

# ESG REPORT 2019-20

## **TOGETHER, WE ARE STRONGER**

In the past few months, we have experienced a crisis of unprecedented proportions. An assessment of the COVID-19 spread and impact on health, global trade and economy is proof enough of our inter-connectedness. If a crisis with origins in one location can have such drastic effects across the world, it calls on us to unite, as individuals, families, communities and countries to fight it together.

With social distancing being the most effective way to flatten the COVID-19 curve; most countries have been under lockdown. A rather interesting outcome of people remaining indoors is that nature is blossoming. Pollution levels are

> reducing, ecosystems are rejuvenating; Mother Earth is healing. This means that

we have hitherto taken natural resources for granted. Our activities have not been aligned to environmental sustainability. And as an organisation, we have stepped up to our responsibility and taken efforts to conserve the environment. Be it organisation-wide sustainability measures implemented through our Allcargo Greens and ECU Greens initiatives or community development activities like beach clean-ups and tree plantation drives, we stand by our commitment to the environment.

Along with the environment, we also have a responsibility to the society. Especially during challenging times like these, it is our duty to be sensitive to the needs of those less fortunate and help to ease their hardships. As detailed out further in this report, COVID-19 relief measures have formed an important facet of our Corporate Social Responsibility (CSR) efforts. In addition we continue inclusive initiatives spanning environment, education, healthcare, women's empowerment, sports, and disaster relief. In an effort to empower the logistics industry with skilled personnel and provide local youth with the opportunity to get training and better their employability, we have been running a skill development centre in collaboration with JNPT and CIDCO. This year, our centre has received a 5-star rating (the highest possible) from the National Skill Development Corporation (NSDC). We believe that our people are our biggest strength and their support is critical to amplify the impact

of our CSR initiatives. We have thus initiated Allcare, a volunteering programme that enables employees to spend a part of their working hours in contributing to our CSR initiatives. Our employees have already made a positive difference to lives through visits to orphanages, old age homes and participating in marathons for the causes we stand for.

We have always held ourselves to the highest standards for ethics and corporate governance. This is exemplified in how we have concluded our strategic acquisition of Gati, India's pioneer in express logistics, with complete due diligence and adherence to all regulatory requisitions and protocol. As our teams integrate, our policies, standards and commitment to core values will also translate to the Gati team members who now form a part of the Avvashya Group family. With well-grounded compliance mechanisms and a sound whistleblower policy we seek to ensure prevention of sexual harassment, data protection, online privacy and professional investor relations.

As we move ahead on the course of growth and progress, we aim to nurture the environment, be inclusive and maintain high standards of corporate governance. This ESG Report documents our efforts, impact and aspirations. We look forward to your thoughts and feedback.

Best Regards,

Shashi Kiran Shetty, Chairman

## THE COMPANY

Allcargo Logistics Limited is the global leader in LCL consolidation and one of India's largest players in integrated logistics solutions. The company offers specialised logistics services across Multimodal Transport Operations, Container Freight Station Operations/Inland Container Depot Operations, Project &



Engineering Solutions and Logistics Parks. Benchmarked quality standards, standardised processes and operational excellence across all the services and facilities, have enabled Allcargo Logistics Limited to emerge as the market leader in all these segments.

The company currently operates through more than 300 offices in

over 160 countries, supported by a large network of franchisee offices across the world. Allcargo Logistics is today one of India's #39 largest publicly owned logistics companies, listed on the BSE Limited (Scrip Code-532749) and The National Stock Exchange of India Limited (Scrip Code-ALLCARGO).



VISION

Ingenuity in motion to serve stakeholder interest, through distinguished market leadership.



## MISSION

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

## OUR ACCREDITATIONS



## OUR VALUES

### **ENTREPRENEURSHIP WITH A PURPOSE**

Practice the owner's mindset, as the organisation 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.

## SCOPE OF REPORT

This report covers environmental, workplace, details of our compliance and other related policies. This ESG report has been made after a rigorous assessment and inputs from our internal and external stakeholders. Our operations span across over 160 countries with 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 focused by our stakeholders, employees and customers from time to time and review our policies periodically.

Our Sustainability priorities are

- 1. GOVERNANCE
- 2. HUMAN CAPITAL
- 3. CYBER SECURITY
- 4. SOCIAL
- 5. ENVIRONMENTAL

## GOVERNANCE

### CUSTOMER

Allcargo Logistics Ltd is committed to a strict programme of compliance and applicable laws and regulations to prevent misuse of its properties, products and services.

Allcargo Logistics has 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.

## **BOARD OF DIRECTORS**

Board of directors constantly monitor material and business risks of Allcargo within India and overseas. The risk committee supports the board in undertaking its activities, especially the ones pertaining to the financial risks and operational risks.

## EMPLOYEES

Internal audit teams provide independent assurance and implementation of key controls and measures.

They are constantly involved in updating on ESG related risks. Through periodic trainings, each and every employee is made aware of probable risks. Internally instituted management committees, consisting of select top management personnel and executive committee consisting of only CXOs, constantly monitors and provides counsel on crucial information and best practices in the interest of our customers and shareholders.



## AWARENESS AND ADVISORY FOR EMPLOYEES DURING COVID-19

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) that includes sanitisation of the entire building, provision of non-contact temperature measurement devices for checking of each person entering the premises, mandatory face masks, hand-washing and sanitising facility for incoming vehicles and methods for handling medical emergencies related to Covid-19.

Apart from these, we have also undertaken direct briefing of All employees including drivers, vendors, ground staff and labour on the COVID-19 disease, its dangers, protective steps and how to prevent it from spreading. While explaining to them about the measures undertaken by the organization for their safety and protection, advice was also provided on maintaining personal hygiene and social distancing. Government advisories and notifications were put up on notice boards for greater awareness.



Sanitizers are placed at every entry points at the offices, warehouses and all other facilities.



Security guards have been instructed to strictly ensure that all personnel wash their hands and wear face masks before entering the premises.



Everyone has been instructed to immediately report any case of COVID–19 directly to HR.



Employees at all locations have been mandated to download the Aarogya Setu Govt app for self-assessment and to keep themselves updated of the zones they are coming from.



Health check-ups are being conducted at Operating Units where cases of COVID-19 have surfaced.

## WHISTLEBLOWER POLICY

Allcargo is committed to establish and demonstrate high standards of corporate governance in the day-to-day management of affairs of the Company. Such high standards will eventually protect the interest of shareholders, creditors – both secured and unsecured, employees and other stake holders in the Company. As a step forward to further improve, the overall corporate governance within the Company, we have set up a Whistle Blower Mechanism. The scope of this policy includes regulatory requirements listed under the Companies Act, 2013, the SEBI



(Prohibition of Insider Trading) Regulations, 2015 as amended from time to time and SEBI's Circular Number CIR/CFD/Policy dated April 17, 2014 on Corporate Governance. 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.

There is strong encouragement through Chairman's townhall meetings and mails to speak up against misconduct and malpractices anonymously. A comprehensive whistle blower policy is designed to protect whistle blowers from reprisals. All allegations are thoroughly investigated and reported through internal channels concerning the nature of the complaint.

## SEXUAL HARASSMENT POLICY

We have defined a detailed policy to prevent and prohibit sexual harassment at work. 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 formal grievance process. A panel has been set up to investigate and review the grievances.

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## DATA PROTECTION



Allcargo Logistics ensures that data security standards of our business partners are reviewed by third parties.

Standing true to Trust, one of our crucial 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.

#### **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. were informed through this statement.

### SUBSCRIPTION EMAILS

Besides, details of those customers that we have in record were notified in order to ensure they subscribe for things such as newsletters, offers etc. from us. For which contact details of all customers was collected and email notification was sent, so that they could either subscribe or unsubscribe.

## INVESTOR RELATIONS



## TRANSPARENCY AND DISCLOSURES:

The Company regularly interacts with analysts and investors through earnings 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

The Company has been consistently following good governance practices with emphasis on business ethics and values. Trust, Integrity, Accountability, Team-spirit, Leadership, Passion for Excellence, Respect for Individual & Environment, Transparency and Openness are the core values and cornerstones on which the Company's Corporate Governance philosophy rests.

Good Corporate Governance is imperative for enhancing and retaining investor's trust. Being a responsible corporate, the Company has several policies in place, to ensure ethical conduct of the business and good corporate governance practices.

Patterns, Annual Reports etc. 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' section on the Company's website.

The financial results, quarterly and annual, and other statutory information were communicated to the Members by way of publication in English daily, 'The Free Press Journal' and in a vernacular language newspaper 'Navshakti'. Pursuant to Regulations 9 and 30 of the Listing Regulations, the Company has adopted Policy on Preservation, Maintenance and Disposal of Documents and the Policy for determination of material events and archival of disclosures respectively.

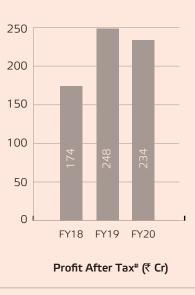
The Company has also displayed contact details of the Registrar and Share Transfer Agent and Company Secretary for assisting and handling investor grievances. Additionally, the company also engages a professional Investor Relations Management Consulting agency to assist in all Investor Relations requirements and for consulting on best practices.

Industry: Integrated Logistics Services Provider Year of Foundation (incorporation): **1993**  Number of shareholders (31.03.19): **52,958** 

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### **INSIDER TRADING:**

Pursuant to the provisions of the SEBI (Prohibition of Insider Trading) Regulations, 2015, the Company adopted a Code of Conduct to regulate, monitor and report trading in the securities of the Company. Further, the Company has also adopted the Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information.

This Policy lays down a broad framework for considering decisions by the Board of Directors of the Company with regard to distribution of dividend to its shareholders by striking a balance between pay-out and retaining earnings on the basis of the future growth strategy. The Board shall consider the following, while taking a decision as regards the dividend payout:

- Financial parameters such as operating cash flows, cost of borrowings, borrowing covenants, return on capital invested, major capital expenditures etc.
- External Factors such as macroeconomic conditions prevailing in the country and globally, cost of external financing, cyclical changes in the business, tax implications, regulatory changes, Government policies etc.
- Internal Factors such as profit earned during the year and available for distribution, working capital requirements, business expansion and acquisition of businesses, likelihood of crystallization of contingent liabilities, if any; additional investment in subsidiaries, associates and joint ventures of the Company, up-gradation of technology and physical infrastructure and past dividend payout ratio/trends.
- Expectations of major stakeholders, including small shareholder.



## MANAGEMENT APPROACH

All our companies and subsidiaries feel a great sense of responsibility towards not just the business' growth and success, but also towards inclusive growth and community development. The passion and sincerity that our companies have towards social and economic welfare stems out of an inherent desire of wanting to have a positive impact on communities that we grow in and depend on. Over the years, Allcargo's efforts in Education, Health and Environment have transformed the lives of thousands of people all over the world. These initiatives can broadly be narrowed down into the following areas:













EDUCATION

HEALTHCARE EN

ENVIRONMENT EMPOV

WOMEN SKILL EMPOWERMENT DEVELOPMENT

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DISASTER RELIEF

SPORTS

## Avashya foundation



Avashya Foundation has been<br/>actively working towards<br/>empowering communities<br/>through various CSR initiatives.With a focus towards sustainable<br/>development, including economic,<br/>social and environmental, we<br/>reaches out to thousands of<br/>beneficiaries through our work in<br/>the areas of environment,<br/>education and health.We strive and foster for the<br/>upliftment of the downtrodden<br/>and underprivileged sections of<br/>the society"

Arathi Shetty

(Non-Executive Director, Allcargo Logistics)

Under her able guidance, the team of CSR experts has been nurturing the aspirations of thousands of families through strategically designed interventions. With a deep, heartfelt desire to give back to society and help the underprivileged, Mrs. Shetty has been instrumental in implementing a number of social welfare initiatives.

She enables collaboration with the foundation's wide network of NGO partners and also inspires employees to do their bit through Allcare, Allcargo's CSR volunteering programme. Mrs. Shetty has received numerous accolades for her tireless efforts and indomitable will to spread smiles and make a difference to people's lives.

"Progress matters only if we take everyone else along. As responsible citizens, it is our duty to contribute to the good of society. No matter how small, every step counts. If we all come together and do our bit, we can surely make a huge positive impact. The Avashya Foundation is working with a number of *NGOs, hospitals and partners* to help underprivileged communities, even more so in these trying times. But there is a lot more to be done. Let's all take a step forward for social welfare. Let's all spread some smiles."

- Arathi Shetty, AvashyaFoundation

## SKILL DEVELOPMENT

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



Our Multi-Skill Development Centre, Pradhan Mantri Kaushal Kendra (PMKK) in Bokadveera, Uran near JNPT was inaugurated in Mar 2019, within one year of its operations it has been accredited with the 5 star category by the National Skill Development Corporation (NSDC). The 5 star category is the top-most status for a Skill Development Centre as per the accreditation norms in 2019-20. The Centre operates in collaboration with JNPT and CIDCO under the Pradhan Mantri Kaushal Vikas Yojana (PMKVY) flagship scheme of the Union Government's Ministry of Skill

Development and Entrepreneurship (MSDE).

Sanjay Sethi, Chairman, JNPT visited the centre to launch the new batches of Consignment Tracking Executive and Inventory Clerk courses, along with inaugurating two new training labs.

He commended us for boosting the employability opportunities of needy youth in India through skill development programmes and industry training courses related to the logistics sector.

This state-of-the-art Center imparting skill-based training to needy youth and improving their job prospects in the logistics sector has trained 450 students. The Centre offers 100% placement to students. Most of the graduate trainees get placed in multinational companies through campus interviews.

Our 'Rozgar Melava' in January saw 12 corporates who interviewed over 300 students at our center. The candidates get placed as consignment booking assistants, Heavy commercial vehicle drivers, Documentation Assistants, Consignment tracking executives, Warehouse pickers and Inventory clerks.

The number of eligible candidates qualifying to join as skilled personnel across diverse supply chain verticals only continues to rise and we helping bridge the industry's skill gap. As an integral part of the society, through this initiative we are also contributing to social welfare and community development.



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The healthcare sector in India is ailing. The efforts dedicated towards improving the healthcare sector and making it affordable to the underprivileged are either inadequate or short lived. Our team is constantly devising multiple programs by identifying pockets of communities across the nation that are largely impacted by health hazards. Accordingly, holistic interventions are planned to address twin

## HEALTH

challenges of affordability and accessibility in public health. Through a host of healthcare initiatives like Jeevan, Vanprastha Ashram, Leprosy Eradication Program, Drushti, Medicare and Dhvani we have supported 23,000+ beneficiaries who were able to begin their life with a fresh start by shedding the baggage of their health issues.

- Jeevan
- Vanprastha Ashram
- Drushti
- Leprosy Eradication Program
- Dhvani
- Medicare

1,585 urban poor benefitted from Drushti eye check-up camp supported by Allcargo Logistics Park pvt. ltd.

Eye check-up camps were organised in Azamgarh district with NGO partner Foundation of His Sacred Majesty. Total of 86 cataract surgeries were conducted free of cost for the needy. Among the 1585 beneficiaries, 296 have been treated for spectacular malfunction and have been duly offered with free spectacle



Our approach to education is beyond providing financial support. We believe that every child has the right to not just learn but also excel in their preferred field. Our initiatives like Disha, Anando, Kaushalya, Mentor Me India, Scholarship (Disha), Skill Development Avashya Foundation have reached out 10,000 students across the nation. Our recent collaboration with the government, to begin the Multi

## EDUCATION

Skill Development Center in JNPT is a big leap towards generating skilled employment in the logistics sector.

As a push to the government of India's Skill India Programme, we have signed a Memorandum of Understanding (MoU) with JNPT and CIDCO wherein Allcargo will set up the operations, maintenance and management of a Skill Development Centre in Bokadveera, Uran near JNPT. Youth from the underprivileged sections of the society will be provided skill-based training at the Centre to boost their employability opportunities in the domestic port and maritime logistics sector. Conceptualized

as Pradhan Mantri Kaushal Kendras (PMKK), a flagship scheme of the Union Government's Ministry of Skill Development and Entrepreneurship (MSDE), and inaugurated by the Hon Minster for Road Transport & Highways, Shipping and Water Resources Shri Nitin Gadkari on the 8th of March 2019, the skill development centres will offer industry-centric training and job skilling initiatives to needy youth across diverse industry verticals like logistics.

- Disha
- Skill Development
- Mentor me India



Sports are recognised as an essential element of learning through physical activities and games. These activities have

## SPORTS

been a great motivator to enhance the spirit of learning and leadership, especially amongst the underprivileged children. With an intention to reinforce the youth of our country with the power of sportsmanship, we focus on using sports as a tool to channelize their skills, ability and energy in a direction that will develop discipline as well as nurture a healthy lifestyle.

- Reality Gives (Cricket and Football)
- Sports scholarships

## DISASTER RELIEF

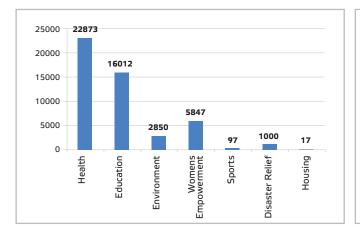


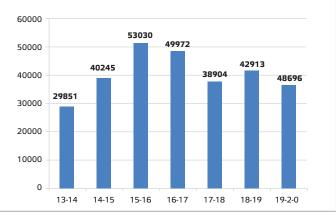
Communities affected by natural calamities can take years to recover and restore their livelihood. We realize this helplessness, and thus through our collaborative efforts try to extend help in every possible manner. Our employees' contribution to the CM relief fund as a support benefited over 3000 victims who suffered during the Kerala floods.

## MEASURING EFFECTIVENESS

Our CSR department monitors all projects regularly. And based on observations, provides feedback to collaborating partners in order to advance towards realizing project objectives. Some monitoring mechanisms are:

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





## EMPLOYEE ENGAGEMENT

## CSR VOLUNTEERING PROGRAM- ALLCARE

We, at Allcargo, have always believed in making a difference to people and communities around us. Allcare, our CSR volunteering programme is an opportunity for our employees to step up and contribute. Employees are actively involved in contributing their working hours for various CSR activities like spending time with Cancer patients getting treated through our program Jeevan Coping with cancer. Through the education program Disha Career seed we create opportunity for children to pursue their education, Allcare volunteers mentor such kids. Visiting orphanages regularly, feeding food to the needy and creating magical moments for them is something that Allcare volunteers rejoice. We will gradually encompass the CSR volunteering program to the ECU offices worldwide.

### EMPLOYEE LED CSR INITIATIVES

### SPREADING SMILES AT SEAL ASHRAM

Volunteers of Allcare began the year on a heart-warming note. They visited Social & Evangelical Association For Love (SEAL) Ashram and spent the day with destitute and homeless individuals living there.

### ALLCARE VOLUNTEERS COMMEMORATE WORLD CANCER DAY WITH CANCER SURVIVORS

Our Allcare volunteers visited KEM hospital in Mumbai to commemorate World Cancer Day, in collaboration with the CanKids organisation. The aim behind this initiative was to support children suffering from cancer and give them hope as they keep up the tough fight.

### ALLCARGO EMPLOYEES VISIT ST CATHERINE'S ORPHANAGE

The Allcare volunteering program is a key community-centric initiative aimed at making Allcargo employees sensitive to the needs of underprivileged sections of the society. A visit to St. Catherine's orphanage made Allcare volunteers emotional and they realized that it is important to appreciate little things in life when you see people who don't have them.

### ALLCARE MARATHONERS RUN FOR HEALTH AND EDUCATION!

The Tata Mumbai Marathon 2020 saw Allcare volunteers participate with enthusiasm in support of two important causes – Health and Education. Nearly 90 participants registered across the different marathon categories.

### OUR COLLEAGUES AT MUNDRA CFS CHAMPION THE CAUSE OF EDUCATION

As part of the Sahyog Welfare Association our employees in Mundra visited 18 primary schools in their vicinity. They realised the shortage of study materials in these schools and donated study material to the children in the most deprived primary schools.

### MENTORING STUDENTS WITH DISHA CAREER SEED

Allcare volunteers' become Mentors with support of NGO partner Disha Career Seed to give career guidance to youth who are underprivileged and are usually unaware of the education or skills required in field of their interest.

## ECU AND ALLCARGO GREENS INITIATIVE



Our 160+ countries contribute to eco-friendly practices, bit by bit we influence the entire globe with a green thought. By adding little Green in our surrounding with ECU Greens – we lead a global initiative to inspire cleaner, greener and sustainable ways of living.

An ECU office in every country is concerned about the environmental hazards. As a global leader in our business with presence in 160+ countries, we responsibly inspire a change towards the cause of environment. ECU Greens aims at positioning the green initiative at the heart of our business. Through this initiative we urge employees to take small steps to contribute in conserving our resources, reusing everything before lobbing it in the bin and recycling to make a difference before discarding anything as waste. This initiative is adapted across all our offices and we responsibly use resources and make a difference.

Our journey of natural capital valuation has just begun and if our businesses have to thrive in the coming few decades, it's a necessity for us to reinforce this viewpoint amongst every member of ECU worldwide. So let's gear up to create a greener environment and restore a lot more, back into the nature in our small ways.

Simultaneously in India, through Allcargo Greens – a comprehensive campaign, we have created a mindset shift. Our offices are plastic free. Each desk adorns a pot and the person on the desk is responsible for its growth. We encourage people to use stairs instead of lifts and pool cars for common destinations. Papers are used sparingly. It's a small but an inspiring beginning.



## EMPLOYEE LED CSR INITIATIVES

The city beaches called out for help and we showed up! Over 200 beach clean-up volunteers and its partners were up at the crack of dawn to make their way to Dadar beach in Mumbai and participate in the Allcargo Greens beach clean-up drive. The activity was supported by the Brihanmumbai Municipal Corporation (BMC) and Beach Warriors, a Mumbai-based NGO which is known for their beach clean-up initiatives at various beaches in Mumbai.



## ALLCARGO AND ITS EMPLOYEES BOLSTERING INDIA'S EFFORTS TO FIGHT THE COVID-19 PANDEMIC

In the unprecedented situation where the COVID-19 outbreak had a tremendous impact not just on our health and safety, but business, trade and economy as well.

Allcargo, extended help during the lockdown period in India and contributed in various ways to mitigate the disruption caused by COVID-19.

- Allcargo and its employees collectively made a donations to the Chief Minister's Relief Fund in Maharashtra that will provide assistance to affected individuals.
- In collaboration with Khushiyan Foundation we have distributed food packets in Bhiwandi and Thane to migrant labourers and daily wage earners who lost their livelihood during the lockdown period.
- In our capital city, Delhi, we are supported the efforts carried out by the ISCKON Hare Krishna Templ.
- Allcargo collaborated with Akshaya Patra's COVID-19 relief service to provide food to thousands of people across the country. This cause supported the marginalised and low-income segment of the society across the country.



- We provided financial support for medical materials and PPE kits at LTMG, Sion and Poddar hospitals in Mumbai to the doctors and paramedics.
- The CSR team collaborated with the Rotary club of Bombay Queens necklace charitable trust and has provided meals to the needy and deserving segment of the society in Mumbai.
- Allcargo's CFS team in Mundra donate food kits to labours in the region of Mundra, Gandhidham and Kandla
- Avashya Foundation volunteers distributed grocery kits at Maldooge group gram panchayat and Waje group gram panchayat in collaboration with Savali, an NGO working in the area of education, health, and relief

Allcargo contributed to the Chief Minister Relief fund Karnataka Covid 19. This relief fund is framed to provide financial assistance to the poor, Unemployed, patients suffering with deadly diseases and disabilities.

## ENVIRONMENT



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. Our initiatives reached out to 12000+ people in the last year. Close to 6.5 lakh fruit bearing trees have been planted in the tribal areas of Maharashtra under Maitree Environment Conservation.

Our channel partners have also helped us spread awareness about sanitation and its effects on environment amongst the communities. Maitree has helped us mitigate farmer migration by providing them livelihood and ownership of the trees. We have also tied up with the MGNREGA (Mahatma Gandhi National Rural Employment Guarantee Act) to enable the farmers earn money as per the manhours.

### Teaming up for a greener, better future!

Our employees joined hands and partnered our Maitree project, under which we aim to plant a million trees by 2021. Through Maitree, our aim is to bring about the dual benefit of increasing the earth's green cover and providing livelihood to farmers in tribal areas.

### Water rollers for women in tribal regions

Avashya Foundation shared joy in a very unique way with the women in tribal regions of Maharashtra. In partnership with Nilkamal Furniture we provided water rollers to the women in the rural tribal regions of Maharashtra where we have already done significant work under Maitree.

### Cycling for good health and sustainability!

Our Container Freight Station (CFS) at Mundra organised a bicycle rally to support the causes of good health and fitness and environmental sustainability. Held for the fifth consecutive time this year, the rally was held on a public ground in the heart of a city instead of the port area.







#### Social

## HUMAN CAPITAL

### Allcargo Logistics is a certified Great Place to Work with a score in the high seventies.

Our workforce of 4500+ colleagues is bound 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.

### Training and induction:

All new employees joining at HO have to undergo a 2 day detailed induction. The Induction programme is designed to give the employee an overview about the Organization, People Practises, Business Perspectives & Site Operations. A comprehensive suite of Behavioural and Functional/ Technical training modules have been designed to enhance the employee capabilities. All core development courses are available across our business units to maintain consistency in our approach to talent development across the region.

#### Inclusion and diversity:

Diversity is our strength. Globally, close to 41% of our workforce is women across the levels. We are committed to better understanding and addressing the needs and changing demographics of our markets. We provide opportunities to our global women workforce and encourage them to take up senior positions. Many of our global offices are headed by women.

#### **Darwin Box:**

We moved on to a new HRMS portal Darwin Box – A cloud-based, feature-rich human resources management system that emphasizes on usability and data protection.

It has helped to simplify core and complicated HR processes via automation, improving productivity and efficiency of your HR personnel and departments.

#### Great Places To Work (GPTW):

We are a certified GPTW company with a score of 77

#### Rewards and recognitions:

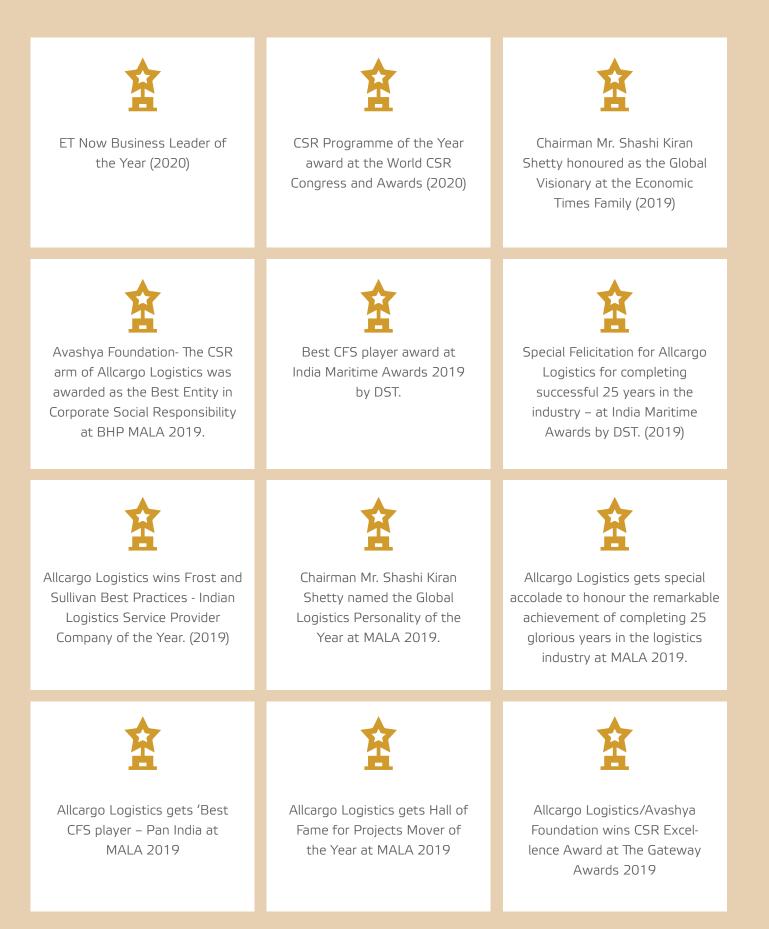
Our rewards and recognition programmes are designed to engage talent and encourage outstanding performance. We believe such initiatives are important for employee retention.

#### Cross functional trainings:

Teams from different verticals are encouraged to attend trainings and conferences, to acquaint 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.



## AWARDS AND RECOGNITION



- > NVOCC
- > CFS-ICD
- > PROJECTS LOGISTICS
- CRANE RENTALS
- > CONTRACT LOGISTICS
- > E-COMMERCE LOGISTICS
- LOGISTICS PARKS

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