

Corporate Office:

Giriraj Annexe Circuit House Road
HUBBALLI- 580 029 Karnataka State
Phone : 0836- 2237511
Fax : 0836 2256612
e-mail : headoffice@vrllogistics.com

To,

BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai- 400 001
Scrip code: 539118

Dear Sir / Madam,

Sub: Business Responsibility & Sustainability Report for FY 2023-24.

Pursuant to Regulations 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, read along with the SEBI Circular No. SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10th May 2021 and your Notice No. 20220712-36 dated 12th July 2022, we enclose herewith the Business Responsibility and Sustainability Report (BRSR). The BRSR is also available on the Company's Website: www.vrlgroup.in

You are requested to kindly take note of the same.

Thanking you,

Yours faithfully

For VRL LOGISTICS LIMITED

ANIRUDDHA PHADNAVIS
COMPANY SECRETARY AND COMPLIANCE OFFICER

Date: 10.07.2024

Place: Hubballi

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L60210KA1983PLC005247
2	Name of the Listed Entity	VRL Logistics Limited
3	Year of incorporation	31.03.1983
4	Registered Office Address	RS. NO. 351/1, Varur, Post Chabbi, Taluk Hubballi, District Dharwad, Hubballi – 581 207
5	Corporate Office Address	Giriraj Annexe, Circuit House Road Hubballi - 580029, Karnataka
6	E-mail	investors@vrllogistics.com
7	Telephone	0836-2237511 (Corporate office) 0836-2237613 (Registered office)
8	Website	www.vrlgroup.in
9	Financial year for which reporting is being done	2023 - 2024
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11	Paid-up Capital	₹ 8746.85 lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Aniruddha Phadnavis Company Secretary and Compliance Officer Email: aniruddha@vrllogistics.com Telephone No: 0836 2237511
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).	The disclosures made in this report are on a standalone basis.
14	Name of assurance provider	Not Applicable
15	Type of assurance obtained	Not Applicable

II. Products/services

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

S. No.	Description of the Main Activity	Description of the Business Activity	% Turnover of the Entity
1	Surface Logistics Services	General Parcel forms the core of VRL's business and involves pan India movement of consignments of varying size and weight across the country on a Less than Truck Load (LTL) Basis. The Company also provides the option of door collection and door delivery to the customers at a cost. The Company offers three modes of booking, viz. "Paid", "To-pay" and "Account" (Billing). We provide Full Truckload Services (FTL) service to our customers by leveraging our broad base of select branches as well as through our network of independent brokerage agents. We provide door-to door FTL service to our customers, in which the goods are loaded on to our vehicle at the premises of the customer and then delivered to the specified destination. We offer Courier services for time sensitive documents and packages.	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Goods Transportation	49231	100%

III. Operations
III-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	1209*	1209
International	0	0	0

* Out of the above, Company branches are 1010, 50 transshipment hubs and 149 Agency offices.

III-19. Markets served by the entity: a. Number of locations
a. Number of locations

Locations	Number
National (No. of States)	The Company operates 24 states and 5 Union Territories across the country
International (No. of Countries)	Company does not operate outside India

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

0% as VRL Logistics' entire business operations are based in India.

c. A brief on types of customers

We serve all the major corporate houses, C&Fs, Wholesalers, Retailers as also individual retail customers across India. Based on the GSTINs available in our system, we have more than 9 lakh+ customers across the country.

IV. Employees
IV-20. Details as at the end of Financial Year a. Employees and workers (including differently abled):

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1	Permanent (D)	21557	21301	98.81%	256	1.19%
2	Other than Permanent (E)	0	0	0.0%	0	0.0%
3	Total employees (D + E)	21557	21301	98.81%	256	1.19%
Workers						
1	Permanent (F)	0	0	0.0%	0	0.0%
2	Other than Permanent (G)	0	0	0.0%	0	0.0%
3	Total Workers (F + G)	0	0	0.0%	0	0.0%

IV-20. Details as at the end of Financial Year: b. Differently abled Employees and workers:

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently Abled Workers						
1	Permanent (D)	3	2	66.67%	1	33.33%
2	Other than Permanent (E)	0	0	0.0%	0	0.0%
3	Total differently abled employees (D + E)	3	2	66.67%	1	33.33%
Differently Abled Workers						
1	Permanent (F)	0	0	0.0%	0	0.0%
2	Other than Permanent (G)	0	0	0.0%	0	0.0%
3	Total Workers (F + G)	0	0	0.0%	0	0.0%

IV-21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	13	2	15.38%
Key Management Personnel	2	0	0.00%

IV-22. Turnover rate for permanent employees and workers. (Disclose trends for the past 3 years)

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	33.54%	9.61%	34.30%	31.91%	8.81%	30.72%	29.91%	6.40%	27.26%
Permanent Workers	We do not have any workers - All individuals are considered as Permanent Employees and no such category exist.								

V. Holding, Subsidiary and Associate Companies (including joint ventures)
V-23. (a) Names of holding / subsidiary / associate companies / joint ventures.

S. No.	Name of the holding /subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Associate/ Venture	whether Subsidiary/ Joint	% 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)
NOT APPLICABLE					

VI. CSR Details
VI-24. . (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
VI-24. (ii) Turnover (in ₹) - ₹ 2,90,971.85 Lakhs
VI-24. (iii) Net worth (in ₹) - ₹ 94,579.03 Lakhs

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		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	No	0	0	0	0	0	0
Investors (other than shareholders)	No	0	0	0	0	0	0
Shareholders	Yes	13	0	NIL	57	0	0
Employees and workers	Yes, employees can report their grievances through the whistleblower policy. If needed, they can also directly reach out to the lead HR and team. Link- https://vrlgroup.in/vigil_policy.aspx	25	0	NIL	28	0	0

Customers	Yes, on our website, we have a dedicated page that provides contact information for all our branches. Customers can reach us through the toll-free numbers listed or by emailing us at the provided email address. Link- https://www.vrlogroup.in/contact_us.aspx/vrl_branch_list.aspx	32520	842	NIL	31063	839	NIL
Value Chain partners	No	0	0	NIL	0	0	NIL
Other (please specify)	No	0	0	NIL	0	0	NIL

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

S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Energy efficiency	O	VRL operates India's largest vehicle fleets, where fuel consumption is a critical metric impacting both energy efficiency and operational costs. To enhance our operational efficiency, we are continuously investing in acquiring advanced, energy-efficient vehicle fleets. Additionally, we have installed renewable energy sources to power our major facilities and hubs.		Positive

2	GHG emissions	R	<p>For a logistics company like ours, greenhouse gas (GHG) emissions from both vehicle operations and facility energy consumption are critical factors with significant potential to impact our business. Anticipating upcoming policies related to tracking and reporting GHG emissions, we recognize the importance of aligning our operations accordingly. We have already begun strategizing to ensure compliance and enhance our environmental sustainability efforts.</p>	<p>To manage our GHG emissions, we are actively transitioning our fleet to operate sustainably and in an environmentally friendly manner, with a significant portion of our capital expenditure dedicated to this initiative. Many of our major facilities already utilize solar energy, and we are expanding their coverage. Additionally, we have implemented energy-efficient techniques across our facilities. These initiatives are part of our ongoing efforts to reduce CO2 emissions and enhance sustainability.</p>	Negative
3	Water Management	R	<p>Water is an important environmental resource, and equally significant in our operations where it is primarily used for cleaning vehicles. Given that VRL operates the largest self-owned vehicle fleet, the volume of water required for vehicle sanitation is substantial, making water management a critical focus area.</p>	<p>To manage resources efficiently, we recycle most of our waste. Water waste generated from vehicle cleaning is reused for gardening purposes instead of being directly released into sewage systems, thus significantly reducing water disposal. Additionally, at our central facility in Varur, we have installed a bacteria-based water treatment system. The purified water from this system is reused in our washing processes, and the sludge produced is distributed to local farmers as fertilizer, also supporting agricultural needs sustainably.</p>	Negative

4	Air Pollution	R	<p>We have a significant air emission footprint due to the nature of our industry. We recognize that the pollution emitted from our vehicles can have several negative impacts on the regions we operate in, including adverse health effects. Therefore, we consider this topic to be material.</p>	<p>Our vehicles undergo regular maintenance and comply with all environmental laws, ensuring that emissions are kept well within the provided limits. Also, we are actively transitioning from traditional vehicles to more environmentally friendly options, such as BS-VI vehicles, and we are also working on increasing the number of electric and CNG vehicles in our fleet to further reduce our air emissions.</p>	Negative
5	Occupational Health and Safety	R	<p>Due to the nature of our business, it is crucial for us to adhere strictly to all applicable health and safety regulations. At any given time, more than 50% of our total workforce is on the road delivering consignments. Any lapses in compliance, whether by management or employees, could severely impact our company's reputation, and finances, and even lead to serious injuries or fatalities. Therefore, ensuring health and safety standards is of utmost importance to us.</p>	<p>We prioritize adherence to all applicable laws and regulations. We conduct regular sessions for our employees on road safety and maintain our vehicle fleet in optimal condition at all times.</p>	Negative
6	Human Resource	R	<p>VRL, as a service-based company, relies heavily on its drivers and management as the backbone of our industry. Therefore, the recruitment and retention of skilled personnel are vital not only for ensuring operational efficiency but also for maintaining high service standards and ensuring customer satisfaction.</p>	<p>To build a strong workforce, we recruit all drivers as full-time employees and provide them with all statutory benefits. Regular training sessions are provided to ensure continuous development. Additionally, we have a driver training facility in Hubballi where drivers can voluntarily attend training programs.</p>	Negative

7	Cyber Security	R	Due to the nature of our business, our company heavily relies on digitally provided information, making the protection of this data the most important. Safeguarding this information is crucial not only for maintaining customer trust but also for mitigating potential risks associated with data breaches. Also, non-compliance with these regulations could cause severe damage to the company both financially and recreationally.	We have implemented an Information Security policy overseen by our IT department to protect the information of both customers and employees in our database.	Negative
8	Customer satisfaction	O	VRL is committed to continuous improvement and delivering the highest quality services to ensure customer satisfaction.		Positive
9	Material Sourcing	R	Our supply chain faces various risks related to the critical materials used in our processes. These materials are often specialized and have limited alternatives. Issues such as high demand, low stock, transportation challenges, or supply disruptions can lead to price increases and sometimes unavailability of the product, even at higher prices. In an innovative move, VRL incorporated bio-diesel to fuel its vehicles. However, due to unavailability and financial non-viability, we were unable to source this fuel for the current year. Thus, addressing these risks is important.	To mitigate such issues, VRL has diversified its supply chain over the years, making it more resilient to value chain disruptions. We ensure to maintain alternatives for required products and services, allowing our operations to continue smoothly despite any challenges.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
c. Web Link of the Policies, if available	https://vrlgroup.in/vrl_investors_desk.aspx?display=policies - The said link provide access to the various policies that the Board has adopted. Apart from the above, there are several policies adopted and implemented within the entity such as HR Policy, procedural Manual for covering each and every aspect of our Business Operations etc. which are not in the public domain and cannot be made accessible. Majority of the nine principles enshrined in the ESG framework do directly/indirectly get covered under such policies. There are certain principles for which a specific policy is not put in place. Also refer note below.								
2. Whether the entity has translated the policy into procedures. (Yes / No)									
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
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.	NA	NA	NA	NA	NA	NA	NA	NA	NA

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	NO	NO	NO	NO	NO	VRL is committed to enhance energy efficiency and emissions reduction and is undertaking several strategic initiatives for the same -We are currently in the process of modernizing our fleet by integrating the latest environmentally friendly BS-VI vehicles. -Increasing the number of electric vehicles in our delivery and transportation fleet. -Incorporated an advanced fuel management system. -Installing rooftop solar panels across multiple facilities to reduce dependency on non-renewable energy. -Transitioning from diesel forklifts to battery forklifts, and upgrading to modern lithium-ion batteries, which are 50% more efficient, etc, are few of our initiatives. VRL is also committed to reducing water consumption:- Have employed rainwater harvesting techniques. - Installed water treatment plants at the central facility in Varur to filter and reuse water in operations. -Our facilities reuse wastewater in gardening instead of discharging it into the sewage thus also effectively minimising water disposal.	NO	NO	To continue to follow industry best practices to maintain highest quality service and ensure customer satisfaction.
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	NO	NO	NO	NO	NO	NO	NO	NO	NO

Governance, leadership and oversight

<p>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)</p>	<p>Statement by Dr. Anand Sankeshwar, Managing Director</p> <ul style="list-style-type: none"> - We are serious about our ESG responsibilities. Our industry, the surface logistics industry, faces its own unique set of challenges and these challenges present opportunities for us to demonstrate our way of doing things. We undertake several measures on this front and such measures, enumerated below, have been implemented since the past several years, much before the reporting on ESG became mandatory - We are the pioneers in the usage of bio-fuel in this industry. A past reading of our financial disclosures and presentation available on our website would detail our usage of bio-fuel which in the past was beyond 20% of our overall fuel consumption. But despite the present day unavailability of such a resource, we stand committed to make use of green fuel. - We add additives to our fuel to improve the fuel efficiency of our vehicles as also to reduce the emissions. - We give preference to local vendors which are predominantly small and ancillary units located in the vicinity of our centralized vehicle maintenance facility for the sourcing of non-OEM components and spare requirements. - We ensure that we consistently meet our CSR obligations - We have aggressively pushed for the implementation of solar panels on as many godowns occupied by us as possible. - We have shifted over from diesel forklifts to battery operated forklifts. - We are also replacing our batteries at offices for UPS purposes with Lithium Ion batteries which are more eco-friendly. - We ensure strict adherence to all our Pollution Control Board related obligations. We have roped in an external agency to monitor our Pollution related compliances and undertake periodic inspections too. - We provide all out staff including drivers and hamals with all statutory benefits as also group insurance, health insurance, death benefits etc. apart from periodic awareness and other beneficial sessions. - Our premises are kept neat and clean and we ensure due dedicated spaces for greenery and plants at premises and facilities owned by us. These are a few of the measures taken and there are others too which can be seen in this report
<p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p>	<p>The Board of Directors</p>
<p>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>	<p>No, the Board is responsible for decision making on all sustainability related issues. There is no separate Committee involved however the Audit Committee does undertake periodic review on this front.</p>

Note: Our Management is of the opinion that the mere absence of a documented policy alone is no reason to assume that our business is not conscious as to its environmental and other relevant stakeholder obligations. In the past, we had entered into a long-term contract with the Asian Development Bank (ADB) which purchased all our carbon credits (CERs) in entirety. The Company's Clean Development Mechanism (CDM) project is registered with the United Nations Framework Convention on Climate Change (UNFCCC) and necessary approvals for the trade of carbon credits have been procured. As on date, the Company has a significant tradable balance of Certified Emission Reductions (CERs).

We are pioneers in the Surface Transport industry to utilize bio-diesel as an alternative and Green Fuel and during the past few years gone by, it is amply evident that bio-diesel was extensively used instead of diesel in our fleet. The present-day availability of bio-diesel is scarce and upon this situation getting changed, the company would resume to use this alternative fuel again.

We wish to submit that we are in full compliance with all the environmental laws applicable to us. In fact, our waste treatment and disposal as also our rain water harvesting efforts at Hubballi have resulted in our increasing the water table at the location where our centralized vehicle maintenance facility is located.

We are one of the few organized transporters who have also consciously ensured that our bigger transshipment yards are provided with battery operated forklifts instead of diesel-based ones. This ensures better well-being of our workforce situated there as also reduces pollution.

We have also commenced the commercial application of electric vehicles for effecting local deliveries and pick-ups and keep adding smaller electric vehicles to our operation. Gradually, upon the technology for higher capacity vehicles stabilizing, we would be deploying more and more of such vehicles in the days to come. We are also engaged in talks to explore the possibilities of deploying electric vehicles with higher capacity over longer distances so as to evaluate the viability of these from a sustainability perspective.

As regards Liaison, we are a part of nearly all the important industry bodies and play a pro- active role in highlighting matters for betterment of our surface transport industry.

10. Details of Review of NGRBCs by the Company: Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee

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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	yes									Periodically								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Audit Committee reviews ongoing development periodically.									Periodically								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

Sr. no	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	NO	NO	NO	NO	NO	NO	NO	NO	NO

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)							No		
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)							No		
The entity does not have the financial or/human and technical resources available for the task (Yes/No)							No		
It is planned to be done in the next financial year (Yes/No)							No		
Any other reason (please specify)							refer note #		

Our Management is of the opinion that the mere absence of a documented policy alone is no reason to assume that our business is not conscious as to its environmental and other relevant stakeholder obligations. The majority of the nine principles enshrined in the ESG framework do directly/indirectly get covered under such policies. There are certain principles for which a specific policy is not put in place

Refer note above, covered under ‘Section B- Management and Process Disclosures’

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

Essential Indicators

E1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total Number of Training and awareness programmes Held	Topics / Principles Covered Under the Training and its impact	% age of persons in respective category Covered by the awareness programmes
Board of directors (BoD)	5	<ul style="list-style-type: none"> • International Financial Reporting System • Board Evaluation • Updates on Ind-AS • GST • Income Tax <p>Impact: These trainings ensure enhanced governance and accountability, compliance and improve financial accuracy and operational efficiency, contributing to the company's performance, sustainability, and long-term growth. Moreover, attendance at additional sessions organized by institutions like the Indian Institute of Corporate Affairs (IICA), IIM Bangalore, ICAI, ICSI, logistics industry bodies, CII, and Chambers of Commerce has provided our Board of Directors with a competitive edge.</p>	100%
Key Managerial personnel (KMP's)	4	<ul style="list-style-type: none"> • Recent Amendments in GST • CSR and its applicable rules • Direct and Indirect Tax-Taxation • Key Developments in Companies Act and possibilities of application of AI Tools in our operations <p>Impact: These training and meeting sessions facilitated effective communication about the company's initiatives, performance, and targets. Helped the team remain informed about recent amendments in our field, optimizing team capabilities and enhancing operational efficiency.</p>	100%

Employees other than BoD and KMPs	200	Key changes in movement of consignment routes Impact: The trainings has enabled the company to enhance the efficiency of consignment by updating route plans. Additionally, they have played a crucial role in ensuring employee safety and skill enhancement	95%
Workers	0	0	0

EI-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)

Monetary

Category	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	-	-	-	-	-
Compounding fee	-	-	-	-	-

Non-Monetary

Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

EI-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.

S. No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
1	-	-

EI-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.-

All stakeholders, including employees, are discouraged from the usage of unethical tactics like bribery or kick-backs. We have a zero-tolerance stance against bribery and corruption, and we're dedicated to operating ethically, fairly, and with integrity in all of our business transactions and partnerships, regardless of with whom we deal. We have put in place and enforce strong anti-bribery mechanisms. To prevent malpractice, strict rules have

been established, and the repercussions of such behaviour are also clearly stated. Strong and strict controls are in place to stop such acts and individuals are urged to report any possible instances of malpractice that may have gone unnoticed. Minor instances of embezzlement or impropriety are straightaway dealt with termination. This principle is ingrained in the internal procedure manual and internal circulars for which web link cannot be provided.

https://vrlgroup.in/vrl_investors_desk.aspx?display=policies

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

Category	(Current Financial Year)	(Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Category	Number (CY)	Remarks (CY)	Number (PY)	Remarks (PY)
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NIL	0	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NIL	0	NIL

EI-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

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

Particulars	Current Financial Year	Previous Financial Year
Number of days of accounts payables	2.83	2.88

EI-9. Open-ness of business. Provide details of concentration of purchases with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format. Concentration of Purchases-

Parameter	Metrics	FY2023-24	FY2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0

Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0	0
	b. Sales (Sales to related parties / Total Sales)	0	0
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0	0
	d. Investments (Investments in related parties / Total Investments made)	0	0

Leadership Indicators

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

S. No.	Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	0	0	0

LI-2. 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.-

Yes, the Company's, Code of Conduct mandates the Directors, senior management and employees to avoid situations in which their personal interests could conflict with the interests of the Company. The Code, inter alia, clarifies that conflict of interest may arise when (a) an employee or a family member (family member includes spouse, children, siblings and parents) has a material interest in an entity that has a business relationship with the Company or is being evaluated for a commercial transaction, or (b) an employee is in a position to benefit someone with whom he / she has a close relationship, in relation to the Company's business. Further, the Directors of the Company are required to disclose to the Board, on an annual basis, whether they, directly or indirectly or on behalf of third parties, have material interest in any transaction or matter directly affecting the Company. For instance, during the year the Company undertook a major transaction wherein the Bus Operations Business Undertaking was hived off to an entity owned by the Promoters. Complying in spirit with the legal provision as also the governance principles, our Promoters stayed away from all deliberations, etc. in relation to such transaction. Link- https://vrlgroup.in/investor_download/Code_of_Conduct.pdf

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

Essential Indicators

EI-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.

Category	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	0	0	0

Capex	4.77%	2.05%	<ol style="list-style-type: none"> 1. Modernizing our fleet by adding the latest environmentally friendly BS-VI vehicles. 2. Incorporating new electric and CNG vehicles into the fleet. 3. Integrating the latest energy-efficient devices, such as battery forklifts, LED lighting and other equipment. 4. Transitioning from acid batteries to highly efficient lithium-ion batteries, which are about 50% more efficient. 5. Installing rooftop solar panels across multiple facilities to reduce dependency on non-renewable energy.
-------	-------	-------	--

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

EI-2.b. If yes, what percentage of inputs were sourced sustainably?- Not Applicable

EI-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.-

Not Applicable, as we are a service-based company and does not generate any products or packaging waste.

EI-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.-

Not Applicable, as we are a service-based company and does not generate any products or packaging waste.

Leadership Indicators

LI-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?

S. No.	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.
NA						

LI-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.

Remarks: Not Applicable

LI-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 FY2023-24	Action Taken FY2022-23
Not Applicable		

LI-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:

	FY2023-24			FY2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	0	0	0	0	0
E-waste	0	0	0	0	0	0
Hazardous waste	0	0	0	0	0	0
Other waste	0	0	0	0	0	0

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

S. No.	Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable		

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

Essential Indicators

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

Category	TOTAL (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	21301	17535	82.32%	17535	82.32%	0	0.00%	0	0.00%	0	0.00%
Female	256	144	56.25%	144	56.25%	144	56.25%	0	0.00%	0	0.00%
Total	21557	17679	82.01%	17679	82.01%	144	56.25%	0	0.00%	0	0.00%
Other than permanent Employees											
Male	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Remark: The company only has permanent employees on its payroll and has not appointed any workers.

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

Category	TOTAL (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other than permanent Workers											
Male	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Total	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
-------	---	---	------	---	------	---	------	---	------	---	------

Remarks: The Company does not have any workers.

EI-1.c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Particulars	Current Financial Year	Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	16.67%	15.57%

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

Benefits	No. of employees covered as a % of total employees. (CY)	No. of workers covered as a % of total workers. (CY)	Deducted and deposited with the authority (Y/N/N.A.). (CY)	No. of employees covered as a % of total employees. (PY)	No. of workers covered as a % of total workers. (PY)	Deducted and deposited with the authority (Y/N/N.A.). (PY)
PF	99.76	0	Yes	99.09	0	Yes
Gratuity	100	0	Yes	99.49	0	Yes
ESI	75.21	0	Yes	85.2	0	Yes
Others – please specify	0	0	0	0	0	0

EI-3. 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, the premises and offices of VRL Logistics are accessible to differently-abled employees and workers, and in compliance with the requirements of the Rights of Persons with Disabilities Act, 2016.

EI-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, The company has adopted an Equal Opportunity Policy. the policy can be accessed on website link https://vrlgroup.in/vrl_investors_desk.aspx?display=policies

EI-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	0	0	0	0
Female	0	0	0	0
Total	0	0	0	0

EI-6. Is there a mechanism available to receive and redress grievances for the following categories of

employees and worker? If yes, give details of the mechanism in brief.

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA, as the company only has permanent employees on its payroll and has not appointed any workers.
Other than Permanent Workers	NA, as the company only has permanent employees on its payroll and has not appointed any workers.
Permanent Employees	YES, the Branch Heads and Area Managers are responsible to resolve/redress complaints, and disputes raised by employees at the respective branches. If a complaint is not resolved at the branch level, it gets escalated to a higher level, and further actions are taken accordingly.
Other than Permanent Employees	NA, as the company only has permanent employees on its payroll and has not appointed any workers.

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

Category	FY2023-24			FY2022-23		
	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)
Total Permanent Employees	21557	0	0.00%	20219	0	0.00%
- Male	21301	0	0.00%	19968	0	0.00%
- Female	256	0	0.00%	251	0	0.00%
Total Permanent Workers	0	0	0.0%	0	0	0.0%
- Male	0	0	0.0%	0	0	0.0%
- Female	0	0	0.0%	0	0	0.0%

EI-8. Details of training given to employees and workers:

Category	FY2023-24						FY2022-23			
	Total (A)	On Helath And Safety Measures		On Skill Upgradation		Total (D)	On Helath And Safety Measures		On Skill Upgradation	
		No. B	% (B/A)	No. C	% (C/A)		No. E	% (E/D)	No.f	% (F/D)
Employees										
Male	21301	7102	33.34%	7102	33.34%	19968	7019	35.15%	7617	38.15%
Female	256	32	12.50%	32	12.50%	251	23	9.16%	23	9.16%
Total	21557	7134	33.09%	7134	33.09%	20219	7042	34.83%	7640	37.79%
Workers										
Male	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%

Total	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
-------	---	---	------	---	------	---	---	------	---	------

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

Category	FY2023-24			FY2022-23		
	Total (A)	No. B	% (B/A)	Total (C)	No.D	% (D/C)
Employees						
Male	21301	0	0.00%	19968	0	0.00%
Female	256	0	0.00%	251	0	0.00%
Total	21557	0	0.00%	20219	0	0.00%
Workers						
Male	0	0	0.0%	0	0	0.0%
Female	0	0	0.0%	0	0	0.0%
Total	0	0	0.00%	0	0	0.00%

EI-10.a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?-

Yes, VRL Logistics has implemented a management system for occupational health and safety that covers all employees of the company. The company believes that a safe and healthy workplace is essential for employee well-being and that adopting best practices in occupational health and safety positively impacts overall performance. Moreover, as part of its responsibility as a corporate citizen, this system also helps in attracting and retaining employees.

EI-10.b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?-

The company operates in the surface logistics industry and as the owner of the country's largest fleet of commercial vehicles, all risks and hazards associated with highway movement are the predominant hazards in our case. Processes used to identify relevant hazards include a thorough assessment of incidents which leads to identification of source level issues which are subsequently remedied and frequently reviewed on an ongoing basis along with requisite tweaks to internal processes directed at preventing repetition.

EI-10.c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)- YES- As stated above.

EI-10.d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)- Yes, the company only has permanent employees on its payroll, and these employees, based on their employment category, are provided with ESI coverage and group health insurance policies.

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

Safety Incident/ Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	We had not tracked the data considering our nature of business	We had not tracked the data considering our nature of business
	Workers	0	0
Total recordable work-related injuries	Employees	69	42
	Workers	0	0
No. of fatalities	Employees	11	38
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

VRL Logistics, with India's largest owned vehicle fleet and over 1200 locations across the country, takes health and safety measures very diligently. We provide all our employees with regular health and safety training, ensuring they are up-to-date with industry best practices. Safety protocols are embedded in our internal processes. Given that the majority of our workers are drivers, we meticulously maintain our fleet's health. Vehicles are regularly inspected and kept in optimal condition to prevent accidents. Drivers receive regular safety instructions and are mandated to follow safety guidelines and regional road safety regulations diligently. Additionally, we adhere to all necessary steps to maintain a safe and healthy workplace.

EI-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 the year	Filed during the year	Pending resolution at the end of the year
Working and conditions	35	0	28	0
Health and safety	8	0	8	0

EI-14. Assessments for the year:

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

Note: The company operates nearly 1200 branches across the country and its operations are spread. At any given point in time over 7000 drivers are always on road. As such inspections are not applicable. However several labour officers keep visiting our Centralized facility located at Varur, Hubballi, as also our branches and transshipment hubs across the country. We do not keep a count of the same.

EI-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.-

Road accidents are an inherent risk in our business, which is why we prioritize continuous safety training for our drivers. This ongoing commitment ensures that our drivers are well-equipped to handle the challenges of the road, significantly reducing the chances of incidents and enhancing overall safety

Leadership Indicators

LI-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).-

(A) Employees- Yes

(B) Workers- Not applicable as the company only has permanent employees on its payroll.

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

Given the nature of our industry, we do not monitor the same.

LI-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	
	FY2023-24	FY2022-23	FY2023-24	FY2022-23
Employees	0	0	0	0
Workers	0	0	0	0

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

LI-5. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	0
Working Conditions	0

LI-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.

- Not Applicable

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

Essential Indicators

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

Stakeholders include the individuals or groups who could significantly impact our business financially or otherwise. Our stakeholders list consists of Individual Investors, group of Investors, Customers, Bankers, Financial Institutions, employees, agents, landlords of rental premises are identified as key stakeholder groups and they would be identified based their contributions to value and growth of the Company.

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

S. No.	Stakeholder 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
1	Shareholders and Investors	No	Annual Report, Investor presentations, Annual General Meeting, Investor/ analysts calls and meet, Media releases, Website of the Company.	Ongoing interaction with at least one engagement every quarter	To establish an efficient communication channel.
2	Employees	No	Direct & other communication mechanisms	Regular interaction with employees and addressing their needs	To establish an efficient communication channel,

3	Customers	No	Direct communication over email, phone and in- person visit to the Customers venue	Ongoing & Regular	Business offering related –freight services and improve quality of service by collecting their feedback.
4	Bankers and Financials Institutions	No	Periodical MIS Reports, Annual Reports etc	Regular	Need basis

Leadership Indicators

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

The Company has consistently maintained that by staying engaged with its major constituents on a regular basis and taking an active role in those interactions, the Company is better equipped to convey its goals and progress. The company may better serve its stakeholders by maintaining a consistent level of involvement that helps to align expectations. Various developments are reported to the board, and the directors are asked for their opinions on such developments.

LI-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.- No Environmental or social topic targeting is not specifically done in the course of stakeholders engagement.

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

Not applicable as there are no identified vulnerable or marginalized stakeholder groups.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY2023-24			FY2022-23		
	Total (A)	No Of Employees / Workers Covered (B)	% (B/A)	Total (C)	No Of Employees / Workers Covered (D)	% (D/C)
Employees						
Permanent	21557	0	0.00%	20219	0	0.00%
Other than permanent	0	0	0.0%	0	0	0.0%
Total Employees	21557	0	0.0%	20219	0	0.0%
Workers						
Permanent	0	0	0.0%	0	0	0.0%
Other than permanent	0	0	0.0%	0	0	0.0%
Total Workers	0	0	0.0%	0	0	0.0%

Note: Training and introduction to relevant and applicable policies being adopted within the company is being imparted to all new joinees as a part of their Orientation/ Induction. No exclusive training on human rights issues is being given.

EI-2. Details of minimum wages paid to employees, in the following format:

Category	Total (A)	FY 2022-23					FY 2021-22			
		Equal To Minimum Wage		More Than Minimum Wage		Total (D)	Equal To Minimum Wage		More Than Minimum Wage	
		No. B	% (B/A)	No. C	% (C/A)		No. E	% (E/D)	No.F	% (F/D)
Employees										
Permanent	21557	0	0.00%	21557	100.00%	20219	0	0	20219	1000.00%
Male	21301	0	0.00%	21301	100.00%	19968	0	0	19968	100.00%
Female	256	0	0.00%	256	100.00%	251	0	0	251	100.00%
Other than Permanent	0	0	0	0	0.0%	0	0	0.0%	0	0.0%
Male	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Workers										
Permanent	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Male	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Other than Permanent	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Male	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%

EI-3. a. Details of remuneration/salary/wages, in the following format: Median remuneration/wages:

	Male		Female	
	Number	Median Remuneration / Salary/ Wages Of Respective Category	Number	Median Remuneration / Salary/ Wages Of Respective Category
Board of Directors (BoD)	13	241.28	0	0
Key Managerial Personnel	2	155.29	0	0
Employees other than BoD and KMP	21557	01.17%	256	0
Workers	0	0	0	0

EI-3. b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Particulars	Current Financial Year	Previous Financial Year
Gross wages paid to females as % of total wages	1.27	1.24

EI-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, Human Resource team is the focal point for addressing human rights impacts or issues caused to any employees into the company.

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

The person in charge of the human resources function is responsible for overseeing and resolving any problems resulting from the business's effects on or contributions to violations of human rights.

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

	FY2023-24			FY2022-23		
	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	0	0		0	0	
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/ Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

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

Particulars	Current Financial Year	Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

Whistle Blower and POSH Act related policies is in place to safeguard and keep confidential the identity of the complainant.

EI-9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)- No

EI-10. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0%
Forced/involuntary labour	0%
Sexual harassment	0%
Discrimination at workplace	0%
Wages	0%
Others – please specify	0%

EI-11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.- Not Applicable

Leadership Indicators

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

All our operations comply with basic human rights laws, and therefore, no specific processes have been modified or introduced to address human rights grievances or complaints.

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

Not Applicable

LI-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?-

Yes, our premises are accessible to differently-abled visitors. The policy can also be accessed on our website.

LI-4. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	0%
Discrimination at workplace	0%
Child Labour	0%
Forced Labour/Involuntary Labour	0%
Wages	0%
Others – please specify	0%

LI-5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.- Not Applicable

Not applicable

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

Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	43728.30	40177.03
Total fuel consumption (E)	3607652.65	3692365.93
Energy consumption through other sources (F)	0	19710
Total energy consumed from non-renewable sources (D+E+F)	3692365.93	3752252.96
Total energy consumed (A+B+C+D+E+F)	3651380.95	3752252.96
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	12.549 GJ / Lakh	14.091 GJ / Lakh
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	281.09 GJ / Lakh USD	312.356 GJ / Lakh USD

Energy intensity in terms of physical output	Not Applicable	Not Applicable
Energy intensity (optional) – the relevant metric may be selected by the entity	–	–

Remark: Energy consumption provided in GJ.

EI-1. 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 independent assessment done

EI-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.- No

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	200750	365000
(iii) Third party water	0	16800
(iv) Seawater / desalinated water	0	0
(v) Others	198000	25000
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	398750	406800
Total volume of water consumption (in kilolitres)	398750	406800
Water intensity per rupee of turnover (Water consumed / turnover)	1.37 KL / Lakh	1.52 KL / Lakh
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	30.697 KL / Lakh USD	33.864 KL / Lakh USD
Water intensity in terms of physical output	Not Applicable	Not Applicable
Water intensity (optional) – the relevant metric may be selected by the entity. KL / 0 of 0	–	–

EI-3. 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 independent assessment done.

EI-4. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres)

Parameter	FY2023-24	FY2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
With treatment – please specify level of treatment	0	0

(ii) To Groundwater		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(v) Others		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	0

EI-4. 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 independent assessment done

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

No, the company does not have a Zero Liquid Discharge treatment system. Instead, most of the water used in our centralised maintenance facility at Varur, Hubballi undergoes treatment and is reused for gardening purposes. Additionally, we have installed a bacteria-based, chemical-free water treatment plant at our Varur facility. The sludge from this facility is distributed among local farmers who use it as fertilizer.

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

Parameter	Please specify unit	Current Financial Year	Previous Financial Year
NOx	MT	480.17	491.44
SOx	MT	2000.7	2047.68
Particulate matter (PM)	MT	1000.35	1023.84
Persistent organic pollutants (POP)	0	0	0
Volatile organic compounds (VOC)	0	0	0
Hazardous air pollutants (HAP)	0	0	0
Others – please specify	0	0	0

EI-6. 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 independent assessment done.

EI-7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) in MTCO2E & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	270094.39	276,536.35
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	8624.193	7923.803
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	TCO ₂ e / rupee of turnover	0.9579 TCO ₂ e / Lakh	1.068 TCO ₂ e / Lakh
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	TCO ₂ e / rupee of turnover	21.456 TCO ₂ e / Lakh USD	23.671 TCO ₂ e / Lakh USD
Total Scope 1 and Scope 2 emission intensity in terms of physical output		Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		–	–

EI-7. 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 independent assessment done

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

As a logistics company, we prioritize the efficient management of our fleet emissions and are actively working to reduce our overall greenhouse gas (GHG) emissions. Given that fleet fuel usage is our primary emission source, our major focus has been on transitioning from older vehicle models to BSVI-compliant vehicles. Additionally, we have commenced the commercial application of electric vehicles for local deliveries, and pick-ups. We are systematically phasing out older models by scrapping them and replacing them with new, energy-efficient vehicles that emit less pollution.

The company also has a long-term contract with the Asian Development Bank (ADB) to sell all our carbon credits (CERs). Our Clean Development Mechanism (CDM) project is registered with the United Nations Framework Convention on Climate Change (UNFCCC), and we have obtained the necessary approvals for trading these carbon credits. We hold a significant tradable balance of Certified Emission Reductions (CERs), underscoring our efforts in managing our emissions reductions.

In addition to this, we are committed to using biodiesel instead of fossil diesel to further reduce emissions. However, due to unviable pricing and limited availability of biodiesel, we could not source it in the current fiscal year.

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

Parameter	FY2023-24	FY2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.00	0.00
E-waste(B)	0.80	0.80
Bio-medical waste (C)	0.00	0.00
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)	20.43	27.94
Radioactive waste (F)	0.00	0.00
Other Hazardous waste. Please specify, if any. (G)	6.43	0.93

Other Non-hazardous waste generated (H). Please specify, if any.(Break-up by composition i.e. by materials relevant to the sector)	2453.93	0.00
Total (A + B + C + D + E + F + G + H)	2481.59	29.66
Waste intensity per rupee of turnover (Total Waste Generated / Revenue from operations)	0.0085 MT / Lakh	0.0001 MT / Lakh
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste Generated / Revenue from operations adjusted for PPP)	0.1910 MT / Lakh USD	0.0025 MT / Lakh USD
Waste intensity in terms of physical output	Not Applicable	Not Applicable
Waste intensity (optional) the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste - Plastic		
(i) Recycled	0.00	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total	0.00	0.00
Category of waste - E-Waste		
(i) Recycled	0.00	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total	0.00	0.00
Category of waste - Bio-medical waste		
(i) Recycled	0.00	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total	0.00	0.00
Category of waste - Construction and demolition waste		
(i) Recycled	0.00	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total	0.00	0.00
Category of waste - Battery waste		
(i) Recycled	0.00	0.00
(ii) Re-used	0.00	0.00

(iii)Other recovery operations	0.00	0.00
Total	0.00	0.00
Category of waste - Radioactive waste		
(i)Recycled	0.00	0.00
(ii)Re-used	0.00	0.00
(iii)Other recovery operations	0.00	0.00
Total	0.00	0.00
Category of waste - Other Hazardous waste		
(i)Recycled	0.00	0.00
(ii)Re-used	0.00	0.00
(iii)Other recovery operations	0.00	0.00
Total	0.00	0.00
Category of waste - Other Non-Hazardous waste		
(i)Recycled	0.00	0.00
(ii)Re-used	0.00	0.00
(iii)Other recovery operations	0.00	0.00
Total	0.00	0.00
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste - Plastic		
(i)Incineration	0.00	0.00
(ii)Landfilling	0.00	0.00
(iii)Other disposal operations	0.00	0.00
Total	0.00	0.00
Category of waste - E-Waste		
(i)Incineration	0.00	0.00
(ii)Landfilling	0.00	0.00
(iii)Other disposal operations	0.00	0.00
Total	0.00	0.00
Category of waste - Bio-medical Waste		

(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.00	0.00
Total	0.00	0.00
Category of waste - Construction and demolition waste		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.00	0.00
Total	0.00	0.00
Category of waste - Battery		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.00	0.00
Total	0.00	0.00
Category of waste - Radioactive		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.00	0.00
Total	0.00	0.00
Category of waste - Other Hazardous waste. Please specify, if any		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.00	0.00
Total	0.00	0.00
Category of waste - Other Non-hazardous waste generated		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.00	0.00
Total	0.00	0.00

EI-9. 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 independent assessment being undertaken

EI-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.-

Our waste management practices consist of the following:

1. E-waste, hazardous waste, and battery waste are directed to third-party licensed recyclers for proper handling.
2. Water waste generated from vehicle washing is either treated and reused for washing purposes or ultimately used for gardening.
3. At our Varur Facility, which hosts a centralized vehicle maintenance facility, we have implemented a bacteria-based, chemical-free water treatment system. The resulting sludge from this system is distributed to local farmers as fertilizer.

EI-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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	NOT APPLICABLE	0	0

Remarks: 'We do not have operations in/around ecologically sensitive areas'

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

S. No.	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
1	NOT APPLICABLE	0	0	0	0	0

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

S. No.	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 action taken, if any
1	FULLY COMPLIANT	0	0	0

Remarks: FULLY COMPLIANT

Leadership Indicators

LI-1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): (i) Name of the area-

Not Applicable

LI-1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): (ii) Nature of operations-

Not Applicable

LI-1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Water withdrawal,

and consumption in the following format:

Parameter	FY2023-24	FY2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	0	0
Total volume of water consumption (in kilolitres)	0	0
Water intensity per rupee of turnover (Water consumed / turnover)	0 KL / Lakh	0 KL / Lakh
Water intensity (optional) – the relevant metric may be selected by the entity. KL / 0 of 0	–	–
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(v) Others		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	0

LI-1. 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 independent assessment done.

LI-2. Please provide details of total Scope 3 emissions (MTCO₂E) & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO₂E	54018.877	49758.592
Total Scope 3 emissions per rupee of turnover	MTCO₂E / rupee of turnover	0.1856 MTCO₂E / Lakh	0.1868 MTCO₂E / Lakh

Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		–	–
---	--	---	---

Remark: The Scope 3 emissions calculation is based on the assumption that, for a logistics company, Scope 3 emissions constitute approximately 20% of the Scope 1 emissions. For the previous year, this proportion was determined to be 18%.

LI-2. 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 independent assessment done.

LI-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.-

Not applicable

LI-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:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	We are in the process of converting diesel forklifts to electric forklifts	Usage in transshipment hubs	Reduced Pollution and a safer work environment for our transshipment employees.
2	Fleet Modernisation	We are currently phasing out traditional vehicles and replacing them with modern, environmentally friendly BS-VI vehicles. These vehicles feature advanced technology that emits significantly lower Co2 emissions. Additionally, we are expanding our fleet with new electric and CNG vehicles, further enhancing our commitment to sustainability.	Reduce Scope 1 Co2 emissions.
3	Installing rooftop solar panels	We have successfully implemented rooftop solar panels at several facilities and are actively expanding their installation to other facilities and depots to decrease our dependency on non-renewable energy sources.	Reduce the Co2 footprint of the company.
4	Installation of LED Lights instead of Conventional lights	LED lighting is being predominantly used across a majority of the offices of the Company. Also, preference is being given for the procurement of energy-efficient equipment for new equipment additions as well as for replacement of existing equipments.	Lower consumption of power.
5	Replacement of batteries in trucks	For efficient energy and environment conservation, we have started replacing traditional lead-acid battery with lithium-ion batteries. Lithium-ion batteries offer approximately 50% higher efficiency compared to lead-acid batteries. This initiative has already been implemented across 112 branches	Promoting environmental sustainability through innovative technology adoption. Environment friendly initiative.
6	Addition of electric & CNG vehicles	Addition of 7 electric and 30 CNG vehicles.	Eco-friendly initiative

7	Rain water harvesting	At Varur, where our centralized vehicle maintenance is located, we have dedicated a 100 ft x 100 ft x 25 ft. deep space for rainwater harvesting. The same caters to our requirement for over 9 months in a year where more than 3000 people are employed at this facility	Reduced groundwater withdrawal.
---	-----------------------	--	---------------------------------

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

The operations of the Company are spread over 24 States and 5 Union Territories across the country. There are no areas or offices where business concentration exists. The non-dependence on any product category or geographical area is an inherent strength of the Company's business model and this has ensured that the Company has swiftly recovered from adverse economic scenarios. Such a significant recovery was recently witnessed during the pandemic wherein the Company had reported significant losses during the lock downs but the business was resilient enough to not only recoup such operating losses but also to bounce back and report significant profits upon end of lockdowns. Even in the past, the economy has seen several highs and lows. There were periods of economic slowdown as also periods of economic revival. Our Company has been in existence for over 4 decades and has consistently demonstrated business growth over the years irrespective of the economic situation. This strength again is a result of non dependence on any customer / product / geography. In terms of business continuity, we wish to state that the entire operations work on the backbone of in-house developed technology and our entire IT framework is developed and maintained internally. This ensure that our business operations operate on an online real time basis in an unhampered manner and due flexibility for implementing operational changes exists with minimal turnaround time within our organization.

LI-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.-

No such significant or adverse impact exists.

LI-7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.- No such assessment conducted.

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

Essential Indicators

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

The company was a member of five trade and Industry chambers/associations during FY 2023-24.

EI-1.b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. NO	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	All Indian Motor Transport Congress (AIMTC) the nodal body of surface logistics players in the country	National
2	We are members of the State Level Goods Transport Associations	State
3	Members of the Federation of Karnataka of Chamber of Commerce and Industry(FKCCI)	State

4	Approved Logistics Service Provider of the Indian Banks Association	National
5	Members of International Air Transport Association (IATA)	National

EI-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.

S. No.	Name of authority	Brief of the case	Corrective action taken
Not Applicable			

Leadership Indicators

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

S. 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
1	Nil	NA	No	Quarterly	NA

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

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

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

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

No such mechanism has been set up to address grievances. Senior officers would depute as and when such sever grievances received from the Community.

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

Category	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	19.65	16.60
Sourced directly from within India	100	100

Remark: No data is available, we will be working on collecting data from the coming year.

EI-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. (Place to be categorized as per RBI Classification System - rural / semi-urban / urban

/ metropolitan)

Location	Current Financial Year	Previous Financial Year
Rural	10%	10%
Semi-urban	35%	35%
Urban	35%	35%
Metropolitan	20%	20%

Note : The above figures are management estimates. Predominant portion of our employees comprise of drivers, hamals, mechanics etc. who work across the Country on rotation/deputation. Hence provision of accurate data in this regard is subjective.

Leadership Indicators

LI-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):

S. No.	Details of negative social impact identified	Corrective action taken
Not Applicable		

LI-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)
NIL			

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

No, we don't have a preferential procurement policy.

LI-3.b. From which marginalized /vulnerable groups do you procure?-

Currently, we are not procuring from any marginalized /vulnerable group.

LI-3.c. What percentage of total procurement (by value) does it constitute?-

0%

LI-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
1	The Company does not deal in inventions, literary, musical, and creative works, as well as symbols, names, pictures, and designs used in commerce, for which IP owners are allowed certain exclusive rights under national IP laws.	No	No	NA

LI-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.

S. No.	Name of authority	Brief of the Case	Corrective action taken
NIL			

LI-6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Education	24313	85%
2	Environmental Sustainability	800	50%
3	Healthcare related project	21301	85%
4	Promoting old age homes	500	95%
5	Promoting Women Empowerment	12003	85%
6	Promoting National Recognized Sports	203	100%
7	Promoting rural Sports	2501	100%
8	Eradicating hunger, poverty and malnutrition	4500	100%
9	Promoting Physically disabled Person for self-employment	1	100%
10	Socio Economic Development	17500	50%

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

Essential Indicators

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

We are constantly striving to ensure our users receive the best service experience. Dedicated Customer Care Departments have been established at our Registered Office, Transshipment Hubs, and major branches, enabling customers to directly contact relevant personnel to resolve issues promptly. For all other facilities, customers can reach us via phone or email to inquire or lodge complaints. Our Customer Care Department ensures prompt responses and we endeavour to resolve issues at the earliest.

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

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

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

	FY 2023-24	FY 2022-23

	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		0	0	
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	32485	925		31063	839	

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

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

EI-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.-

No

EI-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.-

No issues were encountered related to advertising, delivery of essential services, cybersecurity, data privacy, product recalls, or regulatory actions, hence no corrective actions were taken.

EI-7. Provide the following information relating to data breaches

- Number of instances of data breaches along-with impact- 0
- Percentage of data breaches involving personally identifiable information of customers- 0
- Impact, if any, of the data breaches- Nil

Leadership Indicators

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

The information on services offered by the entity can be accessed through the following link: https://vrlgroup.in/vrl_logistics_service.aspx

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

Not applicable, as VRL Logistics is a service-based company, and we are not directly involved in categorizing the types of products we transport for our clients. Our role primarily focuses on ensuring efficient and safe delivery of goods as per our client's requirements and instructions.

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

Information regarding service disruption or discontinuation can be accessed through our platform at <https://vrlgroup.in>.

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

Being the company engaged in service industry no such action is required. However, a survey has been conducting by the company through its Branch officers and marketing teams at different locations at various platforms in respect of consumer satisfaction and their concern. All Internal Auditors have informed, at the time of their routine inspection, visits at customer place to collect feedback of services of the company and report to the concern higher level officers