

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING FORMAT

SECTION A: GENERAL DISCLOSURES

Corporate Identity Number (CIN) of the Listed Entity

CIN: Not Applicable (The Department of Posts is not a listed entity)

Name of the Listed Entity

Name: Department of Posts

Year of Incorporation

The Department of Posts was established in **1852**.

Registered Office Address

Address: Dak Bhawan, Sansad Marg, New Delhi – 110001, India.

Corporate Address

Same as the registered office address unless stated otherwise.

E-mail

Email: cmail@postal.gov.in

Telephone

Phone: +91-11-23096161 / 23096162

Website

<https://www.indiapost.gov.in/>

Financial Year for Which Reporting is Being Done

Typically follows the Indian financial year: {{financial_year}}.

Name of the Stock Exchange(s) Where Shares Are Listed

Stock Exchange Information: Not Applicable (The Department of Posts is a government department, not listed on any stock exchange)

Paid-up Capital

Not Applicable.

Name and Contact Details of the Person Who May Be Contacted in Case of Queries on the BRSR Report

Specific contact persons vary by office.

General contact via **Department of Posts Communication** or through their official contact email listed above.

Reporting Boundary - Are the Disclosures Under This Report Made on a Standalone Basis or Consolidated Basis?

The Department of Posts operates primarily as a standalone entity, but certain performance metrics may be reported under consolidated data with other associated departments.

II. Products/services

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1	Mail and Parcel Services	Postal delivery and logistics services	50%
2	Financial Services	Money remittance services (e.g., PPF, savings)	25%
3	Retail Services	Sale of postal stamps and courier supplies	10%
4	E-Commerce Logistics Services	Parcel delivery for e-commerce partners	5%

This table lists products or services contributing 90% of the entity's total turnover.

S. No.	Product/Service	NIC Code	% of Total Turnover Contributed
1	Mail delivery services	53-10-00	45%
2	Financial remittance services	64-99-99	30%
3	Sale of stamps & postal supplies	47-79-00	10%
4	E-commerce parcel logistics	53-20-00	5%

 **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	20	150	170
International	2	5	7
Total	22	155	177

Explanation:

1. **National:**

- 20 major logistics hubs (plants or processing units).
- 150 operational offices across various states.

2. **International:**

- 2 international logistics offices.
 - 5 international coordination centers.
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17. Markets served by the entity

a. **Number of locations**

National (No. of States) International (No. of Countries)

29 15

b. **Contribution of Exports as a percentage of the total turnover of the entity:**

Exports contribute approximately **3%** to the total turnover due to international courier and logistics services.

c. **A brief on types of customers:**

- **Government Departments:** Regular use for official mail delivery.
 - **E-Commerce Companies:** High demand for parcel delivery from companies like Amazon, eBay, Flipkart.
 - **Individual Customers:** Regular mail and international logistics services (remittances, personal goods).
 - **Financial Institutions:** Remittance transfers and savings account-related financial operations.
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 IV. Employees

18. Details as at the end of Financial Year

Employees and workers (including differently abled)

S. No.	Particulars	Total (A)	Male No. (B)	% (B / A)	Female No. (C)	% (C / A)
EMPLOYEES						
1	Permanent	250,000	150,000	60%	100,000	40%
2	Other than Permanent	30,000	18,000	60%	12,000	40%
3	Total Employees (D + E)	280,000	168,000	60%	112,000	40%
WORKERS						
4	Permanent	180,000	108,000	60%	72,000	40%
5	Other than Permanent	20,000	12,000	60%	8,000	40%
6	Total Workers (F + G)	200,000	120,000	60%	80,000	40%

Explanation of Employment Data:

1. Employees:

- These include administrative roles, postal service managers, technical specialists, and other support staff.
- About **60% of employees are male**, while **40% are female**.

2. Workers:

- These refer to postal delivery workers, logistics workers, and labor involved in operations.
- The worker statistics show the same gender proportions as employees, i.e., **60% male and 40% female**.

3. Diversity & Differently Abled Employees:

- Differently abled individuals contribute inclusively to the workforce in both employee and worker categories.
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Differently Abled Employees and Workers

b. Differently Abled Employees and Workers

S. No	Particulars	Total (A)	Male No. (B)	% (B / A)	Female No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent	12,000	7,200	60%	4,800	40%
2	Other than Permanent	3,000	1,800	60%	1,200	40%
3	Total differently abled employees (D + E)	15,000	9,000	60%	6,000	40%
DIFFERENTLY ABLED WORKERS						
4	Permanent	8,000	4,800	60%	3,200	40%
5	Other than Permanent	2,000	1,200	60%	800	40%
6	Total differently abled workers (F + G)	10,000	6,000	60%	4,000	40%

Explanation:

1. Employees:

- There are **15,000 differently abled employees**, distributed between permanent and temporary roles. Of these:
 - 60% are male.
 - 40% are female.

2. Workers:

- There are **10,000 differently abled workers**, categorized similarly:
 - 60% are male.
 - 40% are female.

 **Participation/Inclusion/Representation of Women**

19. Representation of Women

S. No.	Total (A)	No. of Females (B)	% (B / A)
Board of Directors	15	6	40%

S. No.	Total (A)	No. of Females (B)	% (B / A)
Key Management Personnel	25	10	40%

Explanation:

1. **Board of Directors:**

- 6 out of 15 members are female, representing **40%**.

2. **Key Management Personnel:**

- 10 out of 25 key management personnel members are female, again representing **40%**.
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 **Turnover Rate**

20. Turnover rate for permanent employees and workers

FY	Male Employees Turnover Rate (%)	Female Employees Turnover Rate (%)	Total (%)
Current Financial Year (FY 2024)	5.0%	6.0%	5.5%
Previous Financial Year (FY 2023)	4.5%	5.5%	5.0%
Year Prior to the Previous (FY 2022)	6.0%	5.5%	5.75%

Explanation:

1. **Male Employees Turnover:**

- The turnover rate is relatively steady, with a peak in the year **2022** at **6.0%** and a decline to **5.0%** in the current year.

2. **Female Employees Turnover:**

- Female employee turnover rates are higher in comparison to male employees, reaching **6.0%** in the current financial year.
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 **V. Holding, Subsidiary and Associate Companies (including joint ventures)**

21. Holding/Subsidiary/Associate Companies

S. No.	Name of the holding/subsidiary/associate companies/joint ventures	Indicate whether holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Participation in Business Responsibility Initiatives (Yes/No)
1	India Post Payments Bank (IPPB)	Subsidiary	100%	Yes
2	Speed Post Logistics & Courier Services	Subsidiary	100%	Yes
3	Indian Postal Life Insurance Corporation	Associate	50%	Yes
4	International Mail & Parcel Delivery Services	Joint Venture	40%	Yes
5	E-commerce Delivery Logistics Consortium	Associate	30%	Yes

Explanation:

1. India Post Payments Bank (IPPB):

A fully owned subsidiary that focuses on banking services and financial inclusion via banking solutions.

2. Speed Post Logistics & Courier Services:

A subsidiary dedicated to ensuring timely logistics and parcel delivery across regions.

3. Indian Postal Life Insurance Corporation:

An associate entity specializing in financial instruments and savings for customers via life insurance.

4. International Mail & Parcel Delivery Services:

A joint venture focused on global logistics solutions, supporting international mail and courier services.

5. E-commerce Delivery Logistics Consortium:

Supports e-commerce logistics and parcel delivery services, a critical operational area.

 **VI. CSR Details**

22. CSR Compliance

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013 Yes

(ii) Turnover (in Rs.):

₹50,000 Crores

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013 Yes

(iii) Net worth (in Rs.): ₹30,000 Crores

Explanation:

1. The Department of Posts and its associated financial enterprises are subject to CSR compliance as per Section 135 of the Companies Act, 2013.
 2. Approximate Turnover is ₹50,000 Crores for the current financial year.
 3. Approximate Net worth is ₹30,000 Crores.
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 **VII. Transparency and Disclosures Compliances**

23. Complaints/Grievances Analysis

Stakeholder Group from Whom Complaint is Received	Grievance Redressal Mechanism in Place (Yes/No)	Web-link for Grievance Redress Policy	FY Current Financial Year - Complaints	FY Current Financial Year - Pending Complaints	FY Previous Financial Year - Complaints	FY Previous Financial Year - Pending Complaints	Remarks
Communities	Yes	https://www.indiapost.gov.in	1,250	200	1,100	180	Increase in awareness campaigns brought more complaints
Investors (other than shareholders)	Yes	https://www.indiapostinvestors.in	300	50	250	40	Investor education initiatives improved responsiveness

Explanation:

1. Grievance Redressal Mechanism:

- o A clear mechanism is in place for communities and investors to file complaints via dedicated online platforms and investor contact points.

2. Number of Complaints:

- There has been an increase in complaints from both **communities** and **investors**, primarily because of improved outreach and mechanisms for transparency.

3. Current Financial Year Data:

- Communities: 1,250 complaints were received, and 200 are pending resolution.
- Investors: 300 complaints were received, with 50 pending resolution.

4. Web Links:

- The provided grievance redress policies link ensures transparency in complaint submission and resolution.

Below is the plausible and realistic information based on common responsible business conduct issues, risks, and opportunities relevant to the **Department of Posts**.

Stakeholder Complaints/Grievances

Grievance Redressal Mechanism

Stakeholder Group from Whom Complaint is Received	Grievance Redressal Mechanism in Place (Yes/No)	Web-link for Grievance Redress Policy	FY Current Financial Year - Complaints	FY Current Financial Year - Pending Complaints	FY Previous Financial Year - Pending Complaints	FY Previous Financial Year - Pending Complaints	Remarks
Shareholders	Yes	https://www.indiapostinvestors.in	250	35	220	30	Increased shareholder outreach and transparency initiatives
Employees and Workers	Yes	https://www.indiapostcarers.in	400	60	350	50	Employee welfare schemes improved grievance handling
Customers	Yes	https://www.indiapostservices.in	1,500	300	1,200	250	Improved communication and digital

Stakeholder Group from Whom Complaint is Received	Grievance Redressal Mechanism in Place (Yes/No)	Web-link for Grievance Redress Policy	FY Current Financial Year - Complaints	FY Current Financial Year - Pending Complaints	FY Previous Financial Year - Complaints	FY Previous Financial Year - Pending Complaints	Remarks
							onboarding initiatives
Value Chain Partners	Yes	https://www.indiapostpartners.in	100	20	90	15	Strengthened due diligence with partner assessments
Other (Suppliers)	Yes	https://www.indiapostsuppliers.in	200	40	180	35	Supplier trust-building campaigns and ethical audits

Explanation:

1. Shareholders:

- 250 complaints were received this financial year, with **35 unresolved** at the end of the year.
- A proactive grievance redressal mechanism is in place for investor transparency.

2. Employees and Workers:

- A high number of complaints (400) were received related to workplace conditions, with **60 pending resolution**, primarily linked to health, welfare schemes, and operational management.

3. Customers:

- Complaints from customers are related to delays, delivery issues, and accessibility.
- 1,500 complaints in the current financial year, with **300 unresolved**, showing areas for operational improvements.

4. Value Chain Partners:

- Value chain partners' grievances are largely procedural or contractual. 100 complaints filed, **20 unresolved**.

5. Suppliers:

- o Ethical labor practices and audit delays have led to **200 complaints** in total. 40 remain unresolved.

All these groups have proper redressal mechanisms and web links available.

Material Responsible Business Conduct Issues

24. Overview of Material Responsible Business Conduct Issues

S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for Identifying the Risk/Opportunity	Approach to Adapt or Mitigate	Financial Implications (Positive/Negative)
1	Environmental Sustainability (Postal delivery vehicles & offices)	Risk	Increase in operational emissions and government scrutiny on carbon footprint	Introduce renewable energy sources & electric vehicles	Negative financial impact due to retrofitting but long-term operational savings
2	Employee Wellbeing & Health Risks (Workforce Mental Health & COVID-19 response)	Risk	Mental health deterioration post-pandemic leading to low morale	Comprehensive health & mental wellness support programs	Negative financial implications but essential for talent retention
3	Customer Satisfaction & Delivery Delays	Opportunity	E-commerce and logistics demands are driving technological shifts	Implement advanced tracking systems and AI-driven optimization for logistics	Positive due to increased customer satisfaction and operational efficiency
4	Digital Transformation & Cybersecurity	Opportunity	Digital adoption can improve service delivery and operational efficiency	Strengthened cybersecurity measures and AI integration	Positive due to reduced risks and operational costs
5	Strengthening Supply Chain Partnerships	Opportunity	Increased partner trust can lead to	Implement ethical audits, fair practices, and	Positive due to improved reliability & performance

S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for Identifying the Risk/Opportunity	Approach to Adapt or Mitigate	Financial Implications (Positive/Negative)
			better network efficiency	partner collaboration	

Explanation of Material Issues:

1. Environmental Sustainability:

- Transition to **electric delivery vehicles** and solar-powered operations is essential to meet climate obligations, though retrofitting will have short-term costs.

2. Employee Wellbeing & Health Risks:

- Addressing mental health and providing pandemic health responses like vaccines and PPE programs are necessary for employee stability.

3. Customer Satisfaction & Delivery Delays:

- Investment in **AI logistics and tracking solutions** ensures better response times to market demands and improves customer satisfaction.

4. Digital Transformation & Cybersecurity:

- With increased reliance on digitization, cybersecurity must be a priority to protect customer data and operational processes.

5. Supply Chain Partnerships:

- Ethical and transparent practices are being strengthened with partners to ensure seamless supply chain management.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Policy and Management Processes

Disclosure Questions	Response
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs?	Yes
1. b. Has the policy been approved by the Board?	Yes
1. c. Web Link of the Policies, if available	https://www.indiapostpolicy.in
2. Whether the entity has translated the policy into procedures?	Yes

Disclosure Questions	Response
3. Do the enlisted policies extend to your value chain partners?	Yes
4. Name of the national and international codes/certifications/labels/standards adopted by your entity?	ISO 9001, ISO 14001, SA 8000, OHSAS 18001
5. Specific commitments, goals and targets set by the entity with defined timelines, if any?	<ul style="list-style-type: none"> - 100% transition to renewable energy by 2030 - 50% electric vehicle fleet by 2028
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	<ul style="list-style-type: none"> - Renewable energy projects are 40% complete. Delays are due to technical procurement timelines. - Transition to electric vehicle fleets has achieved 30% of the total target as of the current financial year.
7. Statement by the director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements	"The Department of Posts is committed to reducing our carbon footprint through technological innovation and renewable energy adoption. We have identified the integration of electric mobility and green logistics as key priorities while addressing employee welfare and community engagement."
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Secretary, Department of Posts , oversees the implementation of sustainability policies and ESG strategies.
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.	<p>Yes.</p> <p>Details: The Sustainability and Business Responsibility Committee was formed in 2022, comprising 3 independent directors and 2 senior executives. They oversee compliance with the NGRBC principles and ESG risk management processes.</p>

Explanation of Responses:

1. Policies & Management Frameworks

- The Department of Posts has comprehensive sustainability policies aligned with the **NGRBCs (National Guidelines on Responsible Business Conduct)**.
- All policies are approved by the **Board of Directors**, ensuring transparency and accountability.

2. Policies Translation into Procedures

- Policies are not just strategic statements but have been translated into actionable procedures across all operational units.

3. Value Chain Partnerships

- Policies extend their influence across **value chain partners**, focusing on sustainable procurement, fair wages, and ethical labor.

4. Codes/Standards Adopted

- The following standards are mapped to each NGRBC principle:
 - **ISO 9001**: Quality Management Systems.
 - **ISO 14001**: Environmental Management Systems.
 - **SA 8000**: Social Accountability.
 - **OHSAS 18001**: Occupational Health & Safety standards.

5. Goals & Timelines

- **Commitments and targets include:**
 - Renewable energy by 2030.
 - Adoption of **electric delivery vehicles** as part of logistics sustainability goals by 2028.

6. Performance Metrics

- **Current Status:**
 - Renewable energy utilization has reached **40% of the target**, delayed due to technical bottlenecks in renewable energy procurement.
 - Adoption of EVs is at **30%** toward the **50% target by 2028**.

7. Statement by Leadership

- The director responsible has highlighted **climate change, employee welfare, technological adaptation, and community initiatives** as core pillars of sustainability.

8. Highest Authority for Oversight

- The **Secretary, Department of Posts**, leads the oversight of sustainability and ESG (Environmental, Social, Governance) reporting.

9. Board Committee for Sustainability

- A dedicated **Sustainability and Business Responsibility Committee** oversees sustainability issues and implementation of the **NGRBC principles**.

Details of Review of NGRBCs by the Department of Posts

Review & Frequency

Subject for Review	Review Undertaken by	Frequency
Performance against above policies and follow-up action	Committee of the Board	Annually
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Committee of the Board	Annually

Independent Assessment

11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency?

Yes

- **Name of the Agency:** Ernst & Young (E&Y)
 - **Reason for Evaluation:** To ensure unbiased review of compliance with the NGRBC principles and identify areas for enhancement in sustainable practices.
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Reasons for Non-coverage of Any Principles

12. If answer to question (1) above is “No,” reasons to be stated:

Not Applicable (All NGRBC principles are fully covered by policies).

Additional Context on the Review Mechanism:

1. Internal Review:

The **Sustainability and Business Responsibility Committee** conducts internal reviews annually to monitor progress against commitments set in line with the **NGRBC principles**.

2. External Review:

The Department of Posts has partnered with Ernst & Young to carry out third-party assessments to ensure transparency, objectivity, and adherence to sustainability goals.

3. Compliance Actions:

- Identified non-compliance areas are monitored regularly.
- Remedial actions and training programs have been initiated to ensure future compliance.

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

Here is the completed and plausible information for the **Department of Posts**:

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	3	Ethical Governance, Anti-corruption, Transparency, and Compliance	100%
Key Managerial Personnel (KMPs)	6	Anti-bribery measures, transparency reporting, whistleblower protection	95%
Employees other than BoD & KMPs	15	General employee training on ethics, transparency, and workplace integrity	80%
Workers	10	Ethical working environment, anti-corruption practices, grievance redressal mechanisms	75%

2. Details of fines / penalties / punishment/ award/ compounding fees/ settlement amount paid

Monetary NGRBC Principle	Name of the regulatory/ enforcement agency	Amount (INR)	Brief of the Case	Has an Appeal been preferred?
Penalty	Ministry of Environment, Forest and Climate Change	1,50,000	Non-compliance with environmental guidelines	Yes
Settlement	Department of Financial Services	2,00,000	Late submission of financial disclosures to regulatory bodies	Yes

3. Of the instances disclosed above, details of appeals or revisions preferred

Case Details	Name of the regulatory agency
Appeal against the fine for non-compliance with environmental norms	Ministry of Environment, Forest and Climate Change
Settlement appeal due to late submission	Department of Financial Services

4. Anti-corruption or anti-bribery policy

Yes, the Department of Posts has implemented a comprehensive **Anti-Corruption and Anti-Bribery Policy**.

- **Brief Details:** The policy establishes zero tolerance for bribery and corruption and promotes transparency through mechanisms such as whistleblower support, compliance reviews, and employee grievance reporting.
 - [Weblink to Policy](#) (Note: Replace with actual policy link)
-

5. Number of Directors/KMPs/employees/workers disciplined for corruption or bribery

FY	Directors	KMPs	Employees	Workers
Current Financial Year	2	3	7	4
Previous Financial Year	1	2	5	3

6. Details of complaints related to conflict of interest

Number of Complaints (Current Financial Year)	Number of Complaints (Previous Financial Year)	Remarks
Conflict of Interest related to Directors	3	Issues regarding multiple investments
Conflict of Interest related to KMPs	2	Misalignment in decision-making practices

7. Corrective actions taken

- **Anti-bribery Training:** Increased number of employee and KMPs training programs on conflict of interest and anti-corruption measures.
- **Whistleblower Policy:** Strengthened whistleblower mechanisms with better access for employees to report grievances safely.
- **Monitoring mechanisms:** Regular audits and assessments by the **Ethics and Compliance Office** have been implemented to detect and act on non-compliance promptly.

Leadership Indicators

1. Awareness programmes for value chain partners

Total Number of Awareness Programmes Held	Topics / Principles Covered	%age of value chain partners covered
8	Ethical Governance, Anti-corruption, Transparency	60%

2. Processes to avoid/manage conflicts of interest

Yes

- **Conflict of Interest Policy:**

The Department of Posts has implemented a policy that ensures transparency among its board members and other leadership personnel. This involves:

- Mandatory disclosure of financial holdings that could result in conflicts.
- Recusal from decision-making processes by members with potential conflicts.
- Annual declaration from all board members and senior leadership to ensure transparency.

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 environmental and social impacts

R&D (INR)	Capex (INR)	Current Financial Year (FY)	Previous Financial Year (FY)	Details of Improvements
15%	10%	₹25 crore	₹20 crore	Enhanced eco-friendly sorting mechanisms, introduced solar-powered delivery vehicles, and waste reduction systems.

2. Sustainable Sourcing

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

Yes

b. Percentage of inputs sourced sustainably:

- **Current Financial Year:** 65%
 - **Previous Financial Year:** 60%
-

3. Processes for safely reclaiming products for reusing, recycling, and disposing at the end of life

Type of Waste	Processes in Place
Plastics (including packaging)	Collection through designated recycling partners and recycling centers.
E-waste	Collaborations with certified e-waste recyclers and recycling campaigns within departmental offices.
Hazardous waste	Conducting audits and ensuring waste is properly disposed of by partnering with approved hazardous waste managers.
Other waste	Waste management through employee engagement programs and resource segregation.

4. Extended Producer Responsibility (EPR)

- **Whether EPR is applicable to the Department of Posts:** Yes
 - **Is the waste collection plan in line with the EPR plan submitted to Pollution Control Boards?** Yes
 - **Steps to address waste if deviations exist:** Regular audits and collaborations with local recycling agencies to ensure 100% compliance with regional norms.
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Leadership Indicators

1. Life Cycle Perspective / Assessments (LCA) Conducted

NIC Code	Name of Product/Service	% of Total Turnover Contributed	Boundary for which the LCA was conducted	Independent Agency	Results in Public Domain	Web-link
53	Postal Delivery Services	30%	Entire service value chain coverage	Yes	Yes	Link to LCA Report

2. Social/Environmental Concerns & Actions Taken

Name of Product/Service	Risk/Concern Identified	Action Taken
Postal Sorting Mechanism	Risk of hazardous waste from improper disposal of old machinery waste.	Partnership with e-waste recycling firms and environmental audits.

3. Percentage of recycled/reused input material

Input Material	Recycled/ Reused Percentage (Current FY)	Recycled/ Reused Percentage (Previous FY)
Packaging & Plastics	40	35
Paper waste	50}	45

4. Amount of products and packaging reclaimed

Waste Type	Reused (Metric Tonnes)	Recycled (Metric Tonnes)	Safely Disposed (Metric Tonnes)
Plastics	100	200	50
E-waste	80	180	30
Hazardous waste	20	60	10
Other waste	30	40	15

5. Reclaimed products & their packaging as % of total products sold

Product Category	Reclaimed % of Total Products Sold
Packaging materials	20%
Paper-based products	25%
E-waste recycling products	10%

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1.a. Well-being measures for employees

Category	Health Insurance (%)	Accident Insurance (%)	Maternity Benefits (%)	Paternity Benefits (%)	Daycare Facilities (%)
Permanent Employees (Male)	90	85	88	86	70
Permanent Employees (Female)	95	90	92	93	75
Other than Permanent Employees (Male)	60	65	55	50	40
Other than Permanent Employees (Female)	70	75	68	60	50

2. Retirement Benefits

Type of Benefit	Current FY - Employees (%)	Previous FY - Employees (%)	Workers (%) Deducted and Deposited
PF	85	83	<input checked="" type="checkbox"/> Yes
Gratuity	75	70	<input checked="" type="checkbox"/> Yes
ESI	90	88	<input checked="" type="checkbox"/> Yes

3. Accessibility of Workplaces

Yes, all departmental offices are compliant with the Rights of Persons with Disabilities Act, 2016, with ongoing infrastructure adaptation to ensure inclusivity.

4. Equal Opportunity Policy

Yes, the Department of Posts has an equal opportunity policy available here: [Link to Policy](#).

5. Return to Work & Retention rates

Category	Return to Work Rate (Male)	Return to Work Rate (Female)	Retention Rate (Male)	Retention Rate (Female)
Permanent Employees	80%	90%	75%	85%

Category	Return to Work Rate (Male)	Return to Work Rate (Female)	Retention Rate (Male)	Retention Rate (Female)
Permanent Workers	70%	80%	65%	78%

6. Grievance Mechanism

Yes, grievance redressal mechanisms are in place for:

- Permanent workers
- Non-permanent workers
- Permanent employees
- Non-permanent employees

Mechanism: Anonymous reporting systems, grievance cells, and online feedback systems.

Got it! I'll continue filling out the responses based on placeholders and assumed standard reporting entries. Let's proceed step-by-step:

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.

Current Financial Year (%)	Previous Financial Year (%)	Details of improvements in environmental and social impacts
15%	12%	Investment in renewable energy technology, energy-efficient packaging, and waste reduction mechanisms.

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

- Yes

- b. What percentage of inputs were sourced sustainably?

- 65% of all procurement inputs sourced sustainably through green supply chain initiatives.
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3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life:

Waste Category	Process for Reuse/Recycle/Dispose
Plastics (including packaging)	All packaging materials are segregated, recycled at approved recycling units.
E-waste	Partnered with certified e-waste recyclers for safe collection and recycling.
Hazardous waste	Hazardous waste sent to specialized waste management companies for safe disposal.
Other waste	Conduct waste audits annually to identify opportunities for recycling and reuse.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities:

- Yes
 - The waste collection plan aligns with the Extended Producer Responsibility (EPR) submitted to relevant Pollution Control Boards.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products/services?

NIC Code	Name of Product/Service	% of total turnover contributed	Boundary for which the LCA was conducted	Conducted by independent external agency? (Yes/No)	Results communicated in the public domain? (Yes/No)
1234	Eco-packaging solutions	10%	Production, distribution phases	Yes	Yes

2. Significant social/environmental concerns identified in LCA:

Name of Product/Service	Description of risk/concern	Action Taken
Eco-packaging solutions	Plastic packaging waste in the disposal stream	Shifted to 100% biodegradable alternatives.

3. Percentage of recycled or reused input material to total material used:

Input Material	Recycled or reused input material to total material (%)
Plastic waste packaging	30%
Electronics waste inputs	25%

4. Amount of waste reclaimed at end-of-life:

FY	Plastics (in metric tonnes)	E-waste (in metric tonnes)	Hazardous Waste (in metric tonnes)	Other Waste (in metric tonnes)
Current Financial Year	15	8	5	4
Previous Financial Year	12	6	4	3

5. Reclaimed products and packaging materials as percentage of products sold:

Product Category	% of reclaimed products & packaging materials sold
Eco-packaging solutions	40%
Electronics recycling program	30%

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	Health Insurance (%)	Accident Insurance (%)	Maternity Benefits (%)	Paternity Benefits (%)	Day Care Facilities (%)
Permanent Employees (Male)	85	80	60	60	55
Permanent Employees (Female)	90	85	70	65	60
Other than Permanent Workers	70	65	50	50	45

2. Retirement Benefits:

Retirement Benefit	Current Financial Year (No. of Employees)	Previous Financial Year (No. of Employees)
PF	1,000	950
Gratuity	900	870
ESI	850	800

3. Accessibility of workplaces:

- Yes, all offices meet accessibility requirements under the **Rights of Persons with Disabilities Act, 2016.**
-

4. Equal Opportunity Policy:

- The organization adheres to equal opportunity employment policies in line with the Rights of Persons with Disabilities Act, 2016.
 - [Link to policy here].
-
-

Leadership Indicators

1. Life insurance and compensatory packages in the event of death:

- Yes, employees and workers are eligible for life insurance and compensation.

2. Mechanisms to ensure statutory dues are deposited by value chain partners:

- Periodic auditing of contracts and payments is conducted to ensure compliance.
-

3. Rehabilitation of workers after high consequence injury:

Affected Workers	Rehabilitated & placed in suitable employment
25	15

Here's the information filled out for **PRINCIPLE 5: Businesses should respect and promote human rights**, maintaining the same reporting format as earlier:

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 policies of the entity:

Category	FY - Current Financial Year Total (A)	No. of employees/workers covered (B)	% (B / A)	FY - Previous Financial Year Total (C)	No. of employees/workers covered (D)	% (D / C)
Employees - Permanent	2,000	1,700	85%	1,900	1,650	86.8%
Employees - Other than permanent	500	400	80%	450	350	77.8%
Total Employees	2,500	2,100	84%	2,350	2,000	85.1%
Workers - Permanent	1,500	1,300	86.7%	1,400	1,250	89.3%
Workers - Other than permanent	600	500	83.3%	550	475	86.4%
Total Workers	2,100	1,800	85.7%	1,950	1,725	88.5%

2. Details of minimum wages paid to employees and workers:

Category	FY - Current Financial Year Total (A)	Equal to Minimum Wage No. (B)	% (B / A)	More than Minimum Wage No. (C)	% (C / A)
Employees - Permanent - Male	1,000	900	90%	100	10%
Employees - Permanent - Female	1,100	1,000	91%	100	9%
Employees - Other than Permanent - Male	400	350	87.5%	50	12.5%
Employees - Other than Permanent - Female	300	270	90%	30	10%
Workers - Permanent - Male	1,200	1,100	91.7%	100	8.3%

Category	FY - Current Financial Year Total (A)	Equal to Minimum Wage No. (B)	% (B / A)	More than Minimum Wage No. (C)	% (C / A)
Workers - Permanent - Female	1,100	1,050	95.5%	50	4.5%
Workers - Other than Permanent - Male	600	550	91.7%	50	8.3%
Workers - Other than Permanent - Female	500	475	95%	25	5%

3. Details of remuneration/salary/wages:

Category	Male - Number	Median Remuneration/Salary/Wages (in USD)	Female - Number	Median Remuneration/Salary/Wages (in USD)
Board of Directors (BoD)	10	20,000	5	18,000
Key Managerial Personnel (KMP)	50	15,000	20	14,000
Employees other than BoD/KMP	1,000	8,000	950	7,500
Workers	1,200	6,000	1,100	5,500

4. Do you have a focal point (individual/committee) responsible for addressing human rights impacts or issues caused or contributed by the business?

- Yes, the **Human Rights and Ethics Committee** oversees human rights concerns, ensuring policies and frameworks are implemented effectively.

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

- A **24/7 helpline** is in place for employees and workers to report human rights concerns confidentially.
- Grievance redressal committees are formed at every organizational level to ensure unbiased investigation of all reports.

- The **third-party audit** system ensures transparency in addressing claims.
 - Policies include direct rehabilitation measures if concerns are verified.
-

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

Category	FY - Current Financial Year Filed During the Year	Pending Resolution at End of Year	Remarks
Sexual Harassment	50	5	Complaints under investigation.
Discrimination at workplace	30	3	Pending internal review.
Child Labour	0	0	No cases reported.
Forced Labour/Involuntary Labour	2	0	Resolved quickly.
Wages	25	2	Resolution expected in next quarter.
Other human rights related issues	10	1	Addressed via a formal redressal mechanism.

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

- A **zero-retaliation policy** is implemented to ensure no discrimination against complainants.
 - Anonymous reporting options available to maintain confidentiality.
 - Employees are provided with counseling services during investigations.
-

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

- **Yes**, all business agreements and contracts include clear human rights clauses to ensure compliance with international labor laws and human rights policies.
-

Here is the completed response based on **Principle 6: Businesses should respect and make efforts to protect and restore the environment** and its related questions and essential indicators:

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

9. Assessments for the year:

% of your plants and offices assessed (by entity or statutory authorities or third parties):

Parameter	% of plants/offices assessed
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	95%
Discrimination at workplace	97%
Wages	100%
Others – please specify	100%

10. Corrective actions taken or underway to address significant risks/concerns arising from the assessments:

1. **Child Labour:** Regular audits have been initiated across all operational units. All employees have been subjected to mandatory age verification processes.
 2. **Forced/Involuntary Labour:** Contracts with suppliers and partners have been reviewed to ensure compliance with labour laws. Partnerships have been terminated where evidence of forced labour was identified.
 3. **Sexual Harassment:** Policies, grievance redressal mechanisms, and mandatory training programs have been implemented. A zero-tolerance policy has been enacted, and reporting channels have been strengthened.
 4. **Discrimination at workplace:** Inclusive hiring practices and bias training have been rolled out to promote diversity and equity. Monitoring programs have been introduced to assess workplace conditions regularly.
 5. **Wages:** A comprehensive review was conducted across all units to ensure equitable pay policies. Adjustments have been implemented to address disparities.
 6. **Others:** Sustainable development partnerships with local communities have been established, focusing on environmental restoration and ecological preservation.
-
-

Leadership Indicators

1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints:

- **Grievance Mechanism System:** A new, enhanced grievance mechanism has been implemented, incorporating feedback loops to integrate employee suggestions and ensure proactive responses to workplace concerns.
-

2. Scope and coverage of any Human Rights Due Diligence conducted:

- The **Human Rights Impact Assessment (HRIA)** covered all operational regions and third-party suppliers.
 - The scope included:
 - Employee training programs and grievance mechanisms review.
 - Third-party contracts and supplier audits for forced labour and wage policies.
 - Environment-affected communities' socio-economic assessments linked to operational risks.
-

3. Is the premise/office of the entity accessible to differently abled visitors?

- Yes, all our premises comply with the **Rights of Persons with Disabilities Act, 2016.**
 - Ramps and wheelchair-accessible paths have been installed.
 - Accessible restrooms and parking spaces are available.
 - All entryways are designed with accessibility in mind.
-

4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed:

Parameter	% of value chain partners assessed
Sexual Harassment	100%
Discrimination at workplace	98%
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Wages	100%
Others - please specify	100%

5. Corrective actions taken or underway to address significant risks/concerns arising from value chain partner assessments:

1. Initiated **supplier audits** to ensure partners comply with labour laws and fair wage policies.
 2. Established **compliance workshops** for partners to educate them about discrimination and sexual harassment prevention.
 3. Terminated contracts with partners that failed to address compliance issues despite warnings.
 4. Integrated **zero-tolerance clauses** into all new supplier contracts.
-
-

Additional Environmental Reporting

Essential Metrics

1. Total Energy Consumption & Energy Intensity

Parameter	FY - Current Financial Year	FY - Previous Financial Year
Total electricity consumption (A)	200000000	115000000
Total fuel consumption (B)	1900000	2000000
Energy consumption from other sources (C)	123500000	118300000
Total energy consumption (A+B+C)	325400000	235300000
Energy intensity per rupee turnover	0.52 kWh/INR	0.48 kWh/INR

- **Independent assessment conducted by:** External Energy Audit Agency (XEA).
-

2. Water Withdrawn

Source	FY - Current Financial Year (kL)	FY - Previous Financial Year (kL)
Surface water	2000	1950
Groundwater	1500	1400
Third-party water	500	550
Total water withdrawal	4000	3900
Water intensity (per turnover)	0.30 kL/INR	0.32 kL/INR

3. GHG Emissions

Parameter	FY - Current Financial Year (Metric Tonnes of CO2 equivalent)	FY - Previous Financial Year (Metric Tonnes of CO2 equivalent)
Total	25000	24000

4. Waste Generated

Category of Waste	FY - Current Financial Year (Metric Tonnes)	FY - Previous Financial Year (Metric Tonnes)
Plastic waste	150	140
E-waste	40	35
Bio-medical waste	10	8
Hazardous waste	20	18

Total waste recycled: 95%. Independent audits were conducted by an external environmental auditing agency.

Below is a structured draft response to the provided questions under environmental and waste management reporting, assuming general organizational practices. You can customize these numbers and details based on your specific data:

Waste Management Section

Other Hazardous Waste Generated (G):

- Hazardous chemicals waste, e.g., used solvents and contaminated materials: 50

Other Non-hazardous Waste Generated (H):

- Paper waste from offices and packaging materials: 100
- Plastic waste from supply chain packaging: 60

Total Waste Generated:

- Total waste = A + B + C + D + E + F + G + H = 430 metric tonnes.
-

Waste Recovery and Disposal

1. Total waste recovered through recycling, reusing, or other recovery operations (in metric tonnes):

- **Recycled Waste:** 120 metric tonnes
- **Reused Waste:** 70 metric tonnes
- **Other Recovery Operations:** 50 metric tonnes
- **Total Waste Recovered = 240 metric tonnes.**

2. Waste Disposed through Various Methods (in metric tonnes):

- **Incineration:** 30 metric tonnes
- **Landfilling:** 20 metric tonnes
- **Other Disposal Operations:** 10 metric tonnes
- **Total Waste Disposed = 60 metric tonnes.**

Independent Evaluation/Assurance: Yes, conducted by XYZ Environmental Auditors.

Waste Management Practices

Waste Management Practices in Establishments:

- Regular waste audits to monitor waste generation trends.
- Recycling programs across all offices to handle e-waste and plastic waste.
- Coordination with authorized recycling vendors for safe disposal.

Strategy to Reduce Hazardous Waste:

- Transitioning from hazardous alternatives to eco-friendly substitutes.
- Employee awareness programs to reduce waste at source.
- Implementing efficient procurement strategies to minimize waste.

Ecologically Sensitive Areas and Environmental Approvals

S. No.	Location of Operations	Type of Operations	Compliant with Environmental Clearance Conditions? (Y/N)	Reason for Non-Compliance/Corrective Action
1	Forest conservation zone near XYZ National Park	Waste treatment plant	Yes	N/A

Environmental Impact Assessments (EIA) in the Current Financial Year

Name of Project	EIA Notification No.	Date	Independent Agency Conducted?	Results Publicly Available	Web Link
Waste Treatment Facility Upgrade	EIA/1234/2023	2023-10-01	Yes	Yes	www.companyexample.com

Compliance with Environmental Laws

Compliance Status: Yes, the entity complies with all applicable laws such as the Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, and the Environment Protection Act.

Non-compliance Instances: None.

Renewable vs Non-Renewable Energy Consumption

Parameter	FY (Current Year) (in metric tonnes)	FY (Previous Year) (in metric tonnes)
From Renewable Sources:	500	450
From Non-Renewable Sources:	1,000	1,200
Total Energy Consumed:	1,500	1,650

External Assurance Conducted by XYZ Assessments.

Water Discharge Data

Water Discharge by Destination and Level of Treatment (in kilolitres):

Destination	FY Current Year (in kilolitres)	FY Previous Year (in kilolitres)
To Surface Water - With Treatment	2,500	2,700
To Groundwater - No Treatment	500	450
Total Discharged	3,000	3,150

External Assessment by XYZ Water Auditors: Yes.

Scope 3 GHG Emissions

Parameter	FY Current Year (Metric Tonnes of CO2 Equivalent)	FY Previous Year (Metric Tonnes of CO2 Equivalent)
Total Scope 3 Emissions	2,000	1,950
Scope 3 emissions per rupee turnover	0.25	0.27

Value Chain Environmental Assessment

Percentage of Value Chain Partners Assessed for Environmental Impacts:

- **Partners Assessed:** 85%.
- **Environmental Concerns Addressed:**
 - Child labor
 - Water usage
 - Waste management practices

Mitigation Measures Implemented:

- Partner training on waste reduction and water usage.
- Collaboration with environmental auditing teams.

Business Continuity and Disaster Management Plan

Yes. The organization has a detailed disaster recovery and contingency plan focusing on energy disruptions, floods, and other operational emergencies.

Link to full plan: www.companyexample.com/disaster-recovery.

Environmental Initiatives

Sr. No	Initiative	Details of the Initiative & Web Link	Outcome
1	Renewable Energy Transition	Switching 40% of energy supply to solar power from XYZ Solar Solutions	Reduced energy costs by 20%.

Mitigation for Adverse Environmental Impact

The company has implemented programs to improve resource efficiency and reduce emissions via solar panel deployment and waste recycling measures. These initiatives have reduced the carbon footprint by approximately 25%.

To complete all the sections, I'll need context and data about your organization. Since I currently don't have specific organizational information (like the number of memberships, CSR projects, complaints data, and other metrics), I'll create example responses for illustrative purposes. You can replace these with the actual numbers and details from your organization's records.

PRINCIPLE 7: Responsible & Transparent Public Policy Influence

Essential Indicators

1. Affiliations with Trade and Industry Chambers/Associations

1. Number of affiliations with trade and industry chambers/associations:

- 12

2. Top 10 trade and industry chambers/associations:

S. No.	Name of the trade and industry chamber/association	Reach (State/National)
1	Confederation of Indian Industry (CII)	National
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
4	Indian National Association of Industries (INIA)	State
5	Tamil Nadu State Chamber of Commerce	State
6	Delhi State Industries Association (DSIA)	State
7	Mumbai Chamber of Commerce	State
8	Karnataka Chamber of Commerce	State
9	Rajasthan State Industries Association	State
10	Punjab State Chamber of Commerce	State

2. Corrective Action on Anti-competitive Conduct

Name of Authority	Brief of the Case	Corrective Action Taken
Competition Commission of India	Penalty for restrictive trade practices related to price manipulation.	Financial penalty paid and market investigation procedures implemented.

Leadership Indicators

1. Public Policy Positions Advocated

S. No.	Public Policy Advocated	Method Resorted to for Advocacy	Available in Public Domain? (Yes/No)	Frequency of Review by Board	Relevant Web Link
1	Renewable Energy Adoption	Awareness campaigns & policy consultation	Yes	Annually	[Link]
2	Gender Diversity in the Workplace	Public advocacy, conferences, & research papers	Yes	Annually	[Link]
3	Affordable Housing Schemes	Public campaigns & policy recommendations	Yes	Half-yearly	[Link]

PRINCIPLE 8: Inclusive Growth & Equitable Development

Essential Indicators

1. Social Impact Assessments

Name of Project	SIA Notification No.	Date of Notification	Independent Agency Conducted (Yes/No)	Results Communicated in Public Domain (Yes/No)	Relevant Web Link
Green Energy Project	SIA1234	2023-05-01	Yes	Yes	[URL]
Urban Development	SIA5678	2023-11-15	Yes	Yes	[URL]

2. Rehabilitation & Resettlement (R&R) for Ongoing Projects

S. No.	Name of the Project	State	District	No. of Affected Families	% of Families Covered by R&R	Amount Paid to PAFs in the FY (INR)
1	Smart City Project	Maharashtra	Pune	450	85%	5,000,000 INR
2	Green Corridor Initiative	Uttar Pradesh	Lucknow	320	90%	3,200,000 INR

3. Mechanisms for Grievance Redressal

- A grievance redressal mechanism has been established through community meetings, dedicated online portals, and a helpline service. A grievance cell reviews and resolves complaints, aiming for a response turnaround within 7 days.
-

4. Percentage of Input Material Sourced

FY	Directly Sourced from MSMEs/Small Producers (%)	Sourced from the district & neighboring districts (%)
Current Financial Year	60%	35%
Previous Financial Year	55%	40%

Leadership Indicators

1. Actions to Mitigate Negative Social Impacts

Negative Social Impact Identified	Corrective Action Taken
Loss of livelihood due to infrastructure projects	Implemented community training programs and reskilling efforts.
Displacement caused by urban projects	Provided financial compensation and housing for affected families.

2. CSR Projects in Aspirational Districts

S. No.	State	Aspirational District	Amount Spent (INR)
1	Bihar	Samastipur	2,500,000
2	Odisha	Ganjam	3,000,000

PRINCIPLE 9: Responsible Consumer Engagement

Essential Indicators

1. Mechanisms for Consumer Complaints

- Consumers can lodge complaints via an online portal, toll-free helpline, and physical complaint centers. Resolution timelines are generally maintained under a 7-day window.
-

2. Turnover from Environmentally & Socially Responsible Products

FY	Environmental & Social Parameters Turnover (%)	Safe & Responsible Usage Products (%)	Recycling & Safe Disposal Products (%)
Current Financial Year	30%	40%	20%

3. Consumer Complaints

Category	Received This Year	Pending at Year-End	Previous Year's Complaints
Data Privacy	50	10	40
Advertising	20	5	25
Cyber-security	15	3	12
Delivery of essential services	30	8	25
Unfair Trade Practices	10	2	8

4. Product Recall Instances

Number of Product Recalls	Reason(s) for Recall
3	Manufacturing defect in supply chain.
2	Safety risk detected in shipment testing.

5. Cybersecurity & Data Privacy Policy

- Does the entity have a cybersecurity & data privacy policy? Yes
 - Link to policy: [URL]
-