

CORPORATE SOCIAL RESPONSIBILITY

Our Contribution To A Sustainable Future





BALFOUR MANUEL

Managing Director

Blue Dart Express Ltd.

Blue Dart Express Limited, with its legacy of over three decades of conscientious corporate citizenship focuses on positive growth and development in social, environmental and economic aspects of people's lives since its inception. The company believes that while continuing to generate wealth for its shareholders, it is not only important to create value for its other stakeholders, but also to share it equitably with them. Our Board of Directors, our Management and all of our employees subscribe to the philosophy of compassionate care.

Sustainability (or Corporate Responsibility) has been an integral part of our parent company Deutsche Post DHL's (DPDHL) strategy emphasizing brands commitment to being responsible and working with communities across the globe. At Blue Dart, we conduct our business in accordance with the applicable laws, ethical principles, ecological standards and international guidelines. We utilize our expertise to make our logistics greener and more sustainable while continuing to find ways to eradicate waste and retain more value in our products. To further strengthen our Sustainability programs, we integrated our initiatives under DPDHL's umbrella theme of "**Connecting People, Improving Lives**".

Under the credo of "**Connecting People, Improving Lives**", Blue Dart (along with DPDHL) focuses its corporate responsibility under three pillars of **GoGreen** to protect the environment, **GoHelp** through disaster management initiatives and championing education with **GoTeach** programs.

We work closely with our project partners, stakeholders, beneficiaries and local communities to facilitate social, economic and environmental progress through effective management of human and natural capital. Our programs are supported and complemented by regional community initiatives, which demonstrate the voluntary commitment, special abilities and enthusiasm of employees from across Blue Dart family.

This handbook, encapsulates Blue Dart's several programs that are aimed to provide ample opportunities and ensure the well-being of our people, our environment and our society at large. Should you need further details on any of the programs, you can write to our Corporate Social Responsibility Department on sustainability@bluedart.com.



KETAN KULKARNI

**CMO & Head - Business
Development**

Blue Dart Express Ltd.

VISION

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.

GUIDING PRINCIPLES

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 for larger societal value.

The concerted efforts of the company and its dedicated employees over several years had led to the improvement in the livelihood of the disadvantaged sections of the society.

The company has done promising work in enabling young adults, differently abled and disenfranchised women to maximize their potential and become confident and contributing members of the society.

PHILOSOPHY

Social Responsibility is a core element of the Company's corporate strategy.

As a socially responsible corporate, the Company's commitment towards the community has been unwavering since its inception in 1983.

The Company's philosophy of giving back to society is not just a 'corporate social responsibility' it is its duty as an organization to give back to the communities and the environment from where it draws its resources.

More than 'responsibility' it is 'sustainability' that is its cornerstone in line with DPDHL Group's 'Connecting People, Improving Lives.' Blue Dart takes it's responsibility towards the communities in which they operate and towards the environment.

Blue Dart as an organization commits to make a positive contribution to its world by using its knowledge, vast domestic and global presence to benefit people and the environment. As an Indian company with a global outlook, Blue Dart strives to maintain a balance between economic, environmental and social interests.



The Sustainability Policy is aligned to Deutsche Post DHL (DPDHL) Group's motto of Connecting People, Improving Lives and is based on the 3 pillars of:

GoGreen
(Environmental Protection)



GoHelp
(Disaster Management)



GoTeach
(Championing Education)



THE CSR COMMITTEE OF THE BOARD
COMPRISES OF THE FOLLOWING:

Mr. Sharad Upasani
Chairman of the Committee

Mr. Balfour Manuel
Member of the Committee

Ms. Tulsi Mirchandaney
Member of the Committee

SUSTAINABLE DEVELOPMENT GOALS

17 GOALS TO TRANSFORM OUR WORLD

GoTeach

4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY INNOVATION AND INFRASTRUCTURE



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



GoGreen

7 AFFORDABLE AND CLEAN ENERGY



11 SUSTAINABLE CITIES AND COMMUNITIES



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



GoHelp

1 NO POVERTY



2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



6 CLEAN WATER AND SANITATION

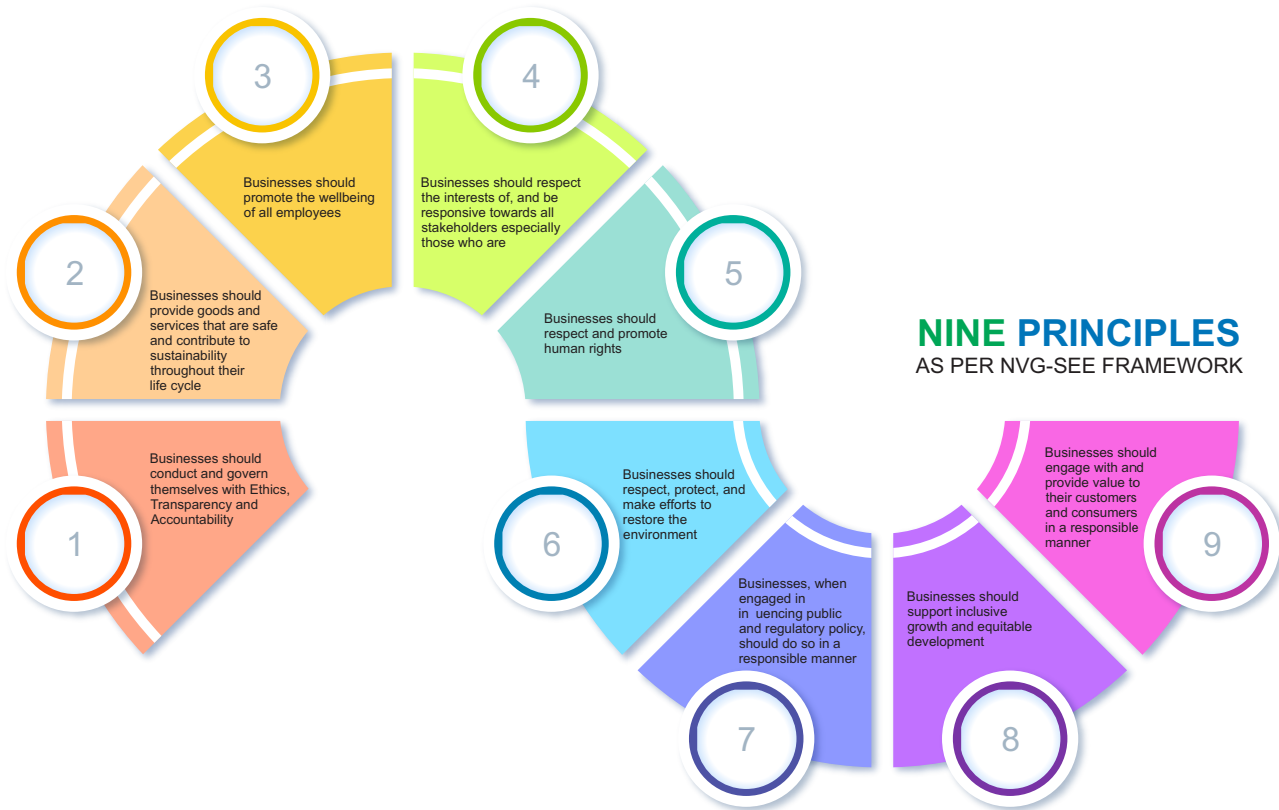


10 REDUCED INEQUALITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION





THREE PILLARS OF CSR AND INITIATIVES

Connecting People, Improving Lives

GoTeach

Blue Edge	Blue Teach
<p>Vocational training program including life skills, computer training, English speaking for 2,790 young adults in</p> <ul style="list-style-type: none"> • Mumbai • Chennai • Bengaluru • Kolkata • Delhi 	<p>Educational support for -</p> <ul style="list-style-type: none"> • Students of grade 2 from South Delhi Municipal School (105) • Classrooms in urban slums from grade 1 to 5 in Farrukhabad and Lucknow (1,050) <p>Employee voluntarism in Municipal schools in Mumbai, Delhi, Pune, Bengaluru, Chennai, Ahmedabad and Hyderabad</p> <p>Science Education project through Mobile Science Lab Vans in Delhi and Ahmedabad (20,387)</p>

GoGreen

Blue Greens

Trees planted for developing the Tribal Communities of Orissa and Maharashtra, Rural Communities of Gujarat and Andhra Pradesh, developing Ecotourism of Sikkim and trees for Tigers at Kanha-Pench Corridor (**4,44,000**)

Earth Hour

Lights off in the office

GoHelp

Blue Homes	Blue Help
<p>Family based Care Programme at Jammu, Srinagar, Bhuj, Raipur, Latur and Cochin (77)</p>	<p>Cataract Operations with Intra Ocular Implantation for Senior Citizens in Mumbai, Thane, Dhule, Nashik, Nandurbar and Palghar districts (4,667)</p>
<p>Residential centres for cancer affected children along with their parents (3,387)</p>	<p>Upgradation of the ICU department of Neurosurgery, at KEM Hospital (1200+)</p>
	<p>Free eye surgeries for lower social economic strata of society in Udaipur, Raipur and Puducherry (556)</p>
	<p>Awareness activities for Preventive Health, Sanitation and Education in Indore and Agra (~10,000+)</p>

The logo for GoTeach, featuring the word "Go" in blue and "Teach" in green, centered on a white rectangular background. This central element is surrounded by a decorative border composed of blue and green curved shapes.

GoTeach



Blue Edge

BLUE EDGE

Empowering Lives

Blue Dart in association with Oasis India, Hope Foundation and Noida Deaf Society (NDS), started an initiative called “**Blue Edge: Empowering Lives**” aimed at elevating and transforming the lives of young adults from difficult environments, who have not been able to complete their education.

The program ensures that the **underprivileged section of the society is not deprived of educational skills** as a building block to their ability to earn and support their future and families and contribute positively to the community, at large. Blue Dart started its first Blue Edge Centre at

📍 **Mumbai: 2008** 📍 **Chennai: 2011** 📍 **Bengaluru: 2014**
📍 **Delhi: 2016** (special intervention for hearing impaired) and
📍 **Kolkata: 2016**

This program educates them about possible employment opportunities equipping them with life skills, computer training, English speaking and Indian Sign Language (in Delhi).

Since inception, more than 2,790 students have successfully completed this program and have been felicitated at Graduation Ceremonies held in their respective cities, which boosts their morale further. Many of the students who have graduated from this program have been placed successfully in reputed organizations in sunrise verticals like Telecom, Retail, FMCG, etc. and have effectively kick-started their potentially stable careers and lives.

CEO

AWARDS

THE AWARD WINNING BLUE EDGE:

Empowering Lives program, was recognised at a global stage for its outstanding achievement in the field of education. Blue Dart was presented with the Gold Award in the Connecting People, Improving Lives category at the DPDHL CEO Awards, 2017.

SUCCESS OF BLUE EDGE:

Empowering Lives program was nominated as a Lighthouse Project under GoTeach from APEEMEA. The program also received funding of 50,000 Euros from DHL as a token of appreciation for the good work conducted in the field of education and also for further extension of this program to another city in India. This fund was used to set up the Blue Edge centre in Chennai which began operations in April 2011.



OASIS INDIA

I was finding it very difficult to be corrected because from childhood I have been corrected for many things like don't do this and don't do that. I always knew my parents loved me that's why they corrected me but since I have grown up now, yet I was finding difficulties to take correction. After joining Blue Edge I am able to speak in English and after counselling and life skill sessions I am able to change my attitude and gain lots of patience. Now I am beginning to overcome, and learning to take and understand correction in a positive way. I am also taking tuitions at home.

NIKHAT SHAIKH
a Blue Edge Beneficiary



Blue Edge

Mumbai



OASIS INDIA

Thilaga has completed her class 12 and her family couldn't afford her college education. Although being good in her studies, they were not able to send her to college. She took up work and was interested in joining Blue Edge. She worked as a part-time sales executive in a bakery and managed to complete the course. She was very sincere and very participative. She always wanted to learn as her friends are all in college. She is happy she was able to complete the course and managed to get placed in a job too.

I gained a lot of confidence after coming to this course. Even though I knew little bit of English, I did not have any confidence.

DHANUSHA NISSI

a Blue Edge Beneficiary



Blue Edge

Chennai



OASIS INDIA

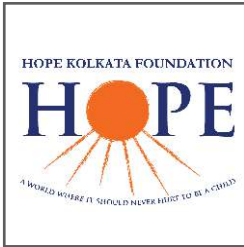
Mohammed Kamar: Coming from a challenging background, he was one of the first students to join the course at Blue Edge: Empowering Lives, Bengaluru.

He used to come every day even before the batches commenced to check about the admissions and course. Mohammed had a troubled childhood in terms of being educated in various hostels and having faced learning disabilities. He switched between work and formal education. He had passed his SSLC a couple of years before he joined the course with great enthusiasm. He was very regular all through the course and dedicated too. The best part is that as he attended the course he was also employed as a Marketing Personnel with a bag manufacturer. He dreams of establishing his own business some day.



Blue Edge

Bengaluru



HOPE FOUNDATION

Sandeep Gupta: One of the best deserving candidates batch of the Basic and Advance Unit. He has completed his Higher Secondary Examination under West Bengal Board of Higher Secondary Examination.

His father is a taxi driver and he is the eldest of the two siblings. His father doesn't earn enough to support the entire family of 5 members and so he was in need of job to continue his studies along with computer education. He managed to secure a job in Daily Store as a Data Entry and Cash Counter Executive. He is very sincere regarding his career and believes in the power of education.

Besides working, Sandeep is pursuing his Bachelors of Commerce through distance learning education programme from Indira Gandhi National Open University (IGNOU).

An intelligent learner, he is working hard and additionally supporting the educational expenses of himself and his siblings to ensure less pressure on his father.



Blue Edge

Kolkata



NOIDA DEAF SOCIETY

My son Amreet Pal attends the Blue Edge classes regularly. It is great to see the remarkable changes in his skills. He is also motivating me to learn sign language.

PRITAM SINGH

Father of Amreet Pal Singh, Blue Edge Beneficiary

Blue Edge join karne ke baad mujhe meri beti se bahut umeed bandh gai hai ki wah ek din naukri pa kar hamara sahara banegi. Blue Edge trainers ko bahut bahut dhanyabaad. (After joining Blue Edge, I have a lot of hopes from my daughter that one day she will secure a job and earn for the family. Many thanks to the trainers as well.)

MD. ALAM ANSARI

Father of Nusrat Najmin, Blue Edge Beneficiary

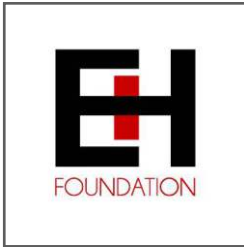


Blue Edge

Delhi



Blue Teach



EDUCATION & HEALTH FOUNDATION

EDUCATIONAL SUPPORT FOR CLASSROOMS IN URBAN SLUMS FROM CLASS 1 TO 5 IN FARRUKHABAD AND LUCKNOW

Blue Dart works with Education & Health Foundation (E&H) to support the Gyan Shala model in Lucknow and Farrukhabad. The program has impacted 1050 children studying in Grade 1 to 5. This initiative provides free quality education and healthcare to children in urban slums of Uttar Pradesh. Classes are held in poor bastis (slums) providing focus on quality education to the neediest underprivileged children of society.

Ishika is proud of her ability to do calculations and help her mother at home. She can even use her father's mobile to dial numbers.

Ishika, 10

Blue Teach Beneficiary, Farrukhabad



Blue Teach

Farrukhabad and Lucknow



AGASTYA INTERNATIONAL FOUNDATION

SCIENCE EDUCATION PROJECT THROUGH MOBILE SCIENCE LABS IN DELHI AND AHMEDABAD

Intervening and encouraging hands on experience with science, Blue Dart gives the children in the remote interior of Ahmedabad and Delhi this opportunity by providing them the mobile science labs on wheels. Blue Dart runs Mobile Science Lab vans in association with Agastya International Foundation. The Mobile Science Lab vans travel to 20 government schools in Ahmedabad and New Delhi each, to reach out to children to teach them new ways of learning in the classroom and spark their innate creativity. The Mobile Science Lab vans, till date has reached out to over 20,387 students in the two cities.

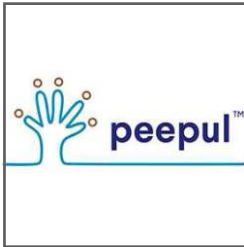
Today we learned about digestive system. We understood how the food we eat gets digested. We enjoyed it a lot.

MAKWANA CHANDU C.
Blue Teach Beneficiary, Ahmedabad



Blue Teach

Delhi and Ahmedabad

**PEEPUL**

Blue Dart supports **Grade Two of the Peepul-SDMC** (South Delhi Municipal Corporation) school (formerly Ark) in Lajpat Nagar, Delhi consisting of **105 students from three sections**.

Peepul is registered in India with a track record of working effectively with government agencies and other non-profit partners to deliver high impact education programmes throughout the country.

**Educational Support for Students****South Delhi Municipal School**

GoHelp



Blue Homes



SOS CHILDREN'S VILLAGES OF INDIA

FAMILY BASED CARE PROGRAMME IN JAMMU, SRINAGAR, BHUJ, RAIPUR, LATUR AND COCHIN

Advocating the concerns, rights and requirements of children in need of care and protection, Blue Dart has associated with SOS Children's Villages of India, an independent, non-governmental, social development organization that provides family-based care for parentless or abandoned children in India.

Blue Dart supports six homes consisting of 77 children. SOS Children's Villages helps orphaned children in need, to help them shape their own future.

Primary target beneficiaries are children without parental care (orphaned and abandoned children).



She loves me so much. I love my SOS mother and my family here.

IMRAN HAJAM, 15
Blue Home Beneficiary, Bhuj

Blue Help

Jammu, Srinagar, Bhuj, Raipur, Latur and Cochin



ST. JUDE INDIA CHILDCARE CENTRES

CHILD CARE CENTRES FOR CANCER AFFECTED CHILDREN IN MUMBAI AND DELHI

In 2016, Blue Dart initiated the Blue Dart Centre consisting of 12 staying facilities, in association with St. Jude India ChildCare Centres, an NGO working towards filling a vital need of care giving, nutrition and providing shelter to children suffering from cancer and under treatment at Tata Memorial Hospital, Mumbai. This centre stands in the three buildings donated by Mumbai Port Trust at Cotton Green Mumbai, to St. Jude India, which provides a clean, safe, hygienic place to stay, nutritional support, transportation to hospital for treatment, as well as recreation, education and counseling to underprivileged children under treatment for cancer in Mumbai, away from their hometown. The Blue Dart Centre provides all this and even more to the children and their parents, creating a home away from home.

In 2017, Blue Dart extended its partnership by supporting the operational expenditure of **three centres** in **Delhi**, with 11 family staying facilities per centre and is continuing the support.

Blue Dart was recognized at the DPDHL CEO Awards 2018, for its efforts in Connecting People, Improving Lives for Blue Homes, for the second consecutive year.



Blue Homes

Mumbai and Delhi



**Blue
Help**

HelpAge India | Fighting isolation,
poverty, neglect

HelpAge INDIA

CATARACT OPERATIONS WITH INTRA OCULAR IMPLANTATION FOR DISADVANTAGED SENIOR CITIZENS

Blue Dart has partnered with **HelpAge India** to conduct Cataract surgeries with Intra Ocular Lens (IOL) implantation to the disadvantaged elders. **4,667 surgeries** have been conducted till date in and around **Mumbai, Thane, Dhule, Nashik, Nandurbar and Palghar districts.**



Blue Help

In and around Mumbai



URBAN HEALTH RESOURCE CENTRE

AWARENESS ACTIVITIES OF PREVENTIVE HEALTH, SANITATION AND EDUCATION IN INDORE AND AGRA

Blue Dart has partnered with Urban Health Resource Centre (UHRC), for various activities to spread awareness about **hygiene, cleanliness, education, consumption of clean drinking water**, etc. through awareness activities like street plays, rally, etc. in Indore and Agra. Under this program, Blue Dart also runs the Blue Dart Reading Room, a mobile library for underprivileged slum children based in Indore and Agra.



Blue Help

Indore and Agra



SOROPTIMIST INTERNATIONAL

SANITARY NAPKINS FOR 200 GIRLS



Blue Dart partnered with Sorooptimist International Pune Metro East, to sponsor sanitary napkins for 200 women/girls in villages around Pune.



Blue Help

Pune

The logo features the word "GoGreen" in a bold, sans-serif font. The "Go" is blue and the "Green" is green. The text is centered within a white rectangular area that has rounded corners. This white area is set against a background of blue and green shapes that form a frame around it.

GoGreen



Blue Greens

MISSION 2050 ZERO EMISSIONS **GO GREEN**

“From now until 2050, our mission will be to drive our business towards zero emissions logistics. We are setting the standard for the future of the transport sector and doing our part to help the world community reach its goal of limiting global warming to less than two degrees celsius”

The decisions we make today will determine how our children's lives 30 years down the line

FRANK APPEL,
CEO of Deutsche Post DHL Group



Blue Greens

CARBON NEUTRAL SERVICES

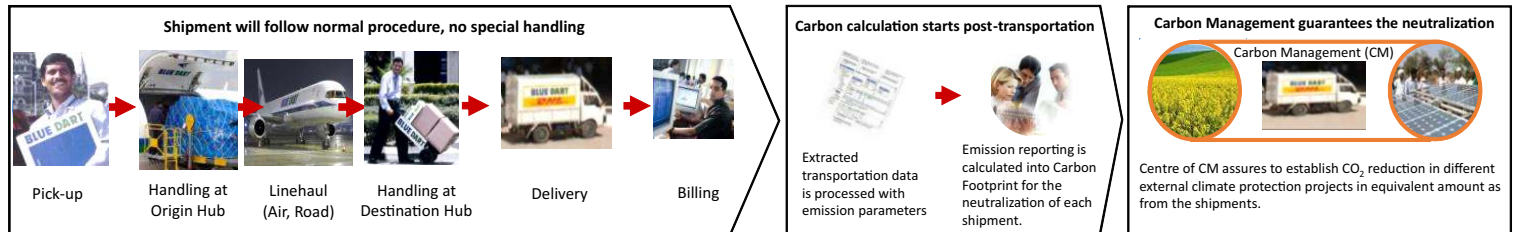
Blue Dart offers a specialized Carbon Neutral Service (CNS) initiative, wherein customers are provided with an environmentally responsible shipping option to neutralize the carbon emissions produced by the transportation of their shipments.

India's first end-to-end GoGreen CNS across international and domestic markets, an extension of DPDHL's global environment protection program which was launched in 2008.

The service allows customers to neutralize their carbon footprint by opting for Green products offered by Blue Dart at an additional charge above their shipping fee. The carbon emissions resulting from the transportation of customer's shipments are offset by re-investing in environmental protection projects verified by Societe Generale de Surveillance (SGS), a United Nations independent auditor.

A certificate verified by SGS is issued to CNS customers annually mentioning total amount of CO₂ offset.

The parent company, DPDHL has set a target of 30% efficiency improvement over the base of 2008 by 2020 for all its group companies. Blue Dart has surpassed the target by achieving an efficiency improvement of 31% in 2019 itself.





GROW TREES

PLANTING 111,000 TREES EVERY YEAR

Blue Dart has partnered with Grow-Trees.com, the official planting partner for United Nation's Environment Program's (UNEP) Billion Tree campaign and WWF for the planting of 111,000 trees each year.

LOCATION AND CAUSE

KHORAPUT, ORISSA - TREES FOR TRIBAL

KHEDA, GUJARAT - TREES FOR RURAL COMMUNITY

CHITTOOR, ANDHRA PRADESH (AP) - TREES FOR RURAL COMMUNITIES

SIKKIM - TREES FOR ECOTOURISM

YAVATMAL, MAHARASHTRA - TREES FOR TRIBAL

KANHA - PENCH WILDLIFE CORRIDOR, MADHYA PRADESH (MP) - MAHARASHTRA BORDER - TREES FOR TIGER



Blue Greens

Orissa, Gujarat, Sikkim, Maharashtra, MP & AP



GROW TREES

Blue Dart is very sensitive towards making our environment green and contributing in every way possible.

Grow Trees is a social enterprise which is dedicated purely for the planet, by encouraging individuals and corporates in inculcating the practice of growing trees in public land and dedicate the trees to greet or honor someone by means of an e-certificate with a personalized message.

Grow trees has plantation projects spread all across the country.

In the wake of Global Warming, Blue Dart has planted 4,44,000 trees. This will offset 88,80,000 kgs of carbon per year on maturity (considering the lowest average value as 20 kg/year by a mature tree). Generally, a forest tree takes about 5-7 years to mature depending upon the species, geographical conditions, weather changes, favourable climate, etc.





GLOBAL VOLUNTEER DAY (GVD)

As part of DPDHL Group, Blue Dart celebrates Global Volunteer Day (GVD), an opportunity to employees, partners, customers and various other stakeholders to become responsible citizens who come together and partner to conduct various initiatives that benefit the environment, communities and society.

GVD is an opportunity for employees, partners, customers and various other stakeholders to become responsible citizens by helping those in need. Volunteers participated in various initiatives which included blood donation drives, plantation of saplings, teaching children from marginalized sections of society, cleaning their schools and volunteering time with senior citizens and underprivileged children in many old age homes and orphanages.





CONNECTING PEOPLE, IMPROVING LIVES

BENEFICIARIES IMPACTED TILL DATE

4,44,000

Trees planted for developing the Tribal communities of Orissa and Maharashtra, Rural Communities of Gujarat and Andhra Pradesh, developing Ecotourism of Sikkim and trees for Tigers at Kanha-Pench Corridor

20,387

Science Education project through Mobile Science labs in Delhi and Ahmedabad

10,000+

Awareness activities for Preventive Health, Sanitation and Education in Indore and Agra

4,667

Cataract Operations with Intra Ocular Implantation for needy Senior Citizens in Mumbai, Thane, Dhule, Nashik, Nandurbar and Palghar districts

2,790

Blue Edge: Empowering Lives in Mumbai, Chennai, Bengaluru, Kolkata and Delhi

1,129

Children and their 2 parents benefitted from the staying facilities at the Child Care Centres for cancer affected children in Mumbai and Delhi

1,050

Educational support for classrooms in urban slums from class 1 to 5 in Farrukhabad and Lucknow

400

Children provided with midday meal in Nathdwara

200

Girls sponsored with sanitary napkins

77

Children from Family Based Care Programme at Jammu, Srinagar, Bhuj, Raipur, Latur and Cochin

105

Students of Grade 2 from South Delhi Municipal school given educational support

60

Deaf adults provided with pre-employment vocational Training in Mumbai

31%

Achieved in the year 2019 over the base year of 2008 on Carbon Neutral Services

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