

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L63090DL2011PLC221234
2.	Name of the Listed Entity	Delhivery Limited
3.	Year of incorporation	June 22, 2011
4.	Registered office address	N24-N34, S24-S34, Air Cargo Logistics Centre-II, Opposite Gate 6 Cargo Terminal, IGI Airport, New Delhi 110037
5.	Corporate address	Plot No. 5, Sector 44, Gurugram 122001
6.	E-mail	corporateaffairs@delhivery.com
7.	Telephone	+91 124 6225602
8.	Website	www.delhivery.com
9.	Financial year for which reporting is being done	FY 2024 - 25 (FY25)
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited & National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 74,55,81,479/- (as on March 31, 2025)
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Digvijay Singh Sujlana Head of Public Policy & Govt Relations Contact No.: +91 124 6225600 Email: digvijay.sujlana@delhivery.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Consolidated basis (all subsidiaries included for which 100% operational control exists with the entity)
14.	Name of assurance provider	Not applicable
15.	Type of assurance obtained	Not applicable

II. Products/services

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

S. No.	Description of Main Activity	Description	% of Turnover of the entity of Business Activity
1	Transportation & Storage	Land transport via road	91.28%
2	Transportation & Storage	Warehousing & storage	5.01%
3	Transportation & Storage	Air transport	0.45%
4	Transportation & Storage	Postal & Courier Activities	1.57%
5	Transportation & Storage	Water Transport	1.56%
6	Transportation & Storage	Service incidental to land, water & air transportation	0.14%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Land transport via road	4923	91.28%
2	Warehousing & storage	5210	5.01%
3	Air transport	5120	0.45%
4	Postal & Courier Activities	5310 & 5320	1.57%
5	Water Transport	5012	1.56%
6	Service incidental to land, water & air transportation	5221, 5222, 5223 & 5224	0.14%

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	3,966	19	3,985
International	0	5	5

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



19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States & Union Territories)	36
International (No. of Countries)	220

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

0.5%

c. A brief on types of customers

We provide logistics & supply chain solutions to a diverse base of over 40,000 active customers, such as e-commerce marketplaces, direct-to-consumer e-tailers, enterprises & SMEs across several verticals such as FMCG, consumer durables, consumer electronics, lifestyle, retail, automotive & manufacturing.

IV. Employees

20. Details at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	19,984	18,326	91.70%	1,658	8.30%
2.	Other than Permanent (E)	96	71	73.96%	25	26.04%
3.	Total employees (D + E)	20,080	18,397	91.62%	1,683	8.38%
WORKERS						
4.	Permanent (F)	4,352	4,170	95.82%	182	4.18%
5.	Other than Permanent (G)	37,640	34,013	90.36%	3,627	9.64%
6.	Total workers (F + G)	41,992	38,183	90.93%	3,809	9.07%

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	7	7	100%	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	7	7	100%	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	6	6	100%	0	0
6.	Total differently abled workers (F + G)	6	6	100%	0	0

21. Participation/Inclusion/Representation of women

Location	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22%
Key Management Personnel	7	2	28.57%

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY25			FY24			FY23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	39.31%	41.44%	39.49%	35.69%	45.15%	36.36%	41.93%	43.26%	42.02%
Permanent Workers	33.96%	58.60%	35.12%	32.02%	33.82%	32.24%	31.75%	56.49%	31.91%

Note: Data has been calculated as per BRSR Guidelines

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

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

S. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Spoton Logistics Private Limited	Subsidiary	100%	Yes
2.	Delhivery Freight Services Private Limited	Subsidiary	100%	Yes
3.	Orion Supply Chain Private Limited	Subsidiary	100%	Yes
4.	Delhivery Cross Border Services Private Limited	Subsidiary	100%	Yes
5.	Spoton Supply Chain Solutions Private Limited	Subsidiary	100%	Yes
6.	Algorhythm Tech Private Limited	Subsidiary	100%	Yes
7.	Delhivery Robotics India Private Limited	Subsidiary	100%	Yes
8.	Delhivery Corp Limited, United Kingdom	Subsidiary	100%	Yes
9.	Delhivery USA LLC	Subsidiary	100%	Yes
10.	Delhivery HK Pte. Limited	Subsidiary	100%	Yes
11.	Delhivery Singapore Pte. Ltd.	Subsidiary	100%	Yes
12.	Delhivery Robotics LLC	Subsidiary	100%	Yes
13.	Delhivery Logistics (Shenzhen) Company Limited	Subsidiary	100%	Yes
14.	Delhivery Bangladesh Logistics Pvt. Ltd.	Subsidiary	100%	Yes
15.	Falcon Autotech Private Limited	Associate	39.33%	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes, The Company does not have eligible profits as per Section 135 of the Companies Act, 2013 so there is no mandatory CSR spending liability on the Company. However, the Company voluntarily spent ₹ 1,47,61,269/- for CSR activities for the FY 2024-25.
- (ii) Turnover (in ₹ million) - ₹ 89,319.01 million
- (iii) Net worth (in ₹ million) - ₹ 89,167.93 million

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY25			FY24		
		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	https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.pdf	0	NA	NA	0	NA	NA
Investors & Shareholders	https://www.delhivery.com/company/investor-relations	0	NA	NA	0	NA	NA
Employees/ Workers	https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf	1,448	0	NA	779	0	NA
Customers/ Clients/ Consignees	https://www.delhivery.com/support	40	38	NA	40	40	NA
Value Chain Partners	https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf	7	0	NA	15	1	NA



26. Overview of the entity's material responsible business conduct issues*

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Greenhouse Gas Emissions - Environment	Opportunity	Differentiate from the competition by offering Green Logistics/ Low-carbon deliveries e.g. EV based last mile delivery; Cost savings through efficient uses of resources.	NA	Positive
2	Waste Management & Recycling - Governance	Risk	Risk of non-compliance to environmental laws if proper waste disposal is not ensured especially for goods such as e-waste, biomedical waste & other hazardous goods.	As part of the waste disposal process, the company engages only with those vendors who dispose off the waste as per environmental norms.	Negative
3	Packaging and Material Use - Environment	Opportunity	Increase recycling & reuse of packaging material thus optimising use & saving costs; Spearheading sustainable packaging in the industry & attracting both competitors & clients to the initiative.	NA	Positive
4	Occupational Health & Safety - Social	Risk	Delhivery employs a large workforce which handle packages & materials in warehouses, run automation infrastructure & drive core logistics operations. Also, road safety is of critical importance to us due to the nature of our business.	Delhivery has an established Occupational Health & Safety Management Policy (OHSMS). To safeguard against physical risk a detailed Hazard Identification & Risk Assessment (HIRA) is conducted periodically & potential hazards identified are mitigated with immediate effect. Apart from this, training on mental health improvement is provided to employees.	Negative
5	Employee Training & Development - Social	Opportunity	Improves the skills of the employees enabling them to deliver better quality of work thus resulting in better service for customers. Also, investing in employees increases retention.	NA	Positive
6	Business Integrity - Governance	Risk	Reputational risk to the company in case business practices followed by the company or its employees do not ensure ethical code of conduct, anti-bribery & avoidance of conflict of interest.	Delhivery has a stringent policy on business ethics & integrity to all. Our Code of Conduct & Whistle-Blower policies provides employees a framework to conduct business ethically & report non-compliance if any.	Negative
7	Data Privacy & Security - Governance	Risk	Risk of non-compliance to data protection laws, loss of reputation with customers & leakage of company strategic / business information.	Delhivery has set up systems & procedures to safeguard the confidentiality, integrity & availability of all physical & electronic information assets of the organisation to ensure that regulatory, operational & contractual requirements are fulfilled.	Negative

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Sustainable Supply Chains	Risk	Delhivery works with a large number of suppliers & vendors. This could result in potential reputational risk / loss of service if the supplier is not adhering to appropriate ESG practices.	Delhivery has developed a supplier sustainability assessment framework along with a standard supplier code of conduct that each vendor needs to adhere to.	Negative
9	Business Preparedness, Resiliency, & Disaster Response	Risk	Ensuring business continuity during a crisis be it natural disasters or otherwise is critical to avoid significant loss to business, ensure employee well-being & avoid loss to customers as a result of delay in services.	Under the aegis of Risk Management Committee (RMC), we have conducted a Business Continuity Exercise, & put in place a framework in our largest facilities.	Negative
10	Other Air Pollutants (NOx, SOx, PM) - Environment	Risk	Delhivery has a large operating fleet (self-owned & vendor owned) & there could be a risk of non-compliance to vehicle pollution standards.	Delhivery ensures that all fleet which is deployed on road, whether company owned or vendor owned, meets the vehicle fitness & pollution standard set under the law.	Negative
11	Diversity & Inclusion - Social	Opportunity	Companies can access a larger talent pool by ensuring people from different backgrounds are hired & developed. Teams with diverse backgrounds bring in different points of view & experiences which also results in better outcomes.	NA	Positive
12	Regulatory compliance - Governance	Risk	Risk of penalties, revocation of license to operate & reputational damage as a result of non-compliance to regulations.	Delhivery has established dedicated team for adherence to laws, regulations, guidelines, & specifications relevant to the company's business.	Negative

* A comprehensive materiality assessment was conducted in FY23. The issues identified during the materiality remain relevant & have been carried forward to FY25.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Refer Note 1								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	The Company formulated the Supplier Code of Conduct & Sustainable Sourcing Policy for extending the policy to Value Chain Partners in FY23 and was made applicable to Suppliers from FY24. Find below the link to the policy - https://www.delhivery.com/wp-content/uploads/2023/04/sustainable_sourcing_policy_delhivery.pdf								
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001:2015 Quality Management System ISO 27001:2022 Information Security								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company had planned to voluntarily carry out four projects in FY25.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company successfully carried out four projects & incurred a voluntary spend of ₹ 1,47,61,269/- in FY25.								

**Governance, leadership and oversight****7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)**

At Delhivery, we understand the importance of sustainable practices for business & have embarked on our journey by covering all aspects of environment, social & governance. We are committed to driving sustainability throughout the value chain by associating with our suppliers, partners, customers & the communities we serve.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Corporate Social Responsibility ("CSR") & Sustainability Committee.

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 composition of the CSR & Sustainability Committee is as under:
Chairperson - Ms. Aruna Sundarajan (Non- Executive Independent Director)
Member - Mr. Sahil Barua (Managing Director & CEO)
Member - Mr. Kapil Bharati (Executive Director & CTO)

Note 1:

Particulars	Applicable Policies	Link for Policies
P1: Businesses should conduct and govern themselves with integrity in a manner that is Ethical, Transparent and Accountable.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	Whistle-Blower Policy	https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf
	Policy on Prevention, Prohibition & Redressal of Sexual Harassment at Workplace	https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf
	Insider Trading Code	https://www.delhivery.com/wp-content/uploads/2022/06/Insider-Trading-Code.pdf
	Dividend Declaration Policy	https://www.delhivery.com/wp-content/uploads/2022/05/Dividend-Distribution-Policy_Final.pdf
	Remuneration Policy	https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Nomination-Remuneration-Evaluation.pdf
	Policy for determining Material Subsidiaries	https://www.delhivery.com/wp-content/uploads/2022/05/Material-Subsidiaries.pdf
	Policy for determination of Materiality of Events or Information	https://www.delhivery.com/uploads/2023/08/Policy-for-determination-of-Materiality-of-Events-or-Information.pdf
	Policy on Materiality of RPT	https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Materiality-of-Related-Party-Transactions.pdf
	Policy on Preservation & Archival Documents	https://www.delhivery.com/wp-content/uploads/2022/05/Policy-on-Preservation-Archival-of-Documents.pdf
P2: Businesses should provide goods and services in a manner that is sustainable and safe	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	Health, Safety & Environment Policy	https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf
	Supplier Code of Conduct	https://www.delhivery.com/wp-content/uploads/2023/04/supplier_code_of_conduct_delhivery.pdf
	Sustainable Sourcing Policy	https://www.delhivery.com/wp-content/uploads/2023/04/sustainable_sourcing_policy_delhivery.pdf
P3: Businesses should respect and promote the well-being of all employees, including those in their value chains.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	Policy on Prevention, Prohibition & Redressal of Sexual Harassment at Workplace	https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf

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P4: Businesses should respect the interests of and be responsive to all their stakeholders.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	CSR Policy	https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
	Community Grievance Redressal Mechanism	https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.pdf
P5: Businesses should respect and promote human rights.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	Equal Employment Opportunity	https://www.delhivery.com/wp-content/uploads/2023/04/equal-employment_opportunity_policy.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
	Human Rights Policy	https://www.delhivery.com/wp-content/uploads/2023/04/human_rights_policy_delhivery.pdf
	Policy on Prevention, Prohibition & Redressal of Sexual Harassment at Workplace	https://www.delhivery.com/wp-content/uploads/2023/05/antiSexualHarassmentPolicy.pdf
P6: Businesses should respect and make efforts to protect and restore the environment.	Health, Safety & Environment Policy	https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf
P7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
P8: Businesses should promote inclusive growth and equitable development.	CSR Policy	https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf
	Health, Safety & Environment Policy	https://www.delhivery.com/wp-content/uploads/2023/04/health_safety_and_environment_policy_delhivery.pdf
P9: Businesses should engage with and provide value to their consumers in a responsible manner.	Code of Conduct for Board, KMP & Senior Management	https://www.delhivery.com/wp-content/uploads/2022/07/Code-of-Conduct-for-Board-KMP-Senior-Management.pdf
	CSR Policy	https://www.delhivery.com/wp-content/uploads/2022/05/Corporate-Social-Responsibility-Policy_final.pdf
	Code of Conduct Policy	https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf
	Information Security & Management (ISM) Policy (Data Privacy & Cyber Security)	https://www.delhivery.com/wp-content/uploads/2023/04/Information-Security-Management-System-ISMS-Policy.pdf

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)										
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9		
Performance against above policies and follow up action																			Committee of the Board	Annually
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																			Committee of the Board	Annually

	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? (Yes/No). If yes, provide the name of the agency.										No

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

Not Applicable



SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training & 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	5	The Board of Directors & its Committees in their respective meetings regularly discuss & deliberate on key areas such as Health & Safety, Legal & Regulatory updates, ESG, Industry trends, business, technology, compliance, code of conduct, insider trading, Whistle Blower, Data Protection and POSH. The Management Team & KMPs provide in-depth perspectives & insights on these matters.	100%
Key Managerial Personnel	8	POSH, Code of Conduct, WhistleBlower, Anti Bribery, Data Protection, Conflict of Interest, ISO 27001 Policies & Insider Trading	85.70%
Employees other than BoD and KMPs	6	POSH, Code of Conduct, WhistleBlower, Anti Bribery, Data Protection & ISO 27001 Policies	96.80%
Workers	6	POSH, Code of Conduct, WhistleBlower, Anti Bribery, Data Protection & ISO 27001 Policies	66.20%

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

Monetary					
	NGRBC Principle	Name of regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the case	Have appeal been preferred? (Yes / No)
Penalty / Fine		Refer to the Company’s website for all disclosures made under Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 at https://www.delhivery.com/company/investor-relations?sec=corporate-announcements&pageNumber=5			
Settlement	Not Applicable	Nil	Nil	Nil	Nil
Compounding fee	Principle 1	Reserve Bank of India (“RBI”)	₹ 90,530/-	The Company had paid compounding fees to RBI in the matter of contravention under Foreign Exchange Management Act, 1999, where the Company has allotted equity shares after expiry of 60 days from the date of receipt of the consideration/ remittance upon exercise of employee stock options.	Not applicable

Non-monetary				
	NGRBC Principle	Name of regulatory / enforcement agencies / judicial institutions	Brief of the case	Have appeal been preferred? (Yes / No)
Imprisonment	Not applicable	Nil	Nil	Nil
Punishment	Not applicable	Nil	Nil	Nil

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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.**

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.**

Yes, the Code of Conduct Policy is applicable on all Employees & Workers. The policy includes clauses related to anti-bribery/ anti-corruption.

https://www.delhivery.com/wp-content/uploads/2023/04/Code-of-Conduct-Policy_V1.9.pdf

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

Nil

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

Nil

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

Not applicable.

8. **Number of days of accounts payables in the following format:**

	FY25	FY24
Number of days of accounts payables	43 days	45 days

9. **Open-ness of business**

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

Parameter	Metrics	FY25	FY24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are 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	14.11%	17.39%
	b. Number of dealers / distributors to whom sales are made	7,698	4,393
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	36.46%	55.80%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	3.19%	3.42%
	b. Sales (Sales to related parties / Total Sales)	2.49%	3.13%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	97.04%	98.00%
	d. Investments (Investments in related parties / Total Investments made)	39.24%	46.80%

* Business conducted via co-loaders & aggregators has been considered for calculation.



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.**

	FY25	FY24	Details of improvements in environmental and social impacts
R&D	-	-	R&D expenditure is being incurred by Delhivery USA, but not in specific technologies to improve the environmental & social impacts of product & processes.
Capex	36.40%	30.20%	For FY25 – Efforts such as induction of fuel efficient 43-46 ft tractor trailers, electric trucks, LNG trucks, BS-VI Volvo trucks & rooftop solar installations have helped reduce the overall logistics intensity when compared with FY24.

2. **a. Does the entity have procedures in place for sustainable sourcing?**

Yes

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

75% (data is based on the responses we've received from vendors catering to the top 70% of the spend & their percentage contribution has been calculated out of the total input value).

For sustainable sourcing, the eligibility criteria chosen include various Environmental, Social & Governance facets. We looked at the availability of the below-mentioned policies & certifications to review the practices of its vendors/suppliers:

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

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

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

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

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

- (c) Hazardous Waste is not generated in our business.

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

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

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

Based on the market understanding & detailed analysis of rule(s) applicability on the company, we would be required to be registered as a Brand Owner. Tentative timeline for the same shall be Q3FY26.

Business Responsibility & Sustainability Reporting (Contd.)

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:

Category	% of workers covered by										
	Total (A)	Health insurance*		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	18,326	18,326	100%	18,326	100%	0	0%	18,326	100%	0	0%
Female	1,658	1,658	100%	1,658	100%	1,658	100%	0	0%	1,658	100%
Total	19,984	19,984	100%	19,984	100%	1,658	8.30%	18,326	91.70%	1,658	8.30%
Other than Permanent workers											
Male	71	0	100%	0	100%	0	0%	0	100%	0	100%
Female	25	0	100%	0	100%	25	100%	0	100%	0	100%
Total	96	0	100%	0	100%	25	26.04%	0	100%	0	100%

Note - Child care/ creche benefits were rolled out for all Employees & Workers in April 2023.

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

Category	% of workers covered by										
	Total (A)	Health insurance*		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	4,170	4,170	100%	4,170	100%	0	0%	4,170	100%	0	0%
Female	182	182	100%	182	100%	182	100%	0	0%	0	0%
Total	4,352	4,352	100%	4,352	100%	182	4.18%	4,170	95.82%	0	0%
Other than Permanent workers											
Male	34,013	34,013	100%	34,013	100%	0	100%	0	0%	0	0%
Female	3,627	3,627	100%	3,627	100%	3,627	100%	0	0%	0	0%
Total	37,640	37,640	100%	37,640	100%	37,640	100%	0	0%	0	0%

*Benefit is provided through various means to employees/ workers like a Group Medical Insurance plan, ESIC and also through a Company Welfare Fund

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

	FY25	FY24
Cost incurred on well- being measures as a % of total revenue of the company	0.32%	0.34%

*This amount has been spent on various employee initiatives like wellbeing, insurance related policies, welfare fund etc.

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

Benefits	FY25			FY24		
	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%	NA	100.00%	100.00%	NA
ESI	30.43%	90.90%	Yes	36.32%	94.67%	Yes
Others – please specify	-	-	-	-	-	-

3. Accessibility of workplaces

All corporate offices of the Company are accessible to differently abled employees & workers.



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

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

https://www.delhivery.com/wp-content/uploads/2023/04/equal-employment_opportunity_policy.pdf

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	99.55%	90.24%	100%	88.10%
Female	97.56%	87.70%	-	-
Total	99.46%	87.80%	100%	88.10%

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

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers, Other than Permanent Workers, Permanent Employees & Other than Permanent Employees	<p>Employees can reach out to the HR Helpline or submit grievances via the Employee Grievance Redressal email help desk. Alternatively they can scan a QR code, placed at all facilities. The HR Helpline & QR code system are designed to assist employees with a wide range of organisational information. Employees can directly call the helpline for any HR-related inquiries or to address grievances, including but not limited to workplace issues, compensation & benefits, workplace safety, HR compliance & payroll matters.</p> <p>The support is available to all employees, regardless of geography, function or designation, including off-roll employees. Additionally, in line with our zero-tolerance policy for sexual harassment, the Policy on Prevention, Prohibition and Redressal of Sexual Harassment at Workplace of the Company outlines the procedures for preventing & addressing any instances of sexual harassment within the organisation.</p> <p>Our Whistleblower Policy provides a confidential platform for employees & workers to report concerns related to malpractice or impropriety. For more details, please refer to our WhistleblowerPolicy document which can be accessed at the link below -</p> <p>https://www.delhivery.com/wp-content/uploads/2023/03/Delhivery_Whistle-Blower-Policy.pdf</p>

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

There is no employee association in place.

8. Details of training given to employees and workers:

Category	FY25					FY24				
	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	18,392	13,873	75.43%	15,311	83.25%	17,121	2,827	16.51%	13,351	77.98%
Female	1,681	864	51.39%	1,042	61.99%	1,483	178	12.00%	725	48.89%
Total	20,073	14,737	73.41%	16,353	81.47%	18,604	3,005	16.15%	14,076	75.67%
Workers										
Male	38,183	9,922	25.98%	17,729	46.43%	41,047	15,042	36.64%	8,496	20.70%
Female	3,809	1,246	32.71%	2,508	65.84%	4,139	2,184	52.77%	1,834	44.31%
Total	41,992	11,168	26.59%	20,237	48.19%	45,186	17,226	38.12%	10,330	22.86%

Business Responsibility & Sustainability Reporting (Contd.)

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

Category	FY25			FY24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	18,326	15,274	83.35%	17,071	14,704	86.13%
Female	1,658	1,309	78.95%	1,455	1,126	77.39%
Total	19,984*	16,583	82.98%	18,526*	15,830	85.44%
Workers						
Male	4,170	3,406	81.68%	5,613	2,433	43.35%
Female	182	135	74.18%	285	25	8.77%
Total	4,352*	3,541*	81.36%	5,898*	2,458	41.68%

* Above figures are for on-roll and permanent workforce in the organisation. The offroll manpower is managed through external vendors.

10. Health and safety management system:

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

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

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

A detailed Hazard Identification & Risk Assessment (HIRA) exercise is conducted periodically, in which potential hazards are identified. These hazards are either mitigated with immediate effect or the concerned team takes charge & takes steps to mitigate the risk in a time bound manner. Regular audits to take note of fire related risks, near misses & other environmental related risks are carried out.

In addition, third party audits are conducted in our large facilities to identify & mitigate issues pertaining to health & safety.

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

Yes

- An HR helpline has been set up & suggestion boxes have been placed at facilities for employees & workers to provide suggestions to improve the health & safety management system.
- Local disciplinary & safety committees carry out safety rounds to monitor identified risks & associated mitigation plans.
- Under Employee Relations (ER), escalation matrices are defined at the facility level.

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

Yes, Group Medical Coverage is provided to all on roll employees/ workers of the company. This coverage provides a comprehensive Delhivery sponsored insurance cover for medical expenses incurred by the insured employee & their enrolled family members on account of hospitalisation. Also, ESIC benefit is available for employees/ workers with a salary less than ₹ 21,000/- per month.

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

Safety Incident/Number	Category*	FY25	FY24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.50	0.56
	Workers	1.09	1.21
Total recordable work-related injuries	Employees	105	115
	Workers	442	394
No. of fatalities	Employees	4	7
	Workers	17	19
High consequence work-related injury or ill-health (excluding fatalities)	Employees	79	79
	Workers	248	189

*Including in the contract workforce

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

Delhivery has a Health Safety & Environment Policy in place to provide a healthy & safe workplace for its employees. It is our continued endeavour to protect employees from injury, occupational disease, workplace hazards, harassment, & violence in the workplace through appropriate prevention, protection, & training/education programmes. A brief on the measures taken in ensuring safe & health workplace are as below:

- An Emergency Preparedness (EP) Plan has been formalised which consists of emergency responders (volunteers) at every level/ designation. Timely training is imparted & periodic mock drills are organised.
- Periodic Fire Safety Trainings are imparted to sensitise employees/ workers on Do's & DON'Ts in case of fire incidents.
- Hazard Identification and Risk Assessment (HIRA) is conducted as mentioned in Q10 above.
- Health & Safety Management system related posters are displayed across Delhivery facilities to spread awareness on Health & Safety.

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

	FY25			FY24		
	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	79	0	-	12	0	-
Health & Safety	4	0	-	3	0	-

14. Assessments for the year*:

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

*Field HR conducts touch-base meetings with employees across selected locations along with their managers to discuss Working conditions/ Hygiene/ Safety/ Employee Behaviour & Welfare/ Human Rights or any related queries with an aim to address them in time bound manner.

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.:

We have expanded our training programme to include comprehensive safety protocols & procedures, which include regular safety drills & workshops. Our health & safety policy is reviewed & updated periodically. Regular safety audits & workplace inspections are conducted as well. We have also introduced health & wellness programmes to support the overall wellbeing of our employees.

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.**

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

Stakeholder identification is based on a matrix where all internal & external stakeholders, no matter how remotely they are associated with Delhivery, are listed together. The listed stakeholders are then ranked/ scored based on their impact, interest, influence, involvement in the company which are defined as follows:

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

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

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

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

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

Business Responsibility & Sustainability Reporting (Contd.)

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

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

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY25			FY24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	19,977	19,551	97.86%	18,527	15,117	81.60%
Other than permanent	96	83	86.45%	77	62	80.52%
Total Employees	20,073	19,634	97.81%	18,604	15,179	81.59%
Workers						
Permanent	4,352	2,987	68.64%	5,898	2,369	40.17%
Other than permanent	37,640	28,821	76.57%	39,288	28,933	73.64%
Total Workers	41,992	31,808	75.75%	45,186	31,302	69.27%

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

Category	FY25					FY24				
	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										
Male	18,326	271	1.48%	18,054	98.52%	17,071	304	1.78%	16,767	98.22%
Female	1,658	22	1.33%	1,636	98.67%	1,455	26	1.79%	1,429	98.21%
Other than Permanent										
Male	71	0	0%	71	100.00%	49	1	2.04%	48	97.16%
Female	25	0	0%	25	100.00%	28	0	0.00%	28	100.00%



Category	FY25					FY24				
	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)
Workers										
Permanent										
Male	4,170	657	15.76%	3513	84.24%	5,613	496	8.84%	5,117	91.16%
Female	182	9	4.95%	173	95.05%	285	12	4.21%	273	95.79%
Other than Permanent										
Male	34,013	16,359	48.10%	17,654	51.90%	35,434	16,082	45.39%	19,352	54.61%
Female	3,627	2,289	63.11%	1,338	36.89%	3,854	2,170	56.31%	1,684	43.69%

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	7	82,00,000	2	42,57,143
Key Managerial Personnel	5**	2,86,20,173*	2	-
Employees other than BoD and KMP	12,638**	2,93,215*	982**	3,31,804*
Workers	3,808**	2,01,798*	150**	1,83,099*

* Does not include perquisite income earned through exercise of ESOPs.

** For Employees/ Workers who have been with the organisation for the entire FY24-25 (across all LE)

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

	FY25 Current Financial Year	FY24 Previous Financial Year
Gross wages paid to females as % of total wages	9.31%	8.67%

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

Yes, we have a dedicated team to address employee grievances related to, but not limited to, Human Rights violations. Also, the POSH Internal Committee ensures that we develop a safe & secure work environment for all our colleagues.

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

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

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

Also, in line with our policy of zero-tolerance for sexual harassment at the workplace, our policy on Prevention, Prohibition & Redressal of Sexual Harassment at the workplace lays down the mechanism for prevention & redressal of any instance of sexual harassment in the organisation.

Business Responsibility & Sustainability Reporting (Contd.)

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

	FY25			FY24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	50	5		50	0	
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	256	0	-	74	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY25	FY24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	50	50
Complaints on POSH as a % of female employees / workers	0.89%	0.44%
Complaints on POSH upheld	29	29

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

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

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

(Yes/No)

Yes. We formulated a Supplier Code of Conduct in FY23, making Human Rights a requirement in our business agreements & contracts with Value Chain Partners.

10. Assessments for the year:

	% of your plants and officers that were assessed
Child Labour	
Forced/ involuntary labour	
Sexual harassment	100%
Discrimination at work place	
Wages	
Others - please specify	

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

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

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment****Essential Indicators****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY25	FY24
From renewable sources		
Total electricity consumption (A)	4,773.49	2,937.33
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	4,773.49	2,937.33
From non-renewable sources		
Total electricity consumption (D)	84,104.93	73,869.24
Total fuel consumption (E)*	658,364.68	655,484.42
Energy consumption sources (F) through other	-	-
Total energy consumed from non-renewable sources (D+E+F)	742,469.61	729,353.65
Total energy consumed (A+B+C+D+E+F)	747,243.10	732,290.98
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	8.37	8.99
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)** (Total energy consumed / Revenue from operations adjusted for PPP) - Watt Hour/ tonne-km	171.08	182.50
Energy intensity in terms of physical output (Watt Hour/ tonne-km)	201.89	254.43

* Includes energy consumption from directly owned sources

** PPP conversion factors for FY25 & FY24 re-sourced from <https://data.worldbank.org/indicator/PA.NUS.PPP?locations=IN> which have resulted in change of FY24 numbers.

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

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

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

Not applicable.

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

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

Parameter	FY25	FY24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	386,071.10	408,358.74
(iii) Third party water	70,468.87	70,058.76
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	456,540.00	478,417.50
Total volume of water consumption (in kilolitres)	68,766.30	65,278.57
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.0008	0.0008
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total water consumption / Revenue from operations adjusted for PPP)	0.016	0.017
Water intensity in terms of physical output	0.0186	0.0227

* PPP conversion factors for FY25 & FY24 re-sourced from <https://data.worldbank.org/indicator/PA.NUS.PPP?locations=IN> which have resulted in change of FY24 numbers.

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

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

Business Responsibility & Sustainability Reporting (Contd.)

4. Provide the following details related to water discharged:

Parameter	FY25	FY 24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NA	NA
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	NA	NA
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	NA	NA
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	354,782.70	370,118.93
- No treatment	354,782.70	370,118.93
- With treatment – please specify level of treatment	-	-
(v) Others	32,991.00	43,020.00
- No treatment	-	-
- With treatment – please specify level of treatment	32,991.00	43020
Total water discharged (in kilolitres)	387,773.70	413,138.93

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

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

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

No, we have not implemented a mechanism for Zero Liquid Discharge as the Company's usage of water is restricted to human consumption purposes only.

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

Parameter	Please specify unit	FY25	FY24*
NOx	Metric Tonnes	3,969.47	3768.9
SOx	Metric Tonnes	2.21	1.99
Particulate matter (PM)	Metric Tonnes	132.21	139.50
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – Hydrocarbons (HC)	Metric Tonnes	615.93	631.30
Other - Carbon Monoxide (CO)	Metric Tonnes	7,721.20	7,585.0

*In FY24 the methodology was changed to GLEC, a globally accepted framework and all Delivery movements were included (both owned and third party)

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

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)



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

Parameter	Unit	FY25	FY24
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	186,222.92	156,885.60
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	61,144.30	52,668.80
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO ₂ equivalent per Million ₹	2.77	2.57
Total Scope 1 and Scope 2 emission intensity 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 per Million USD PPP	56.64	52.22
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Grams of CO ₂ equivalent per tonne-km	66.83	72.81

* PPP conversion factors for FY25 & FY24 re-sourced from <https://data.worldbank.org/indicator/PA.NUS.PPP?locations=IN> which have resulted in change of FY24 numbers.

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

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

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

We continued with our focus on the use of cleaner energy in operations. The installed solar power capacity increased to 7 MW at the end of FY25 from 4.6 MW at the end of FY24. Out of the total sanctioned capacity of 8 MW across our 15 large facilities, we have operationalised close to 90% of the capacity. This deployment enabled us to generate 4,773,494 kWh units of solar power in FY25, which is an increase of 62% when compared to the 2,937,331 kWh units of solar power generated in FY24.

We continued to induct higher form factor, fuel-efficient 46-ft tractor trailers into our fleet. These trucks are 17% to 44% more fuel efficient per kilogram per kilometre than the traditional trucks used in the industry. In FY25, through a joint effort with our vendors, we added 159 tractors to our combined fleet of tractors, taking the total count to 871 at the end of FY25 from 753 at the end of FY24. In addition to this, we also deployed a fleet of 20 LNG trucks in select lanes. We continue collaborating with OEMs to test first of its kind road trailers and electric vehicles in the mid-mile.

Besides large form factor trucks in the mid-mile, we have continued to deploy a higher number of trucks that run on alternative fuel in our first-mile, carting, and last-mile operations. At the end of FY25, we had a combined fleet of over 1,600 vehicles that ran on CNG or EVs. The deployment of EV 3 and 4 wheelers more than doubled to 387 at the end of FY25 as compared to 186 at the end of FY24.

As a result our overall logistics intensity has come down by 16% from ~184 gCO₂e/tonne-km in FY24 to ~154 gCO₂e/tonne-km in FY25.

This combined will have a significant impact on reducing our Scope 1 and Scope 2 emissions.

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

Parameter	FY25	FY24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	1,686.59	1,013.2
E-waste (B)	-	113.8
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	1.60	21.9
Radioactive waste (F)	-	-
Other Hazardous waste - Industrial Waste (G)	-	0.09
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	791.73	750.01
- Tyres	-	8.0

Business Responsibility & Sustainability Reporting (Contd.)

Parameter	FY25	FY24
- Paper	193.91	99.50
- Wood	276.47	285.6
- Iron & other metals	-	195.1
- Cables	-	6.7
- Electrical waste	6.18	1.3
- Rubber waste	13.51	0.6
- Misc	301.66	153.2
Total (A+B + C + D + E + F + G + H)	2,479.92	1,899.00

Parameter	FY25	FY24
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations - Kg per Million L)	27.8	23.3
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total waste generated / Revenue from operations adjusted for PPP Kg per Million USD PPP)	567.80	473.26
Waste intensity in terms of physical output	0.67	0.66
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	-	113.8
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	113.8
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	2,479.92	1,785.2
Total	2,479.92	1,785.2

* PPP conversion factors for FY25 & FY24 re-sourced from <https://data.worldbank.org/indicator/PA.NUS.PPP?locations=IN> which have resulted in change of FY24 numbers.

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

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

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

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

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:

All Company offices & facilities are located in premises which have the requisite building permits, including environmental approvals. Environmental Clearance (EC) is only required in properties which are above 2.15 lakh sq.ft. in size, hence only those facilities have been considered for the table below.

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Bengaluru (Karnataka) - 3 Bhiwandi (Maharashtra) - 1 Mumbai (Maharashtra) - 1 Gurugram (Haryana) - 3 Hyderabad (Telangana) - 1 Kolkata (West Bengal) - 1	Warehousing & Storage	<ul style="list-style-type: none"> Compliance level on Building Permit is 100%. Compliance level on Environmental Compliance (EC) is 50%, as some of the facilities were constructed during a period when EC was not applicable.

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

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

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

Not applicable

Leadership Indicators (Optional/Voluntary)**2. Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	FY25	FY24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	569,765.93	576,188.2
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent per Million INR	6.38	7.08

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

Yes, Sangti Solution Pvt. Ltd. (<https://www.sangti.tech/home>)

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.

One (1)

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Express Industry Council of India (EICI)	National

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

Nil

Business Responsibility & Sustainability Reporting (Contd.)

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

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

Not Applicable - no project undertaken

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

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

https://www.delhivery.com/wp-content/uploads/2023/04/community_grievance_redressal_policy_delhivery.pdf

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

	FY25	FY24
Directly sourced from MSMEs/ small producers	38.44%	38.70%
Directly from within India	99.93%	98.74%

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

Location	FY25	FY24
Rural	0.13%	0.11%
Semi-urban	5.95%	4.47%
Urban	27.49%	27.26%
Metropolitan	66.43%	68.16%

(Place to be categorised as per RBI Classification System - rural / semi-urban / urban / metropolitan)

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

Essential Indicators

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

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

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

In addition, we have a dedicated Client Experience Team to respond to their queries & receive feedback on our services so as to be able to continuously improve upon our products and services. The Team works closely with Sales & Operations Team to assist Customer in all scenarios Internally, We use the Jarvis app to record & categorise all the complaints & feedback. This App helps allocate ticket numbers that helps us in keeping track of the complaints & resolution. It also calculates if our resolutions were provided as per our internal TAT or not.

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

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

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

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

	FY25			FY24		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	0	NA	NA	0	NA	NA
Advertising	0	NA	NA	0	NA	NA
Cyber-security	0	NA	NA	1	0	The main website of Delhivery (www.delhivery.com) experienced a DDoS attack on May 02, 2023. After strengthening the WAF rules further, the number of requests per minute decreased, with no impact on our services.
Delivery of essential services	0	NA	NA	0	NA	NA
Restrictive Trade Practices	0	NA	NA	0	NA	NA
Unfair Trade Practices	0	NA	NA	0	NA	NA

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

Not Applicable

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

We at Delhivery Limited & our affiliates consider customer trust as our top priority & take the protection of their personal information very seriously. We want our customers to feel safe using our products, services & solutions ("Services"). This Privacy Policy informs them of the way in which we collect, use, transfer & store their personal information when they use our Services, as well as their rights in relation to this data. We successfully transitioned from the ISO 27001 - 2013 standard to the 2022 standard, thereby making us ISO 27001:2022 certified.

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

Also, our ISMS Policy has been made for safeguarding the confidentiality, integrity & availability of all physical & electronic information assets of the organisation to ensure that regulatory, operational & contractual requirements are fulfilled.

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

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

Not applicable as there were no relevant cases in FY25.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches: 0
- Percentage of data breaches involving personally identifiable information of customers: NA
- Impact, if any, of the data breaches: NA