

**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 2022-23.**

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 10<sup>th</sup> May 2021 and your Notice No. 20220712-36 dated 12<sup>th</sup> 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](http://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: 10.07.2023

Place: Hubballi

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

1	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	L60210KA1983PLC005247
2	<b>Name of the Listed Entity</b>	VRL Logistics Limited
3	<b>Year of incorporation</b>	1983
4	<b>Registered office address</b>	RS. NO. 351/1, Varur, Post Chabbi, Taluk Hubballi, District Dharwad, Hubballi – 581 207
5	<b>Corporate office address</b>	Giriraj Annexe, Circuit House Road Hubballi, Karnataka 580029
6	<b>E-mail</b>	investors@vrllogistics.com
7	<b>Telephone</b>	0836-2237511 (Corporate office) 0836-2237613 (Registered office)
8	<b>Website</b>	www.vrlgroup.in
9	<b>Financial year for which reporting is being done</b>	April 1, 2022 to March 31, 2023
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	BSE Limited National Stock Exchange of India Limited
11	<b>Paid-up Capital</b>	₹ 8834.35 lakhs
12	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report</b>	Mr. Aniruddha Phadnavis Company Secretary and Compliance Officer Email: aniruddha@vrllogistics.com Telephone No: 0836 2237511
13	<b>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).</b>	The disclosures made in this report are on a standalone basis.

#### II. Products/services

##### 14. 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	<p>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).</p> <p>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.</p> <p>We offer Courier services for time sensitive documents and packages.</p>	90.91%

**15. 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	99.86%

**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
<b>National</b>	Not Applicable	1126	1126
<b>International</b>	Not Applicable	Not Applicable	Not Applicable

**17. Markets served by the entity:**
**a. Number of locations**

Locations	Number
National (No. of States)	The Company has a presence in 25 States, and 4 Union Territories.
International (No. of Countries)	Not Applicable

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

- Nil

**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 8 lakh+ customers across the country.

**IV. Employees**
**18. 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)
<b>Employees</b>						
1.	Permanent (D)	20,219	19,968	98.76%	251	1.24%
2.	Other than Permanent (E)	-	-	-	-	-
<b>3.</b>	<b>Total employees (D + E)</b>	<b>20,219</b>	<b>19,968</b>	<b>98.76%</b>	<b>251</b>	<b>1.24%</b>
<b>Workers</b>						
4.	Permanent (F)	We do not have any workers - All individuals are considered as Permanent Employees and no such category exist.				
5.	Other than Permanent (G)					
<b>6.</b>	<b>Total workers (F + G)</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)	3	2	67	1	33
2.	Other than Permanent (E)	We do not have Temporary Employees				
3.	<b>Total employees (D + E)</b>	<b>3</b>	<b>2</b>	<b>67</b>	<b>1</b>	<b>33</b>
<b>Differently Abled Workers</b>						
4.	Permanent (F)	We do not have any temporary differently abled workers on roll. All individuals are considered as Permanent Employees and no such category exists				
5.	Other than Permanent (G)					
6.	<b>Total workers (F + G)</b>					

**19. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	12	2	16.67%
Key Management Personnel	2	-	-

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

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	31.91%	8.81%	30.72%	29.91%	6.40%	27.26%	23.79%	7.99%	23.55%
<b>Permanent Workers</b>	We do not have any workers - All individuals are considered as Permanent Employees and no such category exist.								

Note: For financial year 2022-23 Employees transferred under the Slump Sale transactions are not considered for the above.

**V. Holding, Subsidiary and Associate Companies (including joint ventures)**
**21. (a) Names of holding / subsidiary / associate companies / joint ventures: Not Applicable**

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)
-	-	-	-	-

**VI. CSR Details**
**22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes**

(ii) Turnover (in ₹) - ₹ 2,66,286.66 Lakhs (FY 22-23)

(iii) Net worth (in ₹) - ₹ 97,584.15 Lakhs (FY 22-23)

## 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 2022-23			FY 2021-22		
		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	No	NIL	NIL	-	NIL	NIL	-
Investors (other than shareholders)	No	NIL	NIL	-	NIL	NIL	-
Shareholders	Yes	57	0	-	41	0	-
Employees and workers	No	28	0	-	32	0	-
Customers	No	31,063*	839*	-	38,763*	856*	-
Value Chain Partners	No	NIL	NIL	-	NIL	NIL	-
Other (please specify)	No	NIL	NIL	-	NIL	NIL	-

\*The Company generated nearly 1.2 crore dockets during the financial year. Majority of the customer complaints depicted above relate to transit time enquiry and other enquiry apart from complaints.

### 24. 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**

- The Company's business operations are totally dependent on the road network in India. There are various factors that affect the road network such as political unrest, bad weather conditions, natural calamities, regional disturbances or even third party negligence that can affect the condition of vehicles and cargo / passengers. Even though the Company undertakes various measures to avoid or mitigate such factors to the extent possible, some of these have the potential of causing extensive impact on operations and assets.

The Company operates the Country's largest owned largest fleet of Commercial vehicles in the private sector. As such the Company is very conscious of vehicle emission and seeks to utilize alternate and green fuel to the extent possible. The Company has been the pioneer in using bio-diesel in its trucks and buses. During the earlier year, 6.06% of the total fuel used was bio-diesel. The availability of bio-diesel has been a concerned since the last two years and prior to this the Company had replaced upto 28% of its total fuel consumption with bio-diesel. Upon its becoming easily available the company would again start aggressively using bio-diesel in its vehicles.

The company also uses electric forklifts in its major transshipment hubs replacing the diesel vehicles. Also several of its owned as well as rented premises are fitted with solar panels to ensure that dependence on outside energy is reduced.

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	Fuel Cost	Opportunity	Economies of scale enable the company to gain advantage over competition whilst being capable of responsible business conduct	<ul style="list-style-type: none"> <li>• Procurement of fuel directly from refineries and private petroleum companies wherever possible</li> <li>• attempts to source Bio fuel to reduce overall fuel expenses</li> <li>• Tie ups with fuel pumps across India for fueling during transits to ensure access to good quality fuel.</li> <li>• Usage of RFID tags to monitor real time fuel usage</li> </ul>	Reduced fuel cost per litre viz a viz market leading to higher margins.
2	Genuine Spare parts procurement at competitive rates	Opportunity	Opportunity to engage into sustained business with MSMEs, local and small vendors. The same needs to be balanced with the potential risk of access to genuine and quality spares and services.	<ul style="list-style-type: none"> <li>• Direct procurement from smaller manufacturers /OEMs for other spare parts</li> <li>• Tyre, Battery procurement at competitive rates</li> <li>• Usage of proprietary ERP system to maintain control over costs</li> </ul>	Reduced vehicle maintenance costs leads to higher margins.
3	Human Resource	Risk	Attract & retain key talent, and health, safety & well-being of human resource Attempts on an ongoing basis to retain trained employees with unique internal emoluments mechanism	<ul style="list-style-type: none"> <li>• Recruiting drivers as full time employees with statutory benefits</li> <li>• Large and Experienced pool of Drivers</li> <li>• Performance evaluated and incentives provided based on various criteria</li> <li>• Group Insurance facility</li> <li>• Driver training facility at Hubballi</li> </ul>	VRL enjoys virtually no stoppages in business operations owing to continued availability of all cadre of employees
4	Vehicle scrappage policy	Opportunity	A government-initiated program to replace old vehicles from Indian roads	Capacity addition of 1,600 customized trucks comprising of 1,000 trucks of TATA LPT 2818 make, 200 trucks of TATA LPT 1415 make, 100 trucks of TATA 610 SFC make, 200 trucks of Ashok Leyland 1920 make and 100 trucks of Ashok Leyland 4620 make.	Fleet well positioned to handle increased business volume and be ready to grab opportunities presented by reduction in overall fleet availability in the country going ahead.

## 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.

The National Guidelines for Responsible Business Conduct (NGRBC) as brought out by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

<b>P1</b>	<b>Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable</b>
<b>P2</b>	<b>Businesses should provide goods and services in a manner that is sustainable and safe</b>
<b>P3</b>	<b>Businesses should respect and promote the well-being of all employees, including those in their value chains</b>
<b>P4</b>	<b>Businesses should respect the interests of and be responsive to all its stakeholders</b>
<b>P5</b>	<b>Businesses should respect and promote human rights</b>
<b>P6</b>	<b>Businesses should respect and make efforts to protect and restore the environment</b>
<b>P7</b>	<b>Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent</b>
<b>P8</b>	<b>Businesses should promote inclusive growth and equitable development</b>
<b>P9</b>	<b>Businesses should engage with and provide value to their consumers in a responsible manner</b>

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<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	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	N	N	Y	Y
c. Web Link of the Policies, if available	Refer note below*								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	N	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	N	N	N	N	N	N	N	N	N
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.	N	N	N	N	N	N	N	N	N
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA	NA	NA	NA	NA	NA	NA	NA	NA

## Governance, leadership and oversight

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)

Statement by Dr. Anand Sankeshwar, Managing Director -

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 for 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.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Board of Directors
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.	No

\* The principles enumerated above are available within several of our policies which are hosted at [https://www.vrlgroup.in/vrl\\_investors\\_desk.aspx?display=policies](https://www.vrlgroup.in/vrl_investors_desk.aspx?display=policies). 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 obligations.



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)								
	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	The Audit Committee would review ongoing development on this front on a quarterly basis.									Quarterly								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																		
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.										P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
										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	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/human and technical resources available for the task	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	Refer not e below	-	-

**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.

### SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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

#### Essential Indicators

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

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	Specific training which is exclusive to the principle enumerated above was not imparted. However routine training, on the job training as well as induction and orientation trainings ingrain several aspects that the principles above aim to cover. The same is in line with the practices prevailing in our industry.		
Key Managerial Persons			
Employees other than BoD and KMPs and workers			
Workers	We do not have any workers - All individuals are considered as Permanent Employees and no such category exists		

**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					
	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	NA	BSE India Limited and National Stock Exchange of India Limited	₹ 18,000/ +GST each translating to a total defrayal of ₹ 42,480/-	Delay of <b>9 days</b> in passing Special Resolution for continuation of Non- Executive director on attaining the age of 75 years.	No
Settlement	NA				
Compounding fee	NA				

Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred (Yes/No)
Imprisonment	NA				
Punishment	NA				

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

Case Details	Name of the Regulatory/ Enforcement agencies/ judicial Institutions
NA	NA

**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 kickbacks. 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 behavior 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.

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

	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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

Not Applicable

**Leadership Indicators**

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

Total Number of awareness programmes held	Topics Principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
-	-	-

**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 VRL Company, Code of Conduct requires 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.

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

**Essential Indicators**

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

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social Impacts
<b>R&amp;D</b>		NIL	
<b>Capex ( ` In Lakhs)</b>	848.39	55.34	Eco-friendly vehicles

2. **a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)- Yes**  
**b. If yes, what percentage of inputs were sourced sustainably?**

We have set up a robust sourcing procedure. Our procurement and commercial policies include several parameters based on which suppliers are evaluated and selected for supplying various materials. It is pertinent to note here that our relationships with vendors are long term in nature. Major Commercial vehicle manufacturers like Ashok Leyland and Volvo Eicher have set up their own stores in our vehicle maintenance premises. Periodic supplier evaluation is being undertaken. During the year, nearly our entire procurement was sourced from the domestic vendors.

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.**

We do not generate significant waste as our operations are scattered across the country. It is pertinent here to however state that our centralized vehicle maintenance facility at Varur, Hubballi, has a suitable discharge treatment mechanism. All our major hubs and facilities have proper discharge treatment systems in place.

With regard to e-waste and hazardous waste, we ensure E-waste, Hazardous waste and Battery waste is being sold / handed over to only related License holders (recyclers). Other waste comprises of sewage water and water used in washing of vehicles and the same is treated and either re-used or finally used for gardening purposes. Such water waste is only generated at our centralized vehicle maintenance facility located at Varur, Hubballi. A bacteria based chemical free water treatment facility has been setup at Varur and the resulting treated sludge is also being distributed to local farmers who use it as a fertilizer.

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

**Leadership Indicators**

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

NIC Code	Name of the 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.
No					

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

Name of the Product / Service	Description of the Risk / Concern	Action Taken
Goods Transportation	Vehicle emissions	We ensure that all our vehicles are maintained in-house and we ensure that these meet the set norms.
Goods Transportation	Usage of forklifts	We are operating battery operated forklifts to ensure that no emissions happen within our transshipment operations.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Not Applicable		

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

	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable					
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % 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**

**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)
<b>Permanent Employees</b>											
Male	19968	19968	100	19968	100	0	0	Not Applicable			
Female	251	251	100	251	100	251	100				
<b>Total</b>	<b>20219</b>	<b>20219</b>	<b>100</b>	<b>20219</b>	<b>100</b>	<b>251</b>	<b>100</b>				
<b>Other Than Permanent Employees</b>											
Male	We do not have any temporary employees										
Female											
<b>Total</b>											

**b. Details of measures for the well-being of workers: We do not have any 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)
<b>Permanent Employees</b>											
Male	We do not have any workers - all individuals are considered as permanent employees and no such category exists										
Female											
<b>Total</b>											
<b>Other Than Permanent Employees</b>											
Male	We do not have any workers - all individuals are considered as permanent employees and no such category exists										
Female											
<b>Total</b>											

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

Benefits	FY 2022-23			FY 2021-22		
	No of employees covered as a % of total employees	No of workers covered as a % of total workers	Deducted and Deposited with the Authority (YES/ NO/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 (YES/ NO/N.A)
PF	99.09	NA	YES	99.13	NA	YES
Gratuity	99.49		NA	99.55		NA
ESI	85.20		YES	90.70		YES
Others Please Specify	NA		NA	NA		NA

**3. Accessibility of workplaces**

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

Yes, our centralized office where disabled people are employed are accessible.

**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, and the same can be accessed at [https://www.vrlgroup.in/vrl\\_investors\\_desk.aspx?display=policies](https://www.vrlgroup.in/vrl_investors_desk.aspx?display=policies)

**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	NIL	NIL	We do not have any workers - all individuals are considered as permanent employees and no such category exists	
Female	NIL	NIL		
Total	NIL	NIL		

**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.**

of the mechanism in brief	Yes
<b>Permanent workers</b>	The Branch Heads are responsible for the resolution of complaints/ grievances of the employees working in the concerned branches and offices. It is his/her foremost duty to see that the complaints of all the employees are resolved completely and ensure closure of all complaints received at the branches/offices. If the General Manager / Area General Manager/ Deputy General manager feels that it is not possible to solve the problem at his/her level, he/she should refer the matter to his/her reporting manager immediately.
<b>Other than permanent workers</b>	
<b>Permanent employees</b>	
<b>Other than permanent employees</b>	

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

Category	Fy 2022-23			Fy 2021-22		
	Total Employees / Workers In Respective Category (A)	No Of Employees / Workers In Respective Category, Who Are Part Of Association(S) Or Union (B)	% (B/A)	Total Employees / Workers In Respective Category (C)	No Of Employees / Workers In Respective Category, Who Are Part Of Association(S) Or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	There is no such trade union or association existing in the company					
- Male						
- Female						
<b>Total Permanent Workers</b>						
- Male						
- Female						



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

Category	Total (A)	FY 2022-23				FY 2021-22				
		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)
<b>Employees</b>										
Male	19,968	7,019	35.15	7,617	38.14	20,533	2,856	13.91	6,238	30.38
Female	251	23	9.16	23	9.16	255	14	5.49	14	5.49
Total	20,219	7,042	34.82	7,640	37.79	20,788	2,870	13.81	6,252	30.07
<b>Workers</b>										
Male	We do not have any workers - all individuals are considered as permanent employees and no such category exists									
Female										
Total										

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. B	% (B/A)	Total (C)	No.D	% (D/C)
<b>Employees</b>						
Male	Performance review and career advancement is an ongoing process year round.					
Female						
Total						
<b>Workers</b>						
Male	We do not have any workers - all individuals are considered as permanent employees and no such category exists					
Female						
Total						

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

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

Yes, VRL has a management system for occupational health and safety. The business holds that a safe and healthy workplace is a requirement for employee well-being, and that implementing best practices in occupational health and safety directly affects its overall performance. In addition to being the Company's responsibility as a responsible corporate citizen, it aids in recruiting and retaining 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?**

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.

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

Yes.

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

Yes - enabled by ESI coverage and group health insurance policy.

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

Safety Incident/ Number	Category	FY 2022-23	FY 2021-22
Lost time injury frequency rate LIFR (per one million hours worked)	Employees	We do not track this data considering our nature of business	
	Workers		
Total recordable work related injuries	Employees	42	83
	Workers	NA	NA
No.of fatalities	Employees	38	56
	Workers	NA	NA
High Consequence work related injury or ill health	Employees	NA	NA
	Workers	NA	NA

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

The operations of the company are spread over 1200 locations. In the bigger facilities the company has taken care to ensure that the workplace presents a safe and healthy atmosphere. Applicable measures as considered necessary have been taken care of.

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

	FY 2022-23		FY 2021-22	
	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	28	0	32	0
Health and safety	8	0	6	0

**14. Assessments for the year:**

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

Note: The company operates nearly 1,200 branches across the country and its operations are spread. At any given point in time over 7,000 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.

**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.**

Periodic safety training to drivers is an ongoing process. Road accidents is an inherent risk in our business.

**Leadership Indicators**

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

- A) Employees - Yes
- B) Workers - We do not have any workers - all individuals are considered as permanent employees and no such category exists

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

No such measures taken

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	We do not have such policy.			
Workers				

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

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	No assessments conducted
Working Conditions	

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

Not Applicable

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

**Essential Indicators**

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

A key stakeholder is defined as any individual, group of individuals, or institution that contributes value to the Corporation's supply chain. This comprises, among others, the following: employees, shareholders, investors, clients, regulators, lenders, communities, and non-governmental organizations.

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

Stakeholder Group	Whether Identified as Vulnerable & Marginalized Group (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 concern raised during such engagement
Shareholders and Investors	No	Quarterly results, Investor presentations, Annual Report, Annual General Meeting, Investor/ analysts calls and meet, Media releases, Website.	ongoing interaction with at least one engagement every quarter	<ul style="list-style-type: none"> <li>• To answer investor queries on financial performance</li> <li>• To present business performance highlights to investors</li> <li>• To discuss publicly available Company information to shareholders and investors</li> </ul>
Employees	No	Direct & other communication mechanisms	Regular Ongoing basis	To establish an efficient communication channel, update employees on significant company developments, and align them with the company's common objectives and business plans;
Customers	No	Direct communication over email, phone and in-person	Ongoing basis	Business offering related – freight services
Communities and NGOs	No	Direct communication over email, phone and in- person	Rare – Need based	Generally related to CSR activities undertaken and monitoring and follow up thereof
Government and Regulators	No	Direct communication over email, phone and in-person	Need based	Situational

### Leadership Indicators

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

The Company has consistently maintained that by staying engaged with its major constituencies 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.

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.

Not Applicable

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

Not Applicable

## PRINCIPLE 5 Businesses should respect and promote human rights

### Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No Of Employees / Workers Covered (B)	% (B/A)	Total (C)	No Of Employees / Workers Covered (D)	% (D/C)
<b>Employees</b>						
Permanent	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					
Other Than Permanent						
Total Employees						
<b>Workers</b>						
Permanent	We do not have any workers - all individuals are considered as permanent employees and no such category exists					
Other Than Permanent						
Total Workers						

2. Details of minimum wages paid to employees and workers, 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)
<b>Employees</b>										
Permanent										
1. Male	19,968	NIL	NA	19,968	100	20,526	NIL	NA	20,526	100
2. Female	251	NIL	NA	251	100	262	NIL	NA	262	100
Other than Permanent										

1. Male	We do not have any non-permanent employees - all individuals are considered as permanent employees and no such category exists
2. Female	
<b>Workers</b>	
Permanent	We do not have any workers - all individuals are considered as permanent employees and no such category exists
1. Male	
2. Female	
Other Than Permanent	
1. Male	
2. Female	

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

	Male		Female	
	Number	Median Remuneration / Salary/ Wages Of Respective Category	Number	Median Remuneration / Salary/ Wages Of Respective Category
<b>Board Of Directors</b>	<b>4</b>	<b>238.67</b>	<b>0</b>	<b>0</b>
<b>Key Managerial Personnel</b>	<b>2</b>	<b>137.19</b>	<b>0</b>	<b>0</b>
<b>Employees Other Than BOD And KMP</b>	<b>19,968</b>	<b>2.10</b>	<b>251</b>	<b>2.10</b>
<b>Workers</b>	<b>We do not have any workers - all individuals are considered as permanent employees and no such category exists.</b>			

Note: Board of Directors excludes Directors who are paid only sitting fees. Median Remuneration for Non-BOD/ KMP/ Employees is considered at Annual Average cost.

**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)**

No specific "Human Rights" Committee.

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

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

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

	FY 2022-23			FY 2021-22		
	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
<b>Sexual Harassment</b>						
<b>Discrimination At Workplace</b>						
<b>Child Labour</b>						
<b>Forced Labour/ Involuntary Labour</b>			Nil			
<b>Wages</b>						
<b>Other Than Human Rights Related Issues</b>						

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

POSH Act related policy is in place which safeguards and keeps confidential the identity of the complainant.

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

No

**9. Assessments for the year:**

Assessments For The Year	% Of Your Plants And Offices That Were Assessed (By Entities Or Statutory Authorities Or Third Parties)
<b>Child Labour</b>	No Assessments Undertaken
<b>Forced/ Involuntary Labour</b>	
<b>Sexual Harassment</b>	
<b>Discrimination At Workplace</b>	
<b>Wages</b>	
<b>Others - Please Specify</b>	

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

Not Applicable

**Leadership indicators**

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

Not Applicable

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

Not Applicable

**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.

#### 4. Details of the assessment of the value chain partners

	% Of Value Chain Partners (By Value Of Business Done With Such Partners) That Were Assessed
Sexual Harassment	No Assessment Done. No Complaints Received On Any Of These Matters During The Reporting Period
Discrimination At Workplace	
Child Labour	
Forced/ Involuntary Labour	
Wages	
Others - Please Specify	

#### 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

### 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 2022-23	FY 2021-22
Total electricity consumption (A)	40,177.03 GJ	33,333.94 GJ
Total fuel consumption (B)	41,15,591.13 GJ	34,24,855.19 GJ
Energy consumption through other sources (C)	19,710 GJ	18,133.2 GJ
<b>Total energy consumption (A+B+C)</b>	<b>41,75,478.16 GJ</b>	<b>34,76,322.33 GJ</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.000143639	0.00014678
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

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

No independent assessment conducted.

#### 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



### 3. Details of the following disclosures related to water.

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kilolitres)</b>		
i) Surface water	NIL	NIL
(ii) Groundwater	3,65,000 KL	3,46,750 KL
(iii) Third party water	16,800 KL	14,000 KL
(iv) Seawater / desalinated water	NIL	NIL
(v) Others	25,000 KL	25,000 KL
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>4,06,800 KL</b>	<b>3,85,750 KL</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>4,06,800 KL</b>	<b>3,85,750 KL</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	0.014	0.016
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) - No independent assessment done

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

Not relevant to our activity.

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	MT	491.44	408.96
SOx	MT	2,047.68	1,704.01
Particulate matter (PM)	MT	1,023.84	852.00
Persistent organic pollutants (POP)	NA	NIL	NIL
Volatile organic compounds (VOC)	NA	NIL	NIL
Hazardous air pollutants (HAP)	NA	NIL	NIL
Others – please specify	NA	NIL	NIL

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

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	<i>Metric tonnes of CO<sub>2</sub> equivalent</i>	2,76,436.62	2,30,041.15
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	<i>Metric tonnes of CO<sub>2</sub> equivalent</i>	NA	NA
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	<i>Metric tonnes of CO<sub>2</sub> equivalent</i>	<b>2,76,436.62</b>	<b>2,30,041.15</b>
<b>Total Scope 1 and Scope 2 emission intensity</b> <i>(optional)</i> – the relevant metric may be selected by the entity	-	-	-

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

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

No such project. All new capex is for BSVI vehicles and older vehicles are being scrapped and being replaced with newer vehicles which have reduced emissions.

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

Parameter	FY 2022-23	FY 2021-22
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	NIL	NIL
E-waste (B)	0.802 MT	0.754 MT
Bio-medical waste (C)	NIL	NIL
Construction and demolition waste (D)	NIL	NIL
Battery waste (E)	27.938 MT	19.460 MT
Radioactive waste (F)	NIL	NIL
Other Hazardous waste. Please specify, if any. (G)	0.925 MT	0.850 MT

Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NIL	NIL
<b>Total (A+B + C + D + E + F + G+ H)</b>	29.665MT	21.064 MT
<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	NIL	NIL
(ii) Re-used	NIL	NIL
(iii) Other recovery operations	NIL	NIL
<b>Total</b>	<b>NIL</b>	<b>NIL</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	Not Applicable	
(ii) Landfilling		
(iii) Other disposal operations	Being given to license holders only	
Total		

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

**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.**

E-waste, Hazardous waste and Battery waste is being sold / handed over to only related License holders (recyclers). Other waste comprises of sewage water and water used in washing of vehicles and the same is treated and either re-used or finally used for gardening purposes. Such water waste is only generated at our centralized vehicle maintenance facility located at Varur, Hubballi. A bacteria based chemical free water treatment facility has been setup at Varur and the resulting treated sludge is also being distributed to local farmers who use it as a fertilizer.

**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:**

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.
Not Applicable			

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

Name and brief details of project	EIA Notification No	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Refer Note Below					

Every quarter, the PCB officials visit our centralized vehicle maintenance facility at Varur, Hubballi and check aspects in relation to air and water pollution. We have also engaged a third party consultant, M/s Nichrom Testing Lab & Research Pvt. Ltd. to facilitate the said process. The said consultant conducts monthly periodic inspection of all variables as well.

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: Yes

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
Fully Compliant				

### Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23	FY 2021-22
<b>From renewable sources</b>		
Total electricity consumption (A)	40,177.03	33,333.94
Total fuel consumption (B)	41,15,591.13	34,24,855.19
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>41,55,768.16</b>	<b>34,58,189.13</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	-	-
Total fuel consumption (E)	-	-
Energy consumption through other sources (F) (Solar)	19,710	18,133
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>19,710</b>	<b>18,133</b>

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

2. Provide the following details related to water discharged: No water Discharge

Parameter	FY 2022-23	FY 2021-22
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of Treatment	Nil	Nil

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

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

### 3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

Not Applicable

For each facility / plant located in areas of water stress, provide the following information:

- Name of the area
- Nature of operations
- Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the Entity	-	-
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	-	-
- No treatment	-	-

- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	-	-

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

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

Parameter	Unit	FY 2022-23	FY 2021-22
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	55,287.32	41,407.41
<b>Total Scope 3 emissions per rupee of turnover</b>	-	0.0019	0.0017
<b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) No independent assessment done.

**5. With respect to the ecologically sensitive areas reported at Question 10 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

**6. 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 ( <i>Web- link, if any, may be provided along-with summary</i> )	Outcome of the initiative
1	We are in the process of converting diesel forklifts to electric forklifts	Usage in transshipment hubs	Lesser Pollution and better and safe work environment for our transshipment employees.
2	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 also for replacement of existing equipments.	Lower consumption of power.
3	Replacement of batteries in trucks	For efficient energy and environment conservation, we have started replacing normal lead acid battery with lithium ion batteries since the lead acid battery has an advantage of about 50 % efficiency as compared to lithium ion batteries. It has already been executed in 112 branches across the country	Environment friendly initiative.
4	Addition of electric & CNG vehicles	Addition of 7 electric and 30 CNG vehicles.	Eco-friendly initiative
5	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 rain water harvesting. The same caters to our requirement for over 9 months in a year where more than 3000 people are employed at this facility	Lesser withdrawal of ground water.

**7. 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 25 States and 4 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.

**8. 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.

**9. 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**

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

The company was a member of seven trade and Industry chambers/associations during FY 2022-23.

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

Sr. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	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

**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

**Leadership Indicators**

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

Nil

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

**Essential Indicators**

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

Not Applicable

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

Not Applicable

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

Not Applicable



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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	No such data maintained except for MSME.	
Sourced directly from within the district and neighbouring districts		

**Leadership Indicators**

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

Not Applicable

**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)
1	Nagaland	Across the state of Nagaland	10,00,000

**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)  
(b) From which marginalized /vulnerable groups do you procure?  
(c) What percentage of total procurement (by value) does it constitute?**

Only due regard is given to the quality of the product and price. None of the factors stated above is considered.

**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:**

NIL. 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.

**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.**

NIL

**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	Health Care related Project	52,180	85%
2	Education Sector	87,950	78%
3	Promoting rural and national recognized Sports Individuals and Events	1,256	80%
4	Art and Culture	2,150	74%
5	Environmental Sustainability	8,135	74%
6	Promoting Women Empowerment	25,163	65%
7	Research and Development related Project	20,296	81%

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

**Essential Indicators**

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

Call and email are the two routes through which we accept inquiries and complaints from consumers. Our Customer Care Department answers calls, and we have an internal email system.

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

	<b>As a percentage to total turnover</b>
<b>Environmental and social parameters relevant to the product</b>	Not Applicable
<b>Safe and responsible usage recycling and/or safe disposal</b>	Not Applicable

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

	<b>FY 2022-23</b>		<b>Remarks</b>	<b>FY 2021-22</b>		<b>Remarks</b>
	<b>Received during the year</b>	<b>Pending resolution at end of year</b>		<b>Received during the year</b>	<b>Pending resolution at end of year</b>	
<b>Data privacy</b>	<b>NIL</b>					
<b>Advertising</b>						
<b>Cyber-security</b>						
<b>Delivery of essential services</b>						
<b>Restrictive Trade Practices</b>						
<b>Unfair Trade Practices</b>						
<b>Other</b>	<b>31,063*</b>	<b>839*</b>	<b>-</b>	<b>38,763*</b>	<b>856*</b>	<b>-</b>

\*The Company generated nearly 1.2 crore dockets during the financial year. Majority of the customer complaints depicted above relate to transit time enquiry and other enquiry apart from complaints

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

	<b>Number</b>	<b>Reasons for recall</b>
<b>Voluntary recalls</b>	Not Applicable	
<b>Force recalls</b>		

**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**

**Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services - Not Applicable.**

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## Leadership Indicators

1. **Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available)**  
Not Applicable
2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/or services**  
Not Applicable
3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services**  
Not Applicable
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)**  
Not Applicable
5. **Provide the following information relating to data breaches:**
  - a. Number of instances of data breaches along-with impact- NIL
  - b. Percentage of data breaches involving personally identifiable information of customers- NIL