

# ESG

Environmental, Social, and  
Governance Report

2021-2022



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# Message From The Chairman



*“I firmly believe that adhering to internationally acclaimed ESG standards will create a visible and measurable positive impact while taking us closer to our aim of creating a better world for all.”*

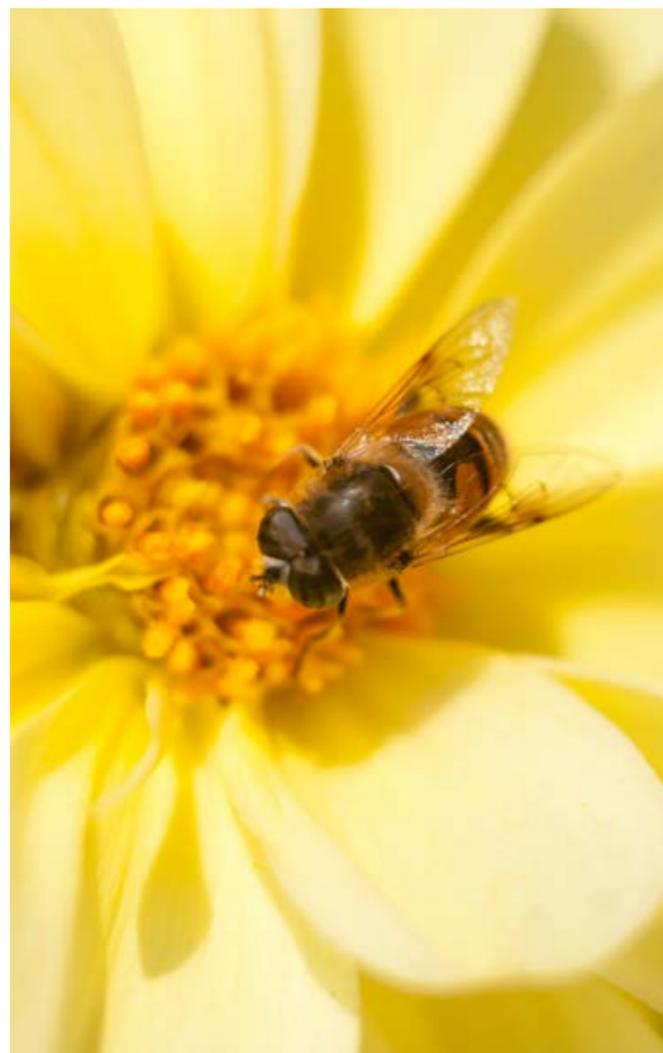
## Our commitment to creating a better world

**Making the world a better place is not just the prerogative of a few people and organizations. Each of us has a responsibility towards communities we are part of and which we impact, the society at large, and the environment.**

I am reminded of an interesting quote by environmental activist Paul Hawken that says, “Sustainability, ensuring the future of life on Earth, is an infinite game, the endless expression of generosity on behalf of all.”

As corporate citizens, we inhabit a unique space of privilege where our actions can create a cascading positive impact across communities and the environment. It is up to us now to leverage that position of privilege to implement Environmental, Social and Governance (ESG) norms to make the world a better place.

At Allcargo Group, we have always been focused on doing right by all – not just in business, but by our people, society and the environment. During the year, we have only strengthened our resolve and allowed it to be our guiding light in all that we do. Our concern and commitment are encapsulated in *Care for Environment and Society*, which is enshrined in our organizational ethos as a core value.



Through our Corporate Social Responsibility (CSR) arm, Avashya Foundation, we are working to bring about inclusive development in six focus areas: Health, Education, Environment, Women Empowerment, Sports and Disaster Relief, through our network of reliable partner NGOs who are doing incredible work on the ground.

Further, through our organizational stance on the environment, we are optimising operations and taking various steps to care for the environment. The team is especially working to raise awareness on protecting our environment through different measures. I'm personally happy that we have planted more than 710,000 trees through Avashya Foundation's Maitree initiative. The saplings we planted years back have now grown into trees, securing the environment and the livelihoods of the local communities in rural Maharashtra.

On the social front, I am thrilled that our Restart programme, launched during the year is creating an enabling platform for women who have taken a break in their careers to fulfil family responsibilities, to re-enter the workforce. A programme like this brings in much needed gender diversity in the logistics sector, and enriches the organization with the unique talents and leadership skills of such women. Employee well-being is a key component in creating an enabling and fulfilling work culture. And at Allcargo Group, we see to it that not only the needs, but also the various aspirations of our team members are met, so they can grow and realize their true potential. As a result of these various people-first measures, our employees have given us a score of 83 in the Great Place to Work survey. The six-point jump from our previous score, is an affirmation that we are taking steps in the right direction.

Creating a strong foundation for these achievements are various policies that ensure a safe working environment and reduce risk for all our stakeholders.

Our initiatives to improve our cybersecurity posture have helped us get ISO27001 certified and our Cyber Exposure Score (CES) is in the Low Risk category. Further, with a zero-tolerance approach towards sexual harassment and a robust whistleblower policy in place to encourage quick and efficient action when required, we reinforce our commitment to creating free, fair and equitable working conditions for all.

These are just a few of our many efforts to not only ensure ESG compliance but also build a strong foundation to excel at it. I am happy to share this report that showcases our intent, achievements and aspirations.

I firmly believe that adhering to internationally acclaimed ESG standards will create a visible and measurable positive impact while taking us closer to our aim of creating a better world for all. As an organization, we are taking determined forward strides - a path we will continue to walk on.

Best regards,

Shashi Kiran Shetty  
Chairman - Allcargo Group





# About Allcargo Group



Allcargo Group is a more than USD 2.6 billion global logistics powerhouse, headquartered in Mumbai, India, which combines the strengths of end-to-end integrated logistics, global leadership in LCL consolidation, and excellence in international supply chain, express distribution, and contract logistics solutions.

With over three decades of experience, backed by a network operating in 180 countries and spanning more than 19,800 PIN Codes in 735 of India's 739 districts, Allcargo Group is a name that resonates with our commitment to go to infinite lengths and stop at nothing in our endeavour to deliver excellence to customers.

Along with Allcargo Logistics, its global subsidiary ECU Worldwide, and Gati-KWE, which is one of India's premier express distribution companies, our range of services spans International supply chain, FCL, Air Freight, Express Distribution, Container Freight Stations, Contract Logistics, Supply Chain Management, Logistics Parks and Crane Rentals.

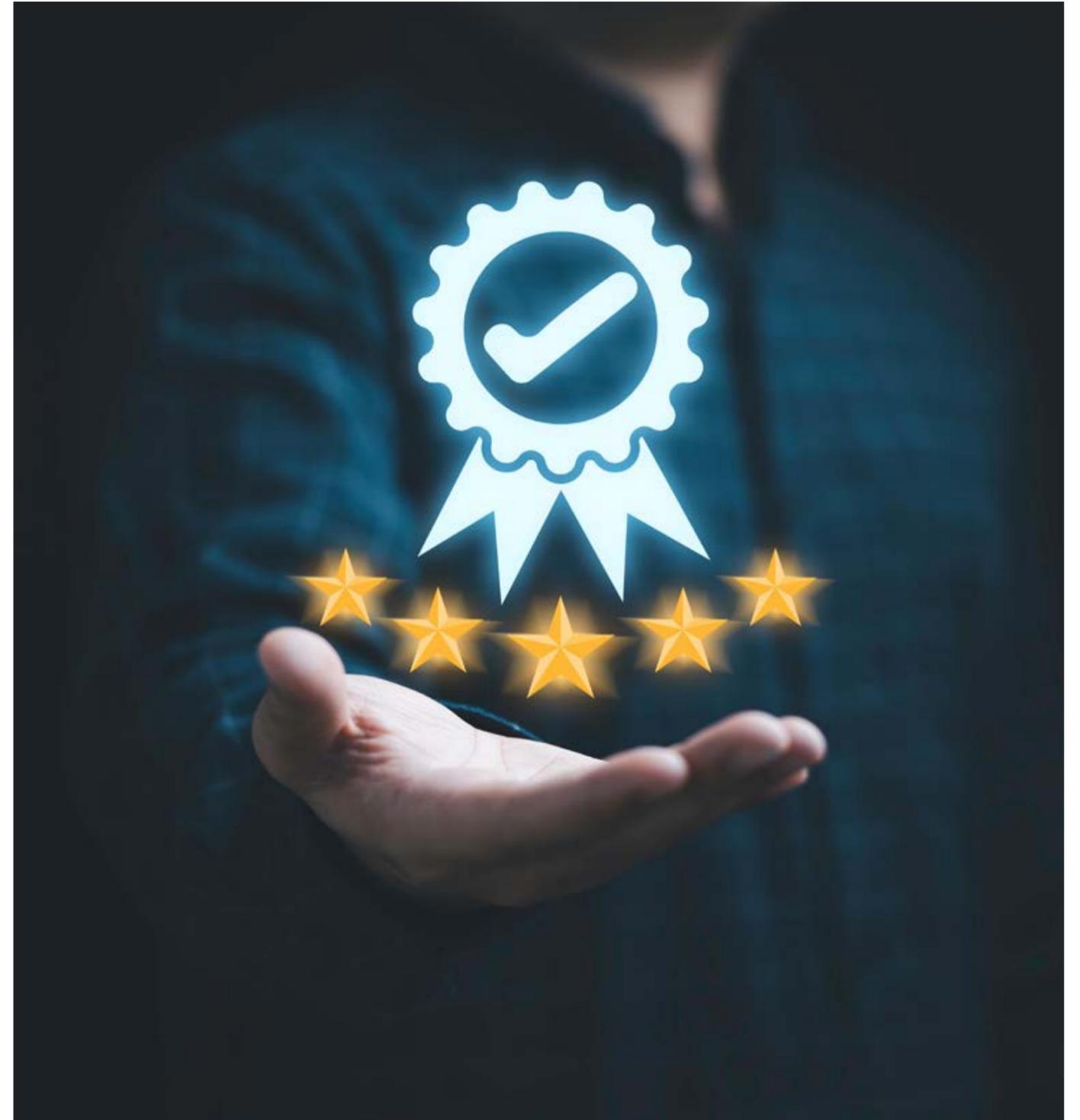
Being at the forefront of adopting new-age tools and technology, taking strategic and collaborative decisions for sustainable growth in the interest of all our stakeholders, and doing business with a purpose, are at the heart of what we stand for. What keeps us ahead is the conscious effort to be responsible corporate citizens, take free and fair business decisions and endeavour to adhere to world-class Environmental, Social, and Governance (ESG) standards.

Seasoned experts, industry veterans, talented professionals from within and outside the industry, women leaders who bring in a diverse perspective, bright young minds with unmatched potential, and team members from a variety of nationalities and cultural backgrounds form the soul of Allcargo Group – all united by a common vision and guided by our mission and values.

As Allcargo Group, we go far beyond business, profits, and the organization. We embrace the world as our family, caring for our planet and its people as we constantly strive to establish leadership, by far.

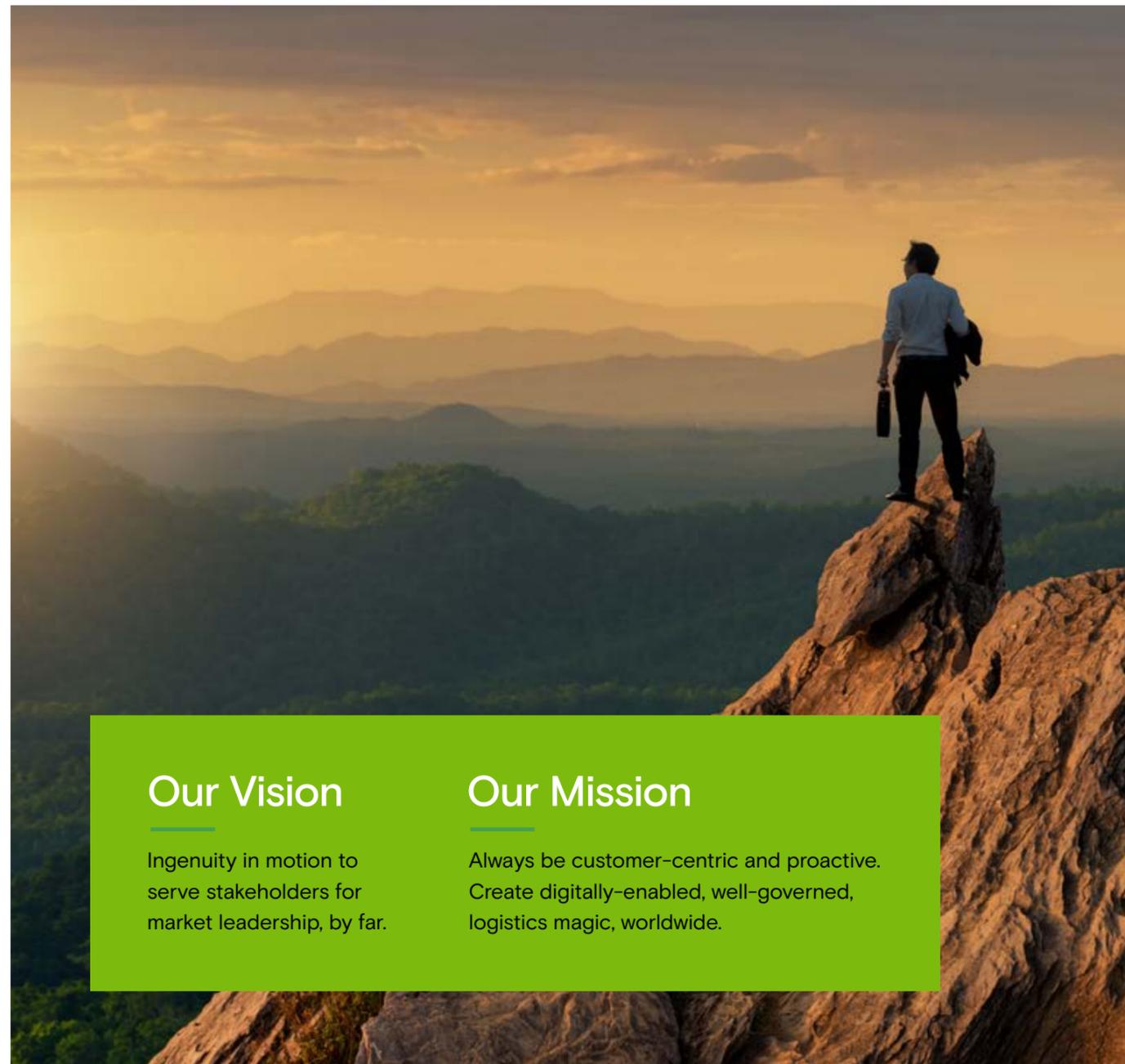


## Certifications and accreditations





# Our Vision, Mission and Values



## Our Vision

Ingenuity in motion to serve stakeholders for market leadership, by far.

## Our Mission

Always be customer-centric and proactive. Create digitally-enabled, well-governed, logistics magic, worldwide.

## Our Values

### ✔ Entrepreneurship with a Purpose

Practice the owner's mindset, as the organization is the collective soul of its employees. Be unwilling to accept 'it cannot be done' as an answer. Take initiative to push limits. Use resources consciously, chase goals aggressively, be frugal and pursue passion for business excellence.

### ✔ Customer Centricity

Recognize that our customers are the reason for our existence. Be obsessive about delighting customers and all stakeholders. As our Vision and Mission suggest, go to infinite ends to deliver the best customer experiences.

### ✔ Innovation and Execution

Constantly strive to challenge conventional views and drive innovation with new ideas, a futuristic outlook and perspectives from the youth. Maximise impact by delivering world-class solutions leveraging IT, digital platforms and newer technologies. Be agile, flexible and lead the disruption.

### ✔ Collaboration

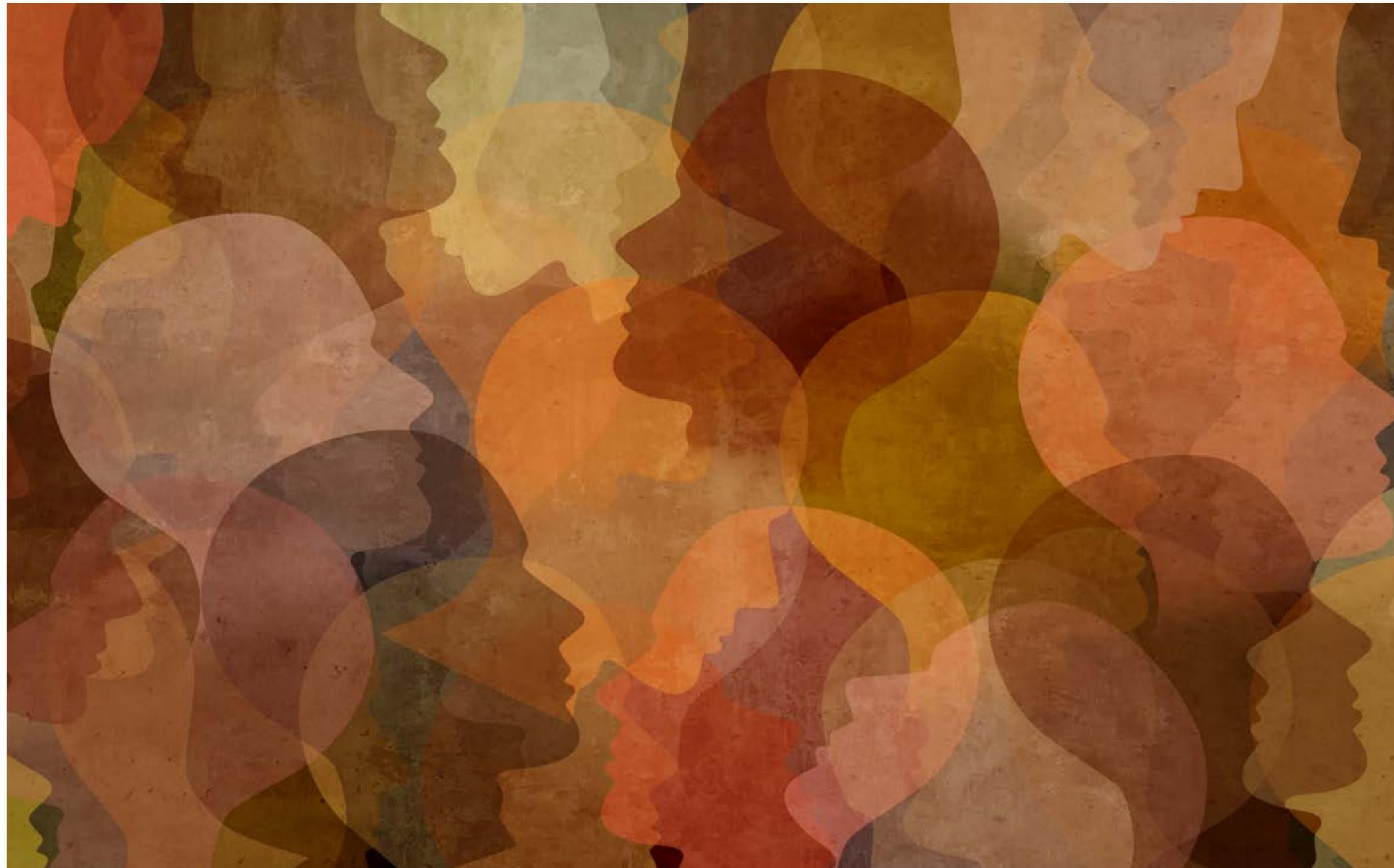
Build a highly capable and committed team to build growing businesses which deliver highest value by fostering a meaningful relationship with all stakeholders by practicing highest standards of business ethics, humility and governance.

### ✔ Care for Environment and Society

Always aim to minimise the impact on environment, supporting scientific research that reflects environmental and sustainability concerns. Build a culture of empathy within the companies towards colleagues as well as underprivileged individuals around us. Be responsible corporate citizens and contribute to a better society, country and world at large.



# What this report covers



This report covers environmental, workplace, details of our compliance and other related policies. This Environmental, Social, and Corporate Governance (ESG) report has been made after a rigorous assessment and with inputs from our internal and external stakeholders. Our operations span 180 countries with more than 300 offices, making our business ethics very intricate. The sustainability report highlights our commitment to factors that are responsible in creating an equitable society. We address the issues that are focused on and impact our stakeholders, employees and customers from time to time, and review our policies periodically.



# SASB's Five Dimensions of Sustainability



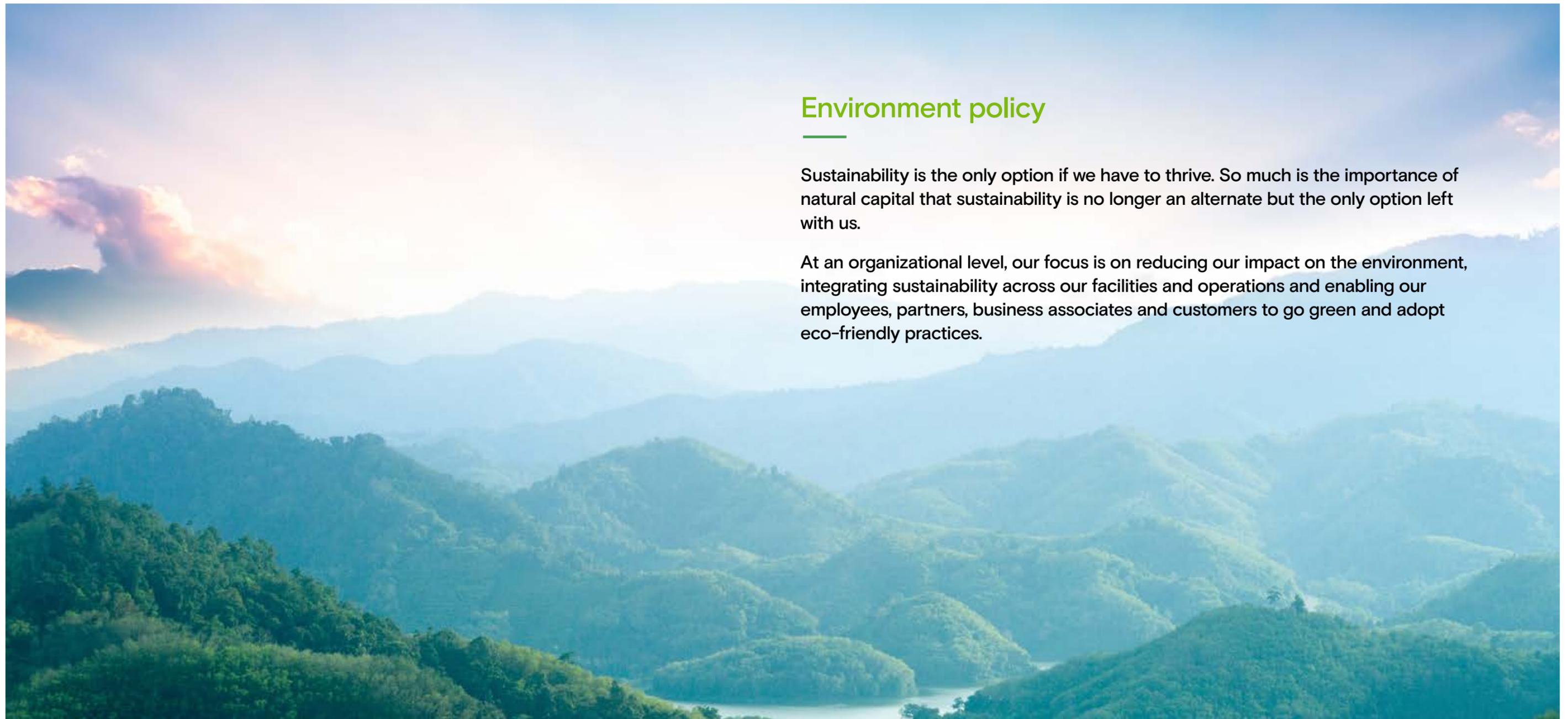
SASB defines sustainability as, “development that meets the needs of the present without compromising the ability of future generations to meet their own needs” (Brundtland Report, Our Common Future).

To apply this definition to its standard setting, SASB organizes the universe of sustainability risks and opportunities that companies can face into five broad sustainability dimensions.

- ✔ Environment
- ✔ Social Capital
- ✔ Human Capital
- ✔ Business Model and Innovation
- ✔ Leadership and Governance



# Environment



## Environment policy

Sustainability is the only option if we have to thrive. So much is the importance of natural capital that sustainability is no longer an alternate but the only option left with us.

At an organizational level, our focus is on reducing our impact on the environment, integrating sustainability across our facilities and operations and enabling our employees, partners, business associates and customers to go green and adopt eco-friendly practices.



## Endeavouring towards net-zero emissions

Recognizing the challenges like lack of carbon accounting foundations, over reliance on secondary data, uncertainties over cost and feasibility of decarbonization, etc., that stand between businesses and net-zero emissions, the Forum of Supply Chain & Transport CEO community of the World Economic Forum developed a statement of support to be signed by logistics and supply chain industry leaders globally.

In keeping with the fact that concern for the environment is one of our core values, our Chairman, Mr. Shashi Kiran Shetty is a signatory to this statement of support, which initiates the pooling of green demand to accelerate the net-zero transition. It also showcases the logistics sector's intent to accelerate the zero-emission future and move ahead towards achieving the climate goals under the Paris Agreement.





## Contributing to a greener, happier planet

Through our unique initiative Maitree, we have been adding to the earth's green cover by planting fruit-bearing trees in tribal regions in and around Maharashtra, which benefits the environment. Additionally, these trees also provide a source of income to farmers in the region who tend to the trees and sell the produce.

An inclusive initiative, Maitree involves a number of activities that include:

- > Identifying the right beneficiaries and making them aware about the project
- > Survey of the land/plot
- > Participation of the project beneficiaries through digging of the pits i.e. their 'sweat equity' in the project
- > Creating awareness of seasonal variations and risks
- > Soil and water conservation

Till date, we have planted more than **710,000 trees** and more than **14,000 farmers have benefitted** from this project. Since 1 tree can absorb approximately 21 kg of carbon in a year, 710,000 trees have the potential to absorb more than **14 million kg of carbon.**



In the year that went by we concentrated on providing saplings of mango, guava, cashew, lemon, and teak. Our teams interacted with farmers during the group meetings and trainings, and also undertook a survey about home-based solar units and water wheels to increase efficiency and conserve resources by using renewable energy. In addition to planning the selection and distribution process in advance, our team also helped the farmers with cleaning out the grass using a brush-cutter machine and making a firewall to protect the saplings from wild forest fires.

To commemorate World Environment Day 2022, we planted 100 saplings, dedicated to our respected Board of Directors, on whose behalf Avashya Foundation will look after the saplings, until they mature into fruit bearing trees, to be enjoyed by the community.

A testament to the success of the Maitree project was a sale that was recently held at our Head Office in Mumbai, where farmers sold fruits of the trees that had been planted under the Maitree initiative few years back.

We look ahead to keep at it and achieve our aim of planting a million trees!







## Mindful energy consumption and resource conservation

We believe in using energy consciously and design our processes, operations and facilities to reduce consumption and adopt renewable energy sources to the maximum extent possible. We have taken a number of steps to ensure environmental sustainability.

### At our warehouses and facilities

- > Reduce power consumption by using solar panels and LED lights used across most locations including streets, parking lots and within the premises
- > Maximise the use of natural light in the day-time with polycarbonate panels (skylight panels) on building roofs
- > Landscaping using grass and planting trees while constructing facilities
- > Moving towards implementing the use of electric and CNG vehicles for first mile, last mile and feeder deliveries
- > By replacing reach stackers with Rubber Tyred Gantry Cranes (RTGs) at our CFS facilities in JNPT and Chennai, we have been able to reduce carbon emissions to the tune of 3.4 million kilograms per annum
- > Rainwater harvesting and waste-water management systems to collect rainwater, store it and use it effectively
- > Percolation wells and ground water recharge wells to increase ground water levels during excessive monsoons
- > Considerable savings, to the tune of more than INR 300,000 a year on average, achieved through the use of solar energy at our group company Gati-KWE's STC at Ambala
- > Carry out energy audit savings that amount to more than INR 400,000 on average per year, at Gati-KWE. With every 100 units of saving, we contribute to the reduction of 100 kg of carbon dioxide, and 40 kg of coal savings, as well as prevent deforestation of 6 plants.
- > Undertake several activities like minimizing transformer losses, transformer voltage optimization, regular AC and compressor maintenance, installation and maintenance of solar panels, correcting load imbalance, replacing devices to ensure the use of energy-saving ones, etc. to optimize our electricity consumption
- > Paver blocks used in parking zones to facilitate the percolation of water into the ground during monsoons
- > Environment-friendly blocks made of fly ash are used for construction. Fly ash is residual waste generated in power plants. These bricks reduce environmental burden and are more sustainable.
- > Making the shift from wooden pallets to wrought iron or steel pallets that are stronger, more long-lasting and can be reused effectively
- > Tyres, waste oil, etc., are disposed off to authorized recyclers
- > Packaging material, paper, print-outs, etc. are discarded only after usability is completely exhausted
- > Using Sewage Treatment Plants (STP), sewage from the logistics parks facilities is collected, and treated. It is then used for flushing, gardening, etc.





At our offices

- > Motion sensor-based lighting is used to save power wherever possible
- > Use of elevators and air conditioners is monitored and optimized to minimize excessive electricity consumption
- > Close to 0.4 million Kwh units of electricity generated annually using wind and solar power help reduce carbon emissions by nearly 0.3 million kilograms, owing to a reduction in the use of thermal power to that extent
- > With Sales Force Automation (SFA) enabling digital scan of consignments at each stage, use of paper and printing is significantly reduced

- > Stickers and posters communicating the importance of saving water at common handwashing areas, water-coolers and washrooms
- > Employees are encouraged to car pool in order to collectively reduce our environmental impact
- > Use of bottles, mugs and other crockery made of glass, ceramic, steel, etc. encouraged in order to reduce disposable plastic and paper waste
- > Use of eco-friendly document jackets
- > Specific vendors carry out disposal of IT equipment like desktops, laptops, etc. so they are recycled





## Employee action with Allcargo Greens

Allcargo Greens is our organization-wide programme that constantly reminds our team members of the small acts of sustainability that can collectively make a huge impact.

This has been implemented through the following ways:

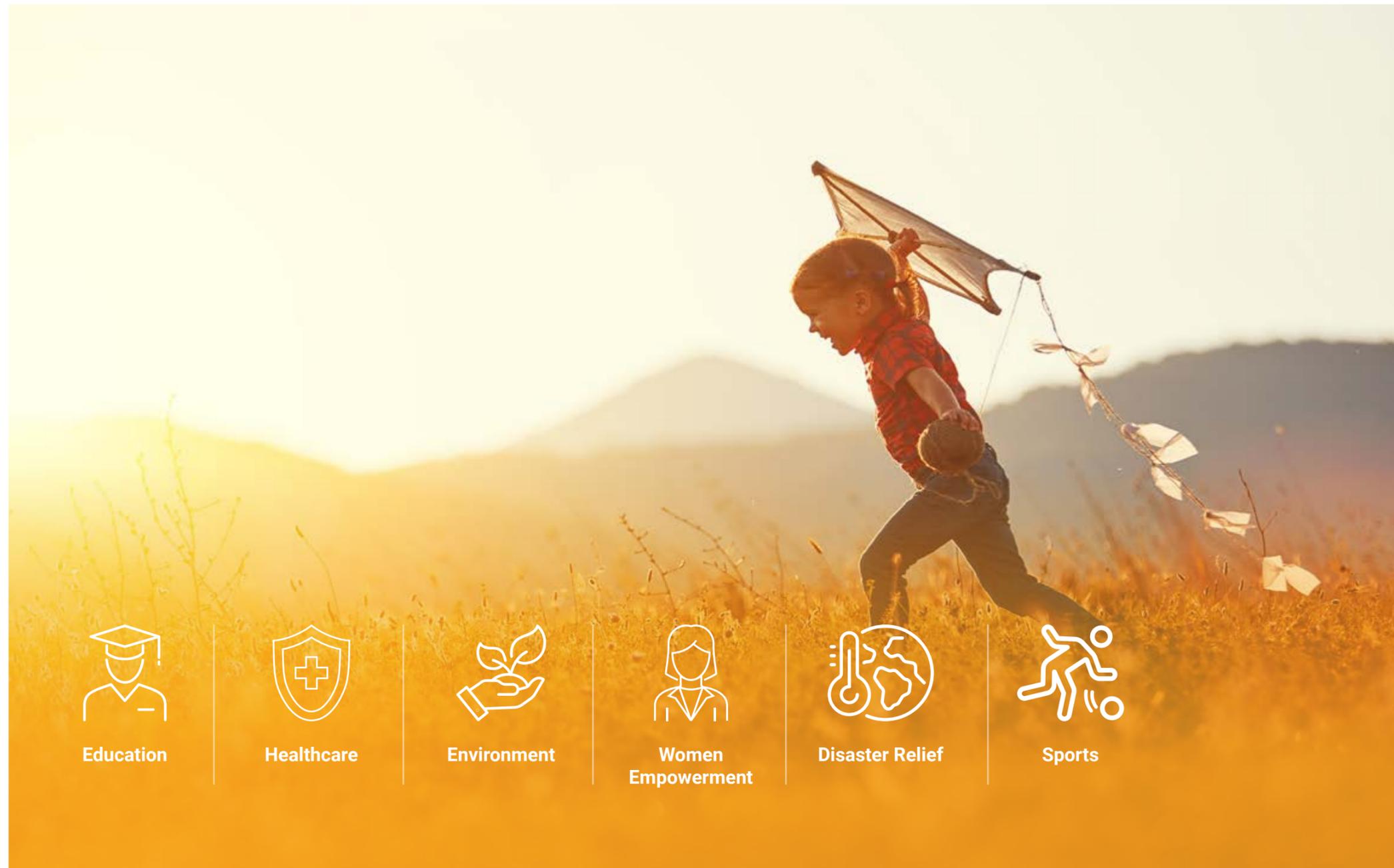
- > Constant communication on sustainability and environmental impact in internal and external communication
- > Stickers with messages on conserving electricity, reducing print-outs, saving water, not wasting food, etc. at strategic locations across the office
- > Greening desks at the workplace by gifting plants and sharing communication on ways to care for them
- > Mugs distributed to teams across the country with thoughtful messages on keeping the planet clean and green
- > Distribution of cloth bags to reduce the use of plastic

Further, at our Head Office in Mumbai, on the occasion of World Environment Day, we carried out an activity where employees themselves made seedballs and were able to take them home to plant and take care of the saplings.





# Social Capital



## A culture of giving back

Doing business with a purpose forms a cornerstone of our business and operations. At Allcargo Group, we believe in going beyond profitability and contributing towards the welfare of the society and taking care of the planet we call our home.

This approach of being a conscious, responsible corporate citizen is nurtured and encouraged by our Board members and senior leadership who lead by example and cascade this intent to give back across the organization.

Over the years, our efforts across diverse areas, tirelessly pursued by the Corporate Social Responsibility (CSR) team along with its nationwide network of partner NGOs have impacted more than 360,000 lives.



## Avashya Foundation

Spearheaded by Mrs. Arathi Shetty, Non-Executive Director, Allcargo Logistics, our CSR arm, Avashya Foundation continues to be a ray of hope, empowering communities and charting the course to sustainable growth and development.

Running nationwide initiatives with the aim of bringing about a positive economic, social and environmental impact, Avashya Foundation is anchored by a deep sense of gratitude and genuine intent to make the world a better place. It is this very belief that has driven us to work towards the good of society, nation and the world at large, long before it became a corporate mandate.

Avashya Foundation has been nurturing the aspirations of thousands of families through strategically designed interventions that tackle issues at the grassroots level.

It is no surprise then, that Mrs. Shetty and the CSR team have received numerous accolades for their efforts to spread hope and happiness.



*“If you see someone in need and are fortunate enough to be in a position to help, just do it. No matter how much good we do, the world needs more kindness and more selfless acts of help. Whether it is through CSR, through individual efforts or even the smallest support you can give someone, taking that step counts. And if all of us choose to do our bit, together, we can really make a big difference.”*



**Mrs. Arathi Shetty**  
Chairperson,  
Avashya Foundation



## Making a difference across key focus areas

### Empowering youth with skill development

#### Allcargo's Pradhan Mantri Kaushal Kendra (PMKK) under Pradhan Mantri Kaushal Vikas Yojana (PMKVY)

We were among the first to identify potential and set up a CFS facility near JNPT, and when it came to the next step of recruiting manpower, we took a remarkable decision of setting up a Multi-Skill Development Centre in collaboration with JNPT and CIDCO in March 2019.

It gives underprivileged youth in the vicinity an opportunity to better their employability and aspire to a better standard of living. Not only does it make skilled labour available to the industry, but also helps many families transform their lives for the better.

Allcargo's skill development centre is a state-of-the-art facility with a standalone G+2 structure comprising 40 rooms and spread across 45,000 sq. ft. with classrooms and training laboratories.

Trainers at the centre are Logistics Skill Council (LSC) TOT certified and students get trained to become consignment booking assistants, consignment tracking executives, inventory clerks, documentation assistants and warehouse pickers/packers as well as improve their skill proficiencies in functional areas like warehousing documentation, booking, loading, unloading, tracking, MIS, picking and packing processes.

Over the years, more than 500 students have completed training at the Centre and received assistance for placements.

We have aligned to the new normal and adopted digital training methods with e-learning modules, soft skill videos, online assessments, etc. Our centre has been accredited with the 5-star category (highest possible rating) by the National Skill Development Corporation (NSDC).





**Recognition of Prior Learning (RPL) scheme under the Pradhan Mantri Kaushal Vikas Yojana (PMKVY)**

In addition to operating the Pradhan Mantri Kaushal Kendra (PMKK) skill development centre in Uran, Maharashtra, and various other skilling initiatives in different parts of the country, we recently launched the Recognition of Prior Learning (RPL) scheme under the Pradhan Mantri Kaushal Vikas Yojana (PMKVY), the flagship scheme of the Ministry of Skill Development & Entrepreneurship (MSDE).

RPL is a skill certification aimed at individuals engaged in unregulated sectors, to enable a large number of Indian youth to secure a better livelihood, with industry-relevant skills. Individuals with prior learning experience or skills can register themselves and get assessed and certified.

We conducted the RPL training for more than 60 students at our skill development centre in JNPT, Maharashtra. The training included domain training (clarification of any doubts or gaps a candidate may have with respect to a job role), soft skills and entrepreneurship tips specific to the job role, among other relevant topics.

The successful students will benefit from the Kaushal Bima – a three-year insurance plan under Pradhan Mantri Suraksha Bima Yojana (PMSBY), a reward sum and a certificate which they can add to their CV.



**Other skill development initiatives**

- > Memorandum of Understanding (MoU) signed with the Konkan Gyanpeeth Uran College of Commerce and Arts KGUC for the inclusion of our skills training program in the college curriculum, even for last year's students and to promote awareness and capacity building of each student through skill development and also by mobilizing support from the college.
- > Collaboration with BlackSoil to train the youth in jobs such as Consignment Booking Assistant and Warehouse Picker and assist them with employment in various organizations. Under the initiative, Allcargo with BlackSoil has trained 50 students out of which 29 are employed in various organizations.
- > Inauguration of a new batch of students at Chennai, Tamil Nadu, along with our partner NGO Foundation of His Sacred Majesty, as part of our skill development and training programme, Nipun.
- > Mobilization of interested youth from Dhamni, the village we have adopted in Maharashtra and surrounding villages to form a batch of trainees to be trained in the Dnyanai Madhaymik Vidyalaya. The trainees will undergo extensive training in warehouse management including documentation, booking, tracking, transportation, products, storages, health, safety processes, etc. and also visit our contract logistics warehouse in Uran. Additionally, they will also be given soft skills training including basic English communication and computer literacy.





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**Social Capital**

Human Capital

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Leadership and Governance





### 🕒 Nurturing health and hygiene

When it comes to the healthcare sector in India, affordability and accessibility are the key issues faced by the vulnerable sections of society. By conducting medical camps, awareness programmes and organizing medical and financial support, our initiatives aim to address these challenges and ensure better health for all.

Drushti (for eye health), Dhvani (for hearing abilities), Jeevan (for support in case of illnesses), Jeevan Coping with Cancer (to help cancer patients and their families), Leprosy Elimination Action Programme and others are some of our key initiatives in the health sector.





**Here are some examples of the efforts undertaken in the past year:**

- > Health awareness campaigns held in remote rural areas of Bantwal and Mangalore in Karnataka, with support from Prajna Counselling Centre, Mangalore as well as KMC Hospital, Attavar, Athikaribettu Gram Panchayath, Athikaribettu Milk cooperative society, Bramhari Mahila Mandal and Kunjaragiri Mahila Mandal.
- > Eye camps for women, children and senior citizens conducted at Mumbai, and eye camps and initiatives in collaboration with SAAD Foundation in Mumbai and Foundation of His Sacred Majesty (FHSM) in Chennai helped over 7000 beneficiaries. Doctors were drawn from General Medicine, ENT, Obstetrics and Gynaecology, Ophthalmology, Orthopaedics and Paediatrics to run the health camp. Common conditions and ailments were treated while some other cases were referred for concessional or free treatment.
- > Two health camps to ensure better eye care carried out in Kolkata, West Bengal, for underserved communities, comprising dock workers, daily wage labourers, rickshaw pullers, and small-scale vendors who live near the dock, in conjunction with Bengal Service Society.
- > Four health camps conducted along with SAAD Foundation in slum areas of Mumbai to create awareness about preventive measures, benefits of adopting a healthy lifestyle, and importance of nutrition; and provide health check-ups; distribute medicines to treat common diseases; and give referrals for further treatment or surgery as per the requirement.
- > Camps to ensure mental well-being and psychiatric support held in Janardhana Swamy Temple premises, Seon Ashram Trust, Gandibagilu.
- > Teamed up with Alert India Foundation to help provide better care and diagnosis for people affected by leprosy in Karjat and Khalapur blocks of Raigad district in Maharashtra.

- > Supported more than 600 patients with medicines, and their investigative and operative requirements. In addition, we also provided scholarships to 10 students whose parents underwent treatment at the hospital.
- > More than 2000 patients from underprivileged backgrounds supported with medicines, chemotherapy, operations and medical investigations. In addition, scholarships given to 40 students, who are either being treated or whose parents are undergoing treatment at Sion, Nair and KEM hospitals, in Mumbai.
- > Medical camps held under the Dhvani initiative in an ongoing collaboration with Vipla Save the Children India to enable families from vulnerable backgrounds to have access to regular ear treatment, identify children at risk of hearing loss and enable early identification and treatment for them and provide intervention for children (0-3 years) with hearing impairment through audiological management, therapeutic interventions and a school readiness programme.
- > Under the Jeevan Coping With Cancer project, we have collaborated with L V Prasad Eye Institute and Foundation of His Sacred Majesty to help economically underprivileged families, whose children are affected by Retinoblastoma with chemotherapy treatment. Retinoblastoma accounts for 2.5-4% of all childhood cancers, mostly affecting those below 15 years of age in India. In 2021-22, more than 200 beneficiaries completed the full cycle of 7 chemotherapy sessions for Retinoblastoma and more than 100 beneficiaries have completed more than 4 cycles of chemotherapy sessions.





### Enabling dreams with education

Education holds the power to truly transform the future for children by equipping them with the right skills, talent, knowledge and opportunities to dream big and achieve their aspirations. We believe that every child has a right to get educated, make a meaningful contribution to society and succeed.

That is exactly why our education interventions go much beyond financial support. With programmes like Disha, Kaushalya, Mentor Me India, etc. which we carry out with our partner NGOs, we provide counselling, confidence-building and life skills support in addition to scholarships for deserving meritorious students.

- > Scholarships are given to underprivileged students, pursuing education from 30 different institutes, hailing from Mangalore, Bantwal and Udupi, to help them continue their education across graduation degrees, pre-university courses (PUC), high school, engineering, B.Ed, polytechnic and diploma courses, among others.
- > Life skills training organized along with Prajna Counselling Centre, for children of Mary Vale High School, Kinnigoli Town Panchayath and Morarji Desai School, Nellithirtha, KompadaV Muchur Panchayath, Karnataka.
- > Under the Disha Project, which seeks to give direction to youngsters, enabling them to carve a path for themselves, 200 students from various schools, were given scholarships, in partnership with the Bombay Bunts Association.
- > Where educational institutions are more vulnerable, quality education in primary schools is nurtured by providing training for teachers as well as school programs targeted at increasing the quality of education provided. Every year, we support schools by distributing exam kits, stationery, school bags, sports kits, sweets on national festivals, and work towards school repairing through wall paintings and other construction activities.
- > The year 1997 was a significant year as a government school was constructed under the patronage of Gati in Banjara Hills, Hyderabad, India, for the local children. With our continued support for the past 22 years, 22 classrooms to accommodate as many as 1150 students with two staff rooms, have been built. Extending our efforts in spreading education amongst the locals, we have built three more government schools in Hyderabad, Miyapur, and Nagore.



## ☑ Transforming the lives of women

Women often form the backbone of the family and when we empower women, they cascade the benefit to their household and community as well.

In today's day and age where gender equality and gender diversity at workplaces is being increasingly focused on and talked about, it is vital to ensure that women from vulnerable and underprivileged backgrounds also receive their due representation and consideration.

Helping women build their confidence and empowering them with knowledge and skills forms the basis of our women's empowerment initiatives.

- > In support of SABLA, we have initiated programmes to address the regressive condition of women in Mumbai's slum areas, working towards the improvement of sanitation facilities, educating girls and women on menstrual hygiene, and developing awareness in women about the benefits of having nutritional food.
- > More than 180 awareness sessions on sexual harassment carried out through free camps, in over 11 suburban localities to benefit more than 4000 women and girls.
- > Health camps and awareness sessions for women in the age group of 11 to 40 years, to give them training on life skills, women's safety, fire safety and first aid.
- > We have supported Seva Bharathi - Run for the girl child, consistently for four years. This project aspires to build a better future for girl children living in difficult circumstances through continued access to our support for a better life. Funds raised through this initiative are used to support the expansion of Kishori Vikas Project and the development of girl children, giving them the opportunity for a better life.





### ☑ Encouraging budding sporting talent

As an organization, we have always been committed to encouraging budding sportspersons and cultivating a culture of sports in India. We have fortified this commitment by supporting three talented lady golfers, with great potential, for a period of three years each.

Pranavi Urs, Sneha Singh, and Avani Prashanth show great promise in the sport of golf, have significant achievements to their credit and have been identified as potential medal-winners with the capabilities to represent the country at an international level and bring pride and glory to India.

By enabling the dreams of these lady golfers, we are doing our bit to contribute to India's aspirations of making a name in the sporting arena globally, and also hoping that they will inspire many more girls to follow their passion and excel.



Hailing from Mysore, Pranavi Urs is a professional golf player who recently won her 4<sup>th</sup> Hero Pro Golf Tour title of the season.



Sneha Singh from Hyderabad is another talented young golfer who has shown great potential and recently played at the British Women's Amateur Championship in England.



Bangalore's Avani Prashanth is one of India's top-ranked amateurs and has been selected to the Indian Team for the World Amateur Team Championship to be played in Paris in August 2022.



## Powering smiles and a better life

Apart from the core focus areas, we carry out a number of activities that contribute to rural development as well as provide individuals with special needs with the assistance they need in their daily life.

- > Support to Seon Ashram in Belthangady, Karnataka, to look after the medical and nutritional needs of differently abled people.
- > Assistance to Shri Gururaghavendra Seva Trust to look after children with special needs at Vijjetha Special School in Karkala, Karnataka, with the aim of raising their quality of life so that they grow in a holistic manner to become self-reliant and fit in with mainstream society. These children benefit from the approach which integrates special education, yoga, sports and cultural activities with speech therapy, physiotherapy, and occupational therapy. Through vocational training they learn to make phenyl, artificial flowers, candles, greeting cards, mementos, show pillows, soap water, soap powder, pen stands, mobile stands, vases, artificial earrings, show hangings, along with learning skills such as painting pots and computer data entry.
- > We have renovated the Dhayanaya School, at Dhamni village, Panvel (block Raigad), New Mumbai, which is likely to benefit over 280 rural children. The school walls have been coloured and beautified, the flooring has been renovated, and the furniture has been upgraded in order to encourage more and more rural children to attend classes and take interest in school activities.



We have built three water tanks with 5000 litre capacity in three hamlets of Dhamni village, to ensure that the villagers have access to water.

- > Further, with Gati-KWE being a committed partner for local institutions in local communities, we have renovated Rajouli Weavers Sheds.
- > We seek to increase income opportunities for people in local and tribal communities where access to decent work or joining any relevant profession is limited. We do this through social projects that emphasize entrepreneurship, income generation using available resources, strengthening of local job boards, employment networks and labour institutions, worker integration, supplier development, and also through skill development programs and vocational training.



Before



After



Before



After



Before



After





## Tracking the impact of our CSR activities

We understand the need to monitor the impact of our CSR initiatives and regularly evaluate our projects. Our endeavour is to always get feedback, assess the course of action, explore innovative ideas – to eventually achieve our project objectives and collaborate effectively with our partner NGOs to reach out to a much wider range of beneficiaries.

Our monitoring mechanisms include:

- > Feedback from the beneficiaries of the projects
- > Formation of the Beneficiary Committee
- > Regular project monitoring visits
- > Assessment of the project(s) and its impact

More than **35,000** beneficiaries were impacted in 2021-2022.



FOCUS AREA								Total
	Education	Healthcare	Environment	Women Empowerment	Disaster Relief	Sports	Others	
BENEFICIARIES IMPACTED	3889	20211	1050	6109	2950	700	150	<b>35059</b>



## Motivating employees to join in the effort

Nothing compares to experiencing the joy of giving back, and we give our employees a platform to do their bit and experience that happiness through our volunteering program, Allcare.

Whether it is going out to clean up a beach, spending time with underprivileged children, or participating in tree plantation, our team members have always been enthusiastic about supporting our efforts.

At our Head Office in Mumbai, we recently held a sale of mangoes borne from the trees planted under our Maitree initiative. A large number of our employees purchased the produce and helped the farmers earn their livelihood.

We aim to involve all our group companies as we look ahead to our employees taking on the role of changemakers and help make the earth greener, and happier.





## When our employees take the lead

Happiness grows when shared. To celebrate the joy of our fantastic Great Place to Work score and the birthdays of our Chairman Mr. Shashi Kiran Shetty and his wife Mrs. Arathi Shetty, our team at the CFS in Mundra carried out a blood donation camp. It saw such enthusiastic participation that the targeted units of blood were collected much before time.

Not too far behind, our newest batch of management trainees of the Velocity – Allcargo Global Campus Program, showed us that they too have imbibed our values and want to touch lives. They visited an NGO of the Vipla Foundation where street children and orphans in Mumbai have access to free education, essential services and especially to love and hope. Their interaction ended with a fun-filled activity of sketching, where the children got a chance to express themselves and get creative.

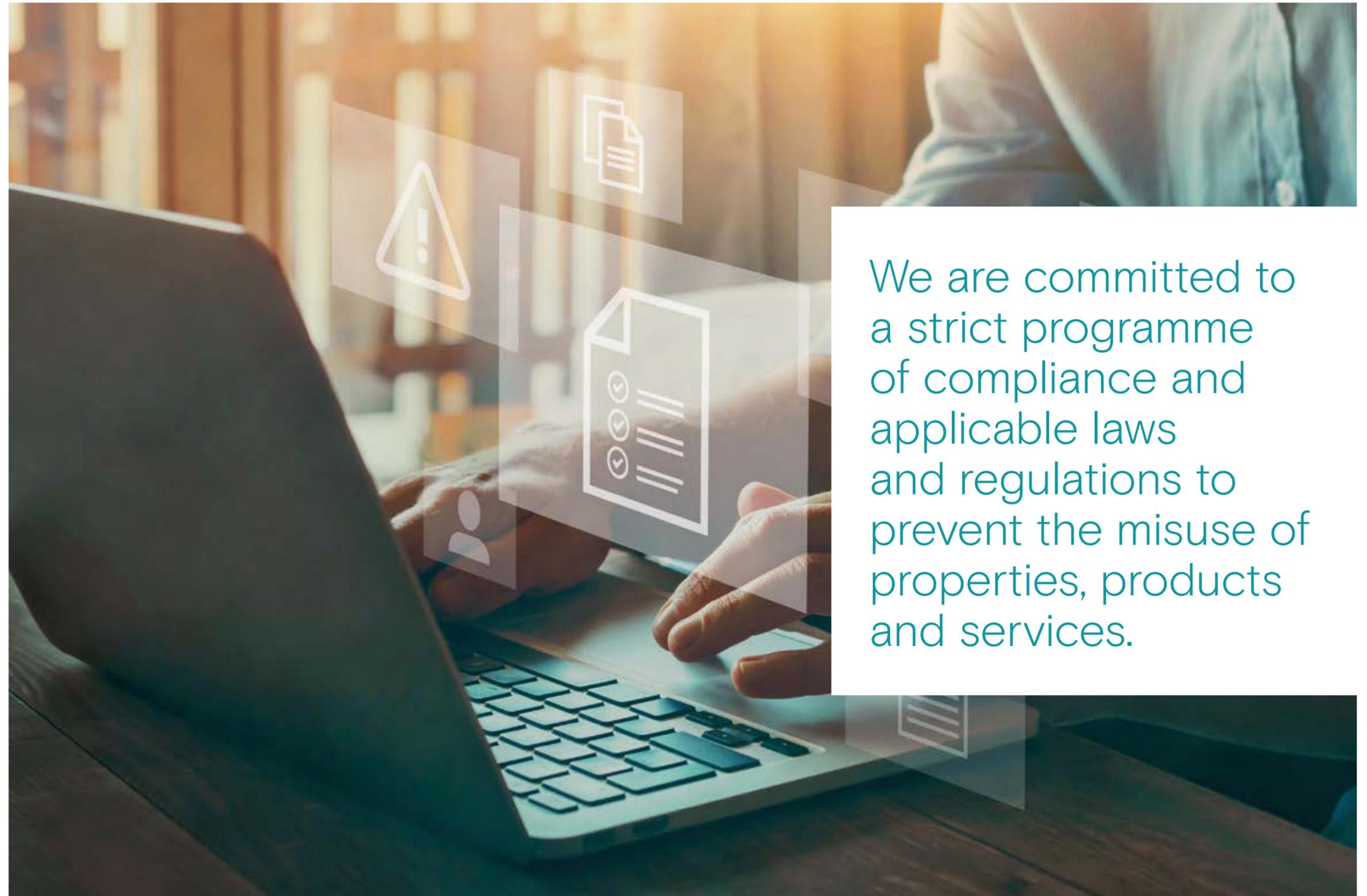


Additionally, the team also carried out a tree plantation drive and demonstrated our value of *Care for Environment and Society* in action.



## Caring for and about our customers

We have laid out a detailed policy and standard operating procedures. These include risk-based approach to conducting customer due diligence, ongoing monitoring of suspicious activity and record keeping. A team is dedicated to determine risk profiles of customers on the basis of their financial performance, reputation and customer feedback.



We are committed to a strict programme of compliance and applicable laws and regulations to prevent the misuse of properties, products and services.



# Human Capital



## Our greatest assets: Our people

Our global workforce across geographies is bound together by our values. We encourage our teams to develop local expertise, while delivering our core strategy.

Through sustainable and competitive reward programmes, we encourage employees to challenge themselves time and again. Our people strategy is designed to empower our employees, develop leaders and continually enhance the capabilities of our workforce.

We are a certified Great Place to Work (GPTW) company with a score of 83, which is a massive 6-point increase from our earlier score of 77, and a true testament to the trust our employees have in the company.



## Enhancing performance with the right training and induction

All new employees joining our offices across India have to undergo a detailed virtual induction, which is facilitated by the in-house Learning and Development team. The induction programme is designed to give our employees an overview about the organization, people practices, business perspectives and organizational values. A comprehensive suite of Behavioural and Functional/Technical training modules has been designed internally to enhance employee capabilities. We have an LMS in place where our employees can register for the training programme, view e-modules, videos and register for sessions and events.

Through virtual mediums we have been able to reach and cover more than 95% of our employees across India.

Customized In-House Programmes comprise various training modules designed and developed in-house, including 7 Habits of Highly Effective People, MS Excel, Time Management, and customized modules as per business requirements.

**Affiliated Courses** that we have rolled-out in collaboration with institutes such as the Indian Institute of Management – Bangalore (IIM-B), University of Michigan, etc. have been well-received.

**Webinars** on Leadership, Safety, Mental health, Sales, etc. have been our major focus areas and have been particularly helpful, especially during the pandemic.

**Vision Mission Values 2.0** virtual training sessions pan-India have allowed our teams to align with a common roadmap for success in the years ahead.



With the Velocity – Allcargo Global Campus Program, we are giving an impetus to the innovative ideas and tremendous potential of the youth. Talented students from some of India's premier institutions have been on-boarded to undergo a well-structured and guided program that will enable them to get hands-on experience of working in the logistics sector.

The ideal of such a program is to empower them with the knowledge and skills needed to succeed in the logistics sector, and strikes a balance between intensive knowledge absorption and on-ground experience.

Velocity follows the 70:20:10 methodology of learning, that is, 70% experience, through live projects, 20% exposure through shadowing and mentoring and 10% education through instructor led training or e-learning. The program is in 3 phases – READY, GET SET & GO and includes facility visits, leadership interactions, functional and leadership training sessions, cross-functional and action learning projects. After gaining valuable insights as a trainee, students have the potential for advancement to a managerial role across the group.



**Aarambh** is our 12-month Traineeship Programme where we hire freshers from campuses for entry-level positions, and groom them to take on responsible roles in the organization in the near future, as well as leadership roles in the long run. The programme is very well thought out and begins with a very thorough, and interesting induction and orientation programme, followed by cross-business and cross-functional exposure. Post this, the trainees begin their on-the-job training in the departments for which they have been recruited.

The 1-year training programme is characterized by quarterly reviews and various learning opportunities. We give a great deal of importance to this programme and to the trainees on-boarded, so that they can integrate faster and also settle into their roles more successfully.



We have recently launched Axelerate, our new management trainee program at Gati-KWE that goes on for a year. Through a 6+6 model, we enable exposure to distribution operations, business development and support functions, before the students are posted across locations and functions on a rotational basis. This helps them get a much better understanding of the ground realities of sales, business development and operations. Given the growing demand for logistics industry specialists and managers, strategic planning is needed in retaining expertise and gaining fresh, new ideas and insights from bright young minds. We use flexible working and development training options in an effort to attract the best of the applicants and retain our top hires over a longer period of time.



## Building a diverse, inclusive workplace

Diversity is our strength. At our wholly-owned global subsidiary ECU Worldwide, more than 50% of the workforce comprises women across different levels. We endeavour to achieve similar levels of gender diversity even in our other group companies. Our women employees are encouraged to take on leadership roles and many of our global offices are headed by women.

On the occasion of International Women's Day 2022, we launched our **RESTART- Back To Work Program for Women**. A group-wide initiative, it is a platform providing women who have had a break in their careers, the opportunity to take on full-time or project-based roles and ease back into workforce and flourish in their careers.

At our group company Gati-KWE, one in five middle and upper management positions, is already occupied by a woman. Additionally, we also have a special referral program where women benefit by referring other women into the organization.

We are committed to understanding and addressing the needs of the changing demographics of our markets. For us, diversity goes beyond gender and globally, our team is enriched by the perspectives of employees from diverse nationalities, cultures and origins.

Our integration and inclusivity-driven approach offers employees the same career prospects and opportunities regardless of gender, nationality, ethnicity, religion, age, sexual orientation or identity, or any other characteristics protected under law.





## Integrating digital technology in HR

Our HRMS portal Darwinbox – a cloud-based, feature-rich human resources management system that emphasizes on usability and data protection, has been extensively used by our employees to track attendance, manage leaves and also file tax returns.

Darwinbox also has a mood-o-meter to track employee energy levels on a daily basis and track engagement.



Vibe, a feature on Darwinbox, helps employees interact with each other and is used as a great engagement platform to share pictures and conduct fun and enjoyable activities.

The entire process of Performance Management right from goal setting to issuing increment letters is done in a paperless manner using Darwinbox. This one-stop solution has helped simplify core and complicated HR processes via automation, thereby improving productivity and efficiency of our HR personnel and departments.

We also have Upside LMS – A Learning Management System that is integrated with Darwinbox, where employees can view online modules, register for a training programme that they would like to attend, as well as mark their feedback for a session that they have attended. We can generate reports of all those who have viewed the online courses and take these insights into consideration while planning further L&D modules and activities.



## Rewarding the commitment to excellent performance

Our rewards and recognition programmes are designed to engage talent and encourage outstanding performance. We believe such initiatives are important for employee retention. Right from Employee of the Quarter Awards to Business Awards like CEO, CMD and JMD awards to even CSR awards and Long Service Awards – we believe in treating employees with respect and gratitude for all their hard work. This positivity can also be felt across the business, creating a happy working environment that people want to be a part of. We have a Committee in place that scrutinizes each nomination that is recommended against set criteria and then finalizes the rewardee.



This prestigious category of awards is a continuous expression of gratitude and appreciation by our Chairman and Managing Director (CMD) towards exemplary contribution of employees and has benefitted the organization overall. This recognition fosters healthy competition and like other awards, is a big source of motivation. The Selection Committee, which consists of senior leaders is chaired by the CMD and decides winners from amongst those nominated by Business CEOs, under various categories. Winners are announced and awarded during the Annual Diwali Event – Jashn and receive a certificate and gift voucher.



This new category of awards was introduced by our Joint Managing Director (JMD) and is mainly given out to recognize young talent and potential leaders. For this award, the nominations are sent by each business head and winners are selected by the JMD himself, after personally checking and monitoring their performance. The recipients of a JMD award are usually 1 or 2 employees per business and 1 per support function (only if applicable). They receive certificates, a trophy and a gift voucher. The employees are awarded with certificates, trophies and a gift voucher during the annual Diwali celebration.



The objective of our CEO awards is to recognize outstanding individual performance within each business vertical. These awards reflect the continuous expression of gratitude and appreciation by CEOs of our business verticals for individual contributions that add value within the organization. There are two awards in this category within each business vertical. Respective business CEOs decide awardees in both categories and their nominations are forwarded to a senior panel for approval. Winners are announced and awarded during the Annual Diwali event and win a trophy, certificate and gift voucher.



This special category of awards has been introduced during the pandemic, for those employees who have relentlessly been present during the lockdown, especially our ground level operations staff, to ensure business continuity and customer service. These awards are handed out by the CMD himself, thanking each employee for their contribution during such unprecedented times.



## 📍 Rewards and recognition at Gati-KWE

Gati-KWE's rewards and recognition programmes are designed to be inclusive, yet aspirational.

Team members showcasing excellent performance in sales and operations are recognized and appreciated on organization-wide platforms at regular intervals.

Through an in-house digital platform, GEARS – Gati Employee Appreciation & Reward System, our employees can recognize each other's achievements, accumulate GEARS and redeem them against a number of popular brands, products and services online. GEARS also works as a space where employees can express themselves, celebrate work anniversaries and wins, and appreciate their colleagues and teams publicly.

We have different categories of awards that commend recipients for exemplary behaviour and support, living by Vision, Mission and Values, consistently good performance and exceptional team behaviour and collaboration.

Taking this to the next level are our in-person rewards and recognition initiatives at all our warehouses, STCs, and Operating Units every month. Along with on-the-spot surprise gifts, employees are rewarded for excellent performance, going out of their way, demonstrating potential as a new talent, and more.

We also conduct weekly employee engagement activities that are focused on Career, Competence, and Care. These programs which take place at our warehouses, STCs, and offices on Saturdays, include self-development training, fun games, team-building activities, outdoor sports, etc. thereby ensuring that our employees get a weekly stress buster and remain motivated for the coming week.





### Cross-functional training for integrated global logistics

Teams from different verticals are encouraged to attend trainings and conferences, to acquaint themselves with other business verticals. This helps us in involving people further in the company's vision, by providing them a wider exposure to the marketplace.

With Gati-KWE on board, we have organized Sangam – a Cross Sell Training Programme wherein the sales forces of both companies are trained on various products to gain business knowledge and enable end-to-end logistics solutions for customers.

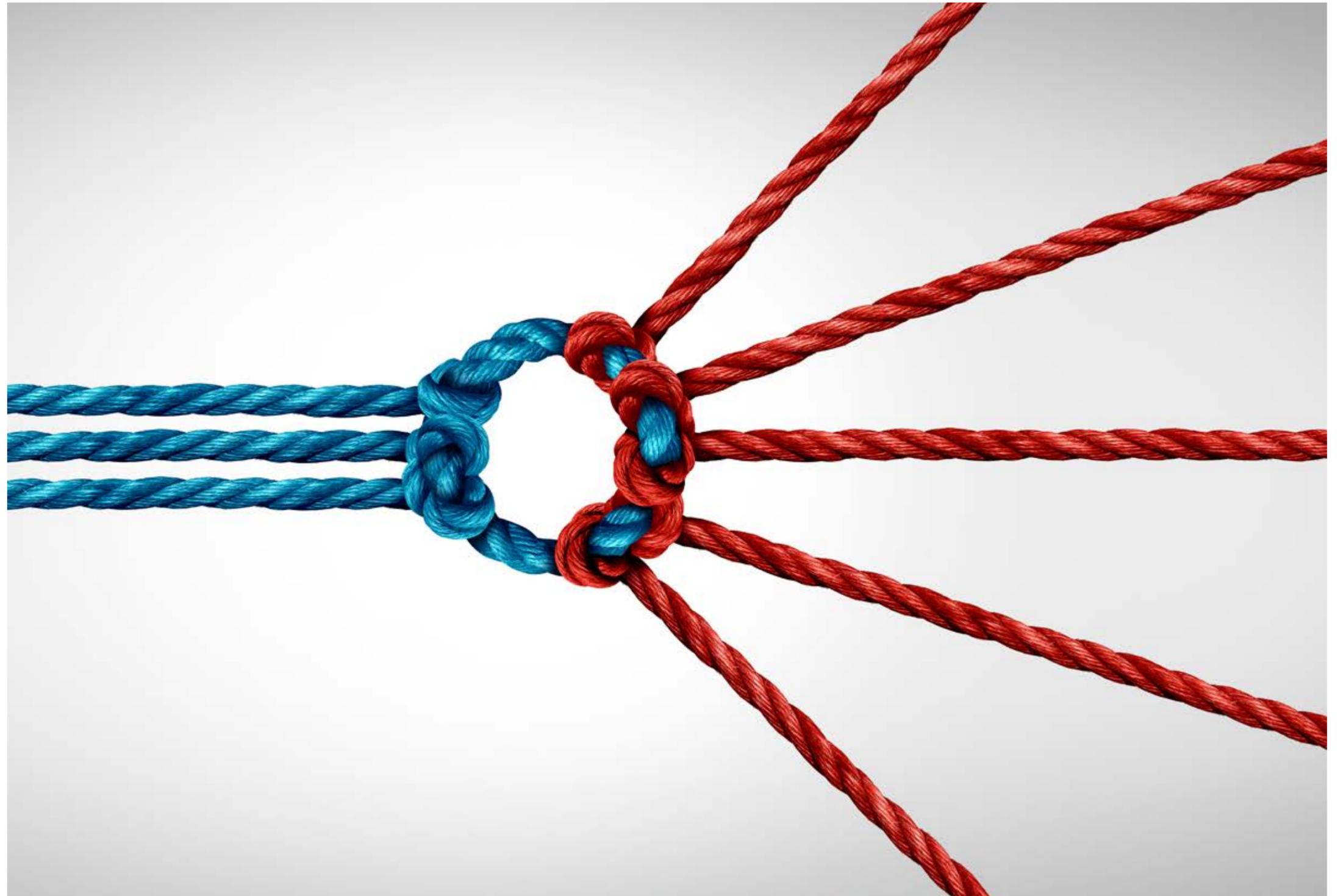


### 📍 Building a strong partner network with Gati-KWE

Gati-KWE has been able to establish a position of strength across the length and breadth of the country, only because of its channel and franchisee partners that seek to fulfil their entrepreneurial ambitions, backed by the strength of a corporate leader like Gati-KWE.

In what is a win-win situation for everyone involved, we consider our associates as part of the family and see them as representatives of a new, bold India. With an earnest intent to help their business thrive and thus contribute to India's growth story, we take several efforts to help our associates build capabilities, adapt to new-age digital tools and technologies, reach out to more end customers, tap into new markets, etc.

Monthly customer meets, delivery etiquette training, introduction to safe, secure digital payment methods, and the advantage of instant assistance on WhatsApp with Gati Genie, are ways in which we continue to build on one of our biggest strengths; and emerge even stronger.





## Making health, safety and well-being our top priority

Our HSSE procedures set the benchmark for policies in these areas, as safety has always been and continues to be a non-negotiable for us.

We have a host of regular safety processes, including fire and safety drills, safety awareness campaigns, exhaustive checking and certification of equipment, and timely Occupational Health and Safety Assessment Series and fire and safety audits. All equipment undergoes stringent maintenance programmes, ensuring reliability and safety always.

At facilities, we follow stringent safety protocols, including use of in-rack fire sprinkler system, fire hydrants, different types of fire extinguishers, CCTVs, smoke alarms, as well as face and eye washers in case

of accidents. Employees don personal protection equipment when required. Our warehouses are designed to have one-way movement and no-entry zones to avoid accidents within the space. For movement of hazardous cargo, there are additional levels of safety, with special training conducted by external experts and statutory compliance completed in advance for this dangerous cargo.

Everyone, right from the operators of high-end cranes to experts working at our offices and even the truck drivers and handlers who are often counselled about the ill-effects of alcohol and drug consumption, undergo training that's relevant for them.

Additionally, being conscious of the fact that mental well-being is as important as physical health, we regularly apprise employees on sessions for yoga, dance, meditation and other recreational activities they can participate in.





## COVID-19 awareness and preparedness

We follow all mandated protocols to ensure total safety and health of our employees, business associates and customers. We have implemented Standard Operating Procedures (SOPs) and briefed all employees and support staff on COVID-19, its dangers, protective steps and how to prevent it from spreading.

Government advisories and notifications are circulated internally, put up on notice boards for greater awareness, as and when necessary and adhered to stringently.

During the pandemic, while our employees were working from home and the HR team had minimal or no in-person contact with employees, we still managed to go the extra mile and help them out in case they or their family members needed quarantine facilities, oxygen cylinders or a bed at the hospital. We were also able to administer vaccination doses for our employees and their family members through vaccination drives in association with Apollo Hospital and Reliance Jio Centres.

Various initiatives such as Virtual Doctor-on-Call and therapy sessions were also launched during the pandemic, so our employees could utilize these services effectively from home, and also extend these benefits to their family members.

In view of the anticipated multiple waves of the COVID-19 pandemic, we are equipped with information and details on safety measures and assistance that may be required by employees from time to time.





# Business Model and Innovation



With Gati-KWE, one of India's premier express distribution companies, now a part of Allcargo Group, we are able to offer connectivity across more than **19,800 PIN Codes** and **735 of India's 739 districts**. Considering the impact of road transportation on the environment, express distribution is more eco-friendly with numerous consignments being transported at the same time, rather than individual ones.



## A business model that reduces environmental impact

Even though there is always an environmental impact involved in moving cargo from one point to another, the businesses we excel in, inherently allow us to operate in a more eco-friendly manner.

Through our wholly-owned global subsidiary ECU Worldwide, we are the global leader in LCL consolidation. Even though we do provide neutral FCL services as and when needed, our business leadership and expertise in LCL helps us reduce our environmental impact. LCL works better for the environment because a number of shipments from various shippers get transported at the same time in a single container, rather than separate containers for each as would be the case in FCL. Additionally, it is considerably more eco-friendly compared to air freight, which causes more pollution.

When it comes to our warehouses and facilities, sustainability principles are integrated at the construction stage itself. Insulation to reduce the power consumption for heating or cooling the premises, use of natural light to its fullest, efficient waste-water management, rainwater harvesting, use of solar panels, are some ways in which we reduce wastage and conserve resources.



## Digitalization to help us go green

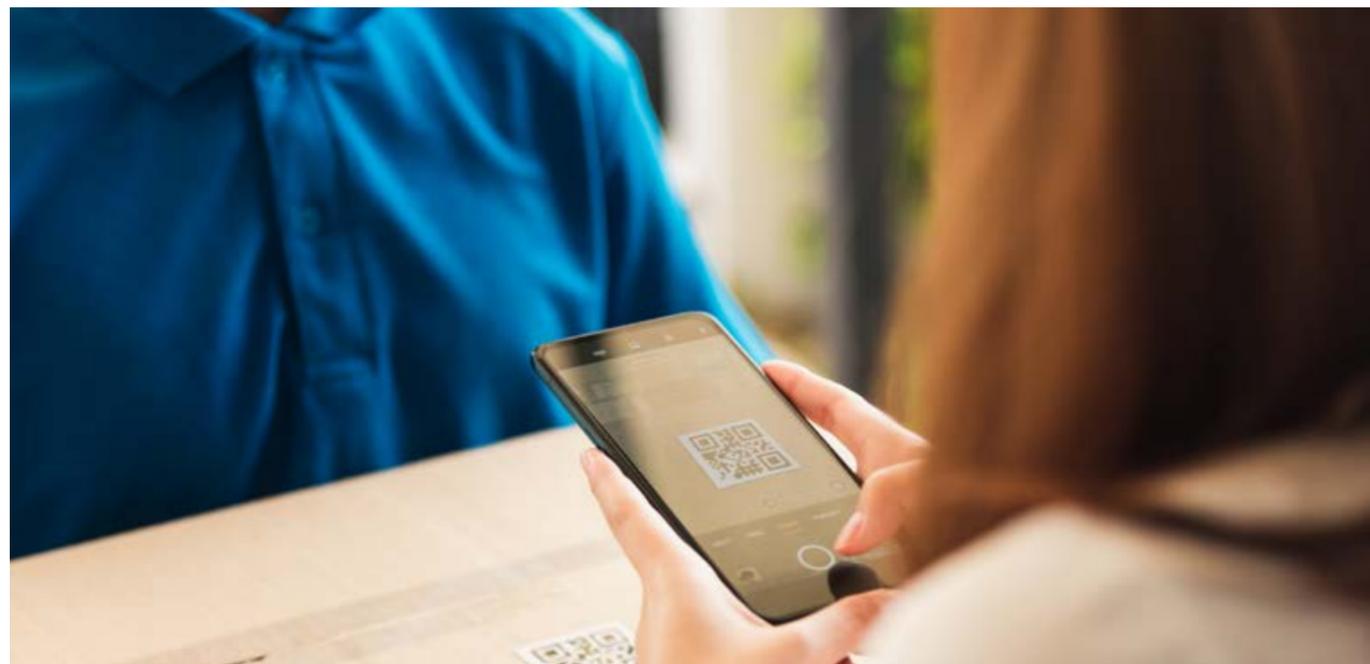
Our focus on accelerating the digital transformation to optimize processes and operations is likely to help us considerably reduce environmental impact.

Going digital with the use of Electronic Proof-of-Delivery (E-POD), E-billing, etc. helps reduce printing and paper usage. Digital payment modes like cash on delivery (COD) and freight on delivery (FOD) are implemented to make transactions secure and convenient, so as to reduce multiple emails and reduce server space and power consumption.

With Sales Force Automation (SFA) enabling digital scan of consignments at each stage, use of paper and printing is significantly reduced.



ECU360, our proprietary state-of-the-art digital logistics platform allows customers to book global cargo movements in just a few clicks and complete transactions independently, consequently saving server space and power usage.



In India, Our WhatsApp chatbot, Gati Genie, enables instant assistance to schedule pick-ups and deliveries, track and trace, etc. through a single app, **eliminating multiple emails and prints.**



## Electric vehicles paving the way for the future

Despite the coronavirus pandemic and subsequent economic slowdown, the outlook for electric vehicles (EVs) has always remained very promising, keeping up with the rapid pace of innovation.

The year that went by saw fast charging, connected cars, and new technologies leading to the accelerated use of EVs across the country.

At Gati-KWE, we are facilitating the transition to using EVs for our first and last-mile deliveries, to make the move towards cleaner, greener transportation.

EVs are more efficient and even combined with the cost of electricity, charging, and using an EV is more cost-effective as well as more environment-friendly than running vehicles on petrol or diesel.

To begin with, we have facilitated the use of EVs for one of our key customers, IKEA, at their customer-facing store as well as warehouses, for deliveries.

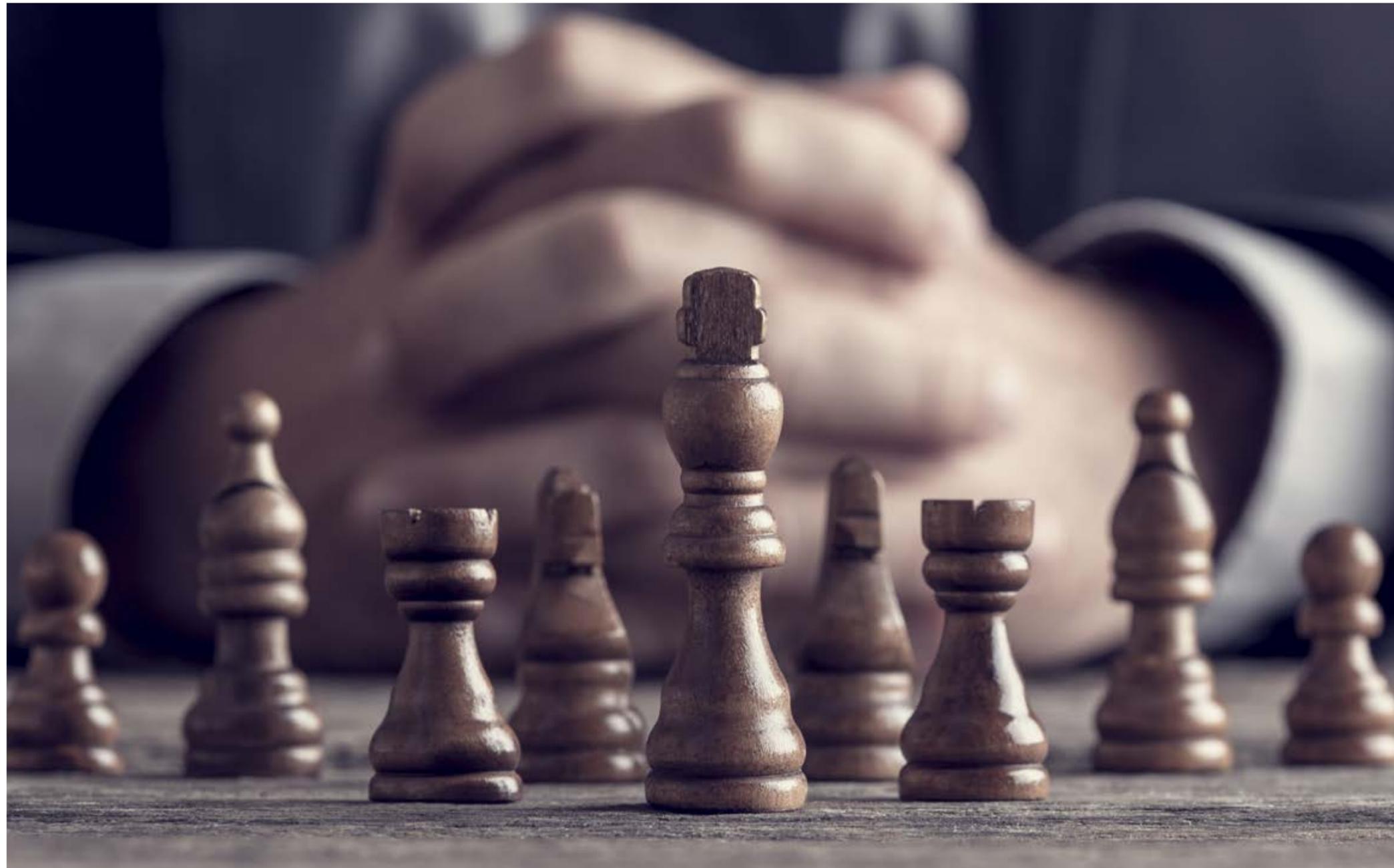
- > 6 three-wheeler and 1 four-wheeler EVs at the warehouse in Hyderabad
- > 6 three-wheeler EVs at the store in Bangalore

We look ahead to carrying this drive across our other facilities and locations, in collaboration with customers who share our commitment to protecting the environment.





# Leadership and Governance



## Governed by a strong, independent Board

The Board of Directors constantly monitors material and business risks within India and overseas.

The risk committee supports the Board in undertaking its activities, especially the ones pertaining to financial risks and operational risks.



### ✔ Board effectiveness – Independence and functioning

It is well-recognized that an effective Board is a pre-requisite for strong and effective corporate governance. With the belief that an active, well informed, truly diverse and independent Board is necessary to ensure the highest standards of corporate governance. The Board should consist of eminent individuals with considerable professional expertise and experience in finance, legal, commercial, strategy & planning, business administration, corporate sustainability and other related fields, who not only bring a wide range of experience and expertise, but also impart the desired level of independence to the Board.

The Board's roles, functions, responsibilities and accountability are clearly defined. The day-to-day management of the company is entrusted with the senior management personnel of the company and is headed by the Chairman and Managing Director and Joint Managing Director, who function under the overall supervision, direction and control of the Board.

### ✔ Presence of women directors

Many for-profit companies are discovering that it makes good business sense to have women on their Boards. Having more women on Boards means a greater diversity of skills, experiences, opinions and strategies – and that means better governance. And better governance inevitably means better results.

The presence of women directors on the Boards of our group companies is in line with our commitment to diversity and continues to be a source of valuable and enriching insights and perspectives that add to the organization's strengths.

### ✔ Privacy Policy

A general privacy policy is circulated to all employees through HRMS, our internal employee portal. A mechanism has been set up to report any breach of data violation.

### ✔ Online privacy statement (general and for recruitment purposes)

The general privacy statement covers all business activities of the company. Consequently, not only website users, but also clients, suppliers etc. are informed through this statement.

### ✔ Subscription emails

Details of those customers that we have in record are notified in order to ensure they can subscribe and choose to receive for communication from us, such as newsletters, offers, and the like. Customers and recipients are given the option to either subscribe or unsubscribe to our emails.

### ✔ Cybersecurity awareness

A cybersecurity booklet which encapsulates all the important information that includes safe browsing, ensuring security of online and physical data, two-factor authentication, social media do's and don'ts, awareness on phishing and scam emails, password policy and more has been published and made available to all employees. Additionally, communication on cybersecurity is broadcast regularly and a module on cybersecurity is also included as part of our training and L&D sessions.





## Digitalization and IT security

We are geared to keep pace with the growth in digitalization and look ahead to being a digital-first logistics organization that endeavours to achieve the gold standards in IT and data security.

Operating in a world where data is vital to creating a competitive advantage, we understand the tremendous responsibility that comes with the need to enable secure information flow and exchange to conduct business seamlessly.

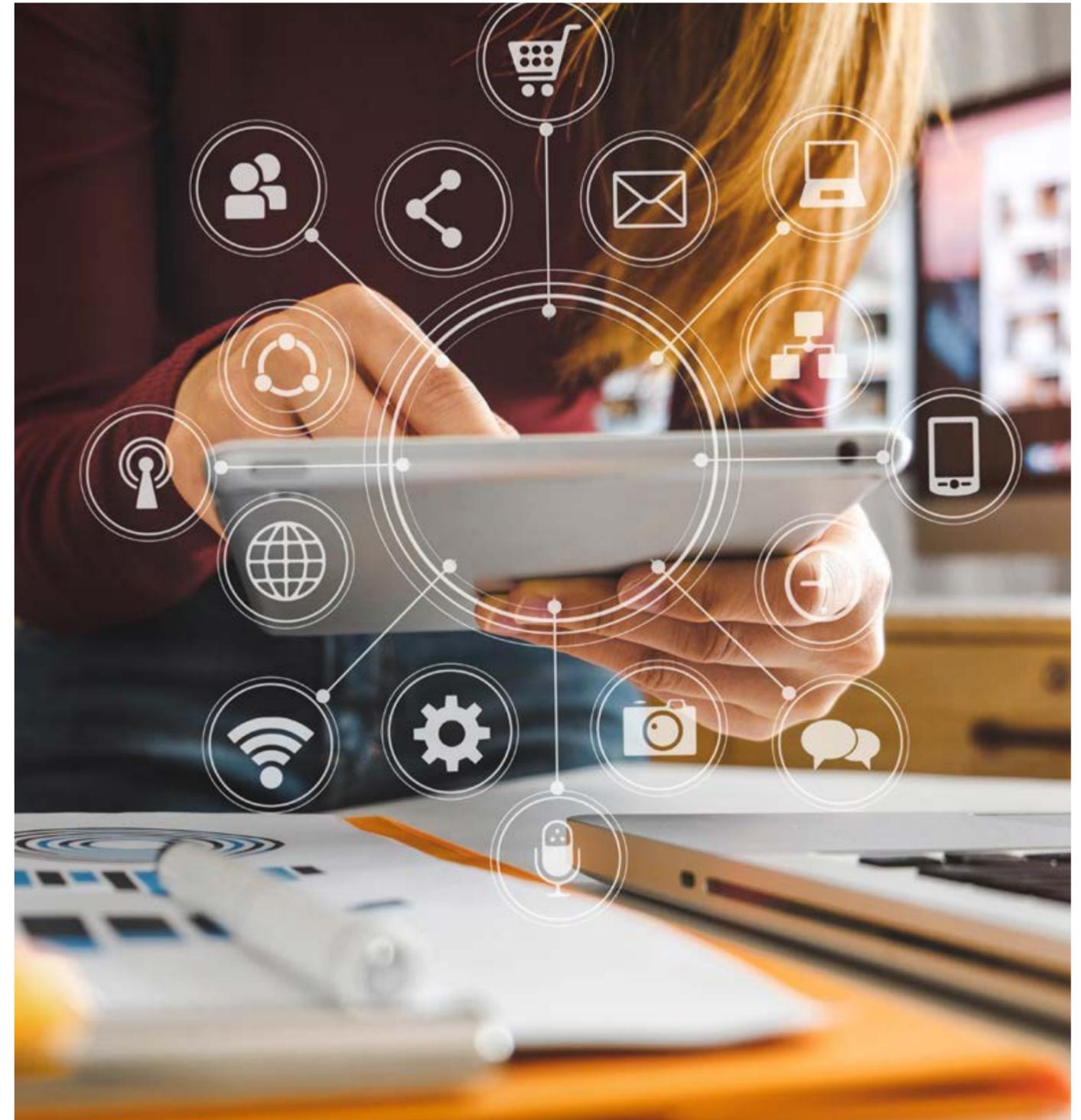
A number of initiatives have been implemented to stay above industry standards and rank well among our peers.

- > **ISO27001 accreditation:** Our group companies are ISO27001 certified and we continue to monitor, detect and mitigate information security risks in a timely manner to align with our strategic goal of a robust cyber security culture
- > **Chief Information Security Officer (CISO)** organization leads the Information Security Management Systems (ISMS) function and reports to the Board of Directors
- > We have reached levels below 350 and are in the Low Risk category of the **Cyber Exposure Score (CES)**
- > The highly reputed **BitSight Security** rating platform, trusted by over 40 government agencies around the world helps us monitor our external IPs from an outside-in perspective and consistently maintain a good cyber security posture

- > **Business Continuity Management Systems (BCMS) approach** based on the four pillars – Emergency Response, Crisis Management, Business Continuity Planning, and Disaster Recovery Management
- > **24x7 Security Operations Centre (SOC)** monitoring for security incidents and event management across our IT estate
- > **IT Disaster Recovery Solution** built on a hybrid strategy of on-premise and third-party cloud infrastructure that supports quick response and recovery for applications and services
- > **IT Service Management (ITSM)** built on self-service, auto-healing, and an escalation mechanism in line with ITIL v3 standards

Standing true to trust and collaboration, that are among our core values, we responsibly handle personal information of our customers, employees and business partners. Through a comprehensive data protection policy, we protect the interests of our customers and employees worldwide. Our agents are required to comply with the principles of our privacy policies in addition to all applicable data privacy laws and regulations.

With a significant presence in EU through ECU Worldwide, we comply to GDPR policies.





## Whistleblower Policy

The company has adopted a Whistleblower Policy and established the necessary Vigil Mechanism, which is in line with the Regulation 22 of the Listing Regulations and Section 177 of the Act. Pursuant to the Policy, the Whistleblower can raise concerns relating to Reportable Matters (as defined in the Policy) such as unethical behaviour, breach of Code of Conduct or Ethics Policy, actual or suspected fraud, impropriety or wrongdoings, illegality, non-compliance of legal and regulatory requirements, retaliation against the Directors & Employees and instances of leakage of/ suspected leakage of Unpublished Price Sensitive Information of the company or any other malpractice. Further, the mechanism adopted by the company encourages the Whistleblower to report genuine concerns or grievances to the Audit Committee, and provides for adequate safeguards against victimization the Whistleblower, who avails of such mechanism. The Audit Committee oversees the functioning of the same.

We provide channels for employees to raise their concerns about violation of code of conduct and behaviours that do not meet the expectations of the company. A comprehensive Whistleblower Policy is designed to protect whistleblowers from reprisals. Allegations received, if any, are thoroughly investigated and reported through internal channels concerning the nature of the complaint.





## Internal audits

Internal audit teams provide independent assurance and implementation of key controls and measures. The Chief Internal Auditor of the company reports to Audit Committee to ensure the independence. The qualification and experience of the internal audit team and adequacy of coverage of the internal audit function are reviewed at least once a year by the Audit Committee. Similarly, the Internal Audit Plan is also approved by the Audit Committee at the beginning of the year. The internal audit department is well supported with tools and training as part of a continuing programme of education and awareness.



## Risk management

The company is engaged in providing integrated logistics business solutions for national and international trade, warehousing, transportation and handling of all kinds of cargo, running ICD, CFS and shipping agents. Thus, the company is prone to inherent business risks like any other organization. With the objective to identify, evaluate, monitor, control, manage, minimize and mitigate identifiable business risks, the Board of Directors have formulated and implemented a Risk Management Policy.

The company has adopted ISO 31000 framework for risk management. Under the guidance of the Board, the Chief Assurance and Risk Executive facilitates dedicated risk workshops for each business vertical and key support functions wherein risks are identified, assessed, analysed and accepted/mitigated to an acceptable level within the risk appetite of the organization. Risk registers are also maintained and reviewed from time to time for risk mitigation plans and changes in risk weightage, if any. The Risk Management Committee monitors risk management activities of each business vertical and key support functions. Fraud Risk Assessment is also part of overall risk assessment. In the Risk Management Committee meeting, the Chief Assurance and Risk Executive makes the presentation on risk assessment and minimization procedures. The purpose of risk management is to achieve sustainable business growth, protect the company's assets, safeguard shareholders' investments, ensure compliance with applicable laws and regulations and avoid major surprises. The Risk Management Policy is intended to ensure that an effective risk management framework is established and implemented within the company.



## Compliance

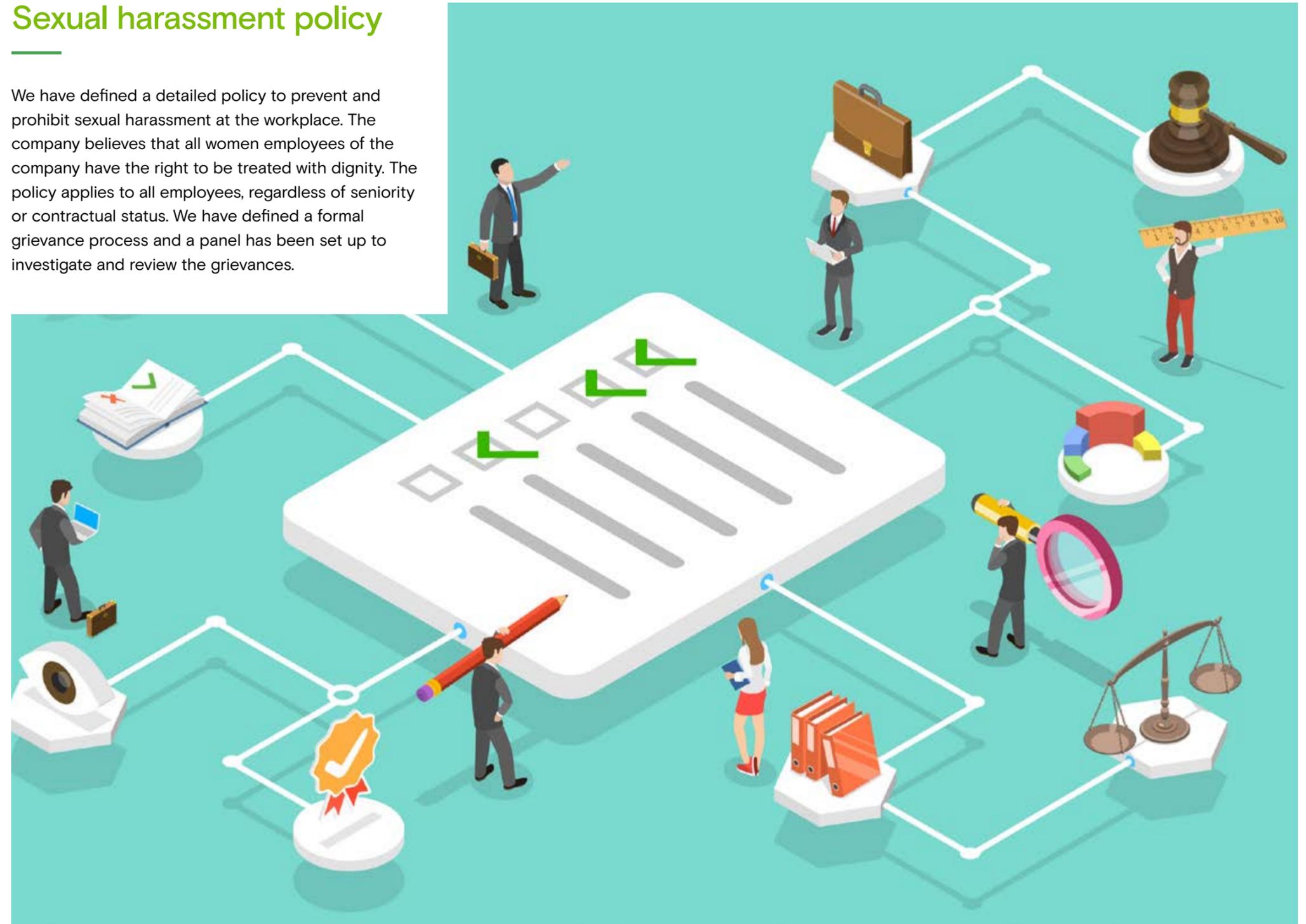
The Company Secretary also additionally performs the role of the Compliance Officer. The company has a robust automated system (LLCS) wherein various compliances are mapped along with the identified Corporate Governance individuals with a built-in escalation mechanism in place. The Board also monitors it every quarter. The system is fairly effective and has stabilized over a period of time.

## Internal financial control systems and their adequacy

The Board has laid down Internal Financial Controls and believes that the same are commensurate with the nature and size of its business. Based on the framework of internal financial controls, work performed by the internal, statutory and external consultants, including audit of internal financial controls over financial reporting by the Statutory Auditors, and the reviews performed by the Management and the Audit Committee, the Board is of the opinion that the company's internal financial controls were adequate and effective during FY 2021-22 for ensuring the orderly and efficient conduct of its business including adherence to the company's policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of accounting records and timely preparation of reliable financial disclosures.

## Sexual harassment policy

We have defined a detailed policy to prevent and prohibit sexual harassment at the workplace. The company believes that all women employees of the company have the right to be treated with dignity. The policy applies to all employees, regardless of seniority or contractual status. We have defined a formal grievance process and a panel has been set up to investigate and review the grievances.





## Transparency and reporting

### Investor relations

The Company has been consistently following good governance practices with emphasis on business ethics and values. *Entrepreneurship with a Purpose, Customer Centricity, Innovation and Execution, Collaboration, and Care for Environment and Society* are the core values and cornerstones on which the company's corporate governance philosophy rests. Good Corporate Governance is imperative for enhancing and retaining investors' trust. Being a responsible corporate citizen, the Company has several policies in place, to ensure ethical conduct of business and good corporate governance practices.

### Transparency and dissemination of information to public

The Company regularly interacts with analysts and investors through conference calls, meetings, conferences and analyst meets. The Company promptly reports all material information as required under the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (the "Listing Regulations") including press releases, schedule of analyst or institutional investor meet, investor presentations, quarterly earnings presentations, quarterly financial results, shareholding patterns, annual reports and more, to all stock exchanges on which the shares of the Company are listed. Such information and other material information which are relevant to the Investor and all policies adopted by the Company pursuant to applicable laws are also hosted under a separate 'Investors Relations' section on the company's website.





## Business Continuity Plan

We recognize the importance of business survival. We have therefore developed a Business Continuity Plan that outlines strategies and procedures to be adopted in the event of an emergency. An emergency is any unplanned event that can shut down business, disrupt operations, cause physical or environmental damage, or threaten a facility's financial standing or public image. A quick and effective response is required during such incidents to limit damage and loss to employees, customers or other parties involved with/at the affected site. Emergencies include large-scale disruption events, such as floods, riots or fire in the facility. However, emergencies are more often caused by smaller incidents that lead business operations to cease. Examples of such outages include failed connectivity or critical systems not being accessible. Each event needs to be addressed within the context of the impact it has on the organization. Where emergencies cause disruption of work or require abandonment of site for estimated or extended periods of time, plans are required to ensure the continuation of critical business operations from alternate locations. This needs planning, so that resources and personnel are made available to help recover business-critical services in a systematic manner.

The goal of the plan is to ensure the security and safety of all its employees, keep critical lines of communication available, enable the management to regroup, and monitor the recovery efforts. This is to get operations up and running as soon as possible, and to ensure the continuation of quality client services, with minimal disruption in the event of an emergency.



**Allcargo Logistics Limited**

Allcargo House, CST Road, Santacruz (E), Mumbai 400 098, India.

Phone: +91 22 6679 8100 | Email: [letspartner@allcargologistics.com](mailto:letspartner@allcargologistics.com) | [www.allcargologistics.com](http://www.allcargologistics.com)

