



Date: September 02, 2023

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

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

Scrip Code: 543529

Symbol: DELHIVERY

Sub: **Business Responsibility & Sustainability Report for Financial Year 2022-23 ("FY23")**

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are pleased to submit the enclosed Business Responsibility and Sustainability Report ("BRSR") of the Company for FY23. This report also forms an integral part of the Annual Report of the Company for FY23.

The BRSR for FY23 can also be accessed on the Company's website at [www.delhivery.com](http://www.delhivery.com)

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

Thank you.

Yours sincerely,

**For Delhivery Limited**

**Vivek Kumar**  
**Company Secretary & Compliance Officer**  
Membership No: A20938  
Place: Gurugram



# Business Responsibility & Sustainability Reporting

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1.	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	L63090DL2011PLC221234
2.	Name of the Listed Entity	Delhivery Limited
3.	Year of incorporation	22 June 2011
4.	Registered office address	N24-N34, S24-S34, Air Cargo Logistics Centre-II, Opposite Gate 6 Cargo Terminal, IGI Airport, New Delhi 110037
5.	Corporate address	Plot No. 5, Sector 44, Gurugram 122001
6.	E-mail	<a href="mailto:corporateaffairs@delhivery.com">corporateaffairs@delhivery.com</a>
7.	Telephone	+91 124 6225602
8.	Website:	<a href="http://www.delhivery.com">www.delhivery.com</a>
9.	Financial year for which reporting is being done	FY23
10.	Name of the Stock Exchange(s) where shares are listed	BSE & NSE
11.	Paid-up Capital	728,715,149 (as on Mar 31, 2023)
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Vivek Kumar, Company Secretary and Compliance Officer Contact No. +91 124 6225600 Email: <a href="mailto:corporateaffairs@delhivery.com">corporateaffairs@delhivery.com</a>
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):	Consolidated basis (all subsidiaries included for which 100% operational control exists with the entity)

### II Products/services

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

S. No.	Description of Main Activity	Description Of Business Activity	% Of Turnover of the entity
1	Transport & Storage	Land Transport via Road	89.01%
2	Transport & Storage	Warehousing & storage	5.39%
3	Transport & Storage	Air Transport	3.16%
4	Transport & Storage	Postal & Courier Activities	1.48%
5	Transport & Storage	Water Transport	0.92%
6	Transport & Storage	Service Incidental to land, water & air transportation	0.04%

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

S. No.	Product/Service	NIC Code	% Of Turnover of the entity
1	Land Transport via Road	4923	89.01%
2	Warehousing & storage	5210	5.39%
3	Air Transport	5120	3.16%
4	Postal & Courier Activities	5310 & 5320	1.48%
5	Water Transport	5012	0.92%
6	Service Incidental to land, water & air transportation	5221, 5222, 5223, 5224	0.04%

### III. Operations

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

Location	Number of plants*	Number of offices	Total
National	3,378	15	3,393
International	0	6	6

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



## 17. Markets served by the entity:

### a. Number of locations

Location	Location
National (No. of States)	36
International (No. of Countries)	220

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

0.09756%

### c. A brief on types of customers

We provide supply chain solutions to a diverse base of over 27500 active customers, such as e-commerce marketplaces, direct-to-consumer e-tailers, and enterprises and SMEs across several verticals such as FMCG, consumer durables, consumer electronics, lifestyle, retail, automotive and manufacturing.

## IV. Employees

### 18. Details at the end of Financial Year:

#### a. Employees and workers (includes all categories of employees):

S.No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	15,409	14,398	93.4%	1,011	6.6%
2.	Other than Permanent (E)	136	117	86.0%	19	14.0%
3.	<b>Total employees (D + E)</b>	<b>15,545</b>	<b>14,515</b>	<b>93.4%</b>	<b>1,030</b>	<b>6.6%</b>
<b>WORKERS</b>						
4.	Permanent (F)	6,351	6,272	98.8%	79	1.2%
5.	Other than Permanent (G)	35,547	33,118	93.2%	2,429	6.8%
6.	<b>Total workers (F + G)</b>	<b>41,898</b>	<b>39,390</b>	<b>94.0%</b>	<b>2,508</b>	<b>6.0%</b>

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

S.No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	8	8	100.0%	0	0.0%
2.	Other than Permanent (E)	0	0	0.0%	0	0.0%
3.	<b>Total differently abled employees (D + E)</b>	<b>8</b>	<b>8</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	34	34	100.0%	0	0.0%
5.	Other than permanent (G)	0	0	0.0%	0	0.0%
6.	<b>Total differently abled workers (F + G)</b>	<b>34</b>	<b>34</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>

### 19 Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	1	10.0%
Key Management Personnel	9	1	11.1%

### 20. Turnover rate for permanent employees and workers

Particulars	FY 23			FY 22			FY 21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	6,227	440	6,667	4,165	307	4,472	3,600	185	3,785
Permanent Workers	1,516	37	1,553	712	9	721	224	103	327

## Business Responsibility & Sustainability Reporting (Contd.)

Particulars	FY 23			FY 22			FY 21		
	in %			in %			in %		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	42%	43%	34%	33%	39%	33%	36%	52%	37%
Permanent Workers	32%	56%	27%	30%	22%	29%	42%	27%	42%

Note:- Data has been calculated as per BRSR Guidelines

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

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

S.No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of Shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Spoton Logistics Private Limited	Subsidiary	100%	Yes
2	Orion Supply Chain Private Limited	Subsidiary	100%	Yes
3	Delhivery Cross Border Services Private Limited	Subsidiary	100%	Yes
4	Delhivery Freight Services Pvt Ltd	Subsidiary	100%	Yes
5	Delhivery Corp Limited, London, United Kingdom	Subsidiary	100%	Yes
6	Delhivery USA LLC	Subsidiary	100%	Yes
7	Delhivery HK Pte Limited	Subsidiary	100%	Yes
8	Delhivery Singapore Pte. Ltd.	Subsidiary	100%	Yes
9	Algorhythm Tech Private Limited	Subsidiary	100%	Yes
10	Delhivery Robotics LLC	Subsidiary	100%	Yes
11	Spoton Supply Chain Solutions Private Limited	Subsidiary	100%	Yes
12	Delhivery Logistics (Shenzhen) Company Limited	Subsidiary	100%	Yes
13	Delhivery Bangladesh Logistics Pvt. Ltd.	Subsidiary	99.99%	No
14	FALCON AUTOTECH Private Limited	Associate	34.55%	No

### VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) Yes, CSR provisions are applicable but no monetary contribution required due to lack of PAT in last 3 FYs
- (ii) Turnover (in ₹): 72,253,014,789
- (iii) Net worth (in ₹): 85,861,232,147

### VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 23			FY 22		
		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	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.pdf</a>	0	0	NA	0	0	NA
Investors and shareholders	* <a href="https://www.delhivery.com/company/investor-relations">https://www.delhivery.com/company/investor-relations</a>	5	0	All were servicing requests rather than grievances or complaints	2	0	NA



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 23			FY 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	** <a href="https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf">https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf</a>	536	0	NA	487	0	NA
Customers/ Client & Consignee	<a href="https://www.delhivery.com/support/">https://www.delhivery.com/support/</a>	3,055,831	77,710	Overall First Response SLA has been 90% and 2.5% of the complaints were awaiting completion as at the end of the period	850,227	48,828	Overall First Response SLA has been 98% and 5.74% of the complaints were awaiting completion as at the end of the period
Value Chain Partners	<a href="https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf">https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf</a>	0	0	NA	0	0	NA

\*Yes, grievance redressal mechanism is in place. All grievances are reported to the Company Secretary and it is promptly addressed (involving RTA, if required). On quarterly basis a reporting of the same is also made to the Stock Exchanges and to the Stakeholder Relationship Committee of the Board and to the Board of Directors on quarterly basis for review of all grievances and respective redressal. The contact details for investor grievances of the Company secretary are on the Investor Relations page of the website of the Company <https://www.delhivery.com/company/investor-relations>.

\*\*Employees can also lodge complaints anonymously through the internal HR Helpline & employee grievance mail help desk.

## 24. Overview of the entity's material responsible business conduct issues

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Greenhouse Gas Emissions - Environment	Opportunity	Differentiate from the competition by offering Green Logistics / Low-carbon deliveries e.g. EV based last mile delivery; Cost savings through resource efficiency	NA	Positive
2.	Waste Management & Recycling - Governance	Risk	Risk of non-compliance to environmental laws if proper waste disposal is not ensured especially for goods such as e-waste, biomedical waste and other hazardous goods	As part of the waste disposal process, the company engages only with those vendors who dispose off the waste as per environmental norms.	Negative
3.	Packaging and Material Use - Environment	Opportunity	Increase recycling and reuse of packaging material thus optimising use and saving costs; Spearheading sustainable packaging in the industry and attracting both competitors & clients to the initiative	NA	Positive
4.	Occupational Health & Safety - Social	Risk	Delhivery employs a large workforce which handle packages and materials in warehouses, run automation infrastructure & drive core logistics operations. Also, road safety is of critical importance to us due to the nature of our business	Delhivery has an established Occupational Health & Safety Management Policy (OHSMS). Also, we are compliant with ISO 45001:2018. To safeguard against physical risk a detailed HIRA is being conducted periodically and potential hazards identified during that are mitigated with immediate effect. Apart from this, trainings on Mental health improvement is provided to employees	Negative

## Business Responsibility & Sustainability Reporting (Contd.)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5.	Employee Training & Development - Social	Opportunity	Improves the skills of the employees enabling them to deliver better quality of work thus resulting in better service for customers. Also investing in employees increases retention.	NA	Positive
6.	Business Integrity - Governance	Risk	Reputational risk to the company in case business practices followed by the company or its employees do not ensure ethical code of conduct, anti-bribery, avoidance of conflict of interest	Delhivery has stringent policy on business ethics and integrity to all. Our "Code of conduct" and Whistle-Blower policy provides employees a framework to conduct business ethically and report non-compliance if any.	Negative
7.	Data Privacy & Security - Governance	Risk	Risk of non-compliance to data protection laws, loss of reputation with customers, and leakage of company strategic / business information	Delhivery has set up systems & procedures to safeguard the confidentiality, integrity and availability of all physical & electronic information assets of the organisation to ensure that regulatory, operational & contractual requirements are fulfilled.	Negative
8.	Sustainable Supply Chains	Risk	Delhivery works with a large number of suppliers and vendors. This could result in potential reputational risk / loss of service if the supplier is not adhering to appropriate ESG practices	Delhivery has developed a supplier sustainability assessment framework along with a standard supplier code of conduct that each vendor needs to adhere to	Negative
9.	Business Preparedness, Resiliency, & Disaster Response	Risk	Ensuring business continuity during a crisis be it natural disasters or otherwise is critical to avoid significant loss to business, ensure employee well-being and avoid loss to customers as a result of delay in services	Under the aegis of Risk Management Committee (RMC), we are evaluating conducting Business Continuity Exercise, which would aim to put in place the requisite frameworks/ SOPs.	Negative
10.	Other Air Pollutants (NOx, SOx, PM) - Environment	Risk	Delhivery has a large operating fleet (self-owned & vendor owned) and there could be a risk on non-compliance to vehicle pollution standard	Delhivery ensures that all fleet which is deployed on road, whether company owned or vendor owned, meets the vehicle fitness & pollution standard set by the law.	Negative
11.	Diversity & Inclusion - Social	Opportunity	Companies can access a larger talent pool by ensuring people from different backgrounds are hired and developed. Teams with diverse backgrounds bring in different points of view and experiences which also results in better outcomes	NA	Positive
12.	Regulatory compliance - Governance	Risk	Risk of penalties, revocation of license to operate, and reputational damage as a result of non-compliance to regulations	Delhivery has established dedicated team for adherence to laws, regulations, guidelines, and specifications relevant to the company's business	Negative

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Refer Note 1								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Refer Note 2								
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001: Quality Management System ISO 27001: Information Security ISO 45001: Occupational Health & Safety								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<b>Target set for FY23</b> Higher Efficiency Tractor Trailer addition to operating fleet: >205 Tractor Trailer addition through Owned & Vendor Fleet								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Tractor Trailer Addition: We had an operating fleet of 175 43-46 ft tractor trailers in FY22. We have further added 387 tractor trailers in FY23 against the target addition of 205 tractor trailers in FY23. Total tractor trailers count is 562 in FY23								
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) At Delhivery, we understand the importance of sustainable practices for business, and have embarked on our journey by covering all aspects of environment, social and governance. We are committed to driving sustainability throughout the value chain by associating with our suppliers, partners, customers and the communities we serve.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Environmental, social and sustainability aspects are discussed at the CSR & Sustainability Committee meetings chaired by board member Ms. Aruna Sundarajan along with Mr. Sahil Barua, MD & CEO - Delhivery and Mr. Sandeep Kumar Barasia, CBO - Delhivery on a regular basis.								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, CSR & Sustainability Committee which consists of two executive and one non-executive board members (names mentioned in previous question), is responsible for decision making on sustainability related issues								

**10. Details of Review of NGRBCs by the Company:**

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

## Business Responsibility & Sustainability Reporting (Contd.)

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

Not Applicable

#### Note 1:-

Particulars	Applicable Policies	Link for Policies
P1: Businesses should conduct and govern themselves with integrity in a manner that is Ethical, Transparent and Accountable.	Code of Conduct for Board, KMP & Senior Management	<a href="https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf">https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf</a>
	Whistle-Blower Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf">https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf</a>
	Policy on Prevention, Prohibition and Redressal of Sexual Harassment at Workplace	<a href="https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf">https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf</a>
	Insider Trading Code	<a href="https://www.delhivery.com/wp-content/uploads/2022/06/Insider-Trading-Code.pdf">https://www.delhivery.com/wp-content/uploads/2022/06/Insider-Trading-Code.pdf</a>
	Dividend Declaration Policy	<a href="https://www.delhivery.com/wp-content/uploads/2022/05/Dividend-Distribution-Policy_Final.pdf">https://www.delhivery.com/wp-content/uploads/2022/05/Dividend-Distribution-Policy_Final.pdf</a>
	Remuneration Policy	<a href="https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Nomination-Remuneration-Evaluation.pdf">https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Nomination-Remuneration-Evaluation.pdf</a>
	Policy for determining Material Subsidiaries	<a href="https://www.delhivery.com/wp-content/uploads/2022/05/Material-Subsidiaries.pdf">https://www.delhivery.com/wp-content/uploads/2022/05/Material-Subsidiaries.pdf</a>
	Policy for determination of Materiality of Events or Information	<a href="https://www.delhivery.com/uploads/2023/08/Policy-for-determination-of-Materiality-of-Events-or-Information.pdf">https://www.delhivery.com/uploads/2023/08/Policy-for-determination-of-Materiality-of-Events-or-Information.pdf</a>
	Policy on Materiality of RPT	<a href="https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Materiality-of-Related-Party-Transactions.pdf">https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Materiality-of-Related-Party-Transactions.pdf</a>
	Policy on Preservation & Archival Documents	<a href="https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Preservation-Archival-of-Documents.pdf">https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Preservation-Archival-of-Documents.pdf</a>
P2: Businesses should provide goods and services in a manner that is sustainable and safe	Code of Conduct Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf</a>
	Code of Conduct for Board, KMP & Senior Management	<a href="https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf">https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf</a>
	CSR Policy	<a href="https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf">https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf</a>
	Code of Conduct Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf</a>
	Health, Safety & Environment Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf</a>
	Supplier Code of Conduct	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/supplier_code_of_conduct_delhivery.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/supplier_code_of_conduct_delhivery.pdf</a>
	Sustainable Sourcing Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/sustainable_sourcing_policy_delhivery.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/sustainable_sourcing_policy_delhivery.pdf</a>
P3: Businesses should respect and promote the well-being of all employees, including those in their value chains.	Code of Conduct for Board, KMP & Senior Management	<a href="https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf">https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf</a>
	Policy on Prevention, Prohibition and Redressal of Sexual Harassment at Workplace	<a href="https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf">https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf</a>
	Code of Conduct Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf</a>
P4: Businesses should respect the interests of and be responsive to all their stakeholders.	Code of Conduct for Board, KMP & Senior Management	<a href="https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf">https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf</a>
	CSR Policy	<a href="https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf">https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf</a>
	Code of Conduct Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf</a>
	Community Grievance Redressal Mechanism	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.pdf</a>
P5: Businesses should respect and promote human rights.	Code of Conduct for Board, KMP & Senior Management	<a href="https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf">https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf</a>
	Equal Employment Opportunity	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/equal-employment_opportunity_policy.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/equal-employment_opportunity_policy.pdf</a>
	Code of Conduct Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf</a>
	Human Rights Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/human_rights_policy_delhivery.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/human_rights_policy_delhivery.pdf</a>





Particulars	Applicable Policies	Link for Policies
P6: Businesses should respect and make efforts to protect and restore the environment.	Health, Safety & Environment Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf</a>
P7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	Code of Conduct for Board, KMP & Senior Management	<a href="https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf">https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf</a>
	Code of Conduct Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf</a>
P8: Businesses should promote inclusive growth and equitable development.	CSR Policy	<a href="https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf">https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf</a>
	Health, Safety & Environment Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf</a>
P9: Businesses should engage with and provide value to their consumers in a responsible manner.	Code of Conduct for Board, KMP & Senior Management	<a href="https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf">https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf</a>
	CSR Policy	<a href="https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf">https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf</a>
	Code of Conduct Policy	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf</a>
	ISMS Policy (Data Privacy & Cyber Security)	<a href="https://www.delhivery.com/wp-content/uploads/2023/04/Information-Security-Management-System-ISMS-Policy.pdf">https://www.delhivery.com/wp-content/uploads/2023/04/Information-Security-Management-System-ISMS-Policy.pdf</a>

**Note 2-:** Company formulated Supplier Code of Conduct & Sustainable Sourcing Policy for extending the policy to Value Chain Partners in FY23 which would be applicable to Suppliers from FY24

## 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.

Our code of conduct defines the standard of ethics, transparency, and accountability, and we observe and follow it in all our business activities. We have a whistle-blower policy that allows not only the Board of Directors, Key Managerial Personnel, and employees but also vendors, contractors, suppliers, shareholders, and former employees to raise complaints without any fear of retaliation.

#### Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4	SEBI (Prevention of Insider Trading) Regulations, POSH, Code of Conduct	100%
Key Managerial Personnel	15	POSH, Code of Conduct, Insider Trading, Whistle-Blower Policy	100%
Employees other than BoD and KMPs	6	POSH, Code of Conduct, ISO 27001, Phishing Attack Training, Data Privacy Training, Whistle-Blower Policy	99.55%
Workers	6	POSH, Code of Conduct, ISO 27001, Phishing Attack Training & Data Privacy Training	99.81%

\* Above trainings are available to all the Employees & Workers in the form of E-Modules on the company's LMS Portal. Also, webinars are conducted for a few of the training topics at a regular interval.

##### 2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

No Material cases were received during the reporting period

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

NA

## Business Responsibility & Sustainability Reporting (Contd.)

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

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

[https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy\\_V1.9.pdf](https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf)

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

Nil

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

Nil

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

NA

### Leadership Indicators

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

We have a policy related to the Code of Conduct for Board Members, Key Managerial Personnel, and Senior Management, which sets standards for our business conduct. This ensures that we, as concerned officers, act in accordance with the highest standards of personal and professional integrity, honesty, and ethical conduct while working for and on behalf of the company.

<https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf>

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

We consider people at the core of our business activities and strive to follow all applicable national and international labour laws. We are actively working on reducing our carbon footprint by using fuel-efficient tractor trailers in our operations. Moreover, we are installing solar panels at our large warehouses to decrease emission intensity and dependency on grids.

### 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**

Particulars	FY23	FY22	Details of improvements in environmental and social impacts
*R&D	0%	0%	NA
Capex	9.89%	7.89%	Induction of Fuel Efficient 43-46 ft tractor trailers Energy Efficiency Measures such as LED lighting Rooftop Solar Installations

\*R&D expenditure is being incurred by Delhivery USA, but not in specific technologies to improve the environmental and social impacts of product and processes

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

Yes, we formulated the Supplier Code of Conduct & Sustainable Sourcing Policy in FY23 which would become applicable to all suppliers (new & existing) from FY24

**2b. If yes, what percentage of inputs were sourced sustainably?**

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

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

43% inputs were sourced sustainably



**Note-**: Above data is based on the responses we've received from vendors catering to the top 75% of the spend and their percentage contribution has been calculated out of the total input value.

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

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

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

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

(c) Hazardous Waste are not generated in our business.

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

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

The law/rules has a wide scope and Delhivery will fall under its ambit. This is based on both internal and external consultations.

Based on the market understanding and detailed analysis of rule(s) applicability on the company, we would be required to be registered as Brand Owner. Timeline for the same shall be Q2FY24

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

We consider people at the core of our business activities. For the well-being of all our employees, we focus on diversity & inclusion, prevention of sexual harassment, and ensure fairness at the workplace by following human rights and applicable labour laws. We have several initiatives and benefits for our employees, such as health insurance, accident insurance, and maternity/paternity benefits. We also prioritise mental well-being through our EWAP (Employee Well-being and Assistance Program).

**Essential Indicators**

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>PERMANENT EMPLOYEES</b>											
Male	14,398	14,398	100%	14,398	100%	0	0%	14,398	100%	0	0%
Female	1,011	1,011	100%	1,011	100%	1,011	100%	0	0%	0	0%
<b>Total</b>	<b>15,409</b>	<b>15,409</b>	<b>100%</b>	<b>15,409</b>	<b>100%</b>	<b>1,011</b>	<b>6.6%</b>	<b>14,398</b>	<b>93.4%</b>	<b>0</b>	<b>0%</b>
<b>OTHER THAN PERMANENT EMPLOYEES</b>											
Male	117	0	0%	0	0%	0	0%	0	0%	0	0%
Female	19	0	0%	0	0%	19	100%	0	0%	0	0%
<b>Total</b>	<b>136</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>19</b>	<b>14%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

# Business Responsibility & Sustainability Reporting (Contd.)

Note:- Delhivery has rolled out policy for Child care/ Creche benefits for all Employees & Workers in Apr'23

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>PERMANENT WORKERS</b>											
Male	6,272	6,272	100%	6,272	100%	0	0%	6,272	100%	0	0%
Female	79	79	100%	79	100%	79	100%	0	0%	0	0%
<b>Total</b>	<b>6,351</b>	<b>6,351</b>	<b>100%</b>	<b>6,351</b>	<b>100%</b>	<b>79</b>	<b>1.2%</b>	<b>6,272</b>	<b>98.8%</b>	<b>0</b>	<b>0%</b>
<b>OTHER THAN PERMANENT WORKERS</b>											
Male	33,118	33,118	100%	33,118	100%	NA	NA	0	0%	0	0%
Female	2,429	2,429	100%	2,429	100%	2,429	100%	0	0%	0	0%
<b>Total</b>	<b>35,547</b>	<b>35,547</b>	<b>100%</b>	<b>35,547</b>	<b>100%</b>	<b>2,429</b>	<b>6.8%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

Note:- Delhivery has rolled out the policy related to Child care/ Creche benefits for all Employees & Workers in Apr'23

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

Benefits	FY 23			FY 22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	NA	100%	100%	NA
*ESI	34%	98.85%	Y	52%	99.59%	Y

\*ESI is applicable only for Employees/ Workers with salary < ₹ 21,000

## 3. Accessibility of workplaces

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

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

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

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

[https://www.delhivery.com/wp-content/uploads/2023/04/equal-employment\\_opportunity\\_policy.pdf](https://www.delhivery.com/wp-content/uploads/2023/04/equal-employment_opportunity_policy.pdf)

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	93%	87%	95%	85%
Female	94%	94%	*100%	*100%
<b>Total</b>	<b>93%</b>	<b>87%</b>	<b>95%</b>	<b>85%</b>

\*No Parental Leave was taken in the reporting period by Female Permanent Workers

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

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



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

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

Whistle-Blower policy provides a platform for Employees & workers to disclose information on concerns relating to malpractice or impropriety in a confidential manner [https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery\\_Whistle-Blower-Policy.pdf](https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf)

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

The Company does not have any employee association.

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

Category	FY 23					FY 22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>										
Male	14,398	4,968	34.50%	7,994	55.52%	15,050	0	0%	10,445	69.40%
Female	1,011	182	18.00%	327	32.34%	1,001	0	0%	410	40.96%
<b>Total</b>	<b>15,409</b>	<b>5,150</b>	<b>33.42%</b>	<b>8,321</b>	<b>54.00%</b>	<b>16,051</b>	<b>0</b>	<b>0%</b>	<b>10,855</b>	<b>67.63%</b>
<b>WORKERS</b>										
Male	6,272	2,056	32.78%	3,033	48.36%	3,596	0	0%	445	12.37%
Female	79	13	16.46%	24	30.38%	79	0	0%	5	6.33%
<b>Total</b>	<b>6,351</b>	<b>2,069</b>	<b>32.58%</b>	<b>3,057</b>	<b>48.13%</b>	<b>3,675</b>	<b>0</b>	<b>0%</b>	<b>450</b>	<b>12.24%</b>

Note:-

- Delhivery conducts Mock Drills & training sessions on Fire hazard across its facilities & offices. It plans to introduce E-modules on Health & Safety and conduct Mental Health awareness sessions to enable a Health & Safe workplace environment for all its Employees & Workers. In FY22, Delhivery provided Health & Safety Training to 15167 Employees & Workers, bifurcation of which by Gender wise or by Employee/ Worker wise was not available. Hence reporting the data as 0. In FY23 we had started tracking this training by Employee/ Worker and Gender wise, hence the data has been reported
- Delhivery provides Skill upgradation opportunity to all Employees & Workers through Delhivery Academy. It has a dedicated LMS portal where they can self enroll in a pre-recorded/ online/ live training module which covers both Operational & behavioural aspects of their job role. Enrollment in them is purely at the discretion of the Employee & Workers.

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

Employees are at the core of Delhivery, and to be successful, the employees need to know how they're doing and how they can improve. It's also an opportunity to celebrate accomplishments and think about how we can further develop our team and ourselves professionally. Our Performance management system is designed keeping in mind: Real time & flexible to changing business needs - Ability to seek/provide feedback on real time basis rather than just year-end Customised to roles - Scorecard based for standard KRA/KPI roles and Log-based goal setting for others Enable Collaboration & Multi-rater feedback - Ability to assign collaborators or co-owners on particular goals Ensure Goal Alignment - Ensuring individuals have visibility or understanding of functional & organisational goals

For LM FEs which are categorised under Workers, we analyse their performance on a weekly basis and engage with them to improve performance. We also provide them opportunities to learn in-house operations & many of them get promoted for entry level positions in DC operations

Category	FY 23			FY 22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>EMPLOYEES</b>						
Male	14,398	12,408	86.2%	15,050	11,639	77.34%
Female	1,011	793	78.4%	1,001	716	71.53%
<b>Total</b>	<b>15,409</b>	<b>13,201</b>	<b>85.7%</b>	<b>16,051</b>	<b>12,355</b>	<b>76.97%</b>
<b>WORKERS</b>						
Male	6,272	2,050	32.7%	3,596	1,450	40.3%
Female	79	66	83.5%	79	38	48.1%
<b>Total</b>	<b>6,351</b>	<b>2,116</b>	<b>33.3%</b>	<b>3,675</b>	<b>1,488</b>	<b>40.5%</b>

## Business Responsibility & Sustainability Reporting (Contd.)

### 10. Health and safety management system:

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

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

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

A detailed Hazard Identification and Risk Assessment (HIRA) is conducted periodically, in which potential hazards. These hazards are either mitigated with immediate effect or the concerned team takes the charge and does the mitigation of risk in a time bound manner. Fire Risk, Near miss, environmental aspects are some of the aspects which are being monitored during the audits.

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

1. Suggestion boxes have been put to provide suggestions to improve health and safety management system
2. A disciplinary safety committee has been formed with each level of employee, On roll and Off role too to take a joint safety round and assess the potential risk and get them mitigate with roadmap
3. All employees have freedom to provide their valuable suggestion to organisation - HR Helpline has been setup
4. Escalation Matrix (ER) for complaints have been setup

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

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

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

Safety Incident/ Number	Category	FY 23	FY 22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.75	0.25
	Workers	2.46	0.44
Total recordable work-related injuries	Employees	130	35
	Workers	795	147
No. of fatalities	Employees	3	3
	Workers	19	10
High consequence work-related injury or ill-health (excluding fatalities)	Employees	51	12
	Workers	187	54

Note: No. of safety incidents have increased as compared to FY22 because of the better reporting of incidents on the ground and the team is aligned to monitor & respond to each incident with utmost urgency.

### 12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Delhivery already has a Health Safety & Environment Policy to provide a healthy and safe workplace and environment for its employees. It is our continued objective to protect employees from injury, occupational disease, workplace hazards, harassment, and violence in the workplace through appropriate prevention, protection, and training/education program

A Brief on measures taken by entity in ensuring safe & health workplace are as below:-

1. Formed an EP Plan (Emergency Preparedness Plan) consisting of Emergency responders (volunteers) from every level/ designation. Timely training is imparted and periodically Mock Drills are organised to check efficiency of the responder.
2. Periodically Fire Safety Trainings being imparted to aware people about Do's and DON'Ts in case of occurrence of Fire
3. Hazard Identification and Risk Assessment (HIRA) is conducted as mentioned in Q10 above
4. Health and Safety Management system related posters are displayed across Delhivery facilities to spread awareness on Health & Safety

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

Category	FY 23			FY 22		
	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	8	0	Closed. Related to basic hygiene, drinking water & Canteen facility.	2	0	NA
Health & Safety	2	0	NA	0	0	NA

**14. Assessments for the year FY23**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

Note:- Field HR conduct touch-base meetings with employees of different selected locations along with their skip levels and discuss in detail about Working conditions/ Hygiene/ Safety/ Employee Behaviour & Welfare/ Human Rights/ any queries or help which can be addressed immediately in the meeting. Such meetings are conducted to touch base with about 20% of employees every year

**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.**

To prevent fire Incidents inside the in-transit truck carrying dangerous goods like chemicals, a provision of providing Fireball to the truck driver has been implemented, specially in trucks originating from those locations from where chemicals are being picked up. A Fireball is a dry chemical powder based fire extinguisher that is efficient at spot protection against fire inside the truck.

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

We respect the interest of all our stakeholders through our stakeholder management policy. We also have a CSR policy in place to address the needs of the community and the surrounding environment.

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

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

Stakeholder identification is made based on the salient matrix where all internal and external stakeholders, no matter how remotely they are associated with Delhivery, are listed together.

All the listed stakeholders are then ranked/ scored based on their impact, interest, influence, and involvement in the company where these are defined as:

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

**Interest:** It measures the amount of gains stakeholder receives or seeks from the company

**Influence/power:** It measures the extent of decision-making power stakeholder holds in the company

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

All the above four parameters are assigned weightage & based on a total score greater than the threshold, the stakeholder is classified as the priority stakeholders that Delhivery should focus on to do its business activities effectively and efficiently

## Business Responsibility & Sustainability Reporting (Contd.)

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

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

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

We seek to respect and uphold human rights in our business operations and in our relationships with suppliers, partners, and vendors. Our code of conduct strongly emphasises human rights and fair treatment, following ILO principles. To address any employee issues, we have set up an Employee Grievance team.

#### Essential Indicators

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

Category	FY23			FY22		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (A)	No. of employees/ workers covered (B)	% (B / A)
<b>Employees</b>						
Permanent	15,409	15,286	99.20%	16,051	5,967	37.18%
Other than Permanent	136	100	73.53%	209	38	18.18%
<b>Total Employees</b>	<b>15,545</b>	<b>15,386</b>	<b>98.98%</b>	<b>16,260</b>	<b>6,005</b>	<b>36.93%</b>
<b>Workers</b>						
Permanent	6,351	6,329	99.65%	3,675	842	22.91%
Other than Permanent	35,547	2,590	7.29%	40,647	5,312	13.07%
<b>Total Workers</b>	<b>41,898</b>	<b>8,919</b>	<b>21.29%</b>	<b>44,322</b>	<b>6,154</b>	<b>13.88%</b>



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

Category	FY 23					FY 22				
	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>										
Male	14,398	80	0.56%	14,318	99.44%	15,050	108	0.72%	14,942	99.28%
Female	1,011	6	0.59%	1,005	99.41%	1,001	4	0.40%	997	99.60%
<b>Other than Permanent</b>										
Male	117	0	0%	117	100.00%	122	3	2.46%	119	97.54%
Female	19	0	0%	19	100.00%	87	3	3.45%	84	96.55%
<b>WORKERS</b>										
<b>Permanent</b>										
Male	6,272	51	0.81%	6,221	99.19%	3,596	71	1.97%	3,525	98.03%
Female	79	0	0.00%	79	100.00%	79	0	0.00%	79	100.00%
<b>Other than Permanent</b>										
Male	33,118	15,594	47.09%	17,524	52.91%	38,652	19,729	51.04%	18,923	48.96%
Female	2,429	1,416	58.30%	1,013	41.70%	1,995	901	45.16%	1,094	54.84%

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

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	7**	7,500,000	2***	5,118,904
Key Managerial Personnel	8	30,300,000	1	22,800,000
Employees other than BoD and KMP	14,390	300,000	1,010	424,500
Workers	6,272	196,301	79	196,900

\*\* number of directors to whom remuneration in any form whether as fee or sitting fee is paid

\*\*\*no. of Directors as on Mar 31, 2023

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

Yes, we have a dedicated Team to address Employee Grievance related to (but not limited to) Human Rights Violation. Also, POSH Committee ensures that we develop a safe and secure work environment for all our colleagues

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

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

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

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

## Business Responsibility & Sustainability Reporting (Contd.)

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

Category	FY 23			FY 22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	33	3	Termination: 8 Warning: 4 Others: 18	25	0	Termination: 6 Warning Letter: 6 Others: 13
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	58	0	Queries related to Remuneration, FnF and Other Employee Benefits including Statutory Benefits	285	0	Queries related to Remuneration, FnF and Other Employee Benefits including Statutory Benefits

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

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

### 8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

We formulated a Supplier Code of Conduct, making Human Rights a requirement in our business agreements and contracts with Value Chain Partners. As a result, this code will be applicable to our Suppliers starting from FY24.

### 9. Assessments for the year:

The Corporation is in compliance with the laws, as applicable. We ensure that all Statutory abstracts are displayed and adhered to, at the Facilities.

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

Note:- Field HR conduct touch-base meetings with employees of different selected locations along with their skip levels and discuss in detail about Working conditions/ Hygiene/ Safety/ Employee Behaviour & Welfare/ Human Rights/ any queries or help which can be addressed immediately in the meeting. Such meetings are conducted to touch base with about 20% of employees every year.

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

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

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

We understand the impact of our business activities on the environment and continuously work towards minimising their negative effects through various initiatives. A few such initiatives include the installation of solar panels for renewable sources of energy and the utilisation of fuel-efficient tractor trailers in our operations.

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

Parameter	FY 23	FY 22
Total electricity consumption (A)	59,160.26 MWh	35,115.46 MWh
Total fuel consumption (B)	227,934.50 MWh	115,248.0 MWh
Energy consumption through other sources (C)	0	0
<b>Total energy consumption (A+B+C)</b>	<b>287,094.76 MWh</b>	<b>150,363.45 MWh</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	3.97 Watt hour/ ₹	2.18 Watt hour/ ₹

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

Yes, assessment done by Sangti Solutions

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

Not Applicable, as the PAT scheme covers designated consumers (DCs) from 13 sectors such as thermal power, aluminum, cement, fertilisers, iron and steel, pulp and paper, textile, railways, chlor-alkali, distribution companies, refineries, commercial buildings (hotel), petrochemicals. Delhivery does not fall under the ambit of PAT scheme.

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

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

Parameter	March 31, 2023	March 31, 2022
Water withdrawal by source (in kilolitres)		
(i) Surface water	0.00	0.00
(ii) Groundwater	366,033.8	390,731.8
(iii) Third party water	105,181.2	62,065.7
(iv) Seawater / desalinated water	0.00	0.00
(v) Others	0.00	0.00
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>471,215.0</b>	<b>4,52,797.5</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>62,408.7</b>	<b>50,260.5</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	<b>0.0009</b>	<b>0.0007</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.

Yes, assessment done by Sangti Solutions

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

No, we have not implemented a mechanism for Zero Liquid Discharge as the Company's usage of water is restricted to human consumption purposes only. However, our largest facility at Tauru has set up an STP Plant of 90 KLD capacity

## Business Responsibility & Sustainability Reporting (Contd.)

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

Parameter	Please specify unit	FY 23	FY 22
NOx	Metric Tonnes	344.26	177.92
SOx	Metric Tonnes (SO2)	0.40	0.2
Particulate matter (PM)	Metric Tonnes	0.81	0.43
Persistent organic pollutants (POP)	Not Applicable	0	0
Volatile organic compounds (VOC)	Not Applicable	0	0
Hazardous air pollutants (HAP)	Not Applicable	0	0
Others – Hydrocarbons	Metric Tonnes	2.65	1.4
Others – Carbon Monoxide (CO)	Metric Tonnes	19.12	10.38

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

Yes, assessment done by Sangti Solutions

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

Parameter	Unit	FY 23	FY 22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	57,846.29	29,248.18
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	41,370.81	24,303.72
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO2 equivalent per million rupees of turnover	1.37	0.78
Logistics Emission Intensity*	Gram of CO2 equivalent per ton kilometer of material transported (gCO2e/t-km)	229.1	301.3

\*Logistics Emission Intensity: Measured in gCO2e/t-km of material transported, it is a standard KPI that is a globally accepted carbon intensity measure for the Logistics industry. This allows for benchmarking of carbon emissions internally over a period of time and externally between different companies. In reporting our logistics intensity, we have considered Well-to-Wheel (WTW) emissions from Delhivery's logistics activities which includes both Tank-to-Wheel (TTW) emissions that are emitted while running of vehicles and Well-to-Tank (WTT) emissions that are emitted during extraction, processing and transport of fuels.

#### Key rationale for decrease in Delhivery Logistics Intensity:

For Load (in t-km) transported using HGVs, larger capacity trucks (>30t payload capacity) constituted for: 15% in FY22 vs 39% in FY23

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

Yes, assessment done by Sangti Solutions

### 7. Does the entity have any project related to reducing GreenHouse Gas emission? If Yes, then provide details.

We intend to reduce GreenHouse Gas emission through below projects:-

#### a. Reducing Scope 1 & Scope 3 Emission from Fuel Consumption by utilising higher fuel efficiency fleet such as 46ft Tractor Trailer & utilising green fuel vehicles such as CNG & Electric vehicles

##### 46ft Tractor Trailer Fleet Addition in FY23

We Inducted 387 tractor trailers in FY23 against the target addition of 205 tractor trailers in FY23. Total tractor trailers count is 562 in FY23

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

Parameter	FY 23	FY 22
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	660.3	245.9
E-waste (B)	17.0	5.8
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	13.9
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H).	41.6	89.4
Tyres	0.2	1.0
Paper	0	0.034
Wood	15.3	28.6
Iron and other metals	6.1	33.8
Miscellaneous	20.0	26.0
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>718.8</b>	<b>355.1</b>
<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</b>		
(i) Recycled	17	5.6
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>17</b>	<b>5.6</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	701.9	349.5
<b>Total</b>	<b>701.9</b>	<b>349.5</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.

Yes, assessment done by Sangti Solutions

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

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

**10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

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

## Business Responsibility & Sustainability Reporting (Contd.)

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

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

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

Based on the nature of business, we are in compliance with applicable environmental norms.

### Leadership Indicators

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

Parameter	Unit	FY 23	FY 22
Total Scope 3 emissions (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	555,944.2	572,182.7
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> equivalent per million rupees of turnover	7.69	8.31

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

Yes, assessment done by Sangti Solutions

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

Our approach to public policy advocacy at Delhivery is governed by our code of conduct. We promote any association with government, regulators, and legislators to be done with integrity, honesty, openness, and in compliance with applicable law.

### Essential Indicators

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

We have affiliation with 3 Industry Associations

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	The Federation of Indian Chambers of Commerce & Industry (FICCI)	National
2	The Confederation of Indian Industry (CII) - Goa Chapter	National
3	Express Industry Council of India (EICI)	National

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

Not applicable as there were no instances of non-compliance reported during FY23.

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

Delhivery is committed to establishing a sustainable supply chain and supporting its vendors, suppliers, and partners in capacity building to adopt sustainable practices. Through our CSR interventions, we try to fulfill the needs of the marginalised and neglected community. We also perform disaster relief activities across the country by leveraging our large-scale logistic operations.

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

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

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

Not Applicable - no project undertaken

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

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

[https://www.delhivery.com/wp-content/uploads/2023/04/community\\_grievance\\_redressal\\_policy\\_delhivery.pdf](https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.pdf)

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

Particulars	FY 23	FY 22
Directly sourced from MSMEs/ small producers	52%	43%
Sourced directly from within the district and neighbouring districts	37%	39%

Note:- MSME data is based on the responses we've received from vendors catering to the top 75% of the spend and their percentage contribution has been calculated out of the total input value.

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

Delhivery understands that customer satisfaction is crucial for the success and growth of our business. We advertise and promote our services in a manner that is not misleading or in violation of any laws. We have addressed Data Privacy issues through our ISMS Policy. Additionally, we have a well-defined Customer Engagement process outlined in our Stakeholder Management Policy.

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

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

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

In addition, we have a dedicated Client Experience Team to respond to their queries and receive feedback on our services so as to be able to continuously improve upon our products and services. The Team works closely with Sales and Operations Team to assist Customer in all scenarios

Internally, We use Freshdesk app to record and categorise all the complaints and feedback. This App helps allocate ticket numbers that helps us in keeping track of the complaints and resolution. It also calculates if our resolutions were provided as per our internal TAT or not.

## Business Responsibility & Sustainability Reporting (Contd.)

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

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

Terms & Conditions of Safe & Responsible usage of Company's Service Offerings are mentioned on Delhivery website. <https://www.delhivery.com/terms-and-conditions>

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

	FY 23			FY 22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	NA	1	0	<ul style="list-style-type: none"> <li>- The leaked data belongs to Delhivery Limited and has a 100% match with data present in an application that was decommissioned in 2017.</li> <li>- Audit logs of Delhivery's are available between 9<sup>th</sup> October 2017 to 7<sup>th</sup> August 2018 and 27<sup>th</sup> January 2021 till date shows no malicious activity.</li> <li>- The application was developed and maintained by a third party, they had access to the source code and the data related to the application while the application was live between 2015-2017. Although it can not be ascertained now if the leak happened at their end.</li> </ul>
Advertising	0	0	NA	0	0	NA
Cyber - security	1	0	<p>A DOS attack happened on delhivery.com website in August 2022 due to which the main website became inaccessible to users.</p> <p>Actions taken - The number of requests was reduced from 2500 to 150 to narrow down the issue.</p> <p>Filters were implemented on WAF to block the user-agent from the malicious source</p> <p>The WAF limits were restored for all users.</p> <p>The Incident was reported to CERT-In</p>	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other	0	0	NA	0	0	NA



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

Not Applicable

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

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

<https://www.delhivery.com/privacy/>

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

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

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

Actions taken during the DOS attack on our website in August 2022 are as below:

1. The number of requests was reduced from 2,500 to 150 to narrow down the issue.
2. Filters were implemented on WAF to block the user-agent from the malicious source
3. The WAF limits were restored for all users.

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

Information relating to all the services offered by the company are available on the Delhivery's website, [www.delhivery.com](http://www.delhivery.com). In addition, we actively uses various social media and digital platforms to disseminate information on our services

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

We have put in place the necessary mechanisms to inform consumers if there is any major discontinuation in terms of delivery of essential services.

- a. By public information on the website
- b. Client level detailed information is provided through our dedicated Client Experience team which covers 100% of client database

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

- a. Number of instances of data breaches along-with impact: We did not experience any data breach
- b. Percentage of data breaches involving personally identifiable information of customers: NA