

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

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

Blue Dart's sustainability initiatives championed as 'Connecting People, Improving Lives' within the group are structured and inspired by the three pillars of GoTeach, GoGreen and GoHelp. These are created to enhance and maximize the impact of larger societal value and drives our purpose to have a lasting impact on three key aspects- environmental, social and governance.

Blue Dart acknowledges the impact of its business activities on the environment and is committed to improving its environmental track record through precautionary measures and the use of environment-friendly technology. As a part of DHL Group, Blue Dart has an Environment Policy that is binding for all its Group companies. The policy's primary objectives are achieving transparency, improving operational efficiency and minimizing environmental impact, generating value, demonstrating leadership and mobilizing employees.

The directors are pleased to share our Business Responsibility and Sustainability Report (BRSR) for the financial year 2024-25, pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015. This report aims to update our sustainability performance driven by our efforts to create a positive impact on the environment and society. The Company feels it is necessary to chart out its journey so far and ahead in alignment with the globally accepted ESG principles like UNSDGs, IFRS and GRI¹. The numbers mentioned in the Report have been rationalised wherever required.

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

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Sr. No.	Particulars	Response
1.	Corporate Identity Number (CIN) of the Listed Entity	L61074MH1991PLC061074
2.	Name of the Listed Entity	Blue Dart Express Ltd.
3.	Year of incorporation	1991 Blue Dart started as a partnership firm – "Blue Dart Courier Services" in 1983 and firm was registered as a private limited company on April 5, 1991. On June 17, 1994, the name of the company was changed to Blue Dart Express Ltd.
4.	Registered office address	Blue Dart Centre, Sahar Airport Road, Andheri (East), Mumbai – 400099
5.	Corporate address	Blue Dart Centre, Sahar Airport Road, Andheri (East), Mumbai – 400099
6.	E-mail	communications@bluedart.com
7.	Telephone	022 - 69756444
8.	Website	www.bluedart.com
9.	Financial year for which reporting is being done	April 1, 2024 to March 31, 2025
10.	Name of the Stock Exchange(s) where shares are listed :	BSE Ltd. 526612
		National Stock Exchange of India Ltd. BLUEDART
11.	Paid-up Capital	₹ 23.73 Crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name : Mr. Tushar Gunderia, Head (Legal & Compliance) & Company Secretary Contact : 022 – 69756444 Email Id: tusharg@bluedart.com

¹SDG Targets achieved through sustainability reporting

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

Sr. No.	Particulars	Response
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures under this report are made on a Standalone basis
14.	Name of assurance provider	Not Applicable as per the SEBI circular SEBI/HO/CFD/CFD-PoD-1/P/ CIR/2025/42 dt. 28th March 2025.
15.	Type of assurance obtained	Not Applicable as per the SEBI circular SEBI/HO/CFD/CFD-PoD-1/P/ CIR/2025/42 dt. 28th March 2025.

II. Products/services

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

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

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

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

III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	2,284	2,284
International	0	0	0

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

19. Markets served by the entity:

a. Number of locations

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

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

Nil. Due to nature of Blue Dart's operations and services, the company does not engage in any export activities.

c. A brief on types of customers:

At Blue Dart, we deliver more than just packages—we deliver trust, speed, and consistency. Our tailored logistics solutions are designed to support a diverse spectrum of customers, ranging from emerging startups to global enterprises, across key industries including e-commerce, automotive, BFSI, consumer electronics, pharmaceuticals, medical devices and many more.

What sets us apart is our deep understanding of industry-specific needs and our ability to offer both standardized and customized logistics services. Whether it's temperature-sensitive pharma shipments, high-value electronics, or critical banking documents, our network and expertise ensure every consignment arrives safely, securely, and on time. Additionally, we work closely with SMEs and MSMEs across India, empowering them to scale by reaching every corner of the country—from urban hubs to remote pin codes—through our expansive delivery footprint and reliable express network.

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In today's increasingly global marketplace, we also serve customers with international shipping and cross-border trade needs, offering express delivery options across 220+ countries and territories. Whether it's enabling Indian manufacturers to access new export markets, or helping e-commerce sellers deliver worldwide, our cross-border solutions ensure seamless, compliant, and timely international deliveries.

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

IV. Employees

20. Details as at the end of Financial Year:²

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)*	12,703	12,004	94.50	699	5.50
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	12,703	12,004	94.50	699	5.50
WORKERS						
4.	Permanent (F)	9,035	8,803	97.43	232	2.57
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	9,035	8,803	97.43	232	2.57

* Employees include workers/staff

b. Differently abled Employees and workers:

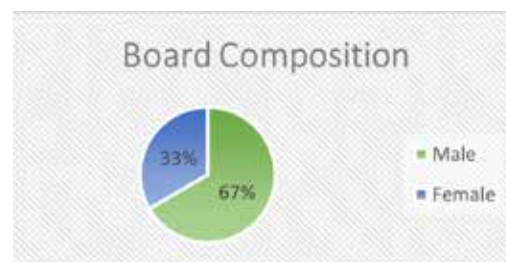
Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)*	18	16	88.89	2	11.11
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	18	16	88.89	2	11.11
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	11	11	100.00	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	11	11	100.00	-	-

* Employees include workers/staff

21. Participation/Inclusion/Representation of women³

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	2	33.33
Key Management Personnel*	3	1	33.33

* Key Management Personnel includes Managing Director, Head (Legal & Compliance) & Company Secretary and CFO. Ms. Sudha Pai- CFO resigned w.e.f. April 30, 2025.



²SDG Targets aligned through initiatives for employees & workers:

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

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

³SDG Targets aligned through inclusion of women in workforce/ leadership positions:

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

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

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

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

22. Turnover rate for permanent employees and workers⁴ (in percent)

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees*	12.06	16.17	14.11	11.57	16.42	13.99	12.32	16.35	14.34
Permanent Workers	12.88	15.21	14.04	12.45	16.06	14.25	12.08	14.29	13.19

* Employees include workers/staff

At Blue Dart, our people are at the core of everything we do. We're proud to attract, nurture, and retain some of the most talented professionals in the industry. Our commitment to creating a safe, inclusive, and empowering work environment has earned us several recognitions, including consistently featured among the Top 100 Great Places to Work in India, ranking 80th. We have also been recognized as a Top Employer by the Top Employer's Institute and acknowledged as one of the Best Organizations for Women 2024 by ET Now, reinforcing our efforts to promote gender equality and inclusion within the workplace.

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

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

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

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013⁵:

Yes. Blue Dart has been a frontrunner in Corporate Social Responsibility (CSR) in the logistics sector, fully complying with Section 135 of the Companies Act, 2013. As an Indian company with a global outlook, we are committed to the pillars of sustainability—economic, environmental, and social.

Since 1983, our presence across India has allowed us to positively impact countless lives. CSR at Blue Dart isn't just a mandate—it's an integral part of our identity. We see ourselves not just as a logistics provider, but as partners in progress, dedicated to community well-being and environmental stewardship.

CSR is an integral part of Blue Dart's strategy. Blue Dart is committed to its responsibility towards the society, community and environment and wants to make a positive contribution to the society and the world at large, by using its knowledge and domestic / global presence in a way which benefits the planet and its people.

Blue Dart undertakes CSR projects by identifying areas where the needs are high, ensuring these initiatives make a meaningful impact. As an Indian company with a global outlook, Blue Dart endeavors to maintain a healthy balance between its economic, environmental and social interests.

Sustainability guides our operations, from supporting local communities and employee welfare to reducing our environmental footprint. It reflects our values and drives us to continuously innovate for a better, more equitable future.

(ii) Turnover (in ₹) – 572,018 Lakhs

(iii) Net worth (in ₹) – 162,330 Lakhs

⁴SDG Targets aligned by improving employee & worker retention rate:

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

⁵SDG Targets aligned through CSR

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

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

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

VII. Transparency and Disclosures Compliances

25. Complaints/Grievance on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct⁶:

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 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Blue Dart's Code of Conduct is rooted in respect for human rights and fair treatment, applying not only to our employees but also to our suppliers and service partners. The Company has a grievance redressal mechanism through which it receives complaints on the human rights aspects and satisfactorily resolves them. The grievance cell covers human rights issues viz; child labour, forced labour, sexual harassment, discriminatory employment etc.						
Investors (Other than shareholders) and Shareholders	Blue Dart is committed to resolving shareholder and investor grievances promptly—typically within 10 to 12 days—whether received via email, phone, SEBI, stock exchanges, the SCORES portal, or the ODR platform. Shareholders can easily submit their concerns by filling out the form available in the Investor Tool Kit section here: https://www.primeinfobase.in/pages_new/InvestorGrievanceForm.aspx?value=O13MyQclQQPM600MSHCcMw== Details of address for communication is also provided in Corporate Governance section of our Annual Report. During FY 2023-24, 4 Shareholder complaints were received & satisfactorily resolved. During FY 2024-25, 2 Shareholder complaints were received & satisfactorily resolved.						
Employees and workers	Blue Dart makes sure that employee grievances reach management through its grievance redressal mechanism. This redressal mechanism, for employees, covers aspects of human rights issues (child labour, forced/ involuntary labour), discriminatory employment and sexual harassment. The grievance redressal process consists of the following steps: i. Employees fill the prescribed form under the Grievance Redressal Programme (“GRP”) and submit to their immediate superior. ii. The grievance is reviewed at the branch level first and if not closed within 7 days, it is forwarded for regional review. iii. If it is not closed within 7 days at the regional level, it is forwarded to the Managing Director for review who, within 7 working days communicates his decision to the Corporate HR & Regional Head for implementation. To nurture the ‘People First’ philosophy and our group values; ‘Respect and Results’, Blue Dart implemented the ‘Speak Up’ culture wherein the stakeholders were provided with a Whistle Blower Platform with DHL hotline number and weblink to raise their grievances. The Company has DHL Platform with hotlines, both telephonic and web-link as under: - DHL Hotline Provider (Telephonic) – INDIA +911171816583 - Web based reporting Link : www.dpdhlcompliancehotline.com During the year, the Company introduce Samvaad – The Employee Connect, a new chapter in how we engage, communicate, and grow together at Blue Dart. For years, our Open House has been a platform to connect, share, and listen. Today, it evolves into Samvaad, a more structured and modern initiative that embodies our values of openness, inclusivity, trust, and accountability. Samvaad is more than a name - it is a reflection of who we are as Blue Darters: one team which is committed to listening, understanding and acting on what truly matters to employees. This would help create a workplace that values every voice, fosters trust, and helps Company and employees grow together. During FY 2023-24, 2 employee complaints were received and satisfactorily resolved. During FY 2024-25, 3 employee complaints were received and satisfactorily resolved. Additionally, during the financial year 2023-24, one complaint was received and addressed under POSH and in the FY 2024-25, one complaint was received and addressed under POSH.						

⁶SDG Targets aligned through provision of efficient & working grievance redressal mechanism
SDG 16.6 Developing effective, accountable & transparent institutions at all levels.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Blue Dart has a structured system in place to handle customer grievances. Customers can express their concerns verbally, in writing, via email, through a toll-free number, or through social media channels. Each of these complaints are recorded into a system known as CARESS, which stands for 'Complaint Appreciation, Resolution & Evaluation to Satisfaction System'. In the last financial year, viz; FY 2023-24, Blue Dart carried over 3,587.62 lakh domestic shipments and over 6.47 lakh international Shipments out of which 0.030% complaints were registered and resolved. There were 3 customer complaints which are in the process of getting resolved. In the reporting year viz; FY 2024-25, Blue Dart carried over 3,766.92 lakh domestic shipments and over 5.72 lakh international Shipments out of which 0.070% complaints were registered and resolved.						
Value Chain Partners	Blue Dart firmly holds the conviction that its business operations should be conducted in a fair and transparent manner with integrity, and a strong adherence to its core principles. The Company places a high value on ethical conduct and insists on transparency, honesty, and integrity in all of its activities. To formalize this commitment, the Company has established and institutionalized the 'Whistle Blower Policy' within the organizational framework. The Company has DHL Platform with hotlines, both telephonic and web-link as under: - DHL Hotline Provider (Telephonic) – INDIA +911171816583 - Web based reporting Link : www.dpdlcompliancehotline.com The Policy is applicable to all employees, directors, officers, customers, vendors and/or third party intermediaries such as agents and consultants whether appointed on a permanent, temporary, full time, part-time, outsourced, probation or on a retainer basis who are engaged to conduct business on behalf of the Company and its subsidiary companies. During FY 2023-24, 3 complaints were received and were investigated/ acted upon. During FY 2024-25, 2 complaints were received which are under investigation.						

26. Overview of the entity's material responsible business conduct issues⁷ pertaining to environmental and social matters that present a risk or an opportunity to our business, rationale for identifying the same, approach to adapt or mitigate the risk⁸ along-with its financial implications

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Waste Management	Risk	Improper handling and disposal of operational waste can lead to environmental contamination and regulatory penalties. A lack of waste segregation or recycling protocols	Blue Dart has institutionalized Standard Operating Procedures (SOPs) for managing hazardous waste, e-waste, and scrap waste to ensure systematic disposal and minimize environmental	Negative (No instances on negative implication in the FY 2024-25)

⁷SDG Targets aligned through mitigation of materially responsible business conduct issues

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

SDG 17.14 Enhancing Policy coherence for sustainable development

Further, this aligns with following IFRS S2 disclosure standards-

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

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

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

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

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

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

⁸Material issues identified are referred from the Sustainability Accounting Standards Board (SASB) 2023-24 version. SASB Standards are maintained and enhanced by the International Sustainability Standards Board (ISSB). This follows the SASB's merger with the International Integrated Reporting Council (IIRC) into the Value Reporting Foundation (VRF) and subsequent consolidation into the IFRS® Foundation in 2022. The latest standards have been accessed at <https://sasb.ifrs.org/> on 14th April, 2025 at 11:10 IST

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Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			increases landfill dependency, operational inefficiencies, and compliance risks. Adopting responsible waste management practices is vital to maintaining environmental sustainability and operational integrity.	damage. The company has eliminated traditional plastic garbage bags, replacing them with 100% compostable alternatives, significantly cutting down on plastic pollution and landfill dependency. Additionally, it has successfully implemented an in-house composting system that recycles a wide variety of organic waste, including food scraps, sawdust, leaves, and cardboard. The company is also developing a dedicated SOP for managing plastic waste, focusing on systematic collection and its delivery to certified recyclers.	
2.	GHG Emissions and Air Quality (Risk)	Risk	Logistics fleets significantly contribute to greenhouse gas emissions and air pollutants, especially from diesel-powered vehicles. Without adequate emission management, companies may face stricter environmental regulations and increased operating costs. Furthermore, poor air quality management can damage public perception and hinder business relationships with environmentally conscious clients.	Blue Dart is actively transitioning its fleet to cleaner alternatives, notably electric vehicles, to minimize emissions. Its GoGreen initiative has led to the plantation of over 888,000 trees, with an annual commitment to plant 111,000 more—collectively offsetting over 17,760 tonnes of carbon per year upon maturity. The company has also upgraded its air conditioning systems to use R410A refrigerant gas, which has a significantly lower environmental impact. The installation of a 25 KWP rooftop solar plant at the corporate office not only contributes to clean energy generation (11,986.3 kWh) but also reduces operational costs, reflecting the company's dual focus on sustainability and financial prudence. The company has launched its state-of-the-art 2.5 lakh sq. ft. integrated operating facility in Bijwasan, Delhi, powered by 600 kW of solar energy. This low-emission hub enhances multimodal connectivity across North India, reinforcing the company's commitment to innovation and sustainability.	Negative (No instances on negative implication in the FY 2024-25)
3.	Labor Practices Throughout the Supply Chain	Risk	The logistics industry heavily depends on a wide network of contractual and third-party labor for operations such as warehousing, loading/unloading, and last-mile delivery. Ensuring fair labor practices throughout the	Blue Dart undertakes periodic checks to assess third-party service providers' adherence to labor regulations and ethical employment practices. All vendors and suppliers are required to sign a Supplier Code of Conduct	Negative (No instances on negative implication in the FY 2024-25)

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			extended supply chain is a growing concern. Poor oversight on wages, working conditions, and employment terms among contracted labor can lead to legal liabilities, reputational harm, and operational disruptions.	(SCOC), which includes clauses on minimum wages, prohibition of child labor, and respect for human rights. The company has also initiated a supplier assessment process in alignment with the German Supply Chain Act to enhance transparency and ethical sourcing throughout its value chain.	
4.	Employee Health and Safety	Risk	Logistics employees operate in environments prone to physical hazards—such as manual lifting, prolonged driving hours, and machinery-related risks. Inadequate safety standards can result in workplace accidents, absenteeism, legal liabilities, and higher insurance premiums. Building a culture focused on proactive health and safety measures is essential to ensure workforce well-being and continuous operations.	Blue Dart prioritizes workplace safety by offering continuous training, conducting regular inspections, and ensuring equipment is safe and well-maintained. Protective gear is mandated, and employees are trained in safe handling and operational procedures. Health and safety are embedded into the workplace culture through awareness programs, emergency response drills, and incident tracking systems that promote accountability and continuous improvement.	Negative (No instances on negative implication in the FY 2024-25)
5.	Supply Chain Management	Risk	Global and local supply chains are vulnerable to disruptions from geopolitical events, climate-related incidents, vendor non-compliance, and pandemics. In logistics, such disruptions can cause cascading delays, increased costs, and loss of customer trust. Strengthening supply chain resilience and continuity planning—including diversified sourcing and strategic vendor partnerships—is essential to maintain service reliability.	Blue Dart maintains strict oversight of its service providers through ongoing reviews, and evaluations to ensure environmental and social risks are proactively managed. The company's comprehensive Business Continuity Plan (BCP) includes identifying backup sites for every function and implementing technology such as Contactless Delivery (CLD) to reduce disruption.	Negative (No instances on negative implication in the FY 2024-25)
6.	Accident and Safety Management	Risk	Fleet accidents, road incidents, and breakdowns directly impact delivery timelines, cost structures, and brand reputation. High accident rates can also increase regulatory scrutiny and insurance premiums. Investment in driver safety training, preventive maintenance, and telematics for real-time monitoring can significantly reduce this risk.	Blue Dart has implemented a proactive approach to road safety, including daily 'Performance Dialogues' conducted at the beginning of each shift to reinforce safe driving practices. It is mandatory for all bikers to wear helmets, and violations lead to disciplinary action. Job-specific training equips employees to identify and mitigate hazards in their respective roles. The company maintains detailed incident logs and conducts monthly reviews to address safety lapses. Additional health insurance coverage is provided to	Negative (No instances on negative implication in the FY 2024-25)

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				safeguard employees and their families. We have a centralized network control center which monitors the movement of all Ground Network vehicles and alerts in case of any exigencies observed.	
7.	Data Security and Customer Privacy	Risk	The shift to digital logistics solutions has heightened the risk of cybersecurity breaches. Compromise of sensitive customer or shipment data can lead to heavy regulatory penalties, legal consequences, and erosion of customer trust. Implementing robust data governance frameworks and cybersecurity protocols is imperative.	Blue Dart adheres to applicable IT Laws and follows compliant Data Protection Framework and ensures consistent data privacy practices through quarterly compliance reporting to the Board. The Data Protection Officer also contributes to Risk Management Committee discussions. Regular updates to incident and crisis management playbooks help anticipate and respond to potential data breaches. Cybersecurity measures are in place across all operations, supported by stakeholder awareness campaigns and stringent internal controls to protect customer, employee, and partner information. For the year 2025, the Company is pursuing ISO 27001:2022 Information security management system certification. This certification will strengthen data protection and intellectual property safeguards, enhance compliance with industry regulations and standards and will reduce the risk of data breaches while improving our response to security threats.	Negative (No instances on negative implication in the FY 2024-25)
8.	Rising Fuel Costs	Risk	Fuel constitutes a major portion of logistics operational costs. Frequent fluctuations in fuel prices due to global market dynamics directly affect profit margins. Companies lacking fuel-efficient fleet strategies or alternative fuel adoption are more exposed to this volatility, emphasizing the need for fuel management optimization.	Blue Dart applies a Fuel Surcharge Mechanism that allows it to offset the impact of fluctuating fuel prices. This internal hedging model uses the Brent Crude Index as a reference point to periodically adjust surcharges for domestic and regional services. By doing so, the company ensures cost predictability for clients while safeguarding its financial performance.	Negative (No instances on negative implication in the FY 2024-25)

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9.	Adoption of Technology	Opportunity	<p>Digital transformation in logistics offers immense potential for enhancing efficiency, traceability, customer satisfaction, and sustainability. Leveraging smart technologies can create a competitive edge while addressing environmental and operational challenges. Recognizing this, Blue Dart has embarked on a comprehensive digitization journey to build an integrated IT infrastructure. This transformation has resulted in a suite of industry-acclaimed initiatives such as 'On-The-Move' (OTM) handheld devices, Retail POS systems, Reverse Logistics (Open and Close), and the enablement of 16 Digital Wallets on courier handhelds. Personalized offerings like the Call Bridge facility further enrich customer interaction. The company is also investing in advanced technologies such as AI, data analytics, use of Metaverse trainings (AR-VR) for interactive/immersive self-learning trainings, Parcel lockers for out-of-home delivery options and drones to enhance last-mile delivery efficiency. Additionally, motion sensors have been installed for LED light fittings, achieving an annual energy savings of 35,442 kWh units and cost savings of ₹4,25,303—reflecting a strong commitment to energy conservation.</p>	NA	Positive
10.	Government Support	Opportunity	<p>The Indian government has introduced transformative initiatives like the National Logistics Policy and the PM Gati Shakti Plan to lower logistics costs and enhance sectoral efficiency. Investments in infrastructure, such as Dedicated Freight Corridors (DFCs), are significantly improving cargo movement speed, connectivity, and multimodal logistics integration. These developments reduce transit time, fuel consumption, and operational costs while enhancing scalability and business competitiveness.</p>	NA	Positive

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Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
11.	Green Logistics and Circular Economy Integration	Opportunity	There is a growing demand for environmentally responsible logistics solutions. By incorporating reverse logistics systems, reusable packaging, and carbon-neutral operations, companies can meet sustainability goals and attract eco-conscious customers. These practices also reduce material wastage and provide long-term cost benefits. The adoption of 100% compostable garbage bags by Blue Dart Express Ltd. has yielded positive outcomes in terms of environmental impact and sustainable waste management. This initiative significantly reduces the use of traditional plastic bags, contributing to a decrease in plastic pollution and landfill waste.	NA	Positive
12	Workforce Development and Inclusive Employment	Opportunity	Investing in continuous employee development through training and skill enhancement initiatives can increase job satisfaction, reduce attrition, and boost productivity. Promoting diversity and inclusion fosters a more innovative and collaborative workforce, aligning with global ESG expectations and improving brand reputation.	NA	Positive
13	National and International Geopolitical Tensions	Risk	National and international tensions pose a material risk to Blue Dart by disrupting logistics operations, increasing transit times, raising operating costs, and complicating regulatory compliance. These disruptions can impact service reliability, supply chains, and financial performance, especially due to the company's reliance on cross-border and domestic transportation networks.	To mitigate risks from national and international tensions, Blue Dart diversifies transport routes, strengthens its domestic network, monitors risks in real time, ensures regulatory compliance, implements business continuity plans, and engages with authorities. These steps enhance resilience and help maintain service and financial stability during disruptions.	Negative No financial impact in the FY 2024-25

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

S.N.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Policy and management processes									
1. ⁹	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	All the policies as specified below this section are available on Company's website : www.bluedart.com and on company's intranet.								
2.	Whether the entity has translated the policy into procedures ¹⁰ . (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. ¹¹	<p>Blue Dart continues to be certified with ISO 9001 Quality management standards since 1996 and has successfully re-certified itself in August 2023 for 3 (three) years to global ISO 9001:2015 standard for `design, management and operations of the countrywide express transportation and distribution services within the Indian sub-continent and international destinations serviced through multinational express companies.</p> <p>During the year 2022, on the environment front, the Company accomplished ISO 14001:2015 Environment management system certification (for office-based activities related to management and operations of countrywide express transportation and distribution service of goods at Head office and Regional Offices) and implemented a robust environment policy. From 2023 onwards the Company also started extending its scope to logistics in a phase wise manner and will be accomplishing logistics certification across the country by 2025.</p> <p>For the year 2025, the company is pursuing ISO 27001:2022 Information security management system certification. This certification will strengthen data protection and intellectual property safeguards, enhance compliance with industry regulations and standards & will reduce the risk of data breaches while improving our response to security threats.</p>								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any. ¹²	While we have not yet formalized specific commitments, goals, or targets, our company is dedicated to integrating responsible business practices into our operations. We continuously strive to enhance our sustainability efforts								

⁹SDG Targets aligned through robust Policy mechanism

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

Further, this aligns with following IFRS S2 disclosure standards

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

¹⁰SDG Targets aligned through robust Policy mechanism

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

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

Further, this aligns with following IFRS S2 disclosure standards

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

¹¹SDG Targets aligned through recognitions & certifications

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

¹²SDG Targets aimed through specific commitments, goals & targets

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

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

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

Further, this aligns with following IFRS S2 disclosure standards-

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

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

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

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S.N.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9										
		<p>and are in the process of identifying key areas for future commitments. Our ongoing initiatives include:</p> <ul style="list-style-type: none"> • Sustainability Integration: We are actively working to incorporate sustainability into our core business strategies and operations. • Employee Well-being: We prioritize the health and safety of our employees and are enhancing our wellness programs. • Environmental Stewardship: We are committed to reducing our environmental footprint through various initiatives, such as energy efficiency and waste reduction. • Community Engagement: We are engage with local communities to support social initiatives. <p>We are currently evaluating our impact and will set specific, measurable goals in the near future to further our commitment to responsible business conduct.</p>																		
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>At Blue Dart, we actively track our progress toward sustainability goals and take timely action when needed.</p> <p>Our dedicated internal sustainability team plays a key role in identifying challenges and driving initiatives that promote long-term environmental and social well-being—ensuring we contribute meaningfully to a better future.</p>																		
Governance, leadership and oversight																				
7.	<p>Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</p> <p>At Blue Dart, ESG isn't just a framework—it's a reflection of our purpose-driven approach to doing business responsibly. We align our operations with ethical values that support our mission of Connecting People, Improving Lives, while constantly seeking innovative and sustainable ways to grow.</p> <p>Our commitment to sustainability is grounded in three key areas: minimizing our environmental impact, creating a workplace where people thrive, and maintaining high standards of governance and integrity. These principles shape every decision we make and guide how we serve our customers, partners, and communities.</p> <p>As a leader in India's logistics industry, we recognize our role in setting benchmarks for responsible business practices. Whether it's through green initiatives, inclusive policies, or transparent governance, we're working to build a resilient and sustainable future—for today and for generations to come.</p> <p>For more details, please refer to the ESG section of this Annual Report.</p>																			
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). ¹³	<p>CSR Committee provide guidelines for common understanding and ensuring adherence of ESG & following Principles of Business Responsibility and Sustainability Report (BRSR).</p> <p>Details of Directors of CSR committee:</p> <table border="1"> <thead> <tr> <th>Name of the Director</th> <th>Designation</th> </tr> </thead> <tbody> <tr> <td>Mr. Balfour Manuel</td> <td>Chairman</td> </tr> <tr> <td>Mr. Prakash Apte</td> <td>Member</td> </tr> <tr> <td>Ms. Kavita Nair</td> <td>Member</td> </tr> <tr> <td>Mr. R.S.Subramanian</td> <td>Member</td> </tr> </tbody> </table> <p>Notes :</p> <ol style="list-style-type: none"> 1) Mr. Sharad Upasani ceased to be Chairman w.e.f. July, 22, 2024 consequent to expiry of his tenure as Independent Director. 2) Mr. Prakash Apte was inducted as a Member and designated as Chairman w.e.f. July, 23, 2024. 									Name of the Director	Designation	Mr. Balfour Manuel	Chairman	Mr. Prakash Apte	Member	Ms. Kavita Nair	Member	Mr. R.S.Subramanian	Member
Name of the Director	Designation																			
Mr. Balfour Manuel	Chairman																			
Mr. Prakash Apte	Member																			
Ms. Kavita Nair	Member																			
Mr. R.S.Subramanian	Member																			

¹³SDG Target aligned through developing an institution for oversight
SDG 16.6 Developing effective, accountable and transparent institutions at all levels

S.N.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		3) Mr. Balfour Manuel has been designated as Chairman w.e.f May 26, 2025 and Mr. Prakash Apte continues to be a Member. 4) Air Marshal M. McMahon (Retd.) ceased to be a Member w.e.f. February 9, 2025 Mr. Balfour Manuel, Managing Director is responsible for implementation and oversight of the Business Responsibility policies.								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Company's Board of Directors, Departmental heads and CSR Committee, wherever required, is responsible for: <ul style="list-style-type: none"> • Guiding and ensuring adherence to ESG principles and BRSR requirements, as outlined in SEBI regulations and based on the National Guidelines on Responsible Business Conduct (NGRBC). • Promoting responsible business practices aligned with the Company's ESG commitments. • Upholding the Group's core values and purpose—Connecting People, Improving Lives—through three strategic pillars: <ol style="list-style-type: none"> a) Clean operations for climate protection b) Being a great place to work for all c) Building and maintaining high trust with stakeholders In addition, the Committee integrates these principles across Blue Dart's flagship sustainability programs: <ul style="list-style-type: none"> • GoGreen – Environmental protection • GoHelp – Disaster response and relief • GoTeach – Supporting education initiatives 								

10. Details of Review of NGRBCs by the Company: ¹⁴										
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1 P2 P3 P4 P5 P6 P7 P8 P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Periodic reviews of policies is done at Blue Dart by its Board of Directors, wherever required.	Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	No major instances of non-compliance of material nature were reported during the reporting period. Operational matters, as they arise, are addressed promptly and continuously. To strengthen our compliance framework, Blue Dart has implemented an automated tool that enables real-time tracking, monitoring, and management of compliance across the organization.	Quarterly								

¹⁴SDG Target aligned through developing an institution for oversight

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

Further, this aligns with following IFRS S2 disclosure standards-

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

		P1	P2	P3	P4	P5	P6	P7	P8	P9
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? ¹⁵ (Yes/No). If yes, provide name of the agency.	The operationalization and effectiveness of our policies was evaluated by Dhir & Dhir Associates, a law firm, to assess their practical implementation. In addition, department and business leaders regularly review and update these policies, with final approval from management or the Board. These processes and compliance measures are also subject to review by internal auditors and regulatory authorities, as required.								

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

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

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

- DHL Code of Conduct: The Group 'Code of Conduct' articulates our behaviour, beliefs and standards, ethical commitment and the correct conduct which we aspire for and view as the basis of our established corporate practice.
- Human Rights Policy Statement (HuRi). It covers fundamental and primary human rights viz. Employment Conditions, Data Privacy, Environment, Fairness, Child Labour, No racial discrimination etc.
- Anti-corruption & Business Ethics policy - Depicts ethical and lawful behaviour in business practices and our conduct towards business partners, shareholders and the general public.
- Gift/ Hospitality Policy – This is a part of Anti-corruption and Business Ethics Policy which lays down stipulations and guidelines for business practices including acceptance /provision of Gifts, Hospitality, Donations, Public officials.
- Competition Compliance Policy – Describes the commitment to compete fairly and openly in the marketplace; avoid sharing information / co-ordinate with competitors, refrain disclosure of pricing for products/ services, avoid unfair trade practices, avoid cartelisation and abuse of dominant position.
- Data protection framework – GDPR Guidelines – These are guidelines on Data Protection, breach, adequate measures, issued effective May 2018 and applicable to all nations dealing with EU data.
- Supplier Code of Conduct – The Supplier Code reflects our strengthened expectations and minimum standards expected from our suppliers for doing business.

Policy	Principle covered
Sustainable Development Policy	All the principles
Archival Policy	P1
Code of conduct for Directors & Senior Management	P1
Blue Dart Code of Conduct	P1
Familiarization programme	P1
Board Diversity Policy	P1

¹⁵SDG Target aligned through effective policies

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

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

Principle 1

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



SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:¹⁶

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	8	<p>Pursuant to requirements of Regulation 25 of the Listing Regulations, Blue Dart has in place, a familiarization programme for Independent Directors as regards their role, duties and responsibilities, nature of the industry in which the Company operates, business / operating model of the Company etc. The Board Members are provided with all necessary documents / reports and internal policies to enable them to familiarise themselves with the Company's procedures and practices.</p> <p>Periodic presentations are made at the Board and Board constituted statutory committee meetings in respect of business and performance updates of the Company, global business environment, business strategies and risks involved. Blue Dart has been periodically familiarizing Independent Directors on its Board with detailed presentations by its business functional heads on the Company's operations, strategic business plans and technology updates. Apart from the above, Independent Directors are also provided with updates on regulatory developments, changes in laws to keep themselves abreast of the latest corporate, regulatory and industry developments.</p>	100%
Key Managerial Personnel	4	Certified E-Commerce Manager, CEM Train the Facilitator, Managing Self and Managing People; the secret of positive change, Certified Facilitation Skills	100%
Employees other than BoD and KMPs Workers	Different target groups for different trainings	Anti-Corruption - Core Compliance Curriculum Certified data protection CLP - Purchasing Compliance Code of Conduct - Core Compliance Curriculum Competition Compliance - Core Compliance Curriculum DPDHL Data Privacy Policy Export Controls and Sanctions Give Fraud No Chance Human Rights Information Security Awareness Supplier Code of Conduct (SCoC) Curriculum Tax Compliance at DHL - Tax Policy and Strategy POSH ESG	Percentage is not ascertainable since different target group for different types of training.

¹⁶SDG Targets aligned through trainings & knowledge upgradation programmes imparted to internal stakeholders
 SDG 8.2 Achieving higher levels of economic productivity through diversification, technological upgrading & innovation
 SDG 8.3 Promoting development-oriented policies that support productive activities & creativity and innovation
 SDG 16.7 Ensure responsive, inclusive, participatory & representative decision-making at all levels.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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 format¹⁷ (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

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

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine					
Settlement			NIL		
Compounding Fee					
Non-Monetary					
Imprisonment			NIL		
Punishment					

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

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

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.¹⁸

Blue Dart upholds the highest standards of integrity through its Anti-Corruption and Business Ethics Policy, which ensures all business interactions are ethical, transparent, and compliant with the law. We have zero tolerance for corruption and strictly prohibit any payments, gifts, or advantages that could improperly influence decisions or outcomes.

The Company's relationships with clients, vendors, and public institutions are built on trust, the quality of our services, and our unwavering commitment to ethical conduct. This include compliance with both Indian anti-corruption laws and international regulations such as the FCPA, the UK Bribery Act, and the UN Global Compact principles.

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 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest:¹⁹

	FY 2022-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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

Not Applicable

¹⁷SDG Targets aligned by ensuring there are no fines/ penalties etc. imposed by law enforcement agencies

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

¹⁸SDG Targets aligned through a strong ABAC policy

SDG 16.5 Substantially reduce corruption & bribery in all their forms

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

¹⁹SDG Targets aligned through transparency of interest

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

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:²⁰

	FY 2024-25	FY 2023-24
Number of days of accounts payables	64.30	56.32

9. Open-ness of Business²¹

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties, in the following format:²²

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from Trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases and made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/ distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	38%	39%
	b. Sales (Sales to related parties/Total Sales)	3%	3%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	91%	90%
	d. Investments (Investments in related parties/Total Investments made)	27%	32%

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:²³

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

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

Yes, Blue Dart has implemented a Code of Conduct for the Board of Directors that outlines clear expectations for avoiding and disclosing any actual or potential conflicts of interest. At the start of each financial year, all Directors are required to submit a statutory declaration detailing their directorships and committee memberships, along with any changes as they arise.

To maintain transparency and uphold good governance, Directors abstain from participating in discussions or decisions on matters where they have a personal interest. This ensures that Board decisions are made objectively and in the best interest of the Company.

²⁰The above calculations are in accordance with Part B, Attribute 9 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122.

²¹SDG Targets aligned through openness of business
SDG 16.6 Developing effective, accountable and transparent institutions at all levels

²²The above calculations are in accordance with Part B, Attribute 9 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122.

²³SDG Targets aligned through awareness programmes for value chain
SDG 9.3 Increase the access of small-scale industrial and other enterprises

²⁴SDG Targets aligned through conflict management of Board
SDG 16.5 Substantially reduce corruption & bribery in all their forms
SDG 16.6 Developing effective, accountable and transparent institutions at all levels

Principle 2

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



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

Essential Indicators

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**²⁵

	FY 2024-25	FY 2023-24	Details of improvements in the environmental and social impacts
R&D	Nil	Nil	Nil
Capex	Nil	Nil	Nil

The nature of activities of the Company does not involve R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts.

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

Yes, Blue Dart takes a proactive approach to sustainable procurement in its transportation operations. Every vehicle sourced from suppliers is thoroughly verified to ensure it has all required documentation—such as a valid Registration Certificate, Fitness Certificate, National Permit, Insurance, and Pollution Under Control (PUC) certificate. We also ensure that all drivers possess a valid driving license.

To further strengthen our governance framework, all vendors are required to comply with the DHL Group's Supplier Code of Conduct for Suppliers and Third-Party Intermediaries, reinforcing our commitment to ethical and responsible sourcing.

- b. If yes, what percentage of inputs were sourced sustainably?**²⁶

At Blue Dart, adherence to the DHL Group's Supplier Code of Conduct for Suppliers and Third-Party Intermediaries is a mandatory requirement for all suppliers. This ensures that 100% of our sourcing is conducted sustainably and in line with our ethical, social, and environmental standards.

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

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

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

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

Leadership Indicators

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

Blue Dart does not engage in any manufacturing or processing activities.

However, we actively manage the environmental impact of our IT assets through a Life Cycle Assessment (LCA) approach. This involves evaluating the environmental effects of IT equipment from procurement to end-of-life disposal. We are committed to the responsible recycling and disposal of electronic waste, with a strong focus on minimizing environmental harm and managing hazardous materials.

To ensure safe and efficient handling, all e-waste is entrusted to certified vendors. IT asset usage and disposal are categorized based on severity and frequency of use. While a CO₂ footprint assessment has not yet been conducted, we continue to strengthen our practices to reduce our environmental impact.

²⁵This disclosure aligns with following IFRS S2 disclosure standards- Metrics & Targets disclosure – a) Describe the metrics used by the entity to assess climate-related risks & opportunities in line with its strategy & risk management process.

²⁶SDG Targets aligned through Sustainable Sourcing

SDG 12.1 Ensuring Sustainable Consumption and Production Patterns

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

This disclosure aligns with following IFRS S2 disclosure standards

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

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

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

*IT Assets are critical for the delivery of our services. With this perspective, we have disclosed the above information. LCA of products is not applicable to the company as we are not in the manufacturing industry. Initiative for the entire LCA of our services portfolio would be subject to the availability of data sources, record mechanisms, and tested methodology for the same, which are in their nascent stages in our industry in India.

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

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

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
We use recycled / reused input material (in the form of plastic packaging material) used in providing our services		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:²⁷

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Nil	Nil	Nil	Nil	Nil	Nil
E-waste	Nil	94.93	0.26	1.45	13.06	Nil
Hazardous Waste	Nil	Nil	Nil	Nil	Nil	Nil
Other waste	Nil	4.40	0.16	Nil	Nil	Nil

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

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

²⁷SDG Targets aligned through implementation of effective waste management mechanism

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

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

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

This disclosure aligns with following IFRS S2 disclosure standards

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

Principle 3

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



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Essential Indicators

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

% of employees covered by											
	Total (A)	Health Insurance		Accident Insurance		Maternity 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	12,004	12,004	100	12,004	100	-	-	12,004	100	-	-
Female	699	699	100	699	100	699	100	-	-	-	-
Total*	12,703	12,703	100	12,703	100	699	100	12,004	100	-	-
Other than Permanent Employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

* Employees include workers/ staff

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

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

% of workers covered by											
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits*		Paternity Benefits*		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	8,803	8,803	100.00	8,803	100.00	-	-	8,803	100.00	-	-
Female	232	232	100.00	232	100.00	232	100.00	-	-	-	-
Total	9,035	9,035	100.00	9,035	100.00	232	100.00	8,803	100.00	-	-
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.16	0.23

²⁸The above calculations are in accordance with Part B, Attribute 5 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122.

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100.00	100.00	Yes	100.00	100.00	Yes
Gratuity	100.00	100.00	N.A.	100.00	100.00	N.A.
ESI	0.00	51.06	Yes	0.00	57.84	Yes

3. Accessibility of workplaces

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

Yes, Blue Dart recognizes the importance of complying with the Rights of Persons with Disabilities Act, 2016 and is committed to creating an inclusive environment. We are actively taking steps to support the needs of individuals with disabilities, ensuring accessibility, equal opportunity, and dignity in the workplace and beyond.

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

Yes, at Blue Dart, inclusivity is a core part of our Code of Conduct. As an Equal Opportunity Employer, we are committed to fostering a workplace that values diversity, equity, and inclusion (DE&I) across all levels of the organization.

We actively promote a culture where everyone—regardless of gender, age, ability, background, or identity—is treated with respect and given equal access to opportunities. In line with the Rights of Persons with Disabilities Act, 2016, we are taking conscious steps to support individuals with disabilities and ensure a work environment that is accessible, inclusive, and empowering for all.

During the year, the Company launched “UBUNTU I BELONG”. Under this initiative, the company undertakes to employ and to offer opportunities to Differently Abled. The code of conduct is available on Company’s intranet.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.²⁹

Gender	Permanent Employees*		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100.00	81.82	99.27	86.65
Female	78.57	61.11	62.50	50.00
Total	89.29	71.46	80.88	68.33

* Employees include workers/ staff

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?³⁰ If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Blue Dart has a clearly defined Grievance Redressal Programme supported by a documented Grievance Handling Policy. This policy reinforces every employee and worker’s right to raise concerns or appeal on eligible matters through a structured process that ensures fair and transparent review. Grievances are addressed through progressive levels of management, with the assurance that each concern will be reviewed and resolved in a timely manner, in line with established guidelines.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

²⁹SDG Targets aligned through effective implementation of employee retention policies

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

SDG 5.5 Ensuring access to reproductive health & reproductive rights

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

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

³⁰SDG Targets aligned through effective implementation of grievance redressal mechanism

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Category	FY 2024-25			FY 2023-24		
	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	12,703*	-	-	12,541*	-	-
Male	12,004	-	-	11,867	-	-
Female	699	-	-	674	-	-
Total Permanent Worker	9,035	-	-	8,908	-	-
Male	8,803	-	-	8,707	-	-
Female	232	-	-	201	-	-

* Employees include workers/ staff

8. Details of training given to employees and workers:³¹

	FY 2024-25					FY 2023-24				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	12,004	10,387	86.53	9,831	81.90	11,867	12,030	101.37	10,578	89.14
Female	699	568	81.26	557	79.69	674	626	92.88	700	103.86
Total	12,703*	10,955	86.24	10,388	81.78	12,541*	12,656	100.92	11,278	89.93
Workers										
Male	8,803	7,681	87.25	7,367	83.69	8,707	9,127	104.82	7,467	85.76
Female	232	220	94.83	225	96.98	201	215	106.97	212	105.47
Total	9,035	7,901	87.45	7,592	84.03	8,908	9,342	104.87	7,679	86.20

* Employees include workers/ staff

There are refresher sessions for various trainings and few of training viz; Health & Safety training are done 2 times a year and hence numbers over 100% in FY 23-24.

9. Details of performance and career development reviews of employees and worker:³²

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	12,004	314	2.62	11,867	269	2.27
Female	699	7	1.00	674	5	0.74
Total	12,703*	321	2.53	12,541*	274	2.18

³¹SDG Targets aligned through continuous skill upgradation & other trainings to the workforce

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

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

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

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

³²SDG Targets aligned through performance recognition through reviews

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

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

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Workers						
Male	8,803	284	3.23	8,707	144	1.65
Female	232	5	2.16	201	0	0.00
Total	9,035	289	3.20	8,908	144	1.62

*Employees include workers/staff.

10. Health and safety management system:³³

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

Yes, the policy applies to everyone working with Blue Dart—including all employees, volunteers, service providers, and consultants - ensuring fair treatment and support for all individuals associated with the company.

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

At Blue Dart, the health and safety of employees are of paramount importance. The organization is committed to proactively preventing workplace injuries and illnesses through the implementation of robust procedures, advanced technologies, and proven methodologies. Key initiatives include the use of First Choice tools, comprehensive root cause analyses, and routine Gemba Walks to identify and mitigate potential hazards.

To cultivate a culture of safety, Blue Dart offers ongoing training in safe package handling and enforces strict safety protocols, such as mandatory helmet use for two-wheeler riders, safety advisories to all the stakeholders. Daily safety briefings are conducted for field personnel, focusing on safe driving practices and precautionary measures. The company also emphasizes the correct use of safety equipment during shipment handling. This message is reinforced through strategically placed road safety posters at all operational sites.

In our commitment to nurturing a robust Safety Culture, the company actively engages in several significant initiatives, including Organisation Safety Week, National Road Safety Month, and World Safety Day, among other activities. These efforts are meticulously designed to enhance the overall safety well-being of our employees and to embed the principle of SAFETY deeply within their everyday practices.

In addition to physical safety measures, Blue Dart supports employee well-being through one-on-one counseling and feedback sessions that cover various health-related topics. Informative health articles are shared regularly to raise awareness and promote healthy practices. Furthermore, specialized training sessions in firefighting techniques are conducted to enhance emergency preparedness across the workforce.

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

Yes.

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

Yes, Blue Dart provides its employees and workers with access to medical and healthcare services beyond occupational health needs. Through the Company's health insurance coverage, they can conveniently avail cashless medical services at a wide network of hospitals across the country.

11. Details of safety related incidents, in the following format:³⁴

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	3.17	3.81
	Workers	3.82	2.73
Total recordable work-related injuries	Employees	88	102
	Workers	106	73

³³SDG Targets aligned through effective health & safety management systems

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

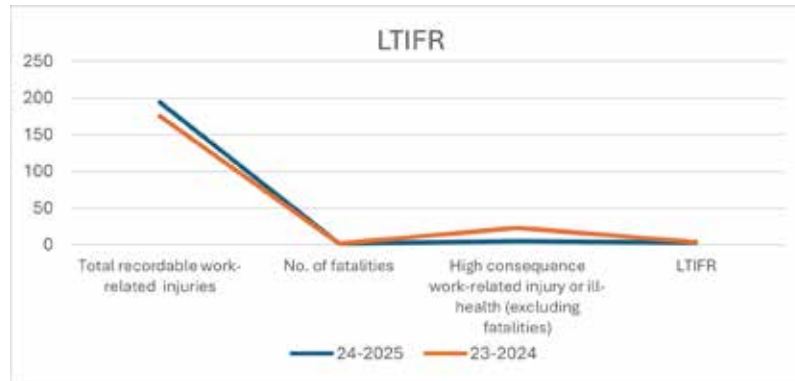
³⁴SDG Targets aligned through reduction in safety related incidents & taking safety measures

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
No. of fatalities	Employees	1	1
	Workers	1	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	10
	Workers	5	13



12. Describe the measures taken by the entity to ensure a safe and healthy work place.³⁵

Blue Dart continues to uphold its strong commitment to employee safety and well-being by building on existing practices and introducing new initiatives during FY 2024–25. In addition to ongoing efforts such as hazard-specific training, mandatory helmet usage, Safety as a key topic in Daily Performance Dialogues, and regular incident monitoring, several progressive measures were rolled out. Regional Safety Officers were appointed across key zones to strengthen on-ground safety governance. Technological enhancements included the deployment of breath analysers at major hubs, a successful POC on telematics to truck driver behavior, and the launch of AR-based training modules for road and traffic safety. Pan-India approvals for wheel chokes at Hubs and PUDs were secured to enhance operational safety. A total of 24 safety incidents were reported, all road-related, with the highest numbers from North and West regions. Training efforts covered 1,256 employees in February 2025 alone. While challenges remain in participation and SOP adherence, upcoming projects like automated training tracking, wider telematics rollout, and safety marshall mapping are underway to drive further improvements. These measures reflect Blue Dart’s ongoing dedication to creating a safe, healthy, and responsive work environment.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	1	Nil	Complaints were w.r.t working conditions which was addressed promptly	2	Nil	Complaints were w.r.t working conditions which were addressed promptly
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

14. Assessments for the year:³⁶

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	89%
Working Conditions	89%

³⁵SDG Targets aligned through ensuring safe & healthy workplace

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

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

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

This disclosure aligns with following IFRS S2 disclosure standards

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

³⁶SDG Targets aligned through health, safety & working conditions assessments of workforce

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

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

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.³⁷

Blue Dart follows a structured approach to monitoring and reporting all work-related and road accident incidents as part of its routine safety management process. Monthly reports are compiled and reviewed to track trends and ensure accountability.

During our daily Performance Dialogues, we engage in meaningful discussions regarding any incidents that may have arisen, with a strong emphasis on implementing prompt corrective and preventive measures. Each recordable incident is subjected to a comprehensive investigation to uncover its root causes. The risk factors identified during these investigations are thoroughly re-evaluated, and we diligently put in place the necessary corrective and preventive actions to ensure such incidents do not recur.

This consistent practice of incident analysis and course correction contributes to a safer, more stable, and resilient work environment for all employees.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).³⁸

In line with Blue Dart's People First philosophy and its unwavering commitment to employee welfare, the company has established a Death Benevolent Fund. This fund is a collective effort, supported by contributions from both the company and its employees, aimed at providing financial assistance to the nominee of an employee in the unfortunate event of their untimely death during employment. DBF covers employees up to certain grades. Employees in higher grades are covered under a separate Term Life Insurance Policy, where the sum assured is paid directly by the insurance company to the nominee.

Additionally, Blue Dart has put in place a separate group insurance policy to specifically cover accidental deaths that may occur during work-related transit, such as road accidents.

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

Blue Dart recognizes that the sustainability of its business is deeply rooted in the strength of its value chain, which is essential to our operations. To ensure this, we follow the Supplier Code of Conduct from our parent group, along with agreements with our value chain partners, which outline mandatory criteria that all suppliers must meet to do business with us. Our suppliers and partners are required to comply with all relevant laws and regulations, ensuring a responsible and sustainable approach across the entire value chain.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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

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

³⁷SDG Targets aligned through health, safety & working conditions assessments of workforce

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

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

³⁸SDG Targets aligned through provision of compensatory benefit

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

acts). Eligible employees contribute one day's basic salary, and the company matches the amount up to ₹1,50,000. The amount is handed over to the nominee after legal formalities.

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

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

On a case-by-case basis, Blue Dart offers extension or retainership opportunities to its employees. These arrangements come with flexible work options, providing employees with the adaptability to balance their professional and personal commitments.

5. Details on assessment of value chain partners:

The DHL Group Supplier Code of Conduct (SCOC) outlines the mandatory standards that all our suppliers and value chain partners must adhere to in order to engage in business with us. This code reflects our commitment to conducting business responsibly, transparently, and sustainably. It provides clear guidance on the ethical conduct we expect from our suppliers, and we expect all of them to uphold these principles.

In the coming years, Blue Dart plans to develop a formal mechanism for assessing the performance and sustainability of our entire value chain, further strengthening our commitment to responsible business practices.

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

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

As outlined in the Supplier Code of Conduct (SCOC), Blue Dart reserves the right to assess compliance with its requirements through methods such as self-assessments and audits, conducted either by Blue Dart or a third party. We expect our suppliers to continuously improve by setting measurable targets related to areas like environmental impact, working conditions, and diversity, and to regularly report progress on sustainability initiatives.

If a breach is identified, the supplier is required to submit an incident report along with a corrective action plan. If the supplier fails to address and resolve the breach, Blue Dart reserves the right to terminate the commercial relationship with the supplier.

Principle 4

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



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

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.³⁹

At Blue Dart, stakeholder engagement is focused on understanding the needs of our stakeholders and developing strategies to meet these expectations. We uphold the "right-to-know" principle, ensuring that all stakeholders have access to the information required by corporate governance standards. Our commitment is to build relationships based on dialogue, trust, and the core values of transparency and honesty.

Our key stakeholders include employees, customers, suppliers, investors, civil society organizations, consumers, government institutions, and regulatory bodies.

In identifying and engaging with stakeholders, Blue Dart aims to:

- Systematically recognize stakeholders who are impacted by or influence the company's operations.
- Identify and prioritize stakeholders, especially vulnerable or marginalized groups.
- Train our staff to engage sensitively with external stakeholders and understand their concerns.
- Foster stakeholder development through ongoing education and knowledge sharing.
- Encourage active participation in sustainability efforts.
- Address any issues with stakeholders fairly and impartially.
- Ensure transparency and accountability regarding the impact of our decisions, policies, and operations.
- Provide an effective grievance redressal mechanism to resolve concerns.
- Clearly communicate strategic decisions and seek input on future company plans.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.⁴⁰

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

³⁹SDG Targets aligned through effective stakeholder management

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

⁴⁰SDG Targets aligned through effective stakeholder engagement

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

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.⁴¹

Since our founding, Blue Dart has cultivated a culture rooted in values, ethics, and integrity. Our commitment to Corporate Governance is steadfast, driven by our belief in achieving business excellence while creating value for shareholders, customers, employees, and business partners. We know that by making a meaningful contribution to the economy, we can have a lasting positive impact on society.

Our corporate governance framework is a reflection of our culture, policies, and the relationships we maintain with our stakeholders. We are dedicated to maintaining the highest standards of transparency, accountability, integrity, and responsibility, aligning with both local regulations and global best practices.

Feedback on environmental, social, and economic issues is carefully reviewed by our Board of Directors, with guidance from key committees such as the CSR and Risk Management Committees. These committees oversee, monitor, and steer our efforts in social responsibility and sustainability, ensuring we continue to evolve in line with the expectations of our stakeholders and the wider community.

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.⁴²

At Blue Dart, we recognize that in today's fast-paced and constantly evolving world, stakeholder consultation is essential. We actively engage with relevant platforms to leverage their expertise and gain support in addressing key environmental and social challenges.

We understand that collaborating with stakeholders not only deepens our insights into emerging issues but also allows us to draw from diverse perspectives and innovative solutions. Through open dialogue and strong partnerships, we aim to create a meaningful impact and drive positive change in the communities where we operate.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.⁴³

Blue Dart's Corporate Social Responsibility (CSR) initiatives are dedicated to uplifting disadvantaged, vulnerable, and marginalized communities. Our programs are structured under the pillars of GoTeach, GoGreen, and GoHelp, with a focus on addressing the needs of underprivileged students, people with disabilities, women, and senior citizens. We concentrate on areas such as education, preventive healthcare, women's empowerment, sanitation, and waste management.

In line with DHL Group's core mission of "Connecting People, Improving Lives," Blue Dart's CSR efforts are built on strong collaborations with project partners, stakeholders, beneficiaries, and local communities. By effectively managing both human and natural resources, we work to foster social, economic, and environmental progress, creating lasting positive change for those who need it most.

Through GoTeach, Blue Dart works to bridge the gap between formal education and employment, focusing on empowering youth from underprivileged backgrounds. We offer skills training in areas such as IT, communication, personality development, and life skills through programs like Blue Edge, equipping them with the tools they need for a brighter future.

With GoHelp, we collaborate with organizations to meet critical community needs. This includes supporting a childcare home for children battling cancer, providing clean drinking water in water-stressed villages, and organizing free eye check-up camps and cataract surgeries for the elderly.

Guided by a strong commitment to ethical principles, environmental standards, and international guidelines, Blue Dart actively engages with stakeholders to align our activities with their social and environmental expectations.

⁴¹SDG Targets aligned through stakeholder engagement

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

⁴²SDG Targets aligned through stakeholder engagement

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

This disclosure aligns with following IFRS S2 disclosure standards

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

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

⁴³SDG Targets aligned through engagement with vulnerable / marginalized stakeholders

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

This disclosure aligns with following IFRS S2 disclosure standards

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

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

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

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

Principle 5

Businesses should respect and promote human rights



PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:⁴⁴

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	12,703	82	0.65	12,541	900	7.18
Other than permanent	-	-	-	-	-	-
Total Employees	12,703*	82	0.65	12,541*	900	7.18
Workers						
Permanent	9,035	-	-	8,908	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	9,035	-	-	8,908	-	-

Note: Training on Human Rights is given to all eligible employees once in 2 years. Most employees had completed their training in 2023-24 and the remaining eligible employees have undergone the training this year.

* Employees include workers/staff.

2. Details of minimum wages paid to employees and workers, in the following format:⁴⁵

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	12,703*	0	0.00	12,703	100.00	12,541*	0	0.00	12,541	100.00
Male	12,004	0	0.00	12,004	100.00	11,867	0	0.00	11,867	100.00
Female	699	0	0.00	699	100.00	674	0	0.00	674	100.00
Other than Permanent	Not Applicable									
Male										
Female										
Workers										
Permanent	9,035	0	0.00	9,035	100.00	8,908	0	0.00	8,908	100.00
Male	8,803	0	0.00	8,803	100.00	8,707	0	0.00	8,707	100.00
Female	232	0	0.00	232	100.00	201	0	0.00	201	100.00
Other than Permanent	Not Applicable									
Male										
Female										

* Employees include workers/staff.

⁴⁴SDG Targets aligned through Human rights trainings

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

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

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

⁴⁵SDG Targets aligned through ensuring minimum wage payments

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

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

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

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

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

a. Median remuneration/ wages:

	Male		Female	
	Number	Median remuneration/ Salary/ Wages of respective category (in ₹ / Year)	Number	Median remuneration/ Salary/ Wages of respective category (in ₹ / Year)
Board of Directors (BoD)*	4	4,77,94,855	2	57,25,000
Key Managerial Personnel (KMP)**	1	1,35,99,988	1	1,57,84,288.88
Employees other than BoD and KMP (including workers)	3,199	6,72,967	466	6,56,912
Workers	8,803	2,89,668	232	2,82,192

*Mr. Sharad Upasani, Chairman, Independent & Non-Executive Director, retired w.e.f. July 22, 2024 upon completion of his second term as an Independent Director.

*Air Marshal M. McMahon (Retd.) Independent & Non-Executive Director, retired w.e.f. February 9, 2025 upon completion of his second term as an Independent Director.

*Dr. Vandana Aggarwal, appointed as an Independent & Non-Executive Director, w.e.f. July 23, 2024

** includes Chief Financial Officer and Head (Legal & Compliance) & Company Secretary. MD is not included to avoid repetition.

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:⁴⁶

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	8.60	8.00

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

Blue Dart is committed to being a responsible corporate citizen, ensuring that any concerns or grievances raised by stakeholders are addressed promptly and effectively. The responsibility for managing human rights-related matters within the organization rests with the Human Resources (HR) function, which oversees and responds to such issues in line with our commitment to ethical and fair practices.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues⁴⁷

Blue Dart aligns with DHL's Human Rights Policy Statement as part of its broader commitment to ethical business practices. This policy complements our Code of Conduct and reflects our adherence to key international standards, including the ten principles of the UN Global Compact, the Universal Declaration of Human Rights, the ILO's Declaration on Fundamental Principles and Rights at Work, and the OECD Guidelines for Multinational Enterprises.

In the event of any actual or potential human rights risks arising from our operations, we follow a clear protocol to assess the situation and take appropriate corrective actions—whether that means modifying, halting, or addressing the activity.

Employees are encouraged to report any suspected human rights violations through multiple channels, such as local management, the HR department, or the Compliance Hotline. External stakeholders, including third parties, can also raise concerns using the web forms available at www.dpdhl.com.

⁴⁶The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122.

⁴⁷SDG Targets aligned through effective grievance redressal mechanism

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

6. Number of Complaints on the following made by employees and workers:⁴⁸

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual harassment	1	0	Internal Complaints Committee followed the statutory action points to address the complaint which was resolved effectively	1	0	Internal Complaints Committee followed the statutory action points to address the complaint which was resolved effectively
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	2	0	Complaints were w.r.t due date of payment which were addressed promptly
Other Human Rights related issues	0	0	NA	3	0	Complaints were addressed promptly

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:⁴⁹

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	1
Complaints on POSH as a % of female employees / workers	0.14	0.11
Complaints on POSH upheld	1	1

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases⁵⁰

Blue Dart has put in place robust policies to ensure a safe, respectful, and ethical workplace. These include a Whistle-Blower Policy, a Prevention of Sexual Harassment (POSH) Policy, and a Human Rights Policy Statement.

Incidents related to sexual harassment are handled by a dedicated Internal Committee, which ensures prompt action, protects the well-being of the complainant, and maintains strict confidentiality throughout the process. Concerns raised under the Whistle-Blower Policy are reviewed by an Ethics Committee, which investigates and addresses the matters with integrity and fairness.

9. Do human rights requirements form part of your business agreements and contracts?⁵¹

Yes, Blue Dart ensures that all business contracts clearly mandate compliance with applicable labour laws, including the provision of fair wages and timely payment of statutory dues by our suppliers and business associates.

⁴⁸SDG Targets aligned through effective redressal of workforce grievances

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

⁴⁹The above calculations are in accordance with Part B, Attribute 6 of the Industry Standards Note (December 2024) on the Business Responsibility and Sustainability Report (BRSR) Core, jointly issued by ASSOCHAM, CII, and FICCI, pursuant to Regulation 34(2) of the SEBI (LODR) Regulations, 2015, and as per SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122.

⁵⁰SDG Targets aligned through effective protection of harassment complainant

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

⁵¹SDG Targets aligned through incorporation of human rights elements in business documents

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

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This requirement aligns with the DHL Group's Supplier Code of Conduct, which is an integral part of our supplier and partner agreements, reinforcing our commitment to ethical, responsible, and legally compliant business practices across our value chain.

10. Assessments for the year:⁵²

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

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

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

Leadership Indicators

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

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

2. Details of the scope and coverage of any Human rights due-diligence conducted.⁵³

The DHL Group's Human Rights Policy Statement applies to all employees across divisions globally, setting clear expectations for respectful, lawful, and ethical conduct in interactions with colleagues, partners, and communities. We also expect our business partners to share this commitment and to extend it throughout their own operations and value chains.

Our dedication to human rights is reflected in key policies, including the Code of Conduct and the Supplier Code of Conduct. To ensure alignment with international standards, local laws, and DHL Group guidelines, we carry out thorough due diligence. This helps us identify, assess, and address potential or actual human rights risks within our operations and supply chain.

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

We recognize the importance of complying with the Rights of Persons with Disabilities Act, 2016, and are actively working to improve our infrastructure to better support the needs of individuals with disabilities. These efforts reflect our ongoing commitment to creating a more inclusive and accessible environment for everyone.

4. Details on assessment of value chain partners:⁵⁴

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

⁵²SDG Targets aligned through carrying out Human Rights assessments

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

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

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

⁵³SDG Targets aligned through carrying out Human Rights assessments

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

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

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

⁵⁴SDG Targets aligned through assessment of Value Chain Partners on human rights aspects

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

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

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

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

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

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

The measures for improvement include:

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

Principle 6

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



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

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:⁵⁵

Parameter	FY 2024-25 (MegaJoules)	FY 2023-24 (MegaJoules)
From renewable sources		
Total electricity consumption (A)*	92,296.80	51,481.44
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total Energy consumption from renewable sources (A+B+C)	92,296.80	51,481.44
From non-renewable sources		
Total electricity consumption (D)	6,67,28,901.60	6,90,90,843.17
Total fuel consumption (E)	73,10,517.06	71,83,625.54
Energy consumption through other sources (F)	Nil	Nil
Total Energy consumption from non-renewable sources (D+E+F)	7,40,39,418.66	7,62,74,468.81
Total energy consumed (A+B+C+D+E+F)	7,41,31,715.46	7,63,25,950.25
Energy intensity per rupee of turnover (Total energy consumption/ Revenue from Operations) – MJ/rupees	0.0013	0.0014
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) - MJ/rupees	0.027	0.032
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity - MJ/Employee	5,835.76	6,086.11

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

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

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



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

Blue Dart's facilities currently do not fall under the scope of the Perform, Achieve, and Trade (PAT) Scheme initiated by the Government of India. As a result, our sites are not bound by the specific regulatory obligations of the PAT Scheme, providing us with greater operational flexibility.

⁵⁵SDG Targets aligned through increase in renewable energy consumption and decrease in consumption of traditional energy

SDG 7.2 Increase in the share of renewable energy

SDG 7.3 Improvement in energy efficiency

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

SDG 8.4 Improving global resource efficiency in consumption & production

This disclosure aligns with following IFRS S2 disclosure standards

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

3. Provide details of the following disclosures related to water, in the following format:⁵⁶

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater*	12,616.57	11,140.10
(iii) Third party water**	73,974.07	73,164.53
(iv) Seawater / desalinated water	-	-
(v) Others - Rainwater harvesting in Head office	563.53	172.73
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	87,154.17	84,477.36
Total volume of water consumption (in kilolitres)	86,590.44	84,304.13
Water intensity per rupee of turnover (Water consumed / Revenue from operations) – KL/Rupees	0.0000015	0.0000016
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)- KL/Rupees	0.000031	0.000036
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	6.82	6.72

* The Ground water calculations are of the 3 owned premises of Blue Dart for FY 23-24 and FY 24-25.

**Based on people count across Pan India Operations.

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

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

4. Provide the following details related to water discharged⁵⁷

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment	563.53	172.73
- With treatment – please specify level of treatment		

⁵⁶SDG Targets aligned through efficient use/ consumption of water resources

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

SDG 6.5 Implementing integrated water resources management

⁵⁷SDG Targets aligned through efficient discharge of waste water

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

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

SDG 6.5 Implementing integrated water resources management

Parameter		FY 2024-25	FY 2023-24
(v)	Others	Nil	Nil
	- No treatment		
	- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		563.53	172.73

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

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

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.⁵⁸

Blue Dart's Commitment to Environmental Sustainability

Blue Dart is actively advancing its sustainability agenda through initiatives that reflect our deep commitment to environmental responsibility. One of the key areas under exploration is the implementation of Zero Liquid Discharge (ZLD) technology—a progressive solution aimed at eliminating liquid waste discharge from our facilities.

Complementing this effort, we have installed rainwater harvesting systems across several locations to capture and store rainwater, reducing our dependence on conventional water sources and supporting local water conservation. Additionally, we have adopted water tap aerators, which reduce water consumption by mixing air with water flow—an efficient and eco-friendly solution that aligns with our broader water conservation goals.

These actions go beyond regulatory compliance; they demonstrate Blue Dart's proactive approach to environmental stewardship. By integrating innovative and responsible practices into our operations, we are setting new standards in sustainability and contributing meaningfully to the well-being of our communities and ecosystems. At Blue Dart, sustainability is not merely a target—it is a guiding principle that shapes our journey toward a greener future.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	Mg/Nm ³	56.00	55.80
SOx	Mg/Nm ³	34.15	30
Particulate matter (PM)	Mg/Nm ³	49.62	47.64
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – NMHC (Non-Methane Hydrocarbon)	Mg/Nm ³	9.06	Not quantified for FY 2023-24

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.

The independent assessment has been carried out by Aditya Environmental Services Pvt. Ltd.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:⁵⁹

Parameter	Unit	FY 2024-25	FY 2023-24
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)	Metric tonnes of CO ₂ equivalent	1,70,806	1,47,284

⁵⁸**SDG Targets aligned through effective reduction in GHG emissions**

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

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

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

This disclosure aligns with following IFRS S2 disclosure standards

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

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

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Parameter	Unit	FY 2024-25	FY 2023-24
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)	Metric tonnes of CO ₂ equivalent	15,906.00	15,639
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO ₂ equivalent / Rupees	0.0000033	0.0000031
Total Scope 1 and Scope 2 emissions per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO ₂ equivalent / Rupees	0.000067	0.000069
Total Scope 1 and Scope 2 emissions intensity in terms of physical output		-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO ₂ equivalent / Employees	14.70	12.99

* Scope 1 calculations are partial calculations which only consider emissions from combusted fuel and refrigerant gases.

Efforts are underway to include more detailing to the calculations on an ongoing basis

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

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

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.⁶⁰

There is a growing focus on sustainability in the organisation to reduce its environmental impact and address concerns related to climate change. More details on projects/ initiatives are available in the ESG Journey Report in this document.

9. Provide details related to waste management by the entity, in the following format:⁶¹

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	126.51	0.02
E-waste (B)	95.19	13.62
Bio-medical waste (C)	Nil	Nil
Construction and demolition waste (D)	Nil	Nil
Battery waste (E-CO)	4.56	1.11
Radioactive waste (F)	Nil	Nil
Other Hazardous waste (G) DG waste oil	0.17	0.20
Other Non-hazardous waste generated (H). Please specify, if any.		

⁶⁰SDG Targets aligned through effective reduction in GHG emissions

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

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

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

This disclosure aligns with following IFRS S2 disclosure standards

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

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

⁶¹SDG Targets aligned through adoption of effective waste management practices

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

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

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

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

Parameter	FY 2024-25	FY 2023-24
MS Scrap	1.06	2.23
Wet Waste	3.57	-
Dry Waste	3.35	-
Composting waste	0.26	-
Total (A + B + C + D + E + F + G + H)	234.67	17.18
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) – MT/Rupees	0.000000041	0.0000000033
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) - MT/Rupees	0.000000085	0.000000007
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity – MT/employee	0.018	0.0014
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste (E-waste)		
(i) Recycled	225.84	14.75
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	225.84	14.75
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste - E-waste and other waste		
(i) Incineration	0.17	0.20
(ii) Landfilling	6.92	-
(iii) Other disposal operations	1.74	2.23
Total	8.83	2.43

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

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

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 wastes⁶²

Blue Dart Express Limited is committed to implementing a structured and sustainable waste management system that minimizes its environmental footprint while ensuring compliance with all applicable regulations. The company adopts a segregation-at-source approach, where waste is categorized into wet and dry waste, biodegradable and non-biodegradable waste, hazardous waste, and electronic waste. Segregation bins are strategically placed across all operational areas including offices, warehouses, and logistics hubs to facilitate responsible disposal.

⁶²SDG Targets aligned through effective waste management practices adopted

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

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

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

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

This disclosure aligns with following IFRS S2 disclosure standards

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Daily waste collection is carried out by trained personnel under the supervision of authorized contractors, and all collected waste is transferred to a designated central waste area within the premises. Disposal is conducted strictly through licensed and government-approved vendors, particularly for sensitive categories like hazardous waste (e.g., used DG oil, batteries, fuel filters) and e-waste (e.g., obsolete computers, storage devices). Biodegradable waste such as food remnants and tissues is either composted or sent for eco-friendly treatment.

To promote sustainable practices, Blue Dart actively implements the 'Reduce, Reuse, Recycle' (3R) framework. This includes reducing paper usage through digitization and double-sided printing, reusing packaging materials like cardboard boxes and bubble wrap, and recycling items such as paper, plastic, glass, and metal through certified recyclers. Employees are encouraged to adopt sustainable habits, and regular training is conducted to reinforce waste-handling protocols.

The Administration, Maintenance, and IT departments are responsible for overseeing the waste management process, ensuring accurate documentation of waste volumes, disposal methods, and vendor credentials. These departments also ensure compliance with regulatory requirements, including registration and reporting for handling potentially hazardous waste. Routine audits and assessments are carried out to monitor performance and identify areas for continuous improvement.

In alignment with its long-term sustainability vision, Blue Dart seeks to collaborate with NGOs, municipal bodies, and industry partners to enhance its waste management efforts. The company aims to move towards zero-waste-to-landfill targets and explore advanced technologies such as waste-to-energy in the future, reinforcing its commitment to environmental stewardship and operational excellence.

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

Sr. No.	Location of operations/offices	Types of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
The Company does not have 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.			

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

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

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:⁶³

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

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):
For each facility / plant located in areas of water stress, provide the following information:
- (i) Name of the area
 - (ii) Nature of operations
 - (iii) Water withdrawal, consumption and discharge in the following format:

⁶³This disclosure aligns with following IFRS S2 disclosure standards

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

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

Parameter		FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)			
(i)	Surface water	Not Applicable. The Company does not operate in areas classified as water-stressed. While some Blue Dart offices are located near such regions, they extract only minimal amounts of water due to the non-manufacturing nature of operations. As a result, detailed water usage data has not been collected.	
(ii)	Groundwater		
(iii)	Third party water		
(iv)	Seawater / desalinated water		
(v)	Others		
Total volume of water withdrawal (in kilolitres)			
Total volume of water consumption (in kilolitres)			
Water intensity per rupee of turnover (Water consumed / turnover)			
Water intensity (optional) – the relevant metric may be selected by the entity			
Water discharge by destination and level of treatment (in kilolitres)			
(i)	Into Surface water	Not Applicable. The Company does not operate in areas classified as water-stressed. While some Blue Dart offices are located near such regions, they extract only minimal amounts of water due to the non-manufacturing nature of operations. As a result, detailed water usage data has not been collected.	
	- No treatment		
	- With treatment – please specify level of treatment		
(ii)	Into Groundwater		
	- No treatment		
	- With treatment – please specify level of treatment		
(iii)	Into Seawater		
	- No treatment		
	- With treatment – please specify level of treatment		
(iv)	Sent to third-parties		
	- No treatment		
	- With treatment – please specify level of treatment		
(v)	Others		
	- No treatment		
	- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)			

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

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

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:⁶⁴

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Limited) (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3,09,989.00	2,84,238.00

⁶⁴SDG Targets aligned by effective reduction in Scope 3 GHG

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

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

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

This disclosure aligns with following IFRS S2 disclosure standards

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ Equivalent / rupees	0.0000054	0.0000054
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO ₂ Equivalent/ employees	24.40	22.66

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

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

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

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

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

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

The Company does not have 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.

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:⁶⁵

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

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Installation of Solar power plant	<p>a) Blue Dart has successfully integrated a 600 KWP rooftop solar system at its facility, with the solar hardware installation carried out by Vikram Solar Limited RE. The project was commissioned in mid-January 2025, boasting a planned DC/AC capacity of 600 kWP/500 kW.</p> <p>This solar initiative is projected to save an impressive 3276 tons of CO₂ emissions over a span of 25 years, emphasizing Blue Dart's commitment to sustainable and eco-friendly practices. This not only showcases the company's dedication to renewable energy but also contributes significantly to its environmental stewardship goals, aligning with a broader vision of reducing carbon impact and fostering a greener future.</p>	<p>The integration of a 600 KWP rooftop solar system at Blue Dart has yielded commendable environmental and financial outcomes. This sustainable initiative has led to a substantial reduction of 1,16,200 kg in CO₂ emissions, demonstrating the company's commitment to mitigating its carbon foot print. Additionally, the solar power plant has generated 1,66,000 KWH of clean and renewable energy, contributing significantly to the company's green energy portfolio. Beyond environmental benefits, the solar initiative has translated into tangible financial savings, with ₹11,62,000/- saved in electricity costs. This dual impact underscores Blue Dart's dedication to both environmental sustainability and financial efficiency, showcasing the positive outcomes of its commitment to renewable energy adoption.</p>

⁶⁵SDG Targets aligned through disclosure of initiatives for effective resource/ waste management

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

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

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

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

This disclosure aligns with following IFRS S2 disclosure standards

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

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

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

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

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
		<p>b) Blue Dart has successfully integrated a 25 KWP rooftop solar system at its facility, with the solar hardware installation carried out by Becquer Energy Pvt. Ltd. The project was commissioned in October 2023, boasting a planned DC/AC capacity of 25 kWP/25 kW, utilizing solar panels with a wattage of 545 Wp. The system comprises 46 modules of the M PERC Axitec 545 model. This solar initiative is projected to save an impressive 742.5 tons of CO₂ emissions over a span of 25 years, emphasizing Blue Dart's commitment to sustainable and eco-friendly practices. This not only showcases the company's dedication to renewable energy but also contributes significantly to its environmental stewardship goals, aligning with a broader vision of reducing carbon impact and fostering a greener future.</p>	<p>The integration of a 25 KWP rooftop solar system at Blue Dart has yielded commendable environmental and financial outcomes. This sustainable initiative has led to a substantial reduction of 11,950.4 kg in CO₂ emissions, demonstrating the company's commitment to mitigating its carbon footprint. Additionally, the solar power plant has generated 11,986.3 kWh of clean and renewable energy, contributing significantly to the company's green energy portfolio. Beyond environmental benefits, the solar initiative has translated into tangible financial savings, with ₹ 93,773/- saved in electricity costs. This dual impact underscores Blue Dart's dedication to both environmental sustainability and financial efficiency, showcasing the positive outcomes of its commitment to renewable energy adoption.</p>
2	Installation of water aerators	<p>The recent incorporation of water aerators in our corporate facility exemplifies our commitment to water conservation. Strategically placed on faucets, these devices efficiently regulate water flow by introducing air, resulting in a controlled and eco-friendly usage. This initiative not only aligns with our sustainability goals but also promotes a more conscientious approach to water management within our workplace, reflecting our dedication to responsible environmental practices.</p>	<p>This eco-conscious initiative has resulted in a noticeable reduction in overall water consumption. The controlled and regulated water flow achieved through the aerators not only contributes to cost savings but also aligns with our environmental goals by promoting responsible water management. This outcome underscores the efficacy of adopting simple yet impactful measures in fostering a more resource efficient and environmentally friendly workplace.</p>
3	Light House Project New Initiative :- Motion/Occupancy Sensor Installation	<p>A ground-breaking energy-saving initiative has been implemented through the installation of motion sensors for LED light fittings in our premises. This cutting-edge system operates with remarkable efficiency by automatically turning off luminaires in the absence of detected motion or occupancy. Specifically, the use of LED tube and round LED fittings, with a total power consumption of 31,758 watts, exemplifies our commitment to sustainable practices. This innovative motion sensor technology not only enhances operational efficiency by promptly responding to occupancy but also results in significant energy savings, potentially reducing electricity consumption by up to 30%. Through this initiative, we are actively contributing to a more energy-efficient and environmentally conscious workspace.</p>	<p>The introduction of motion sensors for LED light fittings has proven to be a highly effective energy-saving measure. With an annual reduction of 35,442 kWh units, this initiative has translated into significant cost savings of ₹ 4,25,303. On a monthly basis, the energy saved equates to ₹ 35,442, highlighting the consistent and impactful outcomes of this program. This not only reflects our dedication to sustainability but also underscores the financial benefits derived from this innovative energy-saving installation.</p>
4	Usage of 100% compostable garbage bags	<p>Blue Dart Express Ltd. proudly embraces environmental responsibility by exclusively using 100% compostable garbage bags. This initiative reflects our commitment to sustainable practices, offering an eco-friendly alternative to traditional plastic bags. Made from organic materials, these compostable bags contribute to reducing plastic pollution and landfill waste, aligning our operations with green and responsible</p>	<p>The adoption of 100% compostable garbage bags by Blue Dart Express Ltd. has yielded positive outcomes in terms of environmental impact and sustainable waste management. This initiative significantly reduces the use of traditional plastic bags, contributing to a decrease in plastic pollution and landfill waste. By choosing compostable bags made from organic materials, we are actively promoting responsible</p>

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
		waste management. By adopting these bags, we aim to minimize our environmental impact, actively participating in the global movement towards a more sustainable and eco-conscious future.	waste disposal practices. This environmentally conscious step aligns with our commitment to sustainability and sets a positive example for eco-friendly practices within the logistics industry. Through the use of compostable garbage bags, we are playing our part in creating a greener and more sustainable future.
5	Practice of Composting	The Admin Department at Blue Dart Express Ltd. has spearheaded an impactful initiative through in-house compost making, aimed at reducing and recycling organic waste generated within our premises. By repurposing damaged planters as compost pits, we have successfully diverted various organic materials, including vegetable and fruit peelings, eggshells, newspapers, cardboard, fallen leaves, plant pruning's, sawdust from in-house carpentry work, and tea and coffee grounds from the pantry.	The in-house composting initiative led by Blue Dart Express Ltd.'s Admin Department has yielded positive outcomes in terms of waste reduction and environmental sustainability. By recycling a diverse range of organic materials, including vegetable and fruit peelings, eggshells, newspapers, cardboard, fallen leaves, plant pruning's, sawdust from in-house carpentry work, and tea and coffee grounds, we have successfully diverted substantial waste from landfills. The compost produced from these efforts not only improves soil quality but also supports plant growth, contributing to a healthier local ecosystem. This initiative showcases our commitment to circular economy practices, building resilience in our communities and minimizing our environmental footprint through responsible waste management.
6	GoGreen Programme	As part of its "GoGreen" initiative, the Company has launched targeted environmental conservation efforts, including tree plantation programs that not only promote ecological sustainability but also support the livelihoods of tribal communities in Odisha and Maharashtra, as well as rural populations in Gujarat, Andhra Pradesh, Tamil Nadu, and other parts of the country.	Through its "GoGreen" initiative, the Company has made meaningful progress in environmental conservation, having planted 888,000 trees to date. This initiative is reinforced by the annual plantation of 111,000 trees, which, upon maturity, collectively offset approximately 17,760 tonnes of CO ₂ emissions each year. These efforts not only support the sustainable development of tribal and rural communities in regions such as Odisha, Maharashtra, Gujarat, Andhra Pradesh, Tamil Nadu, and others, but also contribute to climate change mitigation by enhancing green cover and promoting carbon sequestration. The Company's ongoing investment in tree plantation highlights its long-term commitment to environmental sustainability and positive community impact.
7	Rainwater harvesting	Blue Dart has embraced a proactive environmental initiative by incorporating rainwater harvesting systems across its facilities. This strategic move aligns with the company's commitment to sustainable practices and responsible water management. Through the implementation of rainwater harvesting, Blue Dart aims to harness and utilize rainfall for various purposes, reducing dependency on conventional water sources and mitigating the impact on local water resources. This initiative not only reflects the company's dedication to environmental stewardship but also demonstrates a conscious effort to contribute to water conservation and sustainable business practices within its operational footprint.	Blue Dart's rainwater harvesting initiative has yielded positive outcomes by reducing reliance on conventional water sources. This strategic move not only contributes to substantial water conservation but also results in cost savings for the company. Beyond the financial implications, the initiative showcases Blue Dart's commitment to sustainability and responsible water management practices, reflecting a proactive approach to environmental stewardship.

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
8	Using R410A refrigerant gas in Air conditioners	Blue Dart has embraced an eco-friendly initiative by adopting R410A refrigerant gas in its air conditioning systems. This strategic move is aligned with the company's commitment to environmental sustainability and responsible business practices. R410A, known for its lower environmental impact compared to traditional refrigerants, helps reduce the company's carbon footprint. This initiative not only aligns with industry best practices but also showcases Blue Dart's dedication to minimizing its environmental impact, contributing to a greener and more energy-efficient operational model.	The adoption of R410A refrigerant gas in air conditioning systems by Blue Dart Express Ltd. has yielded positive outcomes, contributing to both environmental sustainability and operational efficiency. This eco-friendly initiative has resulted in a lower carbon footprint compared to traditional refrigerants, aligning with the company's commitment to responsible business practices. By choosing R410A, Blue Dart has not only reduced its environmental impact but has also positioned itself as a leader in adopting sustainable technologies within its operations. The outcome reflects the company's proactive approach to minimizing its ecological footprint and promoting a more environmentally conscious business model.

5. Does the entity have a business continuity and disaster management plan?⁶⁶ Give details in 100 words/ web link.

Blue Dart has established a comprehensive Business Continuity Plan (BCP) to ensure the uninterrupted functioning of all critical operations during times of crisis. The BCP outlines detailed protocols for maintaining essential activities, including the identification of backup sites for each critical function. A thorough threat assessment exercise was conducted to identify potential risks, and functional managers (process owners) were actively involved in developing specific continuity plans for their respective areas. These plans are based on mutually agreed assumptions and are reviewed biannually to ensure ongoing relevance and effectiveness.

The effectiveness of Blue Dart's risk management framework was validated during the COVID-19 pandemic. As an essential service provider, the company operated seamlessly throughout the lockdown by swiftly activating its contingency and continuity protocols. Senior leadership conducted daily review calls to ensure sufficient manpower, vehicles, and aircraft were available to maintain uninterrupted delivery services across the country.

Blue Dart's people-centric approach played a crucial role in navigating the crisis. Employees, partners, and frontline workers, including couriers, drivers, hub staff, and the aviation team, demonstrated remarkable resilience and commitment. To safeguard frontline staff and customers, Blue Dart pioneered Contact Less Delivery (CLD). Additionally, special task forces and clearly defined SOPs ensured agile and coordinated responses during challenging times. The company also supported the government's Lifeline Udan initiative, facilitating the transport of PPE kits, ventilators, and COVID-19 testing equipment both domestically and internationally.

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, Blue Dart does not currently conduct formal assessments of its value chain for environmental impacts. However, the company ensures that its operations and partnerships are managed responsibly to prevent any adverse impact on the environment arising from its value chain activities.

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

The Company is actively evaluating the integration of its value chain partners into its broader decarbonisation strategy. Looking ahead, Blue Dart aims to collaborate closely with its value chain to advance shared sustainability goals and drive collective progress in reducing environmental impact.

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

- By the listed entity: Nil
- By the top ten (in terms of value of purchases and sales, respectively) value chain partners: Nil

Note: Currently, no such market has been established in India. In January 2025, the Bureau of Energy Efficiency (BEE) introduced a draft framework for the Carbon Market. The public consultation process has been completed, but the framework is yet to be officially announced for trading implementation. However, Blue Dart Express Limited has demonstrated its commitment to environmental sustainability by voluntarily redeeming 17,465 International Renewable Energy Certificates (I-RECs) through ACT Commodities BV. These certificates represent 17,465 MWh of electricity sourced from renewable energy, specifically hydroelectric power.

Reporting Period: January 1, 2024 – December 31, 2024

⁶⁶SDG Targets aligned through formulation of a robust Business Continuity & Disaster Management Plan

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

This disclosure aligns with following IFRS S2 disclosure standards

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

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

Principle 7

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



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

Essential Indicators

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

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

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

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

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

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

Leadership Indicators

1. Details of public policy positions advocated by the entity:⁶⁷

Sr. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, If available
<p>At Blue Dart, we believe in playing an active role in shaping the future of our industry and contributing to the public good. We engage with various industry associations to support progress and uphold strong ethical standards. Our Code of Conduct ensures that all interactions with trade associations and industry bodies reflect our commitment to integrity and responsible business practices.</p> <p>We share our industry expertise and insights with those developing regulatory and policy frameworks, helping shape fair and forward-looking guidelines. As a company, we are deeply committed to operating in a socially and environmentally responsible way. Through our Policy Advocacy efforts, we strive to promote ethical business practices, good governance, fair competition, sustainability, inclusive growth, economic development, and the responsible use of resources—all of which benefit the wider community and industry.</p> <p>Our Advocacy Policy applies to everyone connected with Blue Dart Express Limited, including employees, directors, business partners, and other key stakeholders. The policy is designed to:</p> <ul style="list-style-type: none"> • Influence the creation and refinement of policies and regulations that drive positive change in the industry. • Actively and responsibly engage with trade bodies, chambers of commerce, and relevant government and non-government entities. • Communicate company and industry-related concerns to different levels of government to encourage meaningful policy reforms. • Take part in national and international forums, conferences, and events to connect with decision-makers and advocate effectively. • Collaborate with industry peers on issues like community welfare, environmental protection, and health and safety. • Engage with public policymakers, regulators, trade associations, and advocacy groups to represent legitimate corporate interests in a transparent and responsible way. 					

⁶⁷SDG Targets aligned through effective policy advocacy

SDG 17.14 Enhancing policy coherence for sustainable development

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

Principle 8

Businesses should promote inclusive growth and equitable development



PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

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

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

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

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

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	NA	NA
Directly from within India	NA	NA

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost⁶⁸

Location	FY 2024-25	FY 2023-24
Rural	Nil	Nil
Semi-Urban	Nil	Nil
Urban	29%	20%
Metropolitan	71%	80%

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
NA	

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

S. No.	State	Aspirational District	Amount spent (In INR)
Blue Dart has been actively supporting the marginalised strata of society through its' Go Initiatives. The details of Companies CSR activities have been detailed in 'CSR report' which is part of its Annual Report.			

⁶⁸Targets aligned through job creation across locations

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

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

No

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

Not Applicable

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

Not Applicable

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

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

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

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

6. Details of beneficiaries of CSR Projects:⁶⁹

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1.	Blue Edge: Empowering lives	989 Youths	100%
2.	Blue Greens	439 Households	100%
3.	Blue Homes	158 Childrens	100%
4.	Blue Help	3,466 Households	100%

Blue Dart's ESG initiatives are detailed in ESG and CSR report which is part of its Annual Report.

⁶⁹SDG Targets aligned through effective implementation of CSR initiatives

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

Principle 9

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



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

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.⁷⁰

At Blue Dart, our customers' success is our success. We understand that meeting customer needs and exceeding expectations is key to our growth and long-term sustainability. That's why everything we do—our strategies, operations, and innovations—is guided by a deep understanding of what our customers want and what the market demands.

Customer focus isn't just a principle—it's woven into the fabric of our daily work. We know that the way we conduct ourselves ethically, socially, and environmentally, along with the quality of our service, is how we're ultimately judged. By striving for excellence across all these areas, we aim to build strong customer trust, lasting goodwill, and a reputation we're proud of.

To ensure we stay connected to customer feedback, Blue Dart has put in place a structured grievance redressal system. Customers can raise concerns through any channel—phone, email, social media, or in writing. Every complaint is logged in our CARESS platform, which stands for Complaint Appreciation, Resolution & Evaluation to Satisfaction System. This ensures that every issue is tracked, addressed, and followed up on until the customer is satisfied.

In FY 2023–2024, we handled over 3,587.62 lakh domestic and 6.47 lakh international shipments, resolving 99.99% of all registered complaints. During the latest reporting year, those numbers grew to over 3,766.92 lakh domestic and 5.72 lakh international shipments—with the same impressive 99.99% resolution rate.

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

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

3. Number of consumer complaints in respect of the following:⁷¹

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the Year	Pending resolution at end of year		Received during the Year	Pending resolution at end of year	
Data Privacy			NIL			
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

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

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

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

⁷⁰SDG Targets aligned through effective consumer feedback/ grievance redressal mechanism
SDG 16.6 Developing effective, accountable & transparent institutions at all levels

⁷¹SDG Targets aligned through minimization/ effective grievance redressal of consumer complaints
SDG 16.6 Developing effective, accountable & transparent institutions at all levels

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.⁷²

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

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

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

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

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

7. Provide the following information relating to data breaches:

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

Leadership Indicators

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

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

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

- Email: customerservice@bluedart.com
- 24/7 Centralised Customer Service (IVR):
- 1860-233-1234
- 022-6260 1234
- 044-6634 4600

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

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.⁷³

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

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

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

⁷²This disclosure aligns with following IFRS S2 disclosure standards

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

⁷³SDG Targets aligned through responsible consumer safety & education

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

This disclosure aligns with following IFRS S2 disclosure standards

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

- 022-6260 1234
- 044-6634 4600

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

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

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

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole?⁷⁴ (Yes/No)

Net Promoter Scoring for FY 2024-25- 76.11

At Blue Dart, delivering exceptional customer experiences is more than a goal—it's embedded in everything we do. We follow a continuous improvement framework called 'First Choice', which fosters a strong customer centric culture across the organization. This initiative is based on Six Sigma plus Lean principles and tools to help us identify and define problems, deep dive into root causes and develop sustainable solutions.

To better understand the voice of our customers (VOC) and to serve them better, we use the Net Promoter Approach to measure our Net Promoter Score (NPS). The VOC feedback gathered through the NPS survey helps us understand the customer sentiment and zero in on key improvement areas. These insights are translated into Critical to Customer (CTC) elements—essential service aspects that directly impact customer satisfaction and are worked on for resolution.

This strategy is relentlessly pursued to achieve best in class customer satisfaction. Blue Dart's brand loyalty which is indicative of customer devotion to the brand, surpasses that of its competitors. The brand is synonymous with global standards, dependability, trust, advanced technology, a robust approach to corporate social responsibility, and a commitment to customer focus.

Alignment of Principles with the UN Sustainability Development Goals:



- Notes:
- (i) All SDG mapping done against respective principles are based on an indicative SDG mapping matrix provided in National Guidelines on Responsible Business Conduct by MCA, Govt
 - (ii) All the mentions of the GRI™, IFRS S2 & UNSDG™ and other standards belong to respective organisations/ institutions

⁷⁴SDG Targets aligned through ensuring consumer satisfaction
SDG 12.8 Ensuring that people everywhere have the relevant information & awareness for sustainable development & lifestyles in harmony with nature