

Annexure – ‘J’

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

This section is as per Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Sl. No	Required Information	Details
1	Corporate Identity Number (CIN) of the Listed Entity	L63011DL1988GOI030915
2	Name of the Listed Entity	Container Corporation of India Limited
3	Year of incorporation	1988
4	Registered office address	CONCOR Bhawan, C-3, Mathura Road, Opposite Apollo Hospital, New Delhi-110076
5	Corporate address	CONCOR Bhawan, C-3, Mathura Road, Opposite Apollo Hospital, New Delhi-110076
6	E-mail	investorrelations@concorindia.com
7	Telephone	011-41222500/600
8	Website	http://www.concorindia.co.in
9	Financial year for which reporting is being done	Financial year ended 31st March, 2023
10	Name of the Stock Exchange(s) where shares are listed	NSE, BSE
11	Paid-up Capital	Rs.304.65 crores
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Shri Ajit Kumar Panda, Director (Projects & Services) Ph: 011-41673017 Email: ajit.panda@concorindia.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	This report is prepared on a standalone basis.

II. Products / Services

11. Products / Services				
14	Details of business activities (accounting for 90% of the turnover):			
	Sl. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
	1	Logistics & Transportation	Land Transport via Road	3.37
			Land transport via Railways	75.25
			Handling Income	12.30
			Warehousing and storage	2.18
15	Products/Services sold by the entity (accounting for 90% of the entity's Turnover):			

Sl. No	Product / Service	NIC Code	% of total Turnover contributed
1	Transportation of Containers by rail	49120	75.25
2	Transportation of Containers by road	49231	3.37
3	Handling of Containers	52241	12.30
4	Operation of Logistics facilities including dry ports, container freight stations, and private freight terminals. Or Warehousing & Storage	52109	2.18

III. Operations

16	Number of locations where plants and/or operations/offices of the entity are situated:			
	Location	Number of plants	Number of offices	Total
	National	NA	CONCOR has a pan India presence presently with 61 terminals.	61
	International	NA	NA	NA
17	Market Served by the entity:			
a.	Number of locations			
	Locations	Number		
	National (No. of States)	CONCOR is Providing service in 23 States.		
	International (No. of Countries)	CONCOR is Providing Rail service to two countries i.e. Nepal and Bangladesh.		
b.	What is the contribution of exports as a percentage of the total turnover of the entity?		NIL	
C.	A brief on type of customers		Shipping Lines, Importers/Exporters, Custom House Agents, Business Associate/Partners, Corporate Customer, Freight Forwarders etc	

IV. Employees

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Details as at the end of Financial Year:							
a.	Employees and workers (including differently abled):						
	Sl. No	Particulars	Total (A)	Male		Female	
				No.(B)	% (B/A)	No. (C)	% (C/A)
	Employees						
	1	Permanent (D)	1328	1165	87.73	163	12.27
	2	Other than Permanent (E)	Not applicable				
	3	Total employees (D+E)	1328	1165	87.73	163	12.27
	Workers						
	4	Permanent (F)	Not applicable				
	5	Other than Permanent (G)					
6	Total workers (F+G)						
b.	Differently abled Employees and workers:						
		Particulars		Male		Female	

	Sl. No		Total (A)	No.(B)	% (B/A)	No. (C)	% (C/A)			
	Differently Abled Employees									
	1	Permanent (D)	28	27	96	1	4			
	2	Other than Permanent (E)	Not applicable							
	3	Total differently abled employees (D+E)	28	27	96	1	4			
	Differently Abled Workers									
	4	Permanent (F)	Not applicable							
	5	Other than Permanent (G)								
	6	Total differently abled workers (F+G)								
19	Participation/Inclusion/Representation of Women:									
			Total (A)	No. and percentage of Females						
				No. (B)		% (B / A)				
	Board of Directors		11	1		9				
	Key Management Personnel		6	0		0				
20	Turnover Rate									
		FY 2022- 23 (Turnover rate in current FY)			FY 2021–22 (Turnover rate in previous FY)			FY 2020 - 21 (Turnover rate in the year prior to the previous FY)		
		Male	Female	Total	Male	Femal e	Total	Male	Female	Total
	Perman ent Emplo yees	3.50%	3.05%	3.44%	2.40%	1.81%	2.33%	1.39%	1.20%	1.36%
	Permane nt Workers	Not Applicable								

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

21	(a)	Name of holding / subsidiary / associate companies / joint ventures				
		Sl. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
		1	FRESH & HEALTHY ENTERPRISES LTD	Subsidiary	100	No
		2	CONCOR AIR LTD	Subsidiary	100	No
		3	SIDCUL CONCOR INFRA COMPANY LTD	Subsidiary	74	No

4	PUNJAB LOGISTICS INRASTRUCTURE LTD	Subsidiary	51	No
5	STAR TRACK TERMINALS PRIVATE LTD	Joint Venture	49	No
6	TRANSWORLD TERMINALS DADRI PRIVATE LTD	Joint Venture	49	No
7	GATEWAY TERMINALS INDIA PRIVATE LTD	Joint Venture	26	No
8	CMA-CGM LOGISTICS PARK (DADRI) PRIVATE LTD	Joint Venture	49	No
9	HIMALAYAN TERMINALS PRIVATE LTD	Joint Venture	40	No
10	INDIA GATEWAY TERMINAL PRIVATE LTD	Joint Venture	11.87	No
11	TCI-CONCOR MULTIMODAL SOLUTIONS PRIVATE LTD	Joint Venture	49	No
12	CONTAINER GATEWAY LTD	Joint Venture	49	No
13	ALLCARGO LOGISTICS PARK PRIVATE LTD	Joint Venture	49	No
14	ANGUL SUKINDA RAILWAY LTD	Joint Venture	26	No
15	HALCON	Associate	50	No
16	PILH	Associate	50	No

VI. CSR Details

22	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	(ii) Turnover (in Rs.)	Rs.8,103.40 Crores
	(iii) Net worth (in Rs.)	Rs.11,244.98 Crores

VII. Transparency and Disclosure Compliances

23	Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:							
	Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022 - 23			FY 2021 - 22		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
	Communities	Nil						
	Investors (other than shareholders)	Nil						

Shareholders	Yes, https://concorindia.co.in/assets/pdf/Stakeholders_Engagement_Policy.PDF	35	0	NA	27	0	NA
Employees and workers	Yes, https://concorindia.co.in/assets/pdf/Grievances_Redressal.pdf	14	0	NA	19	NA	NA
Customers	Yes, https://concorindia.co.in/assets/pdf/Public_Grievances_Redressal.pdf	19	0	NA	25	0	NA
Value Chain Partners	Yes, https://concorindia.co.in/assets/pdf/stake_holder_eng.pdf	46	10	(Note-1)	45	9	(Note-2)
Other (please specify)	Nil						

(1) Pending complaints carried forward to next year and will be resolved.

(2) Pending complaints carried forward to next year and were resolved.

24	Overview of the entity's material responsible business conduct issues					
	Material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, are as below:					
Sl. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)	
1	Human rights practices	Risk & Opportunity	<p>Risk: The absence of a comprehensive Human Rights governance structure from the aspects of parameters such as working conditions, fair remuneration, gender diversity, prevention of sexual harassment, freedom of association, and collective bargaining will impact the Company's performance in the social domain from the perspective of employee workforce as well as the community.</p> <p>Opportunity: The presence of a strong redressal mechanism outlines the Company's commitment to Human Rights protection. A better organized and more respected workforce is more stable, predictable, and productive, which reduces the risk of resource shocks and creates productivity gains, which is beneficial for a company's bottom line. Legal costs due to employee or community disputes are minimized and negative financial</p>	CONCOR being a Government of India Company under the aegis of the Ministry of Railways is an instrumentality of 'State', under Article 12 of the Constitution of India, protects and promotes all Human rights guaranteed under the constitution of India. In addition to compliance with labor laws enacted by the Government of India & different states under the recommendation and conventions of the International Labour Organization (ILO), the company understands the economic rights of individuals in consonance with the Universal Declaration of Human Rights and the Constitution of India. This includes a just, favorable, and conducive work environment, equal pay for equal work, and equal opportunity for career progression without any discrimination against caste, creed,	<p>Positive: Comprehensive alignment of Human Rights principles in accordance with the guiding principles of national and international Human Rights standards amplifies the Company's performance in the social aspect as well as reflects its commitment towards human rights integration within the Company's business model.</p>	

			impacts from backlashes and boycotts become less of a risk. Investor relations teams can leverage this lower risk when speaking to potential investors, as well as being able to target a new base of ethically-minded investors who, as it happens, also tend to be more stable and long-term investors in the Company.	sex, religion, disability, or orientation. Further the company provides just, fair, and equal remuneration, working hours with rest and leisure, means for an adequate standard of living and social security, and freedom of choice of employment. Provision has been made for the timely delivery of HR services through the Right to Service for Time Bound Delivery of HR Services and Benefits. It provides for the reservation in employment as per the norms laid down by the Government of India under the relevant Constitutional Provisions. It also understands the need for the protection of civil and constitutional rights of employees/workers and believes in freedom of association and workers' right to form & join trade unions are recognized.	Positive: Robust Occupational, Health and Safety management approach enables the Company to prevent the occurrence of incidents.
2	Occupational Health and safety	Risk & Opportunity	Risk: Occupational health and safety is a critical aspect of the Company's commitment towards workforce welfare which further highlights the performance in terms of the provision of a safe and secure working environment. Identification of a high number of health and safety incidents reflects the efficiency of the existing Employee's Health & Safety (EHS) management approach.	Safety Slogans are displayed at prominent locations at various terminals of CONCOR. ISO Certification is available for most of the units of the Company. Disaster Management System has been hosted on the CONCOR website. Further, in its endeavor to maintain high standards of quality, your Company has been taking various steps, some of which are as follows:	

			<p>Opportunity: Strong EHS management system integrated with comprehensive hazard identification, mitigation plans, root cause analysis of the reported incidents, and corresponding corrective action plan will highlight the Company's approach and resoluteness toward workforce health and safety</p>	<ul style="list-style-type: none"> • Conducting Management Meetings, wherein various actions were taken with regard to Disaster Management, Safety Norms and Quality Standards. • CONCOR uses the best technology to provide logistics services, adheres to the highest level of safety in operations, maintains the good health of its employees, and provides a clean and green environment for a better tomorrow. • The Company always endeavors for a stable work-life balance for its employees and for creating shared value for all stakeholders i.e. internal and external. There is a separate department taking care of the Health, Safety, and Environment (HSE) aspects in the organization. • To ensure safety in the transportation of freight, it has been ensured that all wagons are equipped with load-sensing devices, and automatic twist devices so that there are no mishaps. Further, efforts have also been made to ensure that the cargo is transported pilferage free, for which anti- 	
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	3	Employee Engagement	Opportunity	<p>Opportunity: The company's efforts towards workforce welfare and development directly covers its resolute commitment towards the upliftment of the most integral asset. A greater diversity across genders and ethnicity is strongly correlated to a greater level of inclusiveness broadening mindset on acceptance of the third gender, and unconventional biases in ethnicity, race, and equality while transforming our thoughts and actions at a personal and professional level, improved propositions and productivity enabling value creation.</p>	<p>pilferage devices have been installed.</p> <p>CONCOR always endeavors for stable work life balance for its employees. Great care is taken to provide safe and hygienic working environment to the employees conducive to their good health. There had been no occurrence of major industrial accidents. Programmes for promoting work life balance such as Yoga and/or meditation are conducted regularly for the employees. CONCOR sponsors participation of employees in various sport activities which inculcates habit of not only remaining fit but also supportive team cohesion. Cricket matches and other sports programs are regularly conducted for the employees. The company has a 'Sports Policy' to encourage sports and games and to improve the quality of life and fitness for its employees and their families. CONCOR offers various benefits to its employees in the form of option to the employees to choose from a mix of cafeteria perks and allowances available subject to maximum ceiling. In addition to the allowance and benefits covered in the cafeteria approach, additional perks in the form of residential</p>	<p>Positive: A strong workforce with a high retention rate and diversity in the workforce brings new perspectives, experiences, and ideas which enable innovation, increase performance and enable a positive culture in the organization, and highlights the Company's efforts toward creating a conducive work environment in addition to creating a positive approach toward workforce development. Investing in people development can enable organizations to realize the skills and abilities of their workforce, and internal capabilities to further expand the business and create value</p>
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				accommodation, telephone instrument/service, advances, and welfare amenities are also made available to the employees. Provisions have been made for the timely delivery of HR services through the Right to Service for Time Bound Delivery of HR Services and Benefits. CONCOR has well-defined policies for its employees regarding recruitment, conditions of service, Leave rules, housing, vehicle and computer loans, medical reimbursement, and other employee welfare and social security services. Efforts are made to ensure that employees have speedy and easy access to HR policies, forms, policies, and their personal HR information online through Employee Portal.	Positive: Compliance with relevant regulatory requirements, including applicable to the Freight and Logistics sector reflects the Company's commitment to responsible business practices.
4	Transparency, Accountability & reporting	Risk	Risk: The compliance risk is linked to non-adherence with the standards and guidelines of all regulatory agencies.	The Code of Conduct for Board Members and Senior Management Personnel is in alignment with Company's Statement of Mission & Objectives and the provisions of the SEBI (Listing Obligations and Disclosures Requirements) Regulations 2015 (Listing Regulations) and it aims at enhancing ethical and transparent process in managing the affairs of the Company. In respect of Whole-time Directors and senior management personnel, this Code	

					<p>is to be read in conjunction with the CONCOR Conduct Rules, 1993 and amendments thereto, if any. There is a well-established set-up for providing information under the Right to Information Act, 2005. The Whistle Blower policy of the Company has been updated from time to time in compliance with the provisions of the Listing Regulations & Companies Act, 2013. It provides an opportunity and an avenue to employees, to raise concerns and to report to Audit and Ethics Committee, in case they observe any unethical and improper practices or any other wrongful conduct in the Company. It seeks to provide necessary safeguards for the protection of employees from reprisals or victimization. CONCOR had entered into an MOU with 'Transparency International – India' (TII) for implementing a tool developed by TII in consultation with CVC viz. Integrity Pact Program. The objective of the tool is to ensure that all activities and transactions between a Company or Government departments and their Suppliers are handled in a fair, transparent, and corruption-free manner. CONCOR believes in providing reliable, responsive, safe, and value-added logistic services by</p>	
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					<p>following the highest ethical standards. It does business with a number of domestic and international bidders, contractors, and vendors of goods and services (counterparties). The bidding process is transparent, open, and accessible to the public with tenders being put up on the Company website and e-tender portal. It values its relationship with all counterparties and deals with them in a fair and transparent manner. The e-tendering system on the portal has been implemented, which complies with the CVC guidelines released for e-Procurement from time to time and enhances transparency. CONCOR is covered under the Central Vigilance Commission Act, of 2003. The vigilance Division in CONCOR controls its activities from Corporate Office, in New Delhi. The Vigilance Division is headed by the Chief Vigilance Officer who directly reports to the Chairman and Managing Director.</p>	
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5	Customer Satisfaction	Opportunity	<p>Opportunity: The Company is committed to improving its business processes so as to provide quality services and thereby improve customer satisfaction</p>	<p>Some of the practices adopted in this regard are:</p> <ul style="list-style-type: none"> ▪ On line Information & Container Tracking ▪ SMS-based container tracking ▪ Web query for container tracking made available on the website. ▪ Auto mail facility for customers (for PDA/TDS statement etc.) ▪ Container Repair & Cleaning Facilities ▪ Cargo Palletisation, Strapping etc. ▪ Cargo Lashing/Choking Facility ▪ Fumigation of Cargo/Containers ▪ Supply Chain Management ▪ Container/Cargo Survey ▪ Round the Clock Security at Terminals ▪ Facilitation of Customs Clearance ▪ Conducting Customer Satisfaction Survey by an independent agency regularly to get a feedback from the customers and also take action to rectify/improve its services. ▪ CONCOR had also introduced on Company's website "Feedback form" wherein Customers can obtain information and seek remedies on our services in the format available under menu "Customer Feedback Facility". ▪ Launched its mobile App giving information like public tariff, Rail tariff, track & trace, Company directory, etc. for its stake holders 	<p>Positive: The Company ensures quick turnaround and resolution of Customer complaints through a real-time system. Customers have the facility of knowing the exact location & movement of their container by accessing the online portal. For speedy resolution of any customer complaints, contact details and email addresses of the concerned officers have been put up on the Company website. 'Customer Value Creation' is the ethos of CONCOR</p>
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					<p>and for Exim e-filing (covering reports & queries).</p> <ul style="list-style-type: none"> ▪ Usage of Social Media tools for timely dissemination of information to stakeholders. <p>Under the Citizen's Charter the Company has provided service delivery standards for key services. In addition to above it has undertaken the following initiatives:</p> <ul style="list-style-type: none"> ▪ Touch screen kiosks were installed in terminals so that customers can get the services of queries related to container, ground rent due, freight etc.; ▪ e-filing facility for online booking of Containers; ▪ Above all, the Company has a lean and accessible top management which is within the reach of its customers at all times. 	
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SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section helps to demonstrate the structures, policies and processes put in place by your company towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1 a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b.	Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c.	Web Link of the Policies, if available	https://corindia.co.in/assets/pdf/Code_of_conduct.pdf	https://corindia.co.in/quality.asp	https://corindia.co.in/assets/pdf/Diversity_policy.pdf https://corindia.co.in/assets/pdf/CorSexualHarassmentPolicy.pdf	https://corindia.co.in/assets/pdf/stakeholder_eng.pdf	https://corindia.co.in/assets/pdf/ConcorSexualHarassmentPolicy.pdf https://corindia.co.in/assets/pdf/Diversity_policy.pdf	https://corindia.co.in/assets/pdf/ESR_policy.pdf	https://corindia.co.in/assets/pdf/older_eng.pdf	https://corindia.co.in/assets/pdf/cs_rpolicy.pdf https://corindia.co.in/assets/pdf/Diversity_policy.pdf	https://corindia.co.in/assets/pdf/stakeholder_eng.pdf https://corindia.co.in/assets/pdf/ESR_policy.pdf

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2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
4	Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	CONCOR continues to enjoy ISO 9001:2015 certification and as of 31.03.2023, 50 Nos. of Terminals were ISO 9001:2015 certified. It is an illustration of the total commitment of the Company toward a Quality Management System.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>In the near future, the Company will work with a focused approach to achieving the followings:</p> <ul style="list-style-type: none"> ➤ Increase the rail share of the transportation of Containers. ➤ Promote environment-friendly modes of Road Transportation through LNG. ➤ Lights to be replaced by LED lighting. ➤ CONCOR will endeavour to source electricity from SOLAR, WIND Energy in future. ➤ Promoting Rain Water Harvesting. ➤ Conservation of Energy through efficient utilization of equipment. 								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The company is working towards the above commitments and goals.								

Governance, leadership and oversight		
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	During the last several years, the world has witnessed history quickly unfold as we live through significant complexity and uncertainty. Many of the persistent challenges that humanity has faced during this period require continued attention, including combating climate change, preserving natural resources, fighting COVID-19, and narrowing the digital divide. We are all learning to live with the new reality created by these challenges that continue to cause broader concerns about peace and prosperity for all. In order to overcome the challenges being faced, society needs to find new and innovative ways to carry out its activities and meet its requirements. This will be the collective effort of all the elements of society be it the people, Government, businesses, social sector, etc. Therefore, business enterprises need to carry out their business in a more responsible manner by inculcating practices which are environment friendly and oriented towards the welfare of society. In the long run, the entities which will imbibe the best ESG principles in their businesses will survive and will be successful, as they will be considered more credible and reliable. Resilience allows us to navigate through tough times and seize the moment. It is what has helped our company to cope with and emerge stronger from major international economic and geopolitical crises. Our total energy consumption fell by almost 7% in 2023, which is due to our implementation of energy efficiency measures. Under Company's CSR initiatives, it has done a lot of work for the benefit of society, particularly in the field of education and health for the underprivileged. It is common knowledge that the last decade marked the onset of ESG-related regulations and in the next decade, ESG will take center stage. With this clear understanding, CONCOR has been planning its actions focussed on creating value for its stakeholders by giving emphasis on protecting the environment, community development, taking care of the health, safety, and wellbeing of its employees, and creating a strong framework of governance.
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board of CONCOR is responsible for the implementation and oversight of the Business Responsibility policy(ies)
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Sh. Ajit Kumar Panda, Director (Projects & Services). Ph: 011-41673017 Email: ajit.panda@concorindia.com
10	Details of Review of NGRBCs by the Company:	
	Subject of Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee
		Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)

		P1	P2	P3	P4	P5	P6	P7	P8	P9	
	Performance against above policies and follow up action	<p>As a practice, policies on the Business Responsibility of the Company are reviewed by the CMD & Board of Directors.</p> <p>During this assessment, the efficacy of the policies is reviewed and necessary changes to policies & procedures, if required, are implemented.</p> <p>The Company follows the laws and regulations, as applicable. In this regard, a Compliance Certificate on applicable laws is provided by the Departmental Heads, which is placed before the Board of Directors</p> <p>Annual</p>									
11	<p>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</p> <p>Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency</p>	P1	P2	P3	P4	P5	P6	P7	P8	P9	Annual
12	<p>If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:</p> <p>a. The entity does not consider the Principles material to its business (Yes/No)</p> <p>b. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)</p> <p>c. The entity does not have the financial or/human and technical resources available for the task (Yes/No)</p> <p>d. It is planned to be done in the next financial year (Yes/No)</p> <p>e. Any other reason (please specify)</p>	<p>Yes, the policies are independently assessed and evaluated by M/s CARE Advisory Research and Training Limited.</p> <p>All Principles are covered by the Policies.</p>									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is to demonstrate the Principle-wise performance in integrating the Principles and Core Elements with key processes and decisions.

PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.			
Essential Indicators			
1	Percentage coverage by training and awareness programmes on any of the Principles during the financial year:		
Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	9	An induction and familiarity brief is provided to every independent Director, on his/her appointment to the Board of Directors. The said brief, amongst others, includes an overview of the Company, its vision and mission, the industry in which it operates, its business strategies, risk management, and the roles and responsibilities as a member of the Risk Management Committee and Board. On an ongoing basis, CONCOR's Board conducts its meetings in which updates regarding ESG, the Code of Conduct for the Prevention of Insider Trading, the Code of Conduct for Directors and Senior Management, Corporate Governance, Risk Management, changes in the regulatory environment as applicable were made available. Further, Independent Directors meet separately without the attendance of non-independent Directors in which the businesses as laid down under the applicable laws are transacted.	100
Key Managerial Personnel	9	CONCOR's Code of Conduct serves to guide our actions, which are governed by integrity, honesty, fair dealing, and compliance with all applicable laws. The mandatory training on the Code of Conduct is designed to provide a framework against which conduct and behavior can be measured. It covers in detail the expected code but is not limited to the equal opportunity employer, data and people privacy, conflict of interest, insider trading, bribery, improper payment, compliance, human rights, safe and secure work environment, POSH, etc.	100

Employees	276	We strive to provide our employees with an inclusive workplace that helps them grow professionally and personally. CONCOR believes in promoting employee well-being and providing a supportive environment to all employees and guidelines on employee health and safety. At CONCOR, we have developed multiple training modules to cater to each function's and individual's training needs. Such training/awareness programs are on an array of topics, such as Code of Conduct, Ethics, Cyber Prevention of Sexual Harassment, Skill Upgradation, Business Analytics for Strategic Decision Making, Public Procurement, Project Management & Financial Management, Emerging Trends in Banking Frauds & Online Frauds, Supply Chain Management, Transforming Logistics Sector-role of Railways, RTI Act, Procurement by CPSEs from MSEs through GeM.	100
Workers	NA	NA	NA
2 Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format:			
Monetary			
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)
Penalty/ Fine	Principle 1	NSE & BSE	42,07,000
		Regulation 17(1) Non-compliance with the requirements of not having the requisite number of independent directors i.e. regarding the non-composition of the Board.	Yes, Company has requested for wavier of fines to the Stock Exchanges as all its Directors are appointed by the Government and it has no control on appointment of said Directors. In such cases, fines imposed have been waived by the Stock Exchanges.
Settlement	Nil	NA	NA
Compounding fee	Nil	NA	NA

Non- Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
	Imprisonment	Nil	Nil	Nil
	Punishment	Nil	Nil	Nil
3 Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.				
Case Details		Name of the regulatory/ enforcement agencies/ judicial institutions		
The Exchanges (NSE & BSE) have levied fine for Non-compliance with the requirements pertaining to the composition of the Board under Regulation 17(1) of SEBI (LODR) Regulations, 2015. In the reply to the notice of fine, Company has requested both the exchanges for exemption/ waiver of the fines levied on the Company as the appointment of directors is not in the control of the Company and it has taken all the steps in which it has been regularly requesting its Administrative Ministry for an early appointment of these Directors. The Company is not at fault for the non-appointment of requisite number of Independent director(s) and all reasonable steps have been taken by it for an early appointment of such Directors.		National Stock Exchange and Bombay Stock Exchange		
4 Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.		The Code of Conduct for Board Members and Senior Management Personnel is in alignment with Company's Statement of Mission & Objectives and the provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015 (Listing Regulations). It aims at enhancing ethical and transparent processes in managing the affairs of the Company. In respect of Whole-time Directors and Senior Management Personnel, this Code is to be read in conjunction with the CONCOR Conduct Rules, 1993, and amendments thereto, if any. CONCOR believes in providing reliable, responsive, safe, and value-added logistic services by following the highest ethical standards. It does business with a number of domestic and international bidders, contractors, and vendors of goods and services (counterparties). The bidding process is transparent, open, and accessible to the public with tenders being put up on the Company website and e-tender portal. It values its relationship with all counterparties and deals with them in a fair and transparent manner. CONCOR had entered into an MOU with 'Transparency International – India' (TII) for implementing a tool developed by TII in consultation with CVC viz. Integrity Pact Program. The objective of the tool is to ensure that all activities and transactions between a Company or Government departments and their Suppliers are handled in a fair, transparent, and corruption-free manner.		
5 Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:		Code of Conduct: https://concorindia.co.in/assets/pdf/Code_of_conduct.pdf Integrity Pact: https://concorindia.co.in/assets/pdf/IntegrityPact.pdf		

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2	Does the entity have processes in place to avoid/ manage conflict of interests involving members of the board. CONCOR has in place a comprehensive “Code of Conduct for Directors and Senior Management”. The Company’s Code of Conduct inter-alia states that the Board members and Senior Management of the Company needed to abstain from the discussion, voting, or otherwise influencing a decision on any matter in which they have or may have a conflict of interest; restrict themselves from serving as a Director of any Company that is in direct competition with the Company, or must take prior approval from the Company’s Board of Directors before accepting such a position. Independent Directors are also covered by the Code, as provided under the law. In Addition, disclosures in terms of applicable regulations are also obtained from the Board of Directors. Code of Conduct: https://concorindia.co.in/assets/pdf/Code_of_conduct.pdf	Yes, CONCOR has processes in place to avoid/manage conflict of interests involving members of the board. CONCOR has in place a comprehensive “Code of Conduct for Directors and Senior Management”. The Company’s Code of Conduct inter-alia states that the Board members and Senior Management of the Company needed to abstain from the discussion, voting, or otherwise influencing a decision on any matter in which they have or may have a conflict of interest; restrict themselves from serving as a Director of any Company that is in direct competition with the Company, or must take prior approval from the Company’s Board of Directors before accepting such a position. Independent Directors are also covered by the Code, as provided under the law. In Addition, disclosures in terms of applicable regulations are also obtained from the Board of Directors. Code of Conduct: https://concorindia.co.in/assets/pdf/Code_of_conduct.pdf
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PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

Essential Indicators			
1	Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively:	Previous Financial Year	Details of improvements in environmental and social impacts
	Current Financial Year	Previous Financial Year	
R & D	NIL	NIL	NA
Capex		Refer to Director’s Report for R&D expenditure	
2	a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)	Yes. As per the guidelines for procurement from MSEs, CONCOR has achieved the target of minimum 25% from MSEs of total procurement of Goods & Services (After deduction of value of exempted items such as procurement from Govt. sources/ Railways, Import items, Diesel, H&T contracts, Land License Fee, etc.) for FY 2022-23.	
	b. If yes, what percentage of inputs were sourced sustainably?	69.88%	
3	Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for:		
(a)	Plastics (including packaging)	Given the nature of the business, this is not applicable to the Company.	
(b)	E-waste		
(c)	Hazardous waste		
(d)	other waste.		

4	Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.			NA		
Leadership Indicators						
1	Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes provide details in the following format:					
	NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
	Not Applicable					
2	If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.					
	Name of Product / Service	Description of the risk / concern		Action Taken		
	Not Applicable					
3	Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).					
	Indicate input material	Recycled or re-used input material to total material				
		FY 2022-23 Current Financial Year		FY 2021-22 Previous Financial Year		
	Not Applicable					
4	Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:					
	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed

	Plastics (including packaging)	Not Applicable	Not Applicable
	E-waste		
	Hazardous waste		
	Other waste		
5	Reclaimed products and their packaging materials (as percentage of products sold) for each product category		
	Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category	
	Not Applicable		

PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

Essential Indicators

1	a	Details of measures for the well-being of employees:													
		Category	% of employees covered by												
			Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities			
				Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)		
		Permanent employees													
		Male	1165	1165	100	1165	100	Not Applicable		1165	100	Nil			
		Female	163	163	100	163	100	163	100	Not Applicable		Nil			
		Total	1328	1328	100	1328	100	163	100	1165	100	Nil			
		Other than Permanent employees													
		Male	NOT APPLICABLE												
		Female	NOT APPLICABLE												
		Total	NOT APPLICABLE												
		b	b	Details of measures for the well-being of workers:											
				Category	% of workers covered by										
						Health Insurance	Accident insurance	Maternity benefits	Paternity Benefits	Day Care facilities					

		Total (A)	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
	Permanent workers												
	Male												
	Female												
	Total												
	Other than Permanent workers												
	Male												
	Female												
	Total												
	NOT APPLICABLE												
	NOT APPLICABLE												
2	Details of retirement benefits, for Current FY and Previous FY:												
	Benefits	FY 2022-23						FY 2021-22					
		No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)						
	PF	100%	NA	Y	100%	NA	Y						
	Gratuity	100%	NA	Y	100%	NA	Y						
	ESI	NOT APPLICABLE											
3	Accessibility of workplaces												
	Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.						Most of our offices are located in commercial premises which have elevators and other infrastructure for differently-abled individuals.						
	Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.						Yes, CONCOR has an Equal Opportunity Policy which outlines its commitment to non-discrimination, by providing equal opportunity to all its employees irrespective of race, color, religion, sex, national origin, ancestry, age, marital status, sexual orientation, or disability. https://concorindia.co.in/assets/pdf/Policy-for-PwD.pdf						

5	Return to work and Retention rates of permanent employees and workers that took parental leave:				
	Gender	Permanent employees		Permanent workers	
		Return to work rate	Retention rate	Return to work rate	Retention rate
	Male	100%	100%	NA	NA
	Female	100%	100%	NA	NA
6	Total	100%	100%	NA	NA
	Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.				
	Yes/No (If Yes, then give details of the mechanism in brief)				
	Permanent Workers	NA			
	Other than Permanent Workers	NA			
	Permanent Employees	Yes, Permanent Employees have been extended facilities to raise their concerns/redressal of their grievances. They can visit any of these portals for the same. https://www.pgportal.gov.in OR https://www.cgm.concorindia.co.in/default.aspx			
	Other than Permanent Employees	NA			

7	Membership of employees and worker in association(s) or Unions recognised by the listed entity:						
	Category	FY 2022-23		FY 2021-22			
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)	
	Total Permanent Employees	1328	960	72.29	1362	1092	80.18
	Male	1165	839	72.02	1195	955	79.92
	Female	163	121	74.23	167	137	82.04
	Total Permanent Workers						
	Male			NA			
	Female			NA			
8	Details of training given to employees and workers:						
	Category	FY 2022-23				FY 2021-22	
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E) % (E/D)
							No. F % (F/D)
	Employees						
	Male	1165	883	71.50	334	28.67	1195 999 83.60 587 49.12
	Female	163	156	95.71	83	50.92	167 100 133.53
	Total	1328	1039	78.24	417	31.40	1362 1166 85.61 810 59.47
	Workers						
	Male						
	Female						
	Total						
							Not Applicable
9	Details of performance and career development reviews of employees and worker:						

Category	FY 2022-23			FY 2021-22		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	798	580	73	327	263	80
Female	95	72	76	42	33	79
Total	893	652	73	369	296	80
Workers						
Male						
Female						
Total						
NA						
Health and safety management system:						
10	<p>a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No)</p> <p>If yes, the coverage of such system?</p> <p>Yes, the Company always endeavours for a stable work-life balance for its employees and for creating shared value for all stakeholders i.e. internal and external. A separate department takes care of the organization's Health, Safety, and Environment (HSE) aspects. The well-being of the employee's physical and mental health is also promoted by providing facilities like gym and yoga classes in the office, providing sports gear like sports watches, badminton rackets, bi-cycle, cricket kits, etc. The Company also promotes the participation of its employees in various sports activities like joining marathons, cricket matches, and other events.</p> <p>Further, exposure was given to 810 employees during the year by organizing training or their participation in programs conducted by professional bodies, having topics on various matters, including combating stress through creativity, gender sensitivity, leadership, and crisis management. CONCOR offers various benefits to its employees in the form of options to the employees to choose from a mix of cafeteria perks and allowances available subject to maximum ceiling. In addition to the allowance and benefits covered in the cafeteria approach, additional perks in the form of residential accommodation, telephone instrument/service, advances, and welfare amenities are also made available to the employees.</p>					

11	b.	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? To ensure safety in the transportation of freight, it has been ensured that all wagons are equipped with load-sensing devices, and automatic twist devices so that there are no mishaps. Further, efforts have also been made to ensure that the cargo is transported pilferage free, for which anti-pilferage devices have been installed. The Company provides real-time information to its customers on container movement through the use of the latest technology and ensures quick redressal of consumer complaints. All movement of containers by rail is in strict compliance with the safety guidelines prescribed by the Ministry of Railways, from time to time. Safety Slogans are displayed at prominent locations at various terminals of CONCOR. ISO Certification is available for most of the units of the Company. Disaster Management System has been hosted on the CONCOR website and are working effectively.			
	c.	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	Yes. Work-related Hazards are being identified and addressed through a Safety workbook.		
	d.	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes. All employees are covered under the company's health insurance and personal accident insurance. Also, there are several Physical & Mental Wellbeing Sessions conducted from time to time.		
	Details of safety related incidents, in the following format:				
12	Safety Incident/Number	Category	FY 2022-23	FY 2021-22	
	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NA	NA	
		Workers	NA	NA	
	Total recordable work-related injuries	Employees	NA	NA	
		Workers	NA	NA	
	No. of fatalities	Employees	NA	NA	
		Workers	NA	NA	
12	High consequence work-related injury or ill-health (excluding fatalities)	Employees	NA	NA	
		Workers	NA	NA	
12	Describe the measures taken by the entity to ensure a safe and healthy work place.	Awareness through health sessions (pan-India), isolation of COVID positive cases, Covid protocols are reiterated periodically to all employees, medical reimbursement (IP and OPD), free health camps and free homeopathic consultation, clean workplace via efficient housekeeping, and regular pest control services. Company also conduct Quarterly Fire Drill Training at its offices; this empowers employees to counter any fire occurred on the premises, Quarterly fire drills are carried out at all locations pan India, Fire alarm systems and smoke detectors are installed at all premises, Fire extinguishers are kept filled to ensure effective use during any untoward incidents, Emergency Contact details such as Police, Hospitals and Fire Brigade are also displayed on the display board.			

13	Number of Complaints on the following made by employees and workers:					
	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
	Working Conditions	None	NA	None	None	NA
	Health & Safety	None	NA	None	None	NA
14	Assessments for the year:					
			% of your plants and offices that were assessed (by entity or statutory authorities or third parties)			
	Health and safety practices			100%		
15	Working Conditions			100%		
	Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.			Not Applicable		

Leadership Indicators	
1	<p>Does the entity extend any life insurance or any compulsory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).</p> <p>Yes, the Company provides its employees with, personal accident cover, future service gratuity liability in addition to medical insurance. Benefits like provident fund, gratuity, etc., are settled on a priority basis. The Company has, in some cases, also extended support to families of deceased employees in the form of financial support ensuring monthly pay for a period of one year among other case-to-case benefits.</p>
2	<p>Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.</p> <p>The Company takes great care to ensure that the statutory dues applicable are deducted and deposited by the value chain partners. All supply chain partners must adhere to it in order to support business responsibility principles and ideals of transparency and accountability.</p>

3	Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:				
	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment		
		FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
	Employees	Nil	Nil	Nil	Nil
	Workers	NA	NA	NA	NA
4	Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)			The Company believes in hiring well-qualified talent on merits and continuously upskills the workforce to align with the changing business environment. In light of this, the need for these transition assistance programs is not envisaged currently. However, after the retirement of the employees, company retains the best talent.	
5	Details on assessment of value chain partners:				
		% of value chain partners (by value of business done with such partners) that were assessed			
	Health and safety practices	-			
	Working Conditions	-			
	Note: CONCOR always prefers to get associated with suppliers who are following best practices in Health & Safety and provide better working conditions to its employees and workers.				
6	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.				Not Applicable

PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

Essential Indicators

1	Describe the processes for identifying key stakeholder groups of the entity		The Company always aims to follow the highest standards of business ethics and transparency and is conducting its business in a socially & environmentally responsible manner thereby contributing towards the socio-economic development of external and internal stakeholders. Its stakeholders include employees, investors, shareholders, customers, business partners, clients, civil society groups, Government and non-Government organizations, local communities, the environment, and society at large. CONCOR's policies are aimed at being consistent with the guidelines on the subject issued by the Department of Public Enterprises, applicable laws, and other Govt. rules and regulations.			
2	List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group					
	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement	
(i)	Shareholders & Investors	No	Annual Meeting, General email communicate, Stock Exchange (SE) intimations, investor/analysts meet/ conference calls, annual reports, quarterly results, Press releases and Company website	Annual, Quarterly & other event based	Quarterly and annual, financial results, Company performance and updates, corporate governance	
(ii)	Board of Directors	No	Board Meetings, AGM, internal emails, etc.	Quarterly Meetings and other as & when need arises	Quarterly and annual financial results, Company performance & updates, corporate governance and other various business matters.	

(iii)	Employees	No	Senior leaders' communication, performance appraisal review, wellness initiatives, engagement survey, email, intranet, websites, poster campaigns, circulars, a publication, and quarterly newsletters	Ongoing	Job satisfaction, Fair pay, performance remuneration, Training, and Development initiatives that support career growth Safe and healthy working conditions, Non-discrimination on the basis of color, gender, race, sexual orientation, or caste, Prompt grievance redressal mechanisms
(iv)	Customers	No	Website, complaints management, helpdesk, conferences, customer surveys, face-to-face meetings, E-mail, Customer feedback, advertisement, newspapers and other digital platforms, customer helpline, Circulars	Ongoing	All client information is driven through CRM which has been implemented across our offices and functions. We make use of business intelligent tools to provide efficient customer service and personalized business reports.
(v)	Industry Associations	No	Newsletters, websites, emails, webinars	Regular Intervals as deemed necessary by either party	Industry standards
(vi)	Regulators/ Legislators	No	Emails, regular meetings with Regulators, Regulatory filing correspondence & meetings	Periodic	Compliance, data security, regulatory updates, permits.

(vii)	Communities	Yes	Community service events, emails, campaigns, website	Ongoing	Access to health, education, skill development, employee engagement
Leadership Indicators					
1	Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.		We aim to create value for all our stakeholders. We engage with key stakeholder groups to understand their perspectives and cater to their needs. These ongoing engagements help us identify and monitor key economic, environmental, and social trends that can be incorporated into our overall business strategy. At CONCOR, the stakeholder engagement mechanism is a key driving force towards strengthening and diversifying the stakeholder relationship, which further facilitates the identification of key material issues impacting the Company's growth. The stakeholder engagement led to the prioritization of material issues, mapping of the risks relevant to each material topic, and development of consequent risk mitigation steps. The primary outcome of the stakeholder engagement exercise resulted in the identification and prioritization of material issues relevant to environmental, social, governance, and economic aspects. The identified material issues were presented to the highest governing member and the Board for their feedback and guidance on strategizing the sustainable growth model of the Company. As part of the Company's efforts to continually engage with internal and external stakeholder groups for the identification of key material issues impacting them, the stakeholder engagement exercise undergoes periodic review.		
2	Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.		Yes, CONCOR has always maintained a regular and proactive engagement with the Company's key stakeholders, allowing it to effectively work on its ESG strategies and be transparent about the outcomes. In response to current regulations and interactions with stakeholders, the Company performs periodic evaluations to update and reissue policies as needed.		
3	Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.		CONCOR always consciously acts as a responsible organization and engages with the marginalized and vulnerable sections of society. Our major engagement channels are with local communities and other stakeholders like SMEs, and MSMEs through our CSR interventions. We engage with them frequently through need assessment and other participatory methods to understand their needs and the impact of our interventions. For more details please refer to the CSR section on the website - https://concorindia.co.in/assets/pdf/csr.pdf		

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators

1	Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:										
Category		FY 2022-23			FY 2021-22						
		Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)				
Employees											
Permanent		1328	0	0	1362	1	0.07				
Other than permanent		-	-	-	-	-	-				
Total Employees		1328	0	0	1362	1	0.07				
Workers											
Permanent		NA									
Other than permanent											
Total Workers											
2	Details of minimum wages paid to employees and workers, in the following format:										
Category		FY 2022-23		FY 2021-22							
		Total (A)	Equal to Minimum Wage	More than minimum Wage	Total (D)	Equal to Minimum Wage	More than minimum Wage				
			No. (B)	% (B/A)		No. (C)	% (C/A)	No. (E)	% (E/D)	No. F	% (F/D)
Employees											
Permanent		1328	-	-	1328	100	-	-	1362	-	100
Male		1165	-	-	1165	100	-	-	1195	-	100
Female		163	-	-	163	100	-	-	167	-	100
Other than permanent		-									
Male		-									
Female		-									

	Workers				
	Permanent	NA			
	Male				
	Female				
	Other than permanent				
	Male				
	Female				
3	Details of remuneration/salary/wages, in the following format:				
		Male		Female	
		Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
	Board of Directors (BoD)	5	6267628	0	-
	Key Managerial Personnel	6	6366374	0	-
	Employees other than BoD and KMP	1159	1938357	163	1889305
	Workers	NA			
4	Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)		The Company has formulated a Grievance Redressal in Employee Manual which states that the employees can address their complaints or grievances to the Human Resources department or to the Senior Management. There shall be no retaliation or reprisal taken against any employee or associate who raises concerns in accordance with the policy. A committee may be formed or delegated to investigate the reported issues. The Committee is responsible for evaluating the reported issues and ensuring that they are addressed and rectified. In collaboration with Senior Management, the Committee may also recommend a suitable resolution.		
5	Describe the internal mechanisms in place to redress grievances related to human rights issues.		Yes, an Internal Complaint Committee in line with Sexual Harassment of Women at Workplace (Protection, Prohibition & Redressal) Act is in place in CONCOR and there are other platforms to register the grievances on online portal.		
6	Number of Complaints on the following made by employees and workers:				
		FY 2022-23		FY 2021-22	

	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	1	0	All complaints are resolved satisfactorily
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other Human rights related issues	0	0	NA	0	0	NA
7	Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases		The Whistle-blower Policy ensures that no unfair treatment will be meted out to a Whistle-blower by virtue of his/her having reported a Protected Disclosure under the policy. The Company, as a policy, condemns any kind of discrimination, harassment, victimization, or any other unfair employment practice being adopted against whistleblowers. Complete protection will, therefore, be given to Whistle-blowers against any unfair practices like retaliation, threat or intimidation of termination/ suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the Whistle-blower's right to continue to perform his/her duties/functions including making further Protected Disclosure			
8	Do human rights requirements form part of your business agreements and contracts? (Yes/No)		Yes. The business agreements and contracts do include the Muster Roll, Wage register, and other required documents such as deduction register /advance register etc, which are required to be maintained under various labour laws. The successful contractor needs to obtain the Labour License from the Central Govt if applicable. Also, The Contractor has to comply with all the statutory requirements in respect of engaging the personnel, their service conditions, rules, and regulations and all Liabilities under the various labor laws and others like P.F., E.S.I., Bonus, Workmen's Compensation, Minimum Wages, Payment of Wages Act, etc			
9	Assessments for the year:		Container Corporation of India Limited is an Indian public sector undertaking, all government guidelines on the above issues are followed in entirety.			
			% of your plants and offices that were assessed (by entity or statutory authorities or third parties)			
	Child labour		100%			

	Forced/involuntary labour	100%	
	Sexual harassment	100%	
	Discrimination at workplace	100%	
	Wages	100%	
10	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.	Not Applicable	
Leadership Indicators			
1	Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.	Not Applicable	
2	Details of the scope and coverage of any Human rights due-diligence conducted.	CONCOR ensures the prospective Contractor follow the Labour Laws prescribed by the Govt. of India.	
3	Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?	Yes, all the locations are accessible to differently-abled persons	
4	Details on assessment of value chain partners:		
	% of value chain partners (by value of business done with such partners) that were assessed	Nil	
	Sexual Harassment	Nil	
	Discrimination at workplace	Nil	
	Child Labour	Nil	
	Forced Labour/Involuntary Labour	Nil	
	Wages	Nil	
5	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.	Not Applicable	

PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

Essential Indicators

1	Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:		
	Parameter	FY 2022-23	FY 2021-22
	Total electricity consumption (A)	87638	87495.25
	Total fuel consumption (B)	205557	228342
	Energy consumption through other sources (C)	NA	NA
	Total energy consumption (A+B+C)	293195	315837
	Energy intensity per Million rupee of turnover (Total energy consumption/ turnover in Million)	3.6	4.15
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		No independent assessment has been done
2	Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.		Not Applicable
3	Provide details of the following disclosures related to water, in the following format:		
	Parameter	FY 2022-23	FY 2021-22
	Water withdrawal by source (in kilolitres)		
	(i) Surface water	NA	NA
	(ii) Groundwater	120000	110000
	(iii) Third party water (tanker)	2000	1800
	(iv) Seawater / desalinated water	NA	NA
	(v) Water from municipal corporation	NA	NA
	(vi) Others - Water Bottles	350	300
	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	122350	112100
	Total volume of water consumption (in kilolitres)	122350	112100
	Water intensity per rupee of turnover (Water consumed / turnover) (in Millions)	1.5	1.47
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		No independent assessment has been done
4	Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.		Not Applicable
5	Details of air emissions (other than GHG emissions) by the entity:		
	Parameter	Please specify unit	FY 2022-23
	NOx	NIL	NIL
	Sox	NIL	NIL
	Particulate matter (PM)	NIL	NIL
	Persistent organic pollutants (POP)	NIL	NIL
	Volatile organic compounds (VOC)	NIL	NIL

	Hazardous air pollutants (HAP)	NIL	NIL	NIL
	Others – please specify	NIL	NIL	NIL
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency			NA
6	Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:			
	Parameter	Unit	FY 2022-23	FY 2021-22
	Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	MTCO2e	15232	16920
	Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	MTCO2e	19232	19200
	Total Scope 1 and Scope 2 emissions per rupee of turnover	MTCO2e	0.42	0.47
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.			No independent assessment has been done
7	Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.		The company has started measuring GHG Emissions and will carry out emission reduction initiatives in coming years	
8	Provide details related to waste management by the entity, in the following format:			
	Parameter		FY 2022-23	FY 2021-22
	Total Waste generated (in metric tonnes)			
	Plastic waste (A)		-	-
	E-waste (B)		-	-
	Bio-medical waste (C)		NA	NA
	Construction and demolition waste (D)		NA	NA
	Battery waste (E)		-	-
	Radioactive waste (F)		-	-
	Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil). Please specify, if any. (G)		NA	NA
	Other Non-hazardous waste generated (H) - Atmosphere-mud (on Building exteriors, parking etc), interiors		0.9	0.9
	Total (A+B + C + D + E + F + G + H)		0.9	0.9
	For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)			
	Category of waste (IN MT)			
	(i) Recycled		0.9	
	(ii) Re-used		-	
	(iii) Other recovery operations		-	
	Total		0.9	
	For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)			
	Category of waste			

	(i) Incineration					
	(ii) Landfilling					
	(iii) Other disposal operations					
	Total					
	Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No independent assessment has been done				
9	Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes	The Company adheres to the limits specified by CPCB/SPCB for all its equipment/ machines at the time of procurement. The other laws, as informed and certified by the management of the Company, which are specifically applicable to the Company based on their sector/ industry are: 1. E-Waste (Management & Handling) Rules, 2011; 2. The Environment (Protection) Act, 1986 read with The Environment (protection) Rules, 1986				
10	If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:					
	Sl.No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any		
	Not Applicable					
11	Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:					
	Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
	Not Applicable					
12	Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:					
	Sl.No	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any	
	CONCOR is compliant with all the Environmental Laws					

Leadership Indicators			
1	Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:		
	Parameter	FY 2022-23	FY 2021-22
	From renewable sources		
	Total electricity consumption (A)	-	-
	Total fuel consumption (B)	-	-
	Energy consumption through other sources (C)	-	-
	Total energy consumed from renewable sources (A+B+C)	-	-
	From Non-renewable sources		
	Total electricity consumption (D)	87638	87495.25
	Total fuel consumption (E)	205557	228342
	Energy consumption through other sources (F)	NA	NA
	Total energy consumed from non-renewable sources (D+E+F)	293195	315837
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		No independent assessment has been done
	2	Provide the following details related to water discharged:	
Parameter		FY 2022-23	FY 2021-22
(i) To Surface Water		NA	NA
---No treatment			
---With treatment – please specify level of treatment			
(ii) To Groundwater		NA	NA
---No treatment			
---With treatment – please specify level of treatment			
(iii) To Seawater		NA	NA
---No treatment			
---With treatment – please specify level of treatment			
(iv) Sent to third-parties		NA	NA
---No treatment			
---With treatment – please specify level of treatment			
(v) Others		NA	NA
---No treatment			
---With treatment – please specify level of treatment			
Total Water discharged (in kilolitres)		NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		No independent assessment has been done.	
3		Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):	
	For each facility / plant located in areas of water stress, provide the following information:		
	(i) Name of the area		Not Applicable
	(ii) Nature of operations		
	(iii) Water withdrawal, consumption and discharge in the following format:		
	Parameter	FY 2022-23	FY 2021-22

	Water withdrawal by source (in kilolitres)		
	(i) Surface water	NA	NA
	(ii) Groundwater	NA	NA
	(iii) Third party water (tanker)	NA	NA
	(iv) Seawater / desalinated water	NA	NA
	(v) Water from municipal corporation	NA	NA
	(vi) Others - Water Bottles	NA	NA
	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	NA	NA
	Total volume of water consumption (in kilolitres)	NA	NA
	Water intensity per rupee of turnover (Water consumed / turnover) (in Millions)	NA	NA
	Water discharge by destination and level of treatment (in kilolitres)		
	(i) Into Surface water	NA	NA
	---No treatment		
	---With treatment – please specify level of treatment		
	(ii) Into Groundwater	NA	NA
	---No treatment		
	---With treatment – please specify level of treatment		
	(iii) Into Seawater	NA	NA
	---No treatment		
	---With treatment – please specify level of treatment		
	(iv) Sent to third-parties	NA	NA
	---No treatment		
	---With treatment – please specify level of treatment		
	(v) Others	NA	NA
	---No treatment		
	---With treatment – please specify level of treatment		
	Total water discharged (in kilolitres)	NA	NA
	Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		NA
4	Please provide details of total Scope 3 emissions & its intensity, in the following format:		
	Parameter	Unit	FY 2022-23
	Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	Currently, the company is not measuring the Scope 3 emissions
	Total Scope 3 emissions per rupee of turnover		
	Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		Not Applicable
5	Details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities with respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above.		Not Applicable
6	Details of any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, as well as outcome of such initiatives, as per the following format:		

Sl. NO	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Refer to Director's Report under Energy Conservation and Technology absorption			
7	Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.	The Company has a robust business continuity and on-site emergency plan in place for all of its locations. This plan allows the Company to adjust to unexpected situations, such as natural disasters or unforeseen events that may disrupt normal business operations. The Company is continuously improving its plan by incorporating feedback and observations from past disruptions, including the recent pandemic. Additionally, the Company's risk management plan helps to minimize losses related to disasters by assessing potential disruptions and risks to the business and implementing appropriate mitigation measures	
8	Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard	Not Applicable	
9	Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.	In the reporting period, the Company did not evaluate any of its value chain partners on the basis of environmental impact. CONCOR had entered into an MOU with 'Transparency International – India' (TII) for implementing a tool developed by TII in consultation with CVC viz. Integrity Pact Program. The objective of the tool is to ensure that all activities and transactions between a Company or Government departments and their Suppliers are handled in a fair, transparent and corruption-free manner	

PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

Essential Indicators				
1	a.	Number of affiliations with trade and industry chambers/ associations.		NIL
	b.	List the top 10 trade and industry chambers/ associations, the entity is a member of/ affiliated to: (Determined based on the total members of such body)		
		Sl. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State / National)
		1	NA	NA
2	Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.			
	Name of authority		Brief of the case	Corrective action taken
	Nil		Nil	Nil
Leadership Indicators				
1	Details of public policy positions advocated by the entity:			
	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify) Web Link, if available
CONCOR believes in proactive policy advocacy with an aim to bring positive changes in the business ecosystems and industry at large. For us, proactive advocacy is not lobbying with the government and other agencies to secure certain benefits for ourselves. It is about adopting the best policies and practices in our functioning and sharing the same with our stakeholders, industry and society at large so as to spread the benefits to all concerned on a sustainable basis.				
CONCOR is also engaged with various Government departments, groups, associations, and other entities and Industries Bodies through which it will continue to create awareness on economic, social, governance, and environmental issues which will not only be beneficial to the business but it will benefit all the stakeholders in the long run.				

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.						
Name and brief details of project		SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
1. Support to Chanduali District of UP towards purchase of healthcare equipments, construction of Ashaghar with toilets, water ATM/RO plants etc		-	-	Yes	Yes	https://concorindia.co.in/assets/pdf/ImpactAssessmentGISTReportCSR22-23.pdf
2.Development of Paderu Agency area at Visakhapatma for acquiring of ambulances, vehicles for dead body shifting, RO Plant water filters, storages bins etc		-	-	Yes	Yes	
3.Support to Sanskrita Bharti New Delhi for construction of one floor at Deen Dayal Upadhyaya Marg New Delhi		-	-	Yes	Yes	
4. Support to TERI Delhi towards establishment of CONCOR CSR Chair on Environment Sustainability (Dhanbad district of Jharkhand).-		-	-	Yes	Yes	
Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:						
Sl.No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs	Amounts paid to PAFs in the FY (In INR)

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	4	Andhra Pradesh	Visakhapatnam	150		
	5	Odisha	Kandhamal	12		
3	(a)	Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)			No, the Company does not have any preferential procurement policy focusing on suppliers from marginalized/ vulnerable groups. The Company believes in an equal and fair opportunity for all vendors including marginalized/ vulnerable employees.	
	(b)	From which marginalized /vulnerable groups do you procure?			Not Applicable	
	(c)	What percentage of total procurement (by value) does it constitute?			Not Applicable	
4	Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:					
	Sl. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share	
	Not Applicable					
5	Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.					
	Name of authority		Brief of the Case	Corrective action taken		
	Not Applicable					
6	Details of beneficiaries of CSR Projects:					
	Sl. No	CSR Project			No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
	1.	Banvari Devi Ashok Kumar Mahavidyalaya, Sharavasti, Uttar Pradesh: construction of school building			350	70%
	2.	RITES: Construction of 20 public toilets at Railway stations			Daily Passengers	100%
	3.	Ekalavya Foundation: development of watershed at Minmuluru region (1000 hectares) in Visakhapatnam district.			1000	100%

4.	Purchase of two wheelers, construction of Asha ANM Aaganwadi training centre and public toilets at Shravasti district	100000	100%
5.	Sanjeevni Life Beyond Cancer, Mumbai: towards counselling and handholding programme for cancer patients at Hyderabad and Visakhapatnam.	300	100%
6.	R K Mission New Delhi: Mobile medical unit and free 250 cataract surgeries at different locations in Delhi.	10000	100%
7.	Trikuta Sewa Sansthan, Varanasi: Computer training to 125 poor children of Sato Rameshwar Varanasi, UP.	125	100%
8.	CSRL: Running of CONCOR Super 30 for free residential coaching and mentoring to 30 under privileged students belonging to Eastern parts of UP.	30	100%
9.	Support towards Covid-19 awareness and to protect the Covid-19 vaccination data in the Shravasti district of Uttar Pradesh.	10000	100%
10.	Support towards setting up the infrastructure & equipment's to Primary Health Centres in Tribal Area PHCs in the Asifabad district of Telangana.	5000	100%
11.	Supports to Balvantray Mehta vidya Bhawan Anguridevi Shersingh Memorial Academy for covering of courtyard area between two blocks and connecting.	2500	100%
12.	Society for promotion of Youth and Masses: Prevention of beggary and education in traffic signals from Munirka including JNU and IIT etc.	300	100%
13.	Development facilities at indoor badminton court in Karnail Singh stadium in Delhi Division.	50-100	100%
14.	Mahavir International, Delhi: Organizing 150 health camps at Delhi/NCR (24 camps) and out-stations (126 camps).	30000	100%
15.	Santhigiri, New Delhi: Finishing of third floor of the building including equipment's for the hospital etc.	50	100%
16.	TERI: Development of one pond, two schools, training and capacity building driven well – structured research framework in Sonipat Haryana.	500	100%
17.	Bharti Samajik Sewa Sansthan: Installation of LED display screen, desks, CCTV camera etc. through in Brahm Shakti Sr. Sec School, Haryana.	350	70%
18.	Society for promotion of Youth & Masses, New Delhi: Prevention of beggary in selected traffic signals in i.e Nehru Place flyover-Modi Mill Flyover, Vasant Vihar, Bhikaji Cama etc.	300	100%
19.	Bright Orange Foundation, Gurgaon: running of Bridge School Gurgaon, Ghata Gaon, Gurgaon.	300	70%
20.	U.P. Small Industries Corporation Ltd, Lucknow: Supply, installation and commissioning of 250 solar street lights (12 watt) at public places of Mohanlal Ganj, Lucknow.	1250	100%

21.	Delhi Golf Society: Golf coaching for a group of 12 Jr. golfers in Delhi.	12	100%
22.	Mahavir International, Delhi: Organizing 10 health camps at Mohanlal Ganj, Lucknow.	2000	100%
23.	Kausalya Foundation, Patna, Bihar: Establishing Bamboo development skilling centre in Krishi Vigyan Kendra, Piprakothi, Motihari, East Champaran districts of Bihar.	50	100%
24.	Godhuli: Running of morning shift of Meerabagh school, New Delhi.	150	100%
25.	Bharat Lok Shiksha Parishad, Delhi: Operation of 50 Ekal Vidyalaya of Kanpur and Meerut districts of Uttar Pradesh.	1500	100%
26.	Neuroaid and Research Foundation, New Delhi: Funding of Neurorehab system /machines at Neurorehab Centre in Vasant Kunj, New Delhi and other two centres (Vasundhara Enclave and CR Park).	500	100%
27.	ISKCON, Ghaziabad: Providing food cost of 700 students during Anti-Addiction Awareness Program at 7 locations for 3 months.	700	100%
28.	Trikuta Sewa Sansthan, Varanasi: Construction of boundary wall of playground at Kashishwar Inter College, Mohanlalganj, Lucknow.	300	100%
29.	Amar Prayas Gosthi Assam: Construction of two classrooms, toilet block with water facility at Serdihun English School, Village Tisso, Assam	150	100%
30.	U.P. Small Industries Corporation Ltd, Lucknow: Supply, installation and commissioning of 250 solar street lights (12 watt) at public places of Mohanlal Ganj, Lucknow.	1250	100%
31.	Armed Forces Flag Day Fund (AFFDF), New Delhi: Education grant for 834 beneficiaries to wards of pensioner/non-pensioner /war widows etc.	834	100%
32.	DRM/Vadodara, Western Railway (through V-One society, Baroda): Sponsoring 6 motorized stair/ coach climbing wheel chairs who will be operated at Vadodara station.	50 passengers per day	100%
33.	CSRL: Running of CONCOR Super 30 for free residential coaching and mentoring to 30 under privileged students belonging to Eastern UP.	30	100%
34.	Kamaraj Educational Trust, Madurai: Providing Skill Development Training in field of Business Process Management Finance & Accounting at Tuticorin District, TamilNadu.	150	100%
35.	Kalinga Institute of Social Sciences (KISS), Bhubaneswar: Providing 28 motorized tricycles to differently abled persons in Kandhamal Aspirational District of Odisha	28	100%
36.	Bharti Samajik Sewa Sansthan, Delhi: To provide the computers/salary to staff/teachers, equipments etc. to Navchetna Special School, Kishan Ganj Railway Colony, New Delhi run by NRWVO, Delhi Division.	150	100%
37.	Trikuta Sewa Sansthan, Varanasi: Computer training to 100 poor children of Sato Rameshwar Varanasi, UP.	100	100%

38.	Kaushalya Foundation, Patna, Bihar: Installation of 7 Solar High Mast Lighting Systems in Krishi Vigyan Kendra, Piprakothi campus, Motihari, East Champaran district of Bihar.	500	100%
39.	Bharti Gramothan Samajic Vikas Sansthan, Moradabad, U.P. : Cleaning of Sewer and Drainage System of canal located in Tilpata village, Greater Noida, Uttar Pradesh.	500(Whole village)	100%
40.	Mahavir International, Delhi: Organized 5 Health Camps with focus on Ayush.	1250	100%
41.	The Earth Savious Foundation: Providing 100 Medical Beds in Bandhwara Village.	100	100%

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

Essential Indicators

1	Describe the mechanisms in place to receive and respond to consumer complaints and feedback.	The Company ensures quick turnaround and resolution of Customer complaints through a real-time system. Customers have the facility of knowing the exact location & movement of their container by accessing the online portal. For speedy resolution of any customer complaints, contact details and email addresses of the concerned officers have been put up on the Company website. ‘Customer Value Creation’ is the ethos of CONCOR. CONCOR had also introduced on Company’s website “Feedback form” wherein Customers can obtain information and seek remedies on our services in the format available under menu “Customer Feedback Facility”.					
2	Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:						
		As a percentage to total turnover					
	Environmental and social parameters relevant to the product	Not Applicable given the nature of the business.					
	Safe and responsible usage						
	Recycling and/or safe disposal						
3	Number of consumer complaints in respect of the following:						
		FY 2022-23		Remarks	FY 2021-22		Remarks
		Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
	Data privacy	Nil	Nil	NA	Nil	Nil	NA
	Advertising	Nil	Nil	NA	Nil	Nil	NA
	Cyber-security	Nil	Nil	NA	Nil	Nil	NA
	Delivery of Products	Nil	Nil	NA	Nil	Nil	NA
	Quality of Products	Nil	Nil	NA	Nil	Nil	NA
	Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
	Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
	Other (Please specify)	Nil	Nil	NA	Nil	Nil	NA
4	Details of instances of product recalls on account of safety issues:						
		Number			Reasons for recall		
	Voluntary recalls	Not Applicable			Not Applicable		
	Forced recalls	Not Applicable			Not Applicable		
5	Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.	Yes, An IT Policy has been implemented which provides support, management direction, and documents how Information Security is managed throughout CONCOR; it outlines the appropriate measures through which the Company will facilitate the secure and reliable flow of information, both within the Company and externally. The policy sets out the principles and an overarching framework for Information Security. It also details the supporting policies and guidelines, which will address the aspects of security. CONCOR has been certified to ISO/IEC 27001:2013 Standard for					

		establishing and maintaining Information Security Management System (ISMS) for its IT functionality. Weblink:- https://concorindia.co.in/isystems.asp
6	Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services	Not Applicable
Leadership Indicators		
1	Channels / Platforms where information on products and services of the entity can be accessed (provide web link, if available).	The Company's website provides detailed information on the services provided region-wise. - Website - https://concorindia.co.in/
2	Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.	The Company is committed to improving its business processes so as to provide quality services and thereby improve customer satisfaction. Safety Slogans are displayed at prominent locations at various terminals of CONCOR. Launched its mobile App giving information like a public tariff, Rail tariff, track & trace, Company directory, etc. for its stakeholders and for Exim e-filing (covering reports & queries). Usage of Social Media tools for timely dissemination of information to stakeholders.
3	Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services	Disaster Management System has been hosted on the CONCOR website. Further, in its endeavor to maintain high standards of quality, your Company has been taking various steps, some of which are as follows: ➤ Conducting periodical Management Review Meetings, wherein various actions were taken with regard to Disaster Management, Safety Norms, and Quality Standards. ➤ Quality Audits were undertaken from time to time by Quality Auditors, who have been trained internally for this purpose. ➤ Annual Surveillance Audit was undertaken by an independent agency for a number of units.
4	Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of	Not Applicable. Yes, the Company carries out consumer satisfaction a survey from time to time.

	operation of the entity or the entity as a whole? (Yes/No)	
5	Provide the following information relating to data breaches:	
a.	Number of instances of data breaches along-with impact	Nil
b.	Percentage of data breaches involving personally identifiable information of customers	Nil

--X-X-X--