fuel Surcharge Mechanism and follows a Fuel Surcharge Calculation method in Domestic and Regional services that is computed based on the Brent index.</p>	Negative *There has been no negative impact in the reporting period of 2023-24

<sup>7</sup>SDG Targets achieved through mitigation of materially responsible business conduct issues

SDG 11.b Achieving holistic disaster risk management at all levels

SDG 17.14 Enhancing Policy coherence for sustainable development

Further, this aligns with following TCFD disclosure standards-

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

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

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

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

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

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

<sup>8</sup>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.

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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)
2.	Labour Practices	Risk	The Air Freight & Logistic industry's reliance on independent Service Providers, mainly for courier services, has come under increasing regulatory scrutiny. Independent Service Providers may not be covered under the same laws that protect employees. Companies in the Industry may face legal actions from employee and service provider claims regarding wage payments, benefits, and working conditions. This may also negatively affect reputation and ability to hire and retain employees, reducing operational efficiency and increasing turnover costs.	Efforts are being made to ensure health check of compliance status of third party Service Providers so as business integrity and continuity of Blue Dart remains intact. We also have the practice of obtaining 'Supplier Code of Conduct' (SCOC) signed by all the vendors/suppliers who are associated with the organization. The SCOC inter-alia contains obligations of vendors/suppliers to adhere to ethical and good governance practices (ensuring payment of minimum wages, no child labour to be engaged, protection of Human Rights etc.). Being part of World renowned DHL Group and to align with the German Supplier Act, Supplier Assessment Process has been initiated at Blue Dart.	Negative *There has been no negative impact in the reporting period of 2023-24
3.	Employee Health & Safety	Risk	Employees in the Air Freight & Logistics industry may be exposed to dangerous working conditions, including accidents resulting from mechanical failure or human error. Additionally, moving packages manually is a physical process that requires special training in order to minimize injury. While the fatal occupational injury rate for trucking workers is higher than average, worker safety issues in aviation are highly regulated, which raises the risk of fines or penalties when an incident occurs. Health and safety incidents may result in work stoppages and a range of costs, from medical expenses to workers compensation. Such incidents can also reduce productivity, and thus revenues, if employees believe their safety and well-being are not being prioritized. Finally, companies with poor safety records may also face increased insurance premiums and higher costs of capital, as well as reputational damage that could reduce revenue and market share.	Blue Dart endeavors to mitigate these impacts by providing adequate protection and training for employees, ensuring mechanical equipments are safely functioning, and Institutionalizing a culture of safety within the workplace.	Negative *There has been no negative impact in the reporting period of 2023-24
4.	Cyber Risk	Risk	One of the risks for Air Freight & Express Logistics Industry is cybercriminals impersonating a legitimate freight forwarding company by infringing its website. The aim is to steal freight	Blue Dart reviews and revises incident and crisis management plans and playbooks periodically. To ensure the safety and security of its stakeholders, Blue Dart follows all the compliances	Negative *There has been no negative impact in the reporting period of 2023-24



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)
			forwarding fees or any cargo that falls into their possession. One more risk arising out of it is the reputational risk that Blue Dart faces.	to avoid cyber risk from internal and external threats. The company sends out cautionary notices time and again for both B2B and B2C customers through all the mediums of communication.	
5.	GHG Emissions & Health hazard	Risk	Companies in the Logistics industry generate direct greenhouse gas (GHG) emissions that contribute to climate change. Emissions are generated from fuel combustion by both air and road freight operations. Given the altitude of the emissions from jet fuel, air freight makes an especially potent contribution to climate change. Management of GHG emissions is likely to affect air freight and logistics companies' cost structure over time, as emissions are tied directly to fuel use, and thus to operating expenses. Fuel efficiency and the use of alternative fuels offers a way for companies to reduce fuel costs and/or limit exposure to volatile fuel pricing, future regulatory costs, and other consequences of GHG emissions. While newer aircraft and trucks are generally more fuel-efficient, existing fleets may be retrofitted. The industry's primary air emissions include sulfur oxides (SOx), nitrogen oxides (NOx), and particulate matter (PM), which have localized negative effects on air quality and human health. This would in turn force Blue Dart to increase operating costs or make investments to modernize our fleets due to regulatory pressure, customer demand, and rising fuel costs.	Capital investments in more fuel-efficient airplanes and/or vehicles and emerging fuel-management technology may potentially reduce ongoing fuel expenses and improve profitability. It can also help Blue Dart to potentially capture market share of customers seeking low-carbon shipping solutions. As a part of this, Blue Dart has been promoting the use of electric vehicles in its fleet.	Negative *There has been no negative impact in the reporting period of 2023-24
6.	Supply Chain Management	Risk	Many companies in the Logistics & Air Freight industry contract with large, complex networks of asset-based third-party providers to provide freight transportation services to their customers. Contracting is especially common among companies providing freight forwarding, logistics, brokerage, and intermodal services. These Service Providers range across all modes of transport such as motor carriers, railroads, air freight, and ocean carriers.	Blue Dart has put in review systems in place to manage the relationships with their Service Providers in order to ensure that service provider actions that lead to environmental or social impacts do not result in material adverse effects on their own operations, such as decreased brand value. Continuous evaluations, inspections and control measures are being adopted by Blue Dart to mitigate the risk.	Negative *There has been no negative impact in the reporting period of 2023-24

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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)
			Maintaining a supply chain of so many stakeholders involved running smoothly and ensuring the business continuity of Blue Dart is a challenge.		
7.	Critical Incident Risk Management	Risk	In the logistics industry, all modes of transportation pose safety risks. In some cases, mechanical failure or human error may lead to accidents with significant environmental or social consequences, including regulatory action and lawsuits from impacted communities or customers. Blue Dart faces this risk especially considering its' countrywide presence.	While the stringency of regulatory requirements may vary by the region of operation, Blue Dart strives to maintain the highest safety standards throughout our global operations and tries to minimize the risks of safety incidents that affect our reputation and profitability.	Negative *There has been no negative impact in the reporting period of 2023-24
8.	High Consumables	Risk	Higher consumable's cost resulting from change in regulation on usage of Plastic Bags specifications, is a regulatory and financial risk for Blue Dart.	We are looking for alternatives as per State guidelines and adhering to increased microns/thickness for our Flyers/ Carry Bags/ Other Plastic items as per guidelines.	Negative *There has been no negative impact in the reporting period of 2023-24
9.	Growth of E-Commerce	Opportunity	Past decade has seen more and more people turning to online shopping, the demand for fast and reliable delivery of products has increased significantly, and logistics services are naturally on the growth curve. More of this is shared in Management Discussion and Analysis Report which is part of Annual Report.	NA	Positive
10.	Government's initiative	Opportunity	Government's initiatives like the National Logistics Policy and PM Gati Shakti Plan aim to cut India's cost of logistics operations. Details of it are shared in Management Discussion and Analysis Report which is part of Annual Report.	NA	Positive
11.	Technological advancements	Risk & Opportunity	As companies increasingly look to automate processes and move to the cloud to drive greater efficiency, dependency on physical movement of documents has decreased. However, increased usage and demand for high-end and sophisticated technology is, in a way, opportunity for Blue Dart to strengthen its efforts towards reducing its CO <sub>2</sub> emissions.	Our efforts are towards creating technology-led future ready solutions that would sustain the supply chain and related business requirements for our customers. The Logistics division has designed a digitization initiative to provide an integrated IT foundation that would boost productivity, reduce wasteful travel and provide a slick user experience. Initiatives such as 'On-The-Move' (OTM) handheld devices, Retail Point of Sale (POS), Reverse Logistics (Open and Close), offering 16 Digital	Negative & Positive - both *There has been no negative impact in the reporting period of 2023-24

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)
				Wallets on Courier Handhelds, Call Bridge facility to create a personalized customer experience have all been appreciated as industry-leading solutions and benchmarks. Blue Dart has been acclimating data analytics, Artificial Intelligence (AI), drone technology to support last mile delivery to transform the express logistics industry.	

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

S.N.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	<b>Policy and management processes</b>									
1. <sup>9</sup>	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	All the policies as specified below this section are available on Company's website : <a href="http://www.bluedart.com">www.bluedart.com</a>								
2.	Whether the entity has translated the policy into procedures <sup>10</sup> . (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. <sup>11</sup>	Blue Dart continues to be certified with ISO 9001 Quality management standards since 1996 and has successfully re-certified itself in August 2023 for 3 (three) years to global ISO 9001:2015 standard for `design, management and operations of the countrywide express transportation and distribution services within the Indian sub-continent and international destinations serviced through multinational express companies.  During the year, on the environment front, the Company accomplished ISO 14001:2015 Environment management system certification (for office-based activities related to management and operations of countrywide express transportation and distribution service of goods at Head office and Regional Offices) and implemented a robust environment policy. The Company is also extending its scope to logistics in a phase wise manner.								

<sup>9</sup>SDG Targets achieved through robust Policy mechanism

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

Further, this aligns with following TCFD disclosure standards

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

<sup>10</sup>SDG Targets achieved through robust Policy mechanism

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

SDG 16.b Promoting and enforcing non-discriminatory laws and policies for sustainable development

Further, this aligns with following TCFD disclosure standards

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

<sup>11</sup>SDG Targets achieved through recognitions & certifications

Target 11.b Implementing integrated policies and plans towards inclusion, resource efficiency, mitigation and adaptation to climate change, resilience to disasters

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

S.N.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any. <sup>12</sup>	<p>Blue Dart's GoGreen initiative is a key element of the DHL Group's Strategy 2025. The company established a quantifiable target for climate protection back in 2008.</p> <p>The Group is dedicated to progressing business operations towards a zero-emissions logistics model by 2050. This commitment is geared towards leading innovation within the transport industry and contributing to the global efforts of keeping global warming below two degrees Celsius.</p> <p>Blue Dart has also aligned itself with the 'Zero Emissions 2050' climate protection goal announced in 2017, showcasing its commitment to environmental sustainability.</p>								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>We constantly monitor the performance towards our sustainability goals and take adequate action wherever required.</p> <p>As a Corporate Entity with a social conscience, Blue Dart maintains an internal sustainability team tasked with recognizing and tackling diverse sustainability challenges. This team also champions initiatives aimed at improving the world for future generations.</p>								
<b>Governance, leadership and oversight</b>										
7.	<p><b>Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</b></p> <p>For Blue Dart, Environmental, Social and Governance (ESG) is an ethically driven business process that is committed to the values, aimed at driving the Group's credo of Connecting People, Improving Lives. While striving to make a significant contribution to the economy, the Company is equally focused on finding better and sustainable ways of carrying out business. The Company's environment friendly initiatives, People First policy &amp; governance framework reflect a strong commitment to its values, ethics &amp; integrity.</p> <p>As India's leading logistics company, we also have a tremendous responsibility to set an example in our industry and be a sustainability leader. Sustainability refers to our responsibility towards the three areas – Environment to run clean operations, Social to be a great company to work for all, and Governance to be a highly trusted company. This way we fulfil our purpose of 'Connecting people, improving lives.' for current and future generations.</p> <p>More details given in ESG Section in this Annual Report.</p>									
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). <sup>13</sup>	<p>Details of Directors of CSR committee :</p> <ul style="list-style-type: none"> <li>• DIN Number – 01739334</li> <li>• Name - Mr. Sharad Upasani</li> <li>• Designation – Chairman</li> <li>• DIN Number – 08416666</li> <li>• Name - Mr. Balfour Manuel</li> <li>• Designation – Managing Director</li> <li>• DIN Number – 07771200</li> <li>• Name - Ms. Kavita Nair</li> <li>• Designation – Director</li> </ul>								

<sup>12</sup>**SDG Targets aimed through specific commitments, goals & targets**

**SDG 12.2** Achieving the sustainable management & efficient use of natural resources

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

**SDG 12.5** Reduction of waste generation through prevention, reduction, recycling & reuse

**Further, this aligns with following TCFD disclosure standards-**

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

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

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

<sup>13</sup>**SDG Target achieved through developing an institution for oversight**

**SDG 16.6** Developing effective, accountable and transparent institutions at all levels

S.N.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		<ul style="list-style-type: none"> <li>• DIN Number – 00234293</li> <li>• Name – Air Marshal M. McMahon (Retd.)</li> <li>• Designation – Director</li> <li>• DIN Number –02946608</li> <li>• Name – Mr. R. S. Subramanian</li> <li>• Designation – Director</li> </ul>								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>The Company at its Board Meeting held on October 27, 2023 has merged the 'Business Responsibility &amp; Sustainability Reporting' (BRSR) Committee and 'ESG Committee' of the Board with the 'CSR Committee' so as to align and streamline the processes and consequently, the role of CSR Committee includes scope and coverage of erstwhile ESG and BRSR Committee.</p> <p>At present, the CSR Committee of the Board comprises of Mr. Sharad Upasani as Chairman of the Committee, Mr. Balfour Manuel, Ms. Kavita Nair, Air Marshal M. McMahon (Retd.) and Mr. R. S. Subramanian as Members of the Committee.</p> <p>The role &amp; responsibility of CSR Committee now also includes below:</p> <ul style="list-style-type: none"> <li>▪ provide guidelines for common understanding and ensuring adherence of ESG &amp; following Principles of Business Responsibility and Sustainability Report (BRSR), enshrined in SEBI Regulations, derived from the National Guidelines on Responsible Business Conduct (NGRBC).</li> <li>▪ ensure that the Company adopts responsible business practices in line with its Environmental, Social and Governance (ESG) responsibilities.</li> <li>▪ ensure ethically driven business process which is committed to the values, aimed at driving the Group's credo of Connecting People, Improving Lives which focuses on meeting the following three key commitments: <ul style="list-style-type: none"> <li>- Clean operations for Climate Protection</li> <li>- Great Company to work for all</li> <li>- Highly trusted Company</li> </ul> </li> </ul> <p>In addition to the aforesaid 3 commitments, to create lasting impact in the communities; inculcating the aforesaid principles in Blue Dart's Go Programs viz;</p> <ul style="list-style-type: none"> <li>- GoGreen (environmental protection)</li> <li>- GoHelp (disaster management)</li> <li>- GoTeach (championing education)</li> </ul>								

10.	Details of Review of NGRBCs by the Company: <sup>14</sup>																			
	Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9	
	Performance against above policies and follow up action	Periodic reviews of policies are done at Blue Dart									Annually									

<sup>14</sup>SDG Target achieved through developing an institution for oversight  
SDG 16.6 Developing effective, accountable and transparent institutions at all levels

Further, this aligns with following TCFD disclosure standards-

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

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

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

	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
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	No major non-compliance of material nature has been reported during reporting period. Operational issues are being addressed on an ongoing basis as and when identified. An automated compliance tool has been adopted by Blue Dart to track, monitor & comply the Compliance status on a real-time basis.									Quarterly								

		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? <sup>15</sup> (Yes/No). If yes, provide name of the agency.	The operationalization and effectiveness of policies were assessed by Dhir & Dhir Associates, a law firm. This evaluation focused on how well the policies functioned in practice. Additionally, different department and business leaders regularly review and revise these policies, with final approval by the management or board. The processes and compliances, however, may be subject to scrutiny by internal auditors and regulatory compliances, as applicable.								

12.	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 policies regarding a safe and healthy workplace, ensuring there is no discrimination. The Company also has a Whistle-blower Policy that establishes a structured approach to address and resolve complaints from employees, customers, suppliers or third-party intermediaries. The POSH policy is in place to protect women from sexual harassment and to provide them with a secure work environment. The Risk Management Policy outlines the foundational principles of risk management and describes the Company's strategy for managing and mitigating risks.

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

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

<sup>15</sup>SDG Target achieved through effective policies

SDG 16.6 Developing effective, accountable and transparent institutions at all levels

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

Policy	Principle covered
Sustainable Development Policy	All the principles
Archival Policy	P1
Code of conduct for Directors & Senior Management	P1
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	P5
Environment Policy	P6
Advocacy Policy	P7
Customer Relationship Policy	P9

**Principle 1**

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





## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

#### Essential Indicators

#### 1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:<sup>16</sup>

Segment	Total Number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	1	Trainings in the form of familiarisation program covering ESG and Business Responsibility and Sustainability Report (BRSR), insight into the Company and the Organisation functioning; Overview of Global Compliances & DHL Policies, Competition Compliance norms, Ethics & Governance, Anti-corruption norms, Compliance Risk Assessment, Sponsorship guidelines etc.	100%
Key Managerial Personnel	1	Introduction to ESG and Business Responsibility and Sustainability Report (BRSR), Compliance trainings, Privacy Policy, Certified data protection, Anti-Corruption - Core Compliance Curriculum, Code of Conduct - Core Compliance Curriculum, Insider Trading Law / Competition Compliance - Core Compliance Curriculum & POSH.	100%
Employees including Workers other than BoD and KMPs	Different target group for different types of trainings	Introduction to ESG and Business Responsibility and Sustainability Report (BRSR), Compliance trainings, Privacy Policy Certified data protection, Anti-Corruption – Core Compliance Curriculum, Code of Conduct - Core Compliance, POSH Compliance trainings, Privacy Policy, Certified data protection, Anti-Corruption – Core Compliance Curriculum, Code of Conduct - Core Compliance Curriculum, Insider Trading Law / Competition Compliance - Core Compliance Curriculum for effective & impactful learnings.	Different target group for different types of trainings

#### 2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format<sup>17</sup> (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					
Settlement			NIL		
Compounding Fee					
Non-Monetary					
Imprisonment					
Punishment			NIL		

<sup>16</sup>SDG Targets achieved through trainings & knowledge upgradation programmes imparted to internal stakeholders

SDG 8.2 Achieving higher levels of economic productivity through diversification, technological upgrading & innovation

SDG 8.3 Promoting development-oriented policies that support productive activities & creativity and innovation

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

<sup>17</sup>SDG Targets achieved by ensuring there are no fines/ penalties etc. imposed by law enforcement agencies

SDG 16.6 Developing effective, accountable and transparent institutions at all levels

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

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.<sup>18</sup>

The Company maintains an "Anti-Corruption and Business Ethics Policy" that enforces ethical and legal standards in transactions and interactions with business partners, shareholders and the general public. We firmly reject any form of corruption. Our stance in dealings with business associates and government officials is clear; we neither give nor receive payments or advances that could influence professional judgments or result in any form of improper benefit. We believe in the superior quality of our services as the cornerstone of our success. Our engagements with clients, vendors, and public institutions reflect our core values and adhere strictly to relevant legal frameworks. This includes abiding by international anti-corruption protocols like the FCPA and the UK Bribery Act, as outlined in the UN Global Compact, as well as adhering to domestic laws on anti-corruption and bribery.

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

	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest:<sup>19</sup>

	FY 2023-24		FY 2022-23	
	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 2023-24	FY 2022-23
Number of days of accounts payables	56.32	56.33

9. Open-ness of Business<sup>20</sup>

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from Trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases and made from	NA	NA

<sup>18</sup>SDG Targets achieved through a strong ABAC policy

SDG 16.5 Substantially reduce corruption & bribery in all their forms

SDG 16.6 Developing effective, accountable and transparent institutions at all levels

<sup>19</sup>SDG Targets achieved through transparency of interest

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

<sup>20</sup>SDG Targets achieved through openness of business

SDG 16.6 Developing effective, accountable and transparent institutions at all levels

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	39%	44%
	b. Sales (Sales to related parties/Total Sales)	3%	3%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	90%	92%
	d. Investments (Investments in related parties/Total Investments made)	32%	46%

### Leadership Indicators

#### 1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:<sup>21</sup>

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

#### 2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board?<sup>22</sup> (Yes/No) If Yes, provide details of the same.

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

<sup>21</sup>SDG Targets achieved through awareness programmes for value chain

SDG 9.3 Increase the access of small-scale industrial and other enterprises

<sup>22</sup>SDG Targets achieved through conflict management of Board

SDG 16.5 Substantially reduce corruption & bribery in all their forms

SDG 16.6 Developing effective, accountable and transparent institutions at all levels

Principle 2

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



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

### Essential Indicators

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**<sup>23</sup>

	FY 2023-24	FY 2022-23	Details of improvements in the environmental and social impacts
<b>R&amp;D</b>	Nil	Nil	Nil
<b>Capex</b>	Nil	Nil	Nil

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

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

Yes, Blue Dart has proactively engaged in the sustainable procurement of its transportation facilities. The company meticulously verifies that each vehicle acquired from suppliers is completely documented with a valid Registration Certificate Book ("RC Book"), Vehicle Fitness Certificate, National Permit, Insurance Papers, and Pollution Under Control certificate. The company also confirms that each driver holds a valid driving license.

Additionally, Blue Dart mandates all vendors to adhere to the DHL Group's Supplier Code of Conduct for Suppliers and Third-Party Intermediaries. This creates a positive addition to the strong governance structure.

- b. If yes, what percentage of inputs were sourced sustainably?**<sup>24</sup>

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

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

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

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

Extended Producer's Responsibility does not apply to activities of Blue Dart.

### Leadership Indicators

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

Blue Dart is not involved into any manufacturing/ processing activities.

The LCA of IT assets at Blue Dart involves a detailed examination of the environmental consequences associated with information technology assets over their entire lifespan, from acquisition to disposal. The Company is committed to responsible disposal or recycling of its IT assets to reduce their environmental footprint. A crucial part of this commitment is ensuring the efficiency and integrity of recycling operations, as well as monitoring the management of harmful substances found in electronic waste. Consequently, Blue Dart entrusts its electronic waste to certified waste vendors for proper handling. This is done basis the categories created basis severity & occurrence of using IT assets and its related activities.

<sup>23</sup>This disclosure aligns with following TCFD disclosure standards- Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

<sup>24</sup>SDG Targets achieved through Sustainable Sourcing

SDG 12.1 Ensuring Sustainable Consumption and Production Patterns

SDG 16.6 Developing effective, accountable and transparent institutions at all levels

This disclosure aligns with following TCFD disclosure standards

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

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

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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	IT assets : from Procurement to disposal/ recycling to authorised vendor	Internal	No

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

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

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

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
We use recycled / reused input material (in the form of plastic packaging material) used in providing our services		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:<sup>25</sup>

	FY 2023-24			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Nil	Nil	Nil	Nil	Nil	Nil
E-waste	1.45	13.06	NIL	4.07	7.38	6.86
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

<sup>25</sup>SDG Targets achieved through implementation of effective waste management mechanism

SDG 8.4 Improving efficiency in consumption & production & endeavoring to decouple economic growth from environmental degradation,

SDG 12.2 Achieving the sustainable management & efficient use of natural resources

SDG 12.5 Reducing waste generation through prevention, reduction, recycling & reuse

This disclosure aligns with following TCFD disclosure standards

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

## Principle 3

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



# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

## Essential Indicators

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

% of employees covered by											
	Total (A)	Health Insurance		Accident Insurance		Maternity Insurance		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Employees</b>											
<b>Male</b>	11,867	11,867	100.00	11,867	100.00	-	-	11,867	100.00	-	-
<b>Female</b>	674	674	100.00	674	100.00	674	100.00	-	-	-	-
<b>Total</b>	12,541*	12,541	100.00	12,541	100.00	674	100.00	11,867	100.00	-	-
<b>Other than Permanent Employees</b>											
<b>Male</b>	-	-	-	-	-	-	-	-	-	-	-
<b>Female</b>	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	-	-	-	-	-

\* Employees include workers/ staff

Note: 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 Insurance		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Workers</b>											
<b>Male</b>	8,707	8,707	100.00	8,707	100.00	-	-	8,707	100.00	-	-
<b>Female</b>	201	201	100.00	201	100.00	201	100.00	0	-	-	-
<b>Total</b>	8,908	8,908	100.00	8,908	100.00	201	100.00	8,707	100.00	-	-
<b>Other than Permanent Workers</b>											
<b>Male</b>	-	-	-	-	-	-	-	-	-	-	-
<b>Female</b>	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	-	-	-	-	-

Note: 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:

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.23	0.20



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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100.00	100.00	Yes	100.00	100.00	Yes
Gratuity	100.00	100.00	Yes	100.00	100.00	Yes
ESI	0.00	57.84	Yes	0.00	67.96	Yes

**3. Accessibility of workplaces**

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

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

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

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

**5. Return to work and Retention rates of permanent employees and workers that took parental leave.<sup>26</sup>**

Gender	Permanent Employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100.00	86.25	100.00	87.18
Female	66.67	50.00	90.91	40.00
Total	83.33	68.12	95.46	63.59

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?<sup>27</sup> If yes, give details of the mechanism in brief.**

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

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

<sup>26</sup>SDG Targets achieved through effective implementation of employee retention policies

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

SDG 5.5 Ensuring access to reproductive health & reproductive rights

SDG 5.b Enhancing use of enabling technology, in particular information and communication technology to promote the empowerment of women

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

<sup>27</sup>SDG Targets achieved through effective implementation of grievance redressal mechanism

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

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>	12,541*	-	-	12,594*	-	-
<b>Male</b>	11,867	-	-	11,940	-	-
<b>Female</b>	674	-	-	654	-	-
<b>Total Permanent Worker</b>	8,908	-	-	9,048	-	-
<b>Male</b>	8,707	-	-	8,863	-	-
<b>Female</b>	201	-	-	185	-	-

\* Employees include workers/ staff

## 8. Details of training given to employees and workers:<sup>28</sup>

	FY 2023-24					FY 2022-23				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Male</b>	11,867	12,030	101.37	10,578	89.14	11,940	18,887	158.18	4,484	37.55
<b>Female</b>	674	626	92.88	700	103.86	654	784	119.88	284	43.43
<b>Total</b>	12,541*	12,656	100.92	11,278	89.93	12,594*	19,671	156.19	4,768	37.86
<b>Workers</b>										
<b>Male</b>	8,707	9,127	104.82	7,467	85.76	8,863	15,563	175.60	1,798	20.29
<b>Female</b>	201	215	106.97	212	105.47	185	374	202.16	37	20.00
<b>Total</b>	8,908	9,342	104.87	7,679	86.20	9,048	15,937	176.14	1,835	20.28

\* Employees include workers/ staff

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

## 9. Details of performance and career development reviews of employees and worker:<sup>29</sup>

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
<b>Male</b>	11,867	269	2.27	11,940	1,131	9.47
<b>Female</b>	674	5	0.74	654	100	15.29
<b>Total</b>	12,541*	274	2.18	12,594*	1,231	9.77

<sup>28</sup>SDG Targets achieved through continuous skill upgradation & other trainings to the workforce

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

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

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

SDG 8.5 Achieving full & productive employment & decent work for all women & men

<sup>29</sup>SDG Targets achieved through performance recognition through reviews

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

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

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Workers</b>						
<b>Male</b>	8,707	144	1.65	8,863	595	6.71
<b>Female</b>	201	0	0.00	185	12	6.49
<b>Total</b>	8,908	144	1.62	9,048	607	6.71

\*Employees include workers/staff.

#### 10. Health and safety management system:<sup>30</sup>

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

Yes. The Policy is applicable to all Blue Dart employees and all volunteers, Service Providers and consultants working for the Company.

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

Blue Dart is committed to prevent workplace injuries and illness among employees by implementing effective methods, procedures, and technologies aimed at reducing or eliminating potential hazards. Utilizing First Choice tools, in-depth root cause analysis, Gemba Walk etc. are a part of this preventive strategy.

The company prioritizes employee health and safety by offering training on proper package handling and enforcing the use of helmets for bike riders. Each morning, employees who work in the field receive briefings that include safe driving tips and advice. There is also an emphasis on the use of appropriate safety equipment when managing shipments, which is supported by the display of road safety posters in prominent locations at each office.

To provide further support, one-on-one counseling and feedback sessions are arranged where discussions on health-related topics take place, and informative articles are shared periodically. Additionally, Blue Dart conducts training sessions on firefighting techniques.

- 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, Company's employees and workers have the benefit of accessing medical and healthcare services that are not related to occupational health. They have the convenience of using cashless medical services at a network of hospitals throughout the nation, through the insurance provided by the Company.

#### 11. Details of safety related incidents, in the following format:<sup>31</sup>

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
<b>Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)</b>	<b>Employees</b>	3.81	2.98
	<b>Workers</b>	2.73	2.59
<b>Total recordable work-related injuries</b>	<b>Employees</b>	102	85
	<b>Workers</b>	73	74
<b>No. of fatalities</b>	<b>Employees</b>	1	2
	<b>Workers</b>	1	2
<b>High consequence work-related injury or ill-health (excluding fatalities)</b>	<b>Employees</b>	10	22
	<b>Workers</b>	13	20

<sup>30</sup>SDG Targets achieved through effective health & safety management systems

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

<sup>31</sup>SDG Targets achieved through reduction in safety related incidents & taking safety measures

SDG 3.9 Reduction in the number of deaths & illnesses from hazardous chemicals & air, water & soil pollution & contamination

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

## 12. Describe the measures taken by the entity to ensure a safe and healthy work place.<sup>32</sup>

In addition to welfare and health, Blue Dart is equally concerned about the safety of its Workforce. Employees receive essential training focused on understanding hazard analysis relevant to each job and process. The organization has taken multiple measures, placing a significant emphasis on the health and safety of the workforce. To address the issue of road safety and minimize accidents, the Company conducts daily 'Performance Dialogues' at the start of each shift, emphasizing safety practices and the importance of wearing helmets. Employees are educated through training programs to recognize potential hazards specific to their roles and processes. It is compulsory for all bikers to wear helmets, and failure to comply results in appropriate disciplinary measures. The Company also maintains a monthly log and supervision of any incidents related to work or road accidents. Incidents from the prior day are reviewed during 'Performance Dialogues' to ensure that proactive and reactive measures are in place. Moreover, employees are offered additional health insurance benefits.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	2	Nil	Complaints were w.r.t working conditions which were addressed promptly	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

## 14. Assessments for the year:<sup>33</sup>

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	70.00
Working Conditions	70.00

DHL Employee Relations (ER) Review - Social Audit was conducted in the previous financial year wherein a few locations by random sampling were selected for these assessments.

## 15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.<sup>34</sup>

Monthly reporting of any kind of work related/ road accident incidence is done and monitored as a part of routine process. If there were any incidents in the previous day, they are discussed to ensure there is corrective and preventive action in place in the Performance Dialogues. We investigate all recordable incidents to identify the root causes and implement actions to avoid repeat incidents. This routine course correction results into a stable work-environment.

### <sup>32</sup>SDG Targets achieved through ensuring safe & healthy workplace

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

**SDG 3.d** Strengthening the capacity for early warning, risk reduction and management of national and global health risks

**SDG 8.8** Protection of labour rights & promoting safe & secure working environments for all workers, including migrant workers, in particular women migrants & those in precarious employment

### This disclosure aligns with following TCFD disclosure standards

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

### <sup>33</sup>SDG Targets achieved through health, safety & working conditions assessments of workforce

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

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

### <sup>34</sup>SDG Targets achieved through health, safety & working conditions assessments of workforce

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

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

### <sup>35</sup>SDG Targets achieved through provision of compensatory benefit

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

## Leadership Indicators

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).<sup>35</sup>**

Yes. Reflecting the Company's dedication to its People philosophy and commitment to employee welfare, a Death Benevolent Fund has been established. This fund is a collective effort, supported by contributions from both the company and its employees, designed to offer monetary assistance to the nominee of a member employee in the event of their untimely death during employment. For Road Accidents, a separate group insurance policy is in place and covers the unfortunate deaths during work-transits.

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

Towards ensuring the sustainability of its business, Blue Dart understands the importance of its value chain – which is the backbone of its operations. The Supplier Code of Conduct from our Parent Group, as well as agreements with our value chain partners, encompass a series of compulsory criteria that all suppliers must fulfill in order to conduct business with us. Our suppliers and value chain partners are obligated to adhere to all relevant laws and regulations.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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

Yes. On a case-to-case basis, Blue Dart provides extension/ retainership to its employees. These retainers have a flexible work-arrangements.

**5. Details on assessment of value chain partners:**

The DHL Group Supplier Code of Conduct (SCOC) details the mandatory standards all our suppliers and value chain partners are expected to comply with for business engagement. The SCOC reflects our dedication to conducting business in a responsible, transparent, and sustainable manner. It offers clear guidance on the ethical conduct we anticipate from our suppliers, and we have the expectation that all our suppliers will uphold these ethical principles. Blue Dart looks forward to develop a mechanism in coming years for a formal mechanism of assessing the value chain.

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

**Principle 4**

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



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

### Essential Indicators

#### 1. Describe the processes for identifying key stakeholder groups of the entity.<sup>36</sup>

Stakeholder engagement at Blue Dart is centred at enhancing comprehension of stakeholder needs and formulating strategies to meet these requirements. Adhering to the "right-to-know" principle, Blue Dart ensures that all stakeholders have access to Company information as prescribed by established norms of corporate governance. The company is committed to cultivating relationships based on dialogue and trust, guided by the core values of "Transparency" and "Honesty."

Blue Dart acknowledges the following groups as its principal stakeholders: employees, customers, suppliers, investors, civil society organizations, consumers, government institutions, and regulatory bodies.

In identifying and assessing stakeholders at Blue Dart, our goals are to:

- Actively and methodically recognize stakeholders who are affected by or influence the company's operations.
- Identify and map stakeholders, paying particular attention to vulnerable, disadvantaged, and marginalized groups.
- Educate our staff to interact with sensitivity towards external stakeholders and comprehend their issues.
- Foster stakeholder growth via ongoing training and the sharing of knowledge.
- Motivate stakeholders to actively engage in various sustainability efforts.
- Address any discrepancies with stakeholders in a manner that is just, fair and impartial.
- Be accountable and transparent regarding the effects of our policies, decisions, services, and operations on stakeholders.
- Provide a robust grievance redressal mechanism to tackle stakeholder concerns effectively.
- Clearly communicate strategic company decisions that may affect stakeholders and solicit their input on future plans of the company.

#### 2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.<sup>37</sup>

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

<sup>36</sup>SDG Targets achieved through effective stakeholder management

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

<sup>37</sup>SDG Targets achieved through effective stakeholder engagement

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

## Leadership Indicators

### 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.<sup>38</sup>

At Blue Dart, we recognize that engaging with our stakeholders is a vital avenue for deepening dialogue and gaining insights into crucial business and societal issues. Our approach to stakeholder engagement is comprehensive, with each function collaborating closely with the leadership team to ensure exchange of ideas and perspectives.

Since our inception, Blue Dart has fostered a culture steeped in values, ethics, and integrity. Our commitment to Corporate Governance is unwavering, driven by a fundamental philosophy of achieving business excellence while creating value for our shareholders, customers, employees, and business partners. We understand that by contributing significantly to the economy, we can make a lasting impact on society.

Our corporate governance framework reflects our culture, policies, and relationships with stakeholders. We strive to uphold the highest standards of transparency, accountability, integrity, and responsibility, aligning ourselves with both local regulations and global best practices.

Feedback received on environmental, social, or economic matters is carefully considered by our Board of Directors, with oversight provided by dedicated committees such as the CSR Committee and the Risk Management Committees. These committees review, monitor, and provide strategic direction on our social responsibility obligations and sustainability practices, ensuring that we continuously evolve and improve in line with the expectations of our stakeholders and the broader society.

### 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.<sup>39</sup>

At Blue Dart, we understand that in today's dynamic and ever-changing world, stakeholder consultation is paramount. We actively engage with relevant stakeholder platforms to tap into their expertise and garner support in addressing environmental and social issues.

We recognize that collaborating with stakeholders not only enhances our understanding of emerging challenges but also enables us to harness diverse perspectives and innovative solutions. By fostering open dialogue and partnerships, we strive to create meaningful impact and drive positive change in the communities where we operate.

At Blue Dart, we view stakeholder consultation as an opportunity to co-create sustainable strategies and initiatives that benefit both our business and society at large. By leveraging the collective wisdom of our stakeholders, we are better equipped to navigate the complexities of today's world and build a brighter future for generations to come.

### 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.<sup>40</sup>

Blue Dart's Corporate Social Responsibility (CSR) initiatives are deeply rooted in uplifting disadvantaged, vulnerable, and marginalized sections of society. Our programs, categorized under the pillars of GoTeach, GoGreen, and GoHelp, target various stakeholders including underprivileged students, people with disabilities, women, and senior citizens, focusing on education, preventive healthcare, women empowerment, sanitation, and waste management.

#### <sup>38</sup>SDG Targets achieved through stakeholder engagement

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

#### <sup>39</sup>SDG Targets achieved through stakeholder engagement

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

#### This disclosure aligns with following TCFD disclosure standards

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

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

#### <sup>40</sup>SDG Targets achieved through engagement with vulnerable / marginalized stakeholders

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

#### This disclosure aligns with following TCFD disclosure standards

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

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

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

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



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Under GoTeach, we bridge the gap between formal education and employment, particularly among youths from underprivileged backgrounds, by providing skills training in IT, communication, personality development, and life skills through initiatives like Blue Edge.

Through GoHelp, we partner with organizations to address community needs, such as supporting a childcare home for cancer-affected children, providing access to clean drinking water in water-stressed villages, and organizing free eye check-up camps and cataract surgeries for the elderly.

Operating within the framework of applicable laws, ethical principles, environmental standards, and international guidelines, we engage in ongoing dialogue with stakeholders to ensure their expectations regarding social and environmental issues are met. This systematic alignment ensures that our business activities contribute positively to society while maintaining ethical and sustainable practices.

**Principle 5**

**Businesses should respect and promote human rights**



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

### Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:<sup>41</sup>

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	12,541	900	7.18	12,594	2,094	16.63
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>	<b>12,541*</b>	<b>900</b>	<b>7.18</b>	<b>12,594*</b>	<b>2,094</b>	<b>16.63</b>
<b>Workers</b>						
Permanent	8,908	0	0.00	9,056	-	0.00
Other than permanent	-	-	-	-	-	-
<b>Total Workers</b>	<b>8,908</b>	<b>0</b>	<b>0.00</b>	<b>9,056</b>	<b>-</b>	<b>0.00</b>

Note: Human Rights training is conducted for employees on DHL learning platform, myTalentWorld (mTW). The right to access in mTW was with 14 SMTs in FY 22-23 and to other employees in FY 2023-24. Human Rights guidelines has been shared with employees at large in various open house sessions across the country. As a part of induction, all new joiners are trained on HR policies including Human Rights. Our Parent Group's 'SMART CONNECT' app has Learning and Development module which has been ingrained into Blue Dart. The Company has plans to enhance the coverage of employee to be trained over a period of time.

\* Employees include workers/staff.

2. Details of minimum wages paid to employees and workers, in the following format:<sup>42</sup>

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	12,541*	0	0.00	12,541	100.00	12,594*	0	0.00	12,594	100.00
Male	11,867	0	0.00	11,867	100.00	11,940	0	0.00	11,940	100.00
Female	674	0	0.00	674	100.00	654	0	0.00	654	100.00
<b>Other than Permanent</b>	Not Applicable									
Male										
Female										
<b>Workers</b>										
<b>Permanent</b>	8,908	0	0.00	8,908	100.00	9,048	0	0.00	9,048	100.00
Male	8,707	0	0.00	8,707	100.00	8,863	0	0.00	8,863	100.00
Female	201	0	0.00	201	100.00	185	0	0.00	185	100.00
<b>Other than Permanent</b>	Not Applicable									
Male										
Female										

\* Employees include workers/staff.

<sup>41</sup>SDG Targets achieved through Human rights trainings

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

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

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

<sup>42</sup>SDG Targets achieved through ensuring minimum wage payments

SDG 1.2 Reduction of proportion of men, women & children of all ages living in poverty in all its dimensions according to national definitions

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

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

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

### 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)	4	52,62,500	1	38,00,000
Key Managerial Personnel (KMP)	1	1,29,98,680	1	1,50,19,849
Employees other than BoD and KMP (including workers)	3,154	6,41,950	479	6,19,930
Workers	8,711	2,87,610	194	2,88,129

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	8.00	8.00

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

Blue Dart is committed to being a responsible corporate entity, promptly addressing any issues or grievances raised by its stakeholders. The responsibility of managing human rights concerns within the organization is vested in the HR Function.

### 5. Describe the internal mechanisms in place to redress grievances related to human rights issues<sup>43</sup>

Blue Dart adheres to DHL's Human Rights Policy statement, supplementing its Code of Conduct, and recognizes the ten principles of the UN Global Compact, the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, as well as the OECD Guidelines for Multinational Enterprises.

Should there be a perceived risk of negative human rights impacts resulting from our operations, we have a protocol to assess, modify, halt, or rectify the activity. We urge our employees to report any suspected violations of this Human Rights Policy Statement through available channels, including local management, HR departments, or the Compliance Hotline. External partners and third parties can also report potential issues via web forms found at [www.dpdhl.com](http://www.dpdhl.com).

### 6. Number of Complaints on the following made by employees and workers:<sup>44</sup>

	FY 2023-24			FY 2022-23		
	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	1	0	Internal Complaints Committee followed the statutory action points to address the complaint which was resolved effectively	2	0	Internal Complaints Committee followed the statutory action points to address the complaints which were resolved effectively
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA

<sup>43</sup>SDG Targets achieved through effective grievance redressal mechanism  
SDG 16.6 Developing effective, accountable & transparent institutions at all levels

<sup>44</sup>SDG Targets achieved through effective redressal of workforce grievances  
SDG 8.8 Protecting labour rights & promoting safe & secure working environments for all workers, including migrant workers, in particular women migrants & those in precarious employment  
SDG 16.6 Developing effective, accountable & transparent institutions at all levels

<b>Forced Labour/ Involuntary Labour</b>	Nil	Nil	NA	Nil	Nil	NA
<b>Wages</b>	2	0	Complaints were w.r.t due date of payment which were addressed promptly	Nil	Nil	NA
<b>Other Human Rights related issues</b>	3	0	Complaints were w.r.t working conditions which were addressed promptly	Nil	Nil	NA

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

	<b>FY 2023-24</b>	<b>FY 2022-23</b>
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	2
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	1	2

**8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases<sup>45</sup>**

We have established a Whistle-Blower Policy, a Prevention of Sexual Harassment Policy, and a Human Rights Policy Statement. For incidents related to sexual harassment, there's a designated Internal Committee tasked with addressing such issues. This Committee is proactive in safeguarding the well-being of each complainant, upholding the confidentiality of all complaints. Concerns raised under the Whistle-Blower Policy are examined by an Ethics Committee.

**9. Do human rights requirements form part of your business agreements and contracts?<sup>46</sup>**

Yes, our business contracts explicitly stipulate that all our suppliers and business associates must comply with labour laws, which include the provision of fair wages and the prompt payment of statutory dues.

Additionally, this requirement is in line with the DHL Group Supplier Code of Conduct, which is also incorporated into the business agreements of our suppliers and business partners.

**10. Assessments for the year:<sup>47</sup>**

	<b>% of your plants and Offices that were assessed (by entity or statutory authorities or third parties)</b>
<b>Child Labour</b>	The Company's Human Rights Policy Statement augments the DHL Group's Code of Conduct, which serves as the foundation and standard for all guidelines and regulations promoting responsible and ethically impeccable behavior across the Group. Over the past year, social audits encompassing these domains were carried out by entities within the DHL Group.
<b>Forced/involuntary labour</b>	
<b>Sexual Harassment</b>	
<b>Discrimination at workplace</b>	
<b>Wages</b>	

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

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

<sup>45</sup>SDG Targets achieved through effective protection of harassment complainant

SDG 8.8 Protecting labour rights & promoting safe & secure working environments for all workers, including migrant workers, in particular women migrants & those in precarious employment  
SDG 16.6 Developing effective, accountable & transparent institutions at all levels

<sup>46</sup>SDG Targets achieved through incorporation of human rights elements in business documents

SDG 8.8 Protection of labour rights & promoting safe & secure working environments for all workers, including migrant workers, in particular women migrants, & those in precarious employment.  
SDG 16.1 Significantly reducing all forms of violence & related death rates everywhere

<sup>47</sup>SDG Targets achieved through carrying out Human Rights assessments

SDG 5.2 Elimination of all forms of violence against all women & girls in the public & private spheres, including trafficking & sexual & other types of exploitation  
SDG 8.7 Taking immediate & effective measures to eradicate forced labour, end modern slavery & human trafficking & secure the prohibition & elimination of the worst forms of child labour  
SDG 16.2 Ending abuse, exploitation, trafficking & all forms of violence against & torture of children

## Leadership Indicators

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

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

### 2. Details of the scope and coverage of any Human rights due-diligence conducted.<sup>48</sup>

The DHL Group's Human Rights Policy Statement is applicable to our employees in all divisions around the world. These standards mandate that employees globally conduct themselves reasonably and lawfully when interacting with colleagues, partners, and communities. We expect our partners to uphold our dedication to human rights and to extend this commitment to their own business partners, as well as to carry out their business ethically and with integrity.

Our pledge to uphold human rights is manifested in DHL Group's various policies, such as the Code of Conduct and the Supplier Code of Conduct, alongside our procedures. To align with international human rights standards, national laws, and DHL Group's policies, we engage in thorough due diligence. This process aims to detect, evaluate, and mitigate potential and actual adverse human rights impacts linked with our business 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?

We acknowledge the significance of complying with the Rights of Persons with Disabilities Act, 2016. Efforts are underway to enhance our infrastructure to better accommodate the requirements of individuals with disabilities.

### 4. Details on assessment of value chain partners:<sup>49</sup>

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Blue Dart is dedicated to raising awareness among members of the supply chain to ensure adherence to relevant laws and regulations concerning labour and employment. This encompasses human rights and fair labour practices, child labour, gender diversity, wages, working hours, health and safety, anti-bribery and corruption, and environmental concerns.
Discrimination at workplace	
Child Labour	
Forced Labour / Involuntary Labour	
Wages	
	Agreements with value chain partners mandate conformity with labour laws and adherence to the DHL Supplier Code of Conduct.

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

In cases where departures from the principles set out in Blue Dart's Code of Conduct for Suppliers are identified, which also include breaches of stated human rights principles, the Blue Dart team engages with the supplier to determine how sustainable corrective actions can be implemented in an appropriate timeframe. If attempts to enact such improvements persistently fail, Blue Dart retains the authority to end the business relationship and gradually discontinue the supplier.

The measures for improvement include:

- Instituting an age verification process when hiring new employees.
- Ensuring employees receive at least the legal minimum wage.
- Providing all applicable benefits such as PF, ESI, Leave, and Bonus to those employees who are eligible.

<sup>48</sup>SDG Targets achieved through carrying out Human Rights assessments

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

SDG 8.7 Taking immediate & effective measures to eradicate forced labour, end modern slavery & human trafficking & secure the prohibition & elimination of the worst forms of child labour

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

<sup>49</sup>SDG Targets achieved through assessment of Value Chain Partners on human rights aspects

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

SDG 8.7 Taking effective measures to eradicate forced labour, end modern slavery & human trafficking & secure the prohibition & elimination of the worst forms of child labour

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

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

## Principle 6

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



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

### Essential Indicators

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:<sup>50</sup>

Parameter	FY 2023-24 (MegaJoules)	FY 2022-23 (MegaJoules)
<b>From renewable sources</b>		
Total electricity consumption (A)*	51,481.44	Nil
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total Energy consumption from renewable sources (A+B+C)	51,481.44	Nil
<b>From non-renewable sources</b>		
Total electricity consumption (D)	6,90,90,843.17	6,42,05,474.18
Total fuel consumption (E)	71,83,625.54	63,48,418.21
Energy consumption through other sources (F)	Nil	Nil
Total Energy consumption from non-renewable sources (D+E+F)	7,62,74,468.71	7,05,53,892.39
Total energy consumed (A+B+C+D+E+F)	7,63,25,950.15	7,05,53,892.39
Energy intensity per rupee of turnover (Total energy consumption/ Revenue from Operations) - MJ/Rupees	0.0014	0.0014
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.032	0.030
Energy intensity in terms of physical output	-	-

\* Blue Dart, as a part of its energy conservation initiatives, installed rooftop solar panels in its corporate office during the reporting year. No emission factor for Rooftop Solar is to be considered as per Guidance note on grids of Central Electricity Authority.

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 analysis conducted to assess various aspects of our operations, performance, or compliance with standards or regulations.

#### 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

Our facilities at Blue Dart are not included within the ambit of the Perform, Achieve, and Trade (PAT) Scheme initiated by the Government of India. This means that our sites are not subject to the regulations and requirements set forth by the PAT Scheme, allowing us flexibility in our operations while ensuring compliance with relevant energy efficiency and conservation standards.

#### 3. Provide details of the following disclosures related to water, in the following format:<sup>51</sup>

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Nil	Nil
(ii) Groundwater*	11,140.10	9,240.45
(iii) Third party water**	35,384.61	35,009.69

<sup>50</sup>SDG Targets achieved through increase in renewable energy consumption and decrease in consumption of traditional energy

SDG 7.2 Increase in the share of renewable energy

SDG 7.3 Improvement in energy efficiency

SDG 7.b Expanding infrastructure and upgrading technology for supplying modern & sustainable energy services for all in developing countries

SDG 8.4 Improving global resource efficiency in consumption & production

This disclosure aligns with following TCFD disclosure standards

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

<sup>51</sup>SDG Targets achieved through efficient use/ consumption of water resources

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

SDG 6.5 Implementing integrated water resources management



Parameter	FY 2023-24	FY 2022-23
(iv) Seawater / desalinated water	Nil	Nil
(v) Others - Rainwater harvesting in Head office	172.73	Nil
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	46,697.44	44,250.14
<b>Total volume of water consumption (in kilolitres)</b>	45,612.17	43,976.84
<b>Water intensity per rupee of turnover (Water consumed / Revenue from operations) – KL/Rupee</b>	0.00000087	0.00000090
<b>Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)</b>	0.0000194	0.0000190
<b>Water intensity in terms of physical output</b>	-	-
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	-	-

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

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

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

There hasn't been an external review or analysis conducted to assess various aspects of our operations, performance, or compliance with standards or regulations.

#### 4. Provide the following details related to water discharged<sup>52</sup>

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment	1,085.27	273.60
- With treatment – please specify level of treatment		
(v) Others	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>	<b>1,085.27</b>	<b>273.60</b>

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

There hasn't been an external review or analysis conducted to assess various aspects of our operations, performance, or compliance with standards or regulations.

<sup>52</sup>SDG Targets achieved through efficient discharge of waste water

SDG 6.3 Improving water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally

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

SDG 6.5 Implementing integrated water resources management

**5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.<sup>53</sup>**

**Corporate office:**

Blue Dart is leading the charge towards sustainable practices, actively pursuing initiatives that demonstrate our unwavering commitment to environmental responsibility. One such initiative is our exploration of Zero Liquid Discharge (ZLD) technology, a cutting-edge approach aimed at eliminating liquid discharge from our facilities. Concurrently, we are implementing a range of initiatives that underscore our dedication to environmental stewardship.

At the forefront of these efforts are our rainwater harvesting systems, strategically installed across our facilities. These systems are designed to capture and store rainwater, serving as a sustainable solution that not only reduces our reliance on traditional water sources but also contributes to local water conservation efforts. Additionally, we are proud to incorporate water tap aerators, innovative devices that regulate water flow by infusing air into the stream. This simple yet effective measure significantly reduces water consumption, showcasing our commitment to exceeding environmental standards.

These initiatives are not just about meeting regulatory requirements; they represent our proactive stance in embracing eco-friendly solutions. By setting new benchmarks in responsible corporate practices, we aim to make a tangible difference in the well-being of our communities and the preservation of our environment. At Blue Dart, sustainability isn't just a goal—it's a core value that drives us to continuously innovate and lead the way towards a greener, more sustainable future.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	Due to the type of activities conducted by the Company, there are no exhaust stacks present at any of its operating facilities. As a result, an in-depth assessment of air emissions particulars has not been carried out.		
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. **Not Applicable**

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:<sup>54</sup>**

Parameter	Unit	FY 2023-24	FY 2022-23
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	147,284	1,66,362
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	15,639	16,477
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)</b>	Metric tonnes of CO <sub>2</sub> equivalent	0.0000031	0.0000035
<b>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)</b>		0.0000693	0.0000784

<sup>53</sup>SDG Targets achieved through effective reduction in GHG emissions

SDG 7.2 Increasing substantially the share of renewable energy in the global energy mix

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

Target 13.b Promoting mechanisms for raising capacity for effective climate change-related planning and management

This disclosure aligns with following TCFD disclosure standards

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

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

Parameter	Unit	FY 2023-24	FY 2022-23
<b>Total Scope 1 and Scope 2 emissions intensity in terms of physical output</b>		-	-

\* Scope 1 calculations are partial calculations which only consider emissions from combusted fuel and refrigerant gases. Efforts are underway to include more detailing to the calculations on an ongoing basis

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

There has not been an external review or analysis conducted to assess various aspects of our operations, performance, or compliance with standards or regulations.

## 8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.<sup>55</sup>

Blue Dart has undertaken various initiatives to reduce its GHG footprint:

- The integration of a 25 KWP rooftop solar system at Blue Dart Corporate office has yielded commendable environmental and financial outcomes. This sustainable initiative has led to a substantial reduction of CO<sub>2</sub> emissions, demonstrating the company's commitment to mitigating its carbon footprint. Additionally, the solar power plant has generated 11,986.3 kWh of clean and renewable energy, contributing significantly to the company's green energy portfolio. Beyond environmental benefits, the solar initiative has translated into tangible financial savings, with ₹93,773/- saved in electricity costs.
- The introduction of motion sensors for LED light fittings has proven to be a highly effective energy-saving measure. With an annual reduction of 35,442 kWh units, this initiative has translated into significant cost savings of ₹4,25,303.
- The adoption of 100% compostable garbage bags by Blue Dart Express Ltd. has yielded positive outcomes in terms of environmental impact and sustainable waste management. This initiative significantly reduces the use of traditional plastic bags, contributing to a decrease in plastic pollution and landfill waste.
- The in-house composting initiative has yielded positive outcomes in terms of waste reduction and environmental sustainability. By recycling a diverse range of organic materials, including vegetable and fruit peelings, eggshells, newspapers, cardboard, fallen leaves, plant pruning's, sawdust from in-house carpentry work, and tea and coffee grounds, we have successfully diverted substantial waste from landfills.
- Through the "GoGreen" initiative, the Company has made significant strides in environmental conservation by planting a total of 777,000 trees to date. This ongoing commitment is underscored by the annual planting of 111,000 trees, resulting in a collective offset of 1,55,40,000 kilograms of carbon/year on maturity.
- The Company has embraced an eco-friendly initiative by adopting R410A refrigerant gas in its air conditioning systems. This strategic move is aligned with the company's commitment to environmental sustainability and responsible business practices. R410A, known for its lower environmental impact compared to traditional refrigerants, helps reduce the company's carbon footprint.

## 9. Provide details related to waste management by the entity, in the following format:<sup>56</sup>

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	Nil	Nil
E-waste (B)	13.62	18.31

### <sup>55</sup>SDG Targets achieved through effective reduction in GHG emissions

**SDG 7.2** Increasing substantially the share of renewable energy in the global energy mix

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

**Target 13.b** Promoting mechanisms for raising capacity for effective climate change-related planning and management

**This disclosure aligns with following TCFD disclosure standards**

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

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

### <sup>56</sup>SDG Targets achieved through adoption of effective waste management practices

**SDG 8.4** Improving progressively, global resource efficiency in consumption & production & endeavor to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption & Production

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

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

**SDG 12.5** Reducing waste generation through prevention, reduction, recycling and reuse

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Parameter	FY 2023-24	FY 2022-23
Bio-medical waste (C)	Nil	Nil
Construction and demolition waste (D)	Nil	Nil
Battery waste (E)	1.11	1.79
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please Specify, if any. (G) (DG Set Waste Oil Qty) – CO	0.20	0.42
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	2.23	Nil
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>17.16</b>	<b>20.52</b>
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000000033	0.0000000040
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.000000007	0.0000000088
Waste intensity in terms of physical output	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste (E-waste)</b>		
(i) Recycled	13.06	7.39
(ii) Re-used	1.45	4.07
(iii) Other recovery operations	Nil	Nil
<b>Total</b>	<b>14.51</b>	<b>11.46</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste (E-waste)</b>		
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	2.67	6.87
<b>Total</b>	<b>2.67</b>	<b>6.87</b>

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

**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<sup>57</sup>**

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

<sup>57</sup>SDG Targets achieved through effective waste management practices adopted

**SDG 8.4** Improving progressively, global resource efficiency in consumption & production & endeavor to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption & Production

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

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

**SDG 12.5** Reducing waste generation through prevention, reduction, recycling and reuse

**This disclosure aligns with following TCFD disclosure standards**

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

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

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 refrains from conducting its operations in environmentally fragile or ecologically sensitive regions. This strategic decision underscores the company's commitment to responsible business practices and environmental stewardship, avoiding potential harm to delicate ecosystems. By deliberately choosing locations that are not ecologically sensitive, the company aims to minimize its environmental impact and contribute to the preservation of biodiversity and natural habitats.			

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. Following the guidelines of the Ministry of Environment, Forest & Climate Change (MoEFCC), the industry/operations are exempt from obtaining environmental clearance or carry out an Environmental Impact Assessment.					

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:<sup>58</sup>

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

## 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 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>			
(i)	Surface water	Not Applicable. The Company does not conduct operations in areas of water stress. Blue Dart's offices, which are situated close to regions with water stress, extract only a small amount of water due to their non-manufacturing nature; therefore, detailed water usage data has not been collected.	
(ii)	Groundwater		
(iii)	Third party water		
(iv)	Seawater / desalinated water		
(v)	Others		
<b>Total volume of water withdrawal (in kilolitres)</b>			
<b>Total volume of water consumption (in kilolitres)</b>			
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>			
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>			

<sup>58</sup>This disclosure aligns with following TCFD disclosure standards

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

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

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Parameter		FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>			
(i)	Into Surface water	Not Applicable. The Company is not located in areas experiencing water stress. Blue Dart's offices, situated near water-scarce regions, utilize a minimal amount of water since they are not involved in manufacturing activities; thus, specific details on water withdrawal are not available.	
	- No treatment		
	- With treatment – please specify level of treatment		
(ii)	Into Groundwater		
	- No treatment		
	- With treatment – please specify level of treatment		
(iii)	Into Seawater		
	- No treatment		
	- With treatment – please specify level of treatment		
(iv)	Sent to third-parties		
	- No treatment		
	- With treatment – please specify level of treatment		
(v)	Others		
	- No treatment		
	- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>			

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

## 2. Please provide details of total Scope 3 emissions & its intensity, in the following format:<sup>59</sup>

Parameter	Unit	FY 2023-24	FY 2022-23
<b>Total Scope 3 emissions (Limited)</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	2,84,238	2,53,468
<b>Total Scope 3 emissions per rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> Equivalent / rupee	0.0000054	0.0000049

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

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

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

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

There hasn't been an external review or analysis conducted to assess various aspects of our operations, performance, or compliance with standards or 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 conscientious approach extends to its operational decisions, as it deliberately avoids conducting business in environmentally fragile or ecologically sensitive regions. This strategic choice epitomizes the company's unwavering commitment to responsible business practices and environmental stewardship. By steering clear of these delicate ecosystems, the company aims to prevent any potential harm and safeguard the natural balance of these regions.

<sup>59</sup>SDG Targets achieved by effective reduction in Scope 3 GHG

SDG 7.2 Increasing substantially the share of renewable energy in the global energy mix

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

Target 13.b Promoting mechanisms for raising capacity for effective climate change-related planning and management

This disclosure aligns with following TCFD disclosure standards

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

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

This mindful selection of locations not only reflects the company's dedication to minimizing its environmental footprint but also underscores its broader commitment to preserving biodiversity and natural habitats. By prioritizing sustainability in its operational decisions, the company sets a precedent for responsible corporate behaviour and demonstrates its respect for the delicate interplay between business interests and environmental preservation.

**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:<sup>60</sup>**

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	<b>Installation of Solar power plant</b>	<p>Blue Dart has successfully integrated a 25 KWP rooftop solar system at its facility, with the solar hardware installation carried out by Becquer Energy Pvt. Ltd. The project was commissioned in October 2023, boasting a planned DC/AC capacity of 25 kWP/25 kW, utilizing solar panels with a wattage of 545 Wp. The system comprises 46 modules of the M PERC Axitec 545model.</p> <p>This solar initiative is projected to save an impressive 742.5 tons of CO<sub>2</sub> emissions over a span of 25 years, emphasizing Blue Dart's commitment to sustainable and eco-friendly practices. This not only showcases the company's dedication to renewable energy but also contributes significantly to its environmental stewardship goals, aligning with a broader vision of reducing carbon impact and fostering a greener future.</p>	<p>The integration of a 25 KWP rooftop solar system at Blue Dart has yielded commendable environmental and financial outcomes. This sustainable initiative has led to a substantial reduction of 11,950.4 kg in CO<sub>2</sub> emissions, demonstrating the company's commitment to mitigating its carbon footprint. Additionally, the solar power plant has generated 11,986.3 kWh of clean and renewable energy, contributing significantly to the company's green energy portfolio. Beyond environmental benefits, the solar initiative has translated into tangible financial savings, with ₹93,773/- saved in electricity costs. This dual impact underscores Blue Dart's dedication to both environmental sustainability and financial efficiency, showcasing the positive outcomes of its commitment to renewable energy adoption.</p>
2	<b>Installation of water aerators</b>	<p>The recent incorporation of water aerators in our corporate facility exemplifies our commitment to water conservation. Strategically placed on faucets, these devices efficiently regulate water flow by introducing air, resulting in a controlled and eco-friendly usage. This initiative not only aligns with our sustainability goals but also promotes a more conscientious approach to water management within our workplace, reflecting our dedication to responsible environmental practices.</p>	<p>This eco-conscious initiative has resulted in a noticeable reduction in overall water consumption. The controlled and regulated water flow achieved through the aerators not only contributes to cost savings but also aligns with our environmental goals by promoting responsible water management. This outcome underscores the efficacy of adopting simple yet impactful measures in fostering a more resource-efficient and environmentally friendly workplace.</p>

<sup>60</sup>SDG Targets achieved through disclosure of initiatives for effective resource/ waste management

**SDG 8.4** Improving progressively, global resource efficiency in consumption & production & endeavor to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption & Production

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

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

**SDG 12.5** Reducing waste generation through prevention, reduction, recycling and reuse

**This disclosure aligns with following TCFD disclosure standards**

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

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

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

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

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3	<b>Light House Project New Initiative :- Motion/Occupancy Sensor Installation</b>	A ground-breaking energy-saving initiative has been implemented through the installation of motion sensors for LED light fittings in our premises. This cutting-edge system operates with remarkable efficiency by automatically turning off luminaires in the absence of detected motion or occupancy. Specifically, the use of LED tube and round LED fittings, with a total power consumption of 31,758 watts, exemplifies our commitment to sustainable practices. This innovative motion sensor technology not only enhances operational efficiency by promptly responding to occupancy but also results in significant energy savings, potentially reducing electricity consumption by up to 30%. Through this initiative, we are actively contributing to a more energy-efficient and environmentally conscious workspace.	The introduction of motion sensors for LED light fittings has proven to be a highly effective energy-saving measure. With an annual reduction of 35,442 kWh units, this initiative has translated into significant cost savings of ₹4,25,303. On a monthly basis, the energy saved equates to ₹35,442, highlighting the consistent and impactful outcomes of this program. This not only reflects our dedication to sustainability but also underscores the financial benefits derived from this innovative energy-saving installation.
4	<b>Usage of 100% compostable garbage bags</b>	Blue Dart proudly embraces environmental responsibility by exclusively using 100% compostable garbage bags. This initiative reflects our commitment to sustainable practices, offering an eco-friendly alternative to traditional plastic bags. Made from organic materials, these compostable bags contribute to reducing plastic pollution and landfill waste, aligning our operations with green and responsible waste management. By adopting these bags, we aim to minimize our environmental impact, actively participating in the global movement towards a more sustainable and eco-conscious future.	The adoption of 100% compostable garbage bags by Blue Dart has yielded positive outcomes in terms of environmental impact and sustainable waste management. This initiative significantly reduces the use of traditional plastic bags, contributing to a decrease in plastic pollution and landfill waste. By choosing compostable bags made from organic materials, we are actively promoting responsible waste disposal practices. This environmentally conscious step aligns with our commitment to sustainability and sets a positive example for eco-friendly practices within the logistics industry. Through the use of compostable garbage bags, we are playing our part in creating a greener and more sustainable future.
5	<b>Practice of Composting</b>	The Administration Department at Blue Dart has spearheaded an impactful initiative through in-house compost making, aimed at reducing and recycling organic waste generated within our premises. By repurposing damaged planters as compost pits, we have successfully diverted various organic materials, including vegetable and fruit peelings, eggshells, newspapers, cardboard, fallen leaves, plant pruning's, sawdust from in-house carpentry work, and tea and coffee grounds from the pantry.	The in-house composting initiative has yielded positive outcomes in terms of waste reduction and environmental sustainability. By recycling a diverse range of organic materials, including vegetable and fruit peelings, eggshells, newspapers, cardboard, fallen leaves, plant pruning's, sawdust from in-house carpentry work, and tea and coffee grounds, we have successfully diverted substantial waste from landfills. The compost produced from these efforts not only improves soil quality but also supports plant growth, contributing to a healthier local ecosystem. This initiative showcases our commitment to circular economy practices, building resilience in our communities and minimizing our environmental footprint through responsible waste management.



Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
6	<b>GoGreen Programme</b>	As part of its "GoGreen" initiative, the Company has implemented programs aimed at environmental conservation. These initiatives include tree planting projects benefiting tribal communities in Odisha and Maharashtra, as well as rural communities in Gujarat, Andhra Pradesh, Tamil Nadu, and other regions. Details of these are available in ESG Report which is part of this Annual Report.	Through the "GoGreen" initiative, the Company has made significant strides in environmental conservation by planting a total of 777,000 trees to date. This ongoing commitment is underscored by the annual planting of 111,000 trees, resulting in a collective offset of 1,55,40,000 kilograms of carbon/year on maturity. These efforts not only contribute to the sustainable development of tribal and rural communities in Odisha, Maharashtra, Gujarat, Andhra Pradesh, Tamil Nadu, and beyond but also actively address climate change by fostering a greener and more carbon-neutral environment. The Company's dedication to tree planting initiatives exemplifies its commitment to making a positive impact on both communities and the planet.
7	<b>Rainwater harvesting</b>	Blue Dart has embraced a proactive environmental initiative by incorporating rainwater harvesting systems across its facilities. This strategic move aligns with the company's commitment to sustainable practices and responsible water management. Through the implementation of rainwater harvesting, Blue Dart aims to harness and utilize rainfall for various purposes, reducing dependency on conventional water sources and mitigating the impact on local water resources. This initiative not only reflects the company's dedication to environmental stewardship but also demonstrates a conscious effort to contribute to water conservation and sustainable business practices within its operational footprint.	Blue Dart's rainwater harvesting initiative has yielded positive outcomes by reducing reliance on conventional water sources. This strategic move not only contributes to substantial water conservation but also results in cost savings for the company. Beyond the financial implications, the initiative showcases Blue Dart's commitment to sustainability and responsible water management practices, reflecting a proactive approach to environmental stewardship.
8	<b>Using R410A refrigerant gas in Air conditioners</b>	Blue Dart has embraced an eco-friendly initiative by adopting R410A refrigerant gas in its air conditioning systems. This strategic move is aligned with the company's commitment to environmental sustainability and responsible business practices. R410A, known for its lower environmental impact compared to traditional refrigerants, helps reduce the company's carbon footprint. This initiative not only aligns with industry best practices but also showcases Blue Dart's dedication to minimizing its environmental impact, contributing to a greener and more energy-efficient operational model.	The adoption of R410A refrigerant gas in air conditioning systems by Blue Dart has yielded positive outcomes, contributing to both environmental sustainability and operational efficiency. This eco-friendly initiative has resulted in a lower carbon footprint compared to traditional refrigerants, aligning with the company's commitment to responsible business practices. By choosing R410A, Blue Dart has not only reduced its environmental impact but has also positioned itself as a leader in adopting sustainable technologies within its operations. The outcome reflects the company's proactive approach to minimizing its ecological footprint and promoting a more environmentally conscious business model.

**5. Does the entity have a business continuity and disaster management plan?<sup>61</sup> Give details in 100 words/ web link.**

A careful consideration of the material responsible business aspects (as depicted in Section B of this Report) is done while formulating a detailed Business Continuity Plan (BCP) of Blue Dart; which underscores the organization's proactive approach helps ensuring the continuity of critical

<sup>61</sup>SDG Targets achieved through formulation of a robust Business Continuity & Disaster Management Plan

SDG 16.6 Developing an effective, accountable & transparent institution at all levels

This disclosure aligns with following TCFD disclosure standards

Strategy disclosure – c) Describe the resilience of the entity's strategy, taking into consideration different climate-related scenarios

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

functions, including the establishment of backup sites for each function. This level of preparedness demonstrates a thorough understanding of potential disruptions and a commitment to mitigating their impact. Blue Dart Express Limited's commitment to business continuity and risk management was especially evident during the COVID-19 pandemic.

The involvement of various functional managers in crafting the Business Contingency and Continuity Plan speaks to a collaborative and comprehensive approach to risk management. The periodic review of the plan ensures its relevance and effectiveness, reflecting a commitment to ongoing improvement and adaptation to changing circumstances.

Blue Dart's resilience during the pandemic is a testament to its robust risk management framework. Operating as an essential service provider throughout the lockdown underscores the organization's dedication to serving its customers and fulfilling its responsibilities. The implementation of Contactless Delivery (CLD) further demonstrates a proactive response to safeguarding both employees and customers during challenging times.

The emphasis on people as the cornerstone of risk management highlights Blue Dart's human-centric approach. By prioritizing the well-being of its employees and fostering a culture of care and support, the organization ensures that its workforce remains resilient and capable of navigating crises effectively.

The collaboration with national initiatives such as the LifeLine Udan initiative showcases Blue Dart's commitment to broader societal well-being beyond its immediate business interests. By leveraging its resources and expertise to support essential initiatives, the organization exemplifies corporate responsibility and community engagement.

In summary, Blue Dart's proactive approach to business continuity and risk management, coupled with its commitment to employee well-being and societal impact, positions it as a resilient and responsible organization capable of weathering challenges and driving positive change.

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

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

We are evaluating the integration of our value chain partners in our decarbonisation plan and the Company looks forward to work jointly with its value chain towards its sustainability efforts.

## Principle 7

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



# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

## Essential Indicators

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

Blue Dart is part of 8 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

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:<sup>62</sup>

Sr. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, If available
	<p>The Company actively participates through various industry associations to promote the progression of the industry and public interest. It upholds a Code of Conduct Policy to ensure adherence to the highest business ethics while interacting with the trade associations and industry bodies of which it is a part.</p> <p>Blue Dart contributes industry knowledge and feedback to those shaping regulatory and policy guidelines. The Company is devoted to conducting its operations with social and environmental responsibility. Through Policy Advocacy, the Company diligently ensures just business conduct, governance, competitive equity, sustainable practices, inclusive development, economic advancements, and conservation of resources, benefiting the broader industry.</p> <p>The Advocacy policy applies to Blue Dart Express Limited, encompassing all its employees, directors, business associates, and other pertinent parties. The policy aims to:</p> <ul style="list-style-type: none"> <li>Influence the design and modification of policy and regulatory frameworks, thus transforming the industry.</li> <li>Engage responsibly and actively with trade organizations, chambers of commerce, and government or non-government entities relevant to our operations.</li> <li>Communicate with various levels of government to convey industry and company-specific issues, seeking solutions via policy reform.</li> <li>Participate in national and international platforms, events, and conferences to connect with decision-makers and influencers and effectively advocate for the company and industry.</li> </ul>				

<sup>62</sup>SDG Targets achieved through effective policy advocacy

SDG 17.14 Enhancing policy coherence for sustainable development

SDG 17.17 Encouraging and promoting effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships Data, monitoring and accountability

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
					<ul style="list-style-type: none"> <li>Collaborate with industry partners on topics concerning community welfare, environmental sustainability, and health and safety for the greater good of society.</li> <li>Engage with public policymakers, government and regulatory bodies, industry trade groups, and political and advocacy organizations to support legitimate corporate interests.</li> </ul>

Principle 8

**Businesses should promote inclusive growth and equitable development**



## PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

### Essential Indicators

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

Name and Brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web Link
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.

Grievance cell of the Company takes care of grievances raised by community.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	NA	NA
Sourced directly from within the district and neighbouring districts	NA	NA

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<sup>63</sup>

Location	FY 2023-24	FY 2022-23
Rural	-	-
Semi-Urban	-	-
Urban	20%	20%
Metropolitan	80%	80%

### 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)
Blue Dart has been actively supporting the marginalised strata of society through its' Go Initiatives. The details of Companies CSR activities have been detailed in 'CSR report' which is part of its Annual Report.			

<sup>63</sup>Targets achieved through job creation across locations

SDG 1.3 Implement nationally appropriate social protection systems and measures for all

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

No

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

NA

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

NA

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Does not apply to Blue Dart				

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

Name of authority	Brief of the case	Corrective Action taken
NA		

6. Details of beneficiaries of CSR Projects:<sup>64</sup>

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1.	Blue Edge: Empowering lives	737	100%
2.	Blue Greens	139	100%
3.	Blue Homes	294	100%
4.	Blue Help	3070	100%

Blue Darts ESG initiatives are detailed in CSR report which is part of its Annual Report.

<sup>64</sup>SDG Targets achieved through effective implementation of CSR initiatives

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



## Principle 9

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



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

### Essential Indicators

#### 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.<sup>65</sup>

Blue Dart prioritizes ensuring customer success, understanding that its customers' triumphs are directly linked to its own. The Company's operations are steered by an in-depth understanding of customer needs and market demands. 'Customer focus' is central to Blue Dart's business methodologies, projects, and interactions. Aware that its ethical, social, and environmental conduct, alongside service quality, is a benchmark for its assessment, Blue Dart is committed to excellence in all these domains. By doing so, it aims to fortify customer confidence and goodwill, thereby bolstering its esteemed reputation.

Blue Dart maintains a systematic process for addressing customer grievances, which can be received verbally, in writing, via email, or through social media channels. Each complaint is recorded in a system known as CARESS—Complaint Appreciation, Resolution & Evaluation to Satisfaction System. During the fiscal year 2022-2023, Blue Dart handled over 3,273.71 lakh domestic shipments and more than 8.23 lakh international shipments, with 99.99% of registered complaints successfully resolved.

In the reporting year, Blue Dart carried over 3,587.62 lakh domestic shipments and over 6.47 lakh international Shipments, with 99.99% of registered complaints successfully resolved.

#### 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:<sup>66</sup>

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the Year	Pending resolution at end of year		Received during the Year	Pending resolution at end of year	
Data Privacy			NIL			
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other - Customers	For customer complaint details, refer Section A of this report.					

#### 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>

<sup>65</sup>SDG Targets achieved through effective consumer feedback/ grievance redressal mechanism  
SDG 16.6 Developing effective, accountable & transparent institutions at all levels

<sup>66</sup>SDG Targets achieved through minimization/ effective grievance redressal of consumer complaints  
SDG 16.6 Developing effective, accountable & transparent institutions at all levels

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.<sup>67</sup>**

No issues, complaints, penalties, or regulatory actions were noted during the year. However, customers who have any concerns can contact us through various means such as telephone, email, or social media.

Our Data Protection Officer submits a quarterly compliance report to the Board, affirming adherence to all relevant data protection regulations. This officer also takes part in the Risk Management Committee meetings when cybersecurity issues are discussed.

We are dedicated to safeguarding the information of our clients, partners, and employees. As a premier logistics provider, we employ robust Information and Cyber Security protocols to secure our global operations. Our endeavors aim to avoid operational interruptions and damage while complying with pertinent legal requirements. Safeguarding information is key to achieving the DHL Group's ambition of being the preferred provider, employer, and investment. This commitment ensures that we fulfill customer expectations, sustain investor confidence, and pursue growth across established and emerging markets while keeping employee data private and secure.

In today's data-driven business landscape, the application of advanced information and communication technologies and the integration of data flows are vital to Blue Dart's processes. Protection of personal data—for customers, employees, shareholders, and business partners—is increasingly crucial in a complex atmosphere where so much reliance is placed on protection of data that businesses gather and manage. It's essential to clarify what information we collect, how we utilize it, and the details we disclose.

Data privacy is paramount for individuals to whom it pertains, and our Data Privacy Policy aims to establish uniform and robust data protection standards. These standards are designed to comply with legal mandates and provide adequate safeguards for individuals in our internal handling of personal data, encompassing information such as names, addresses, contact numbers, email addresses, educational backgrounds, licenses, and login credentials.

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

- a. Number of instances of data breaches - NIL
- b. Percentage of data breaches involving personally identifiable information of customers NIL
- c. Impact, if any, of the data breaches : NIL

## Leadership Indicators

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

Information regarding all products is available on our website viz; [www.bluedart.com](http://www.bluedart.com). Customers can reach out to us on [customerservice@bluedart.com](mailto:customerservice@bluedart.com) or call on our 24/7 Centralised Customer Service IVR no. is 1860-233-1234/ 022 6260 1234 / 044 6634 4600 (Available in Hindi & English).

**2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.<sup>68</sup>**

We provide information on our different types of services including Regulatory requirements, Location finder, Transit time finder etc. On our website [www.bluedart.com](http://www.bluedart.com). Customers can reach out to us on [customerservice@bluedart.com](mailto:customerservice@bluedart.com) or call on our 24/7 Centralised Customer Service IVR no. is 1860-233-1234/ 022 6260 1234 / 044 6634 4600 (Available in Hindi & English).

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

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

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole?<sup>69</sup> (Yes/No)**

Net Promoter Scoring for for FY 2023-24- 76.29

Blue Dart adopts a continuous improvement framework known as 'First Choice', which cultivates a customer-centric ethos throughout the company. This quality initiative utilizes Lean + Six Sigma principles as a continuous improvement methodology to tackle issues and implement

<sup>67</sup>This disclosure aligns with following TCFD disclosure standards

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

<sup>68</sup>SDG Targets achieved through responsible consumer safety & education

SDG 12.8 Ensuring that people everywhere have the relevant information & awareness for sustainable development & lifestyles in harmony with nature

This disclosure aligns with following TCFD disclosure standards

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

<sup>69</sup>SDG Targets achieved through ensuring consumer satisfaction







SDG 12.8 Ensuring that people everywhere have the relevant information & awareness for sustainable development & lifestyles in harmony with nature







# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

sustaining solutions. The company employs the Net Promoter Approach to determine the Net Promoter Score, using VOC analysis to pinpoint and act on areas needing enhancement. The information from the VOC is converted to what is Critical to the Customer and there is a team working across the country to manage the Customer Centricity Program using these inputs and making improvements keeping the customer in mind. This strategy is relentlessly pursued to reach outstanding customer satisfaction levels. Blue Dart's brand loyalty, indicative of customer devotion to the brand, surpasses that of its competitors. The brand is synonymous with global standards, dependability, trust, advanced technology, a robust approach to corporate social responsibility, and a commitment to customer focus.

Note: Following the publication of IFRS S1 and IFRS S2, and at the FSB's request, the TCFD itself is now being subsumed into the ISSB with the standard-setter taking over the monitoring of the progress on companies' climate-related disclosures from 2024. However, since TCFD was active for majority part of the reporting year, it's prudent to disclose the disclosures in alignment with them.

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

Principle	SDG	Initiatives
P1		<p><b>SDG 16: PEACE, JUSTICE, AND STRONG INSTITUTIONS:</b></p> <p><b>Amongst other Corporate Governance structures in place:</b></p> <ul style="list-style-type: none"> <li>The Company has established a Prevention of Sexual Harassment policy which is applicable to all women employees regardless of their employment status, be it permanent, outsourced, temporary, or trainees. This policy ensures a secure work environment and a system for reporting grievances.</li> <li>There is a Whistle Blower Policy in place that addresses unethical conduct, actual or suspected fraud, mismanagement, or breaches of the Company's Code of Conduct and/or applicable laws, providing a channel for seeking redressal.</li> <li>Additionally, the company has crafted a code of conduct for its Directors and staff to guide, supervise, and disclose trading activities by insiders, designated employees, and all relevant individuals and entities.</li> <li>The Company's Policy hub, referenced in Section B of the report, symbolizes efficient operational procedures and robust governance within Blue Dart.</li> <li>Blue Dart's multi-tiered committee framework, which includes the audit committee, stakeholder relationship committee, CSR committee, and Risk Management Committee among other statutory groups, ensures diligent oversight and enforcement of the aforementioned policies.</li> </ul>
P2	   	<p><b>SDG 7: AFFORDABLE AND CLEAN ENERGY:</b></p> <ul style="list-style-type: none"> <li>The organization has launched a Carbon Neutral Shipping initiative that enables customers to counterbalance their carbon emissions by paying an additional fee beyond the standard shipping costs, aimed at achieving a carbon-neutral delivery.</li> </ul> <p><b>SDG 10: REDUCED INEQUALITIES</b></p> <ul style="list-style-type: none"> <li>Blue Dart fosters an environment where diversity and inclusion are ingrained in every aspect of work, spanning gender, ethnicity, faith, age, disability, sexual orientation, and any other legally protected attributes.</li> </ul> <p><b>SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p> <ul style="list-style-type: none"> <li>As part of its "Planet Matters" initiative, which is focused on creating a cleaner, cost-effective, and environmentally friendly supply chain, the organization has added several Electric Vehicles to its fleet.</li> </ul> <p><b>SDG 13: CLIMATE ACTION:</b></p> <ul style="list-style-type: none"> <li>To address environmental issues, the company has launched Carbon Neutral Services. This initiative aims to counteract the carbon emissions generated from transporting customer shipments by investing in environmental protection projects that have been verified by Societe Generale de Surveillance, an independent auditor recognized by the United Nations.</li> </ul>
P3		<p><b>SDG 5: GENDER EQUALITY</b></p> <ul style="list-style-type: none"> <li>The organization has implemented a policy to prevent sexual harassment, ensuring a safe work environment for women.</li> <li>Additionally, the company promotes diversity in all areas of its operations, encompassing gender, ethnicity, religion, age, disability, sexual orientation, and any other traits protected by law.</li> </ul>

Principle	SDG	Initiatives
P4	 <p><b>3</b> GOOD HEALTH AND WELL-BEING</p>	<p><b>SDG 3: GOOD HEALTH AND WELL-BEING:</b></p> <ul style="list-style-type: none"> <li>The company's "GoHelp" initiative involves collaborations with different entities aiming to meet community needs.</li> <li>In partnership with organizations like the Vision Foundation, Swades Foundation, HOPE Foundation, and St. Jude India Childcare Centres, the organization contributes to the health of children and families by supplying nutritional support and affordable cancer treatments.</li> <li>The "Medicine from the Sky" project reflects the organization's commitment to providing healthcare access worldwide. Utilizing drone technology, it strives to establish strong healthcare systems even in the most isolated regions of the country.</li> </ul>
	 <p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p>	<p><b>SDG 11: SUSTAINABLE CITIES AND DEVELOPMENT</b></p> <ul style="list-style-type: none"> <li>Working with the Oasis Foundation, the company offers comprehensive support to individuals affected by abuse or vulnerability, encompassing education, healthcare, psychosocial support, financial empowerment programs.</li> <li>Similarly, the organization partners with multiple groups, including the National Deaf Society and Sankalp Taru, to promote societal progress.</li> </ul>
P6	 <p><b>7</b> AFFORDABLE AND CLEAN ENERGY</p>	<p><b>SDG 7: AFFORDABLE AND CLEAN ENERGY:</b></p> <ul style="list-style-type: none"> <li>Through its "GoGreen" initiative, the organization is dedicated to decreasing its greenhouse gas emissions has been purchasing certificates for green electricity to support this reduction in emissions.</li> <li>Beyond this initiative, the company also employs energy-saving practices, including installing LED lighting in offices and implementing power-saving measures, as well as promoting the "GoGreen lights off" campaign.</li> </ul>
	 <p><b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p><b>SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p> <ul style="list-style-type: none"> <li>As part of its "Planet Matters" initiative, with the goal of creating a greener, cost-effective, and sustainable supply chain, the organization has introduced several electric vehicles into its operations.</li> <li>The organization has implemented a digital vendor portal which facilitates paperless transactions for all its vendor partners, contributing to energy conservation, CO<sub>2</sub> emission reduction, prevention of deforestation, protection of natural habitats, and enhancing the livelihoods of communities that depend on forest resources.</li> </ul>
	 <p><b>13</b> CLIMATE ACTION</p>	<p><b>SDG 13: CLIMATE ACTION:</b></p> <ul style="list-style-type: none"> <li>Under its "GoGreen" initiative, the Company has engaged in environmental conservation efforts, which include tree planting projects for Tribal Communities in Odisha and Maharashtra, as well as Rural Communities in Gujarat and Andhra Pradesh.</li> <li>The organization has also been actively involved in and supported the "Jio Mumbai Cyclothon," an event advocating for cycling and tree planting.</li> <li>Additionally, the company partners with "Sankalp Taru" a social enterprise focused on environmental welfare, by motivating individuals and businesses to plant trees on private lands and commemorate or honor others through e-certificates that include personalized messages. Sankalp Taru carries out tree-planting endeavors across the nation.</li> </ul>
P6	 <p><b>15</b> LIFE ON LAND</p>	<p><b>SDG 15: LIFE ON LAND:</b></p> <ul style="list-style-type: none"> <li>Last year, Blue Dart actively observed "International Tiger Day" and "World Environment Day" with various celebratory activities.</li> <li>Moreover, the organization participates in Earth Hour by turning off lights for one hour across all its facilities.</li> </ul>

Principle	SDG	Initiatives
P7		<p><b>SDG 2: ZERO HUNGER:</b></p> <ul style="list-style-type: none"> <li>Through its "BlueHelp" initiative, the organization is committed to combating hunger, poverty, and malnutrition.</li> <li>The "Medicine from the Sky" project demonstrates the company's effort to provide healthcare services to people everywhere in the world.</li> </ul>
P8		<p><b>SDG 1: NO POVERTY</b></p> <ul style="list-style-type: none"> <li>In partnership with the HOPE Foundation, the company focuses on the comprehensive and enduring welfare and advancement of children who endure life on the streets, in slums, or in challenging conditions caused by severe poverty.</li> <li>Through its "GoTeach" and "Blue Edge" initiatives, the organization enhances lives by imparting both fundamental and advanced computer skills, communication, personality enrichment, and life skills training, to bolster employability. This program also tackles youth unemployment, aiming to maximize the potential and abilities of young individuals.</li> </ul>
		<p><b>SDG 4: QUALITY EDUCATION:</b></p> <ul style="list-style-type: none"> <li>Through its "GoTeach" initiative, the company promotes education and offers chances to enhance employability skills.</li> <li>Partnering with various organizations, the company supports children by offering no-cost education, music therapy, yoga, family counseling, and skill development for income generation.</li> </ul>
		<p><b>SDG 5: GENDER EQUALITY</b></p> <ul style="list-style-type: none"> <li>The company places high importance on mitigating disparities by upholding its status as an 'Equal Opportunity Employer,' which it deems a fundamental aspect of its corporate ethos.</li> </ul>
		<p><b>SDG 6: CLEAN WATER AND SANITATION:</b></p> <ul style="list-style-type: none"> <li>As a component of its "BlueHelp" initiative, the organization has made significant contributions to sanitation projects and the provision of safe drinking water in Maharashtra.</li> <li>Additionally, the organization supports the Swades Foundation, which is dedicated to transforming the lives of rural populations by fostering comprehensive growth in areas such as Water &amp; Sanitation using a scalable, replicable, and community-focused sustainable development model.</li> </ul>
P9		<p><b>SDG 7: AFFORDABLE AND CLEAN ENERGY:</b></p> <ul style="list-style-type: none"> <li>The organization has launched a Carbon Neutral Shipping initiative that enables customers to counterbalance their carbon emissions by paying an additional offset fee on top of their standard shipping costs.</li> </ul>
		<p><b>SDG 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE:</b></p> <ul style="list-style-type: none"> <li>Blue Dart has introduced several innovative solutions, including "On-The-Move" handheld devices, Retail Point of Sale, comprehensive Reverse Logistics services, integration of 16 Digital Wallets on courier devices, and the Call Bridge feature to enhance personalized customer interactions, all of which have been recognized as industry-leading benchmarks.</li> <li>Additionally, Blue Dart pioneered the Contactless Delivery service amid the pandemic to promote a secure and health-conscious delivery procedure, ensuring customer satisfaction without the concern of potential contagion.</li> </ul>

**Note:**

- (i) All SDG mapping done against respective principles are based on an indicative SDG mapping matrix provided in National Guidelines on Responsible Business Conduct by MCA, GoI
- (ii) All the mentions of the GRI™, TCFD™ & UNSDG™ and other standards belong to respective organisations/ institutions