Annexure – 'J'

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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	011-49512150
8	Website	http://www.concorindia.co.in
9	Financial year for which reporting is being done	Financial year ended 31st March, 2025
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. Further, the information in the report in respect of previous year have been reassessed, rearranged or reclassified wherever considered necessary.
14.	Name of Assurance Provider	The Energy and Resources Institute (TERI), New Delhi.
15.	Type of Assurance obtained	Reasonable Assurance

II. Products / Services

16.	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	4.58%
			Land transport via Railways	76.20%
			Handling Income	11.48%
			Warehousing and storage	2.00%
17.	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	76.20%
	2	Transportation of Containers by road	49231	4.58%
	3	Handling of Containers	52241	11.48%
	4	Operation of Logistics facilities including dry ports, container freight stations, and private freight terminals. Or Warehousing & Storage	52109	2.00%

III. Operations

18.	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 66 terminals and offices.	70
	International	NA	NA	NA

19.	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

20.	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)	1271	1112	87.49	159	12.51
		2	Other than Permanent (E)	NA				
		3	Total employees (D+E)	1271	1112	87.49	159	12.51
		Workers						
		4	Permanent (F)	Not applicable				
		5	Other than Permanent (G)					
		6	Total workers (F+G)					
	b.	**Differently abled Employees and workers:**						
		Sl. No	Particulars	Total (A)	Male		Female	
					No.(B)	% (B/A)	No. (C)	% (C/A)
		Differently Abled Employees						
		1	Permanent (D)	28	27	96.43	1	3.57

		2	Other than Permanent (E)	Not applicable				
		3	Total differently abled employees (D+E)	28	27	96.43	1	3.57
		Differently Abled Workers						
		4	Permanent (F)	Not applicable				
		5	Other than Permanent (G)					
		6	Total differently abled workers (F+G)					

21	**Participation/Inclusion/Representation of Women**:			
		Total (A)	No. and percentage of Females	
			No. (B)	% (B / A)
	Board of Directors	7	0	0
	Key Management Personnel (Including Whole time Directors)	6	0	0

22	**Turnover Rate for permanent employees and workers (Disclose trends for past 3 years)**									
		FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	3.20%	1.90%	3.04%	2.15%	3.68%	2.33%	3.50%	3.05%	3.44%
	Permanent Workers	Not Applicable								

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

23.	(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 Infrastructure 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	Joint Venture	26	No

			Private Ltd.			
		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	21.40	No
		15	HALCON	Associate	50	No

VI. CSR Details

24.	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	(ii) Turnover (in Rs. crores)	8,863.37
	(iii) Net worth (in Rs. crores)	12,349.48

VII. Transparency and Disclosure Compliances

25.	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 2024-25**			**FY 2023-24**		
			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	Yes, https://www.concorindia.co.in/assets/pdf/stake_holder_eng.pdf	Nil					
	Investors (other than shareholders)*	Yes, https://www.concorindia.co.in/assets/pdf/stake_holder_eng.pdf	Nil					
	Shareholders	Yes, https://cms.concorindia.co.in:8000/uploads/cms/pdf/rE3bZ1DGI	43	0	NA	15	0	NA

		Lm57a6_Stakeholders_Engagement_Policy.pdf						
	Employees and workers	Yes, https://www.concorindia.co.in/assets/pdf/Grievances_Redressal.pdf	6	0	NA	5	0	NA
	Customers	Yes, https://cms.concorindia.co.in:8000/uploads/cms/pdf/qx5PXlbOEfT8CwS_PGRS.pdf	24	4	NA	14	4	NA
	Value Chain Partners	Yes, https://www.concorindia.co.in/assets/pdf/stake_holder_eng.pdf	6	0	NA	13	1	NA
	Other (please specify)	Yes, https://cms.concorindia.co.in:8000/uploads/cms/pdf/qx5PXlbOEfT8CwS_PGRS.pdf	0	0	NA	2	0	NA

* Details of Investors /Shareholder are covered.

26.	**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	**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. **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 impacts from backlashes and boycotts become less of a risk. Investor relations teams can leverage this lower	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 labour laws enacted by the Government of India and 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, favourable, and conducive work environment, equal pay for equal work, and equal opportunity for career progression without any discrimination against caste, creed, sex, religion, disability, or orientation. Further, the company provides just, fair, and equal	**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.

				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.	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.	
	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. **Opportunity:** Strong EHS management system integrated with comprehensive hazard identification, mitigation plans, root cause analysis of	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: • Conducting periodical Management Review Meetings, wherein various actions were taken with regard	**Positive**: Robust Occupational, Health and Safety management approach enables the Company to prevent the occurrence of incidents.

				the reported incidents, and corresponding corrective action plan will highlight the Company's approach and resoluteness toward workforce health and safety	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-pilferage devices have been installed.	

	3	Employee Engagement	Opportunity	**Opportunity:** The company's efforts towards workforce welfare and development directly coveys 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.	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 accommodation, telephone instrument/ service, advances, and welfare amenities are also made available to the employees. Provisions have been	**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.

					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.	
	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 Disclosure 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 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	**Positive**: Compliance with relevant regulatory requirements, including applicable to the Freights and Logistics sector reflects the Company's commitment to responsible business practices.

					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 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.	
	5	Customer Satisfaction	Opportunity	**Opportunity:** The Company is committed to improving its business processes so as to provide quality services and thereby improve customer satisfaction.	▪ Some of the practices adopted in this regard are: ▪ 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	**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.

					▪ 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 the public tariff, Rail tariff, track & trace, Company directory, etc. for its stake holders and for Exim e-filing (covering reports & queries). ▪ Usage of Social Media tools for timely dissemination of information to stakeholders. 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: ▪ 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-filling 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.	

SECTION B : MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place 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	Please refer to the note below	Name of the Policy & Weblinks:							

Principles	Policies
Principle 1	Code of Business Conduct and Ethics https://cms.concorindia.co.in:8000/uploads/cms/pdf/TbxRIv7n0QueaGl_codeofconduct.pdf
Principle 2	Quality Policy https://cms.concorindia.co.in:8000/uploads/cms/pdf/oLzOFwxYT5fyCDH_QualityPolicy.pdf ESG Policy https://cms.concorindia.co.in:8000/uploads/cms/pdf/uvZ5OwjnN4QAc6q_ESR_policy.pdf
Principle 3	Diversity Policy https://cms.concorindia.co.in:8000/uploads/cms/pdf/xCcGhuSfEbFrRLK_Diversity_policy.pdf
Principle 4	Stakeholder Engagement https://cms.concorindia.co.in:8000/uploads/cms/pdf/3NbzXnVjPHCMREO_Stakeholders_Engagement_Policy.pdf
Principle 5	POSH Policy https://cms.concorindia.co.in:8000/uploads/cms/pdf/HjmXgW7CtsbRnxh_ConcorSexualHarrassmentPol

	icy.pdf
Principle 6	ESG Policy https://cms.concorindia.co.in:8000/uploads/cms/pdf/uvZ5OwjnN4QAc6q_ESR_policy.pdf
Principle 7	Stakeholder Engagement https://cms.concorindia.co.in:8000/uploads/cms/pdf/3NbzXnVjPHCMREO_Stakeholders_Engagement_Policy.pdf
Principle 8	CSR Policy https://cms.concorindia.co.in:8000/uploads/cms/pdf/eIjVmD9Eid7845N_csrpolicy.pdf
Principle 9	IT Policy https://www.concorindia.co.in/technical-capabilities-resources

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)	Y	Y	Y	Y	Y	Y	Y	Y	Y

Note: To ensure that the policies are extended to the value chain partners, CONCOR has signed a Memorandum of Understanding (MOU) with Transparency International, guaranteeing that all major suppliers adhere to the rules and regulations set by the Government of India (GoI).
https://insidertrading.concorindia.com/assets/pdf/IntegrityPact.pdf

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.

Principles	**Standards/Certification**
Principle 1	-
Principle 2	ISO 9001:2015
Principle 3	ISO 45001:2018
Principle 4	-
Principle 5	-
Principle 6	ISO 14001:2015
Principle 7	-
Principle 8	-
Principle 9	ISO 27001:2022

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5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	In the near future, the Company will adopt a focused approach to achieving the following objectives: • Enhance the share of rail in container transportation. • Encourage eco-friendly road transportation through the use of LNG. • Replace existing lighting systems with energy-efficient LED lights. • Strive to procure electricity from renewable sources such as solar and wind energy. • Promote the implementation of rainwater harvesting systems. • Achieve energy conservation through the efficient use of equipments.
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Some of the key initiatives undertaken during the year on the ESG front are as follows: • In line with our Environmental, Social, and Governance (ESG) goals, we are actively transitioning toward low-emission transportation solutions to reduce our carbon footprint and drive sustainable logistics practices. • As part of this initiative, 130 trucks have been inducted into our fleet—75 commissioned in FY 2023–24 and 55 in FY 2024–25—marking a major step toward fleet modernization. • To further accelerate our decarbonization efforts, we have placed orders for 100 LNG trucks (i.e. 50 each LNG Trucks with M/s Blue Energy Commercial Vehicles Pvt. Ltd. & M/s Tata Motors Ltd.) • Our first LNG station has been commissioned at Khatuwas terminal, enabling immediate support for the new fleet & another LNG station is planned in FY 2025-26 at ICD Dadri, ensuring wider network coverage and operational reliability. • In line with its efforts to reduce emissions from cargo handling operations, CONCOR is planning to acquire 5 Electric Reach Stackers. These energy-efficient, zero-emission machines will significantly cut down diesel usage and contribute to quieter, cleaner terminal environments. • CONCOR has signed a Memorandum of Understanding (MoU) with The Energy and Resources Institute (TERI) for setting up of "CONCOR-TERI Centre of Excellence for Green and Sustainable Logistics". • CONCOR has placed a Notification of Award (NOA) with M/s REMC Ltd (Joint Venture of Ministry of Railways and Rites Ltd) on 04.04.2025 to install rooftop solar power systems at CONCOR Multi-Modal Logistic Park/Barhi/Haryana and Corporate Office/New Delhi. This initiative directly contributes to reducing our reliance on fossil fuels and increasing the share of clean energy in our operations.

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)	CONCOR has collaborated with numerous stakeholders throughout its journey to improve India's logistics industry. The company believes in development through partnerships and provides services that meet customers' evolving demands and aspirations. As a responsible organisation, CONCOR is sensitive to the environmental and social implications of its operations, goods, and services and takes measures to minimize them and has done various works in the field of rain water harvesting. The Company guarantees that it meets all applicable statutory compliance standards and maintains supervision of critical issues/areas through a range of governance structures in all aspects of its operations. CONCOR has made significant efforts to support people development projects both within and in the greater community. CONCOR has always provided its employees with a safe and healthy work environment and equitable opportunities to improve their skills and expertise. Female officers are heading terminals and departments. There is a presence of Woman Independent Director on its Board. There are policies for employment of persons from SC/ST and other communities of the society as per the policies and guidelines of GOI. The company has launched a number of social initiatives and programs to help local communities prosper, including healthcare, education, and skills development. CONCOR has made long-term efforts to lower its carbon footprint and increase the use of renewable energy in its operations, with an emphasis on energy efficiency, waste reduction, and waste management.
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.	Yes : Director 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	P1	P2	P3	P4	P5	P6	P7	P8	P9

	Performance against above policies and follow up action	As a standard practice, the policies related to the Business Responsibility of the Company are reviewed by the Chairman and Managing Director (CMD) along with the Board of Directors. During this review process, the effectiveness of these policies is evaluated, and any necessary amendments to the policies and procedures are implemented as required.	Quarterly/Annually
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company adheres to all applicable laws and regulations. In this context, Compliance Certificates pertaining to applicable laws are submitted by the respective Departmental Heads and are presented to the Board of Directors for their review.	Annual

11	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	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Yes, the policies are independently assessed and evaluated by M/s CARE Analytics and Advisory Pvt. Ltd.								

12	If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:		
	a.	The entity does not consider the Principles material to its business (Yes/No)	All Principles are covered by the Policies.
	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)	
	c.	The entity does not have the financial or/human and technical resources available for the task (Yes/No)	
	d.	It is planned to be done in the next financial year (Yes/No)	
	e.	Any other reason (please specify)	

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	2	1. GAMP titled "Expanding Markets by Leveraging Emerging Technologies" 2. GHG Emissions, Carbon Accounting & Decarbonisation	20.00%
Key Managerial Personnel	Nil	-	0.00%

	Employees	43	1. Contract Management 2. Sustainability Accounting and Reporting 3. Coastal Shipping & Inland Waterways Business Summit 4. Right to Information Act for CPIO and Appellate Authorities 5. Formation Construction 6. Concrete Technology & Durability 7. Terminal Management 8. Contract Management 9. Reset Leadership: From Crisis to Growth Innovation 10. Container Terminal Management 11. Contract Management / Safeguards in Tendering for Public Procurement Building Competencies for Personal Excellence 13. Project Management 14. Capacity Building Program for Company Secretaries 15. Public-Private Partnership in Railways 16. Public Enterprises (PE) Survey 17. Digital Immersion Retreat 18. 2nd Lead HER Ship Retr3eat 19. Transport Economics and Its Application 20. Ethics in Public Service 21. Procurement through GeM portal for Government Buyers - Masterclass 22. Risk-Based Internal Audit for Effective Management Control 23. Ethics Governance, and Cyber Hygiene & Security 24. Mastering Conduct Rules and Strengthening Systems & Procedures 25. Concrete Technology & Durability 26. E- Procurement of Goods and Services, and related GFR Rules 27. Procurement and Contract Management 28. Transport Economics and Its Application 29. Improving Leadership, Managerial & Administrative Skills 30. Administrative Vigilance and Prevention of Corruption 31. CII-EFI National Conference of Industrial Relations 32. Digital HR Transformation & AI-Driven HR Analytics 33. Preventive Vigilance, E-Procurement, and Key to Good Governance 34. Rosters and Reservations: Compliance and Best Practices 35. Deciding the Code on Wages: Simplifying Compliance for Employers 36. Effectiveness of Compliance, Governance & Performance Management, Focusing on Regulatory Framework, including DPE Guidelines 37. GHG Emission, Carbon Accounting & Decarbonisation 38. Handling of Hazardous Containers 39. Oracle Financials R12 Application 40. Cyber Hygiene 41. Commercial Contract Management 42. Procurement of Goods 43. Logistics in Supply Chain 3PL v/s 4PL.	32.10%
	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)	Brief of the Case	Has an appeal been preferred? (Yes/No)

	Penalty/ Fine	Principle 1	NSE & BSE	70,54,040	• Regulation 17(1) Non-compliance with the requisite number of independent directors, i.e., regarding the non-composition of the Board. • Regulation 17(2A) Non-compliance with the requirement of a quorum for board meetings. • Regulation 18 Non-compliance with the constitution of the Audit and Ethics Committee • Regulation 19(1) Non-compliance with the constitution of the Nomination and Remuneration Committee. • Regulation 20 Non-compliance with the constitution of the Stakeholder relationship committee. • Regulation 21(2) Non-compliance with the constitution of the Risk Management Committee	Yes, the Company has requested for wavier of fines to the Stock Exchanges as the Government appoints all its Directors and it has no control on the appointment of said Directors. In such cases, fines imposed have been waived by the Stock Exchanges.
	Settlement	Nil	NA	NA	NA	NA
	Compounding fee	Nil	NA	NA	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		N/A	N/A
	Punishment	Nil	Nil		N/A	N/A
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 fines for Noncompliance with the requirements about the composition of the Board under Regulation 17(1) of SEBI (LODR) Regulations, 2015. In reply to the notice of fine, the 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 the requisite number of Independent director(s) and all reasonable steps have been taken by it for an early appointment of such Directors	NSE & BSE
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 aligns with the Company's Mission Statement, Objectives, and the provisions of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. CONCOR is committed to fostering ethical practices and transparent processes in the management of its operations. This Code is to be read in conjunction with the CONCOR Conduct Rules, 1993, and any subsequent amendments thereto. CONCOR remains dedicated to delivering dependable, timely, safe, and value-added logistical services while maintaining the highest standards of integrity. The Company engages with a wide range of domestic and international bidders, contractors, and suppliers (counterparties) in a fair and transparent manner. The bidding process is conducted openly, with tenders published on the Company's website and e-tendering portal, ensuring public accessibility and transparency. CONCOR highly values its relationships with counterparties and ensures that business dealings are conducted with fairness and openness. To further reinforce this commitment, CONCOR has signed a Memorandum of Understanding (MoU) with Transparency International – India (TII) to implement the Integrity Pact Program. Developed in collaboration with the Central Vigilance Commission (CVC), this tool ensures that all interactions and transactions between the Company and its suppliers are conducted in an ethical, transparent, and corruption-free environment.
5	**Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**	

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6	**Details of complaints with regard to conflict of interest:**				
		FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
		Number	Remarks	Number	Remarks
	Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
	Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA
7	**Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**				NA
8	**Number of days of accounts payables** ((Accounts payable *365) / Cost of goods/services procured) in the following format:				
		FY 2024-25 (Current FY)		FY 2023-24 (Previous FY)	
	Number of Days of Accounts Payable	12.86		16.81	

9 Openness of Business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2024-25 (Current FY)	FY 2023-24 (Previous FY)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	0	0
Shares of RPTs in	a. Purchases (Purchases with related parties/ total purchases)	84.87%	73.65%
	b. Sales (Sales to related parties/ total sales)	5.50%	4.76%

		c. Loans & advances (Loans & advances given to related parties / total loans and advances)	0	0
		d. Investments (Investments in related parties / total investments made)	63.13%	63.13%

Leadership Indicators			
1	**Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**		
	Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
	Nil	NA	NA
	Note: During the year, training was imparted to contractual or non-permanent staff covering topics such as prevention of sexual harassment, code of ethics, information & cyber security, data privacy, and health and safety.		
2	**Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same**	Yes, the Company has established a Code of Business Conduct and Ethics that addresses a wide range of topics, including the management of conflicts of interest involving Board Members and Senior Management. A well-defined procedure is in place that enables Directors to recuse themselves from discussions where a conflict of interest exists, ensuring such matters are handled with transparency and integrity. Directors are expected to perform their duties honestly and in the best interests of the Company. They are required to act independently, free from external influences that could compromise their ability to make objective and impartial decisions—an essential element in ensuring the Company's success. Additionally, Directors are strictly prohibited from misusing their positions for personal gain, whether directly or indirectly, at the Company's expense. Each year, the Board of Directors and Senior Management are required to submit a declaration affirming their compliance with the Code of Conduct. Furthermore, Board Members must also provide an annual declaration disclosing their participation in other companies. Code of Conduct: https://concorindia.co.in/assets/pdf/Code_of_conduct.pdf	

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
	R & D	N/A	N/A	N/A
	Capex	-	-	Refer to Director's Report
2	a.	**Does the entity have procedures in place for sustainable sourcing?** (Yes/No)	The Company has established a comprehensive policy and detailed procedures for procurement, which are periodically reviewed and updated. As a Public Sector Undertaking, the Company ensures that all procurement activities are conducted through a highly transparent process. The core objective of the procurement process is to strike an optimal balance between cost efficiency and operational requirements by adhering to the Five R's of Procurement: Right Quality, Right Quantity, Right Price, Right Time & Place, and Right Source. All procurements are undertaken based on the approved budget and are subject to financial vetting of the cost estimates. As per the established procedures detailed in the relevant manuals and the Delegation of Powers (DOP), Tender/Quotation Opening and Evaluation Committees are formed. These committees include representatives from the user department, finance, and other relevant departments. The DOP is duly approved by the Board of Directors of CONCOR. Bids from prospective suppliers are invited through a transparent process that promotes broad-based competition. The Company employs various procurement methods including open tenders, limited tenders, procurement from an approved panel of suppliers, single tenders for proprietary or critical items with a single source, and direct procurement through a designated purchase committee. Procurement-related risks are managed within a structured risk management framework. This involves	

			identifying, assessing, monitoring, and mitigating risks through defined measures. Each risk element is assigned to a designated risk manager responsible for overseeing and addressing the associated risks appropriately.
	b.	**If yes, what percentage of inputs were sourced sustainably?**	Out of capital expenditure (Capex) of Rs.659 crores incurred for the procurement of plant and machinery, approximately 87% of the Capex was sourced from suppliers holding ISO-9001 certification.
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)	As a logistics services provider, CONCOR does not sell physical consumer products; reclamation obligations under the Plastic Waste or E-waste Rules are inapplicable.
	(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.		CONCOR does not place consumer products or packaging in the market; therefore, the reclaim/EPR provisions do not apply.

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.
	Given the nature of the business, this is 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	
	Given the nature of the business, this is 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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
	Given the nature of the business, this is 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 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
		Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
	Plastics (including packaging)	Given the nature of the business, this is Not Applicable.			Given the nature of the business, this is 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					
	Given the nature of the business, this is 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	1112	1112	100	1112	100	0		1112	100	0	
Female	159	159	100	159	100	159	100	0		0	
Total	1271	1271	100	1271	100	159	12.50	1112	87.50	0	
Other than Permanent employees											
Male	NOT APPLICABLE										
Female											
Total											

b **Details of measures for the well-being of workers**:

Category	% of workers 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 workers											
Male	NOT APPLICABLE										
Female											
Total											

		Other than Permanent workers	
		Male	NOT APPLICABLE
		Female	
		Total	

C. **Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –**

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.14%	0.16%

2 **Details of retirement benefits, for Current FY and Previous FY:**

Benefits	FY 2024-25			FY 2023-24		
	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					
Others	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.

4	**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 in place that reaffirms its commitment to a fair and inclusive work environment. The policy ensures that all employees are treated equally and are given equal opportunities for growth and development, irrespective of race, colour, religion, sex, national origin, ancestry, age, marital status, sexual orientation, or disability. Through this policy, CONCOR

		aims to promote a culture of respect, diversity, and non-discrimination across the organization. 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
Total	100%	100%	NA	NA

6 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	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 Workers	
Permanent Employees	
Other than Permanent Employees	

7 Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2024-25			FY 2023-24		
	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	1271	889	69.94	1297	935	72.04
Male	1112	776	69.78	1140	818	71.75
Female	159	113	71.07	157	117	74.52
Total Permanent Workers	NA					

	Male	NA									
	Female	NA									
8	**Details of training given to employees and workers:**										
	Category	FY 2024-25					FY 2023-24				
		Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
			No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
	Employees										
	Male	1112	846	76.07	756	67.98	1140	845	74.12	286	25.08
	Female	159	124	77.98	155	97.45	157	115	73.25	67	42.67
	Total	1271	970	76.31	911	71.67	1297	960	74.01	353	54.28
	Workers										
	Male	Not Applicable									
	Female										
	Total										
	Details of performance and career development reviews of employees and worker:										
	Category	FY 2024-25					FY 2023-24				
		Total (A)	No.(B)	% (B/A)			Total (C)	No.(D)	% (D/C)		
	Employees										
	Male	1112	1112	100			1140	1140	100		
	Female	159	159	100			157	157	100		
	Total	1271	1271	100			1297	1297	100		
	Workers										
	Male	NA									
	Female										
	Total										
10	**Health and safety management system:**										

	a.	*Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No)* *If yes, the coverage of such system?* Yes, the Company is committed to ensuring a healthy work-life balance for its employees while creating shared value for all stakeholders, both internal and external. A dedicated department is responsible for managing the organization's Health, Safety, and Environmental (HSE) concerns. To support employees' physical and mental well-being, the Company provides facilities such as a gym and yoga classes at the workplace, along with sports equipment including sports watches, badminton rackets, bicycles, cricket kits, and more. The Company also encourages employees to take part in various sporting events such as marathons, cricket matches, and other activities. Throughout the year, employees have been engaged through training sessions and participation in programs organized by professional bodies, covering topics like stress management through creativity, gender sensitivity, leadership, and crisis management. CONCOR offers a range of benefits to employees through a cafeteria system, providing perks and allowances within a prescribed ceiling. In addition to these cafeteria benefits, employees also have access to additional perks such as residential accommodation, telephone instruments and services, advances, and other welfare amenities.
	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. To enhance freight transportation safety, all Wagons have been fitted with load-sensing systems and Automated Twist mechanisms to prevent disasters. Additionally, measures have been taken to guarantee that the cargo is carried pilferage-free, with anti-pilferage devices fitted. The company uses cutting-edge technology to give its clients real-time information on container movement and guarantees that consumer concerns are resolved quickly. All container movement by rail adheres strictly to the safety rules established by the Ministry of Railways from time to time. Safety slogans are prominently featured at several CONCOR ports. ISO certification is accessible for the majority of the company's units. The Company conducted 'on-the-job' Training Programmes on Handling of Hazardous Containers in association with National Institute of Safety & Environment (NISHE) to ensure health & safety of Employees and prevent environment from harmful impact. The Disaster Management System has been hosted on the CONCOR website and is 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)*	The company prioritizes work-life balance and stakeholder value. It has a dedicated department for Health, Safety, and Environment. Employees are provided with gym and yoga facilities, sports gear, and encouraged to participate in sports activities. Additionally, they can attend training programs and choose from various benefits and perks.

11	**Details of safety related incidents, in the following format:**			
	Safety Incident/Number	Category	FY 2024-25	FY 2023-24
	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
		Workers	Nil	Nil
	Total recordable work-related injuries	Employees	Nil	Nil
		Workers	Nil	Nil
	No. of fatalities	Employees	Nil	Nil
		Workers	Nil	Nil
	High consequence work-related injury or ill-health (excluding fatalities	Employees	Nil	Nil
		Workers	Nil	Nil
12	**Describe the measures taken by the entity to ensure a safe and healthy work place.**	Please refer to the answer in response to question 10 a.		

13	**Number of Complaints on the following made by employees and workers:**						
		FY 2024-25			FY 2023-24		
		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	Nil	Nil	NA	Nil	Nil	NA

	Health & Safety	Nil	Nil	NA	Nil	Nil	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%					
	Working Conditions	100%					
15	**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	**Does the entity extend any life insurance or any compensatory package in the event of death of** (A) Employees (Y/N) (B) Workers (Y/N).	Yes.			
2	**Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**	We conduct routine audits to ensure that value chain participants have deposited and withheld the required dues (vendors).			
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 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
	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)**	CONCOR's current workforce strategy does not envisage large-scale displacement; therefore no transition programme is applicable.
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 consistently strives to uphold the highest standards of business ethics and transparency, conducting its operations in a socially and environmentally responsible manner. Through these efforts, it contributes to the socio-economic development of both external and internal stakeholders. These stakeholders encompass 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 designed to align with the guidelines issued by the Department of Public Enterprises, relevant laws, and other applicable government 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 General Meeting, email communique, 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)	Employees	No	Senior leaders' communication, performance appraisal	Ongoing	Job satisfaction, Fair pay, performance remuneration, Training, and Development initiatives that support career growth Safe and healthy working conditions, Non-

			review, wellness initiatives, engagement survey, email, intranet, websites, poster campaigns, circulars, a quarterly publication, and newsletters		discrimination on the basis of color, gender, race, sexual orientation, or caste, Prompt grievance redressal mechanisms
(iii)	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.
(iv)	Industry Associations	No	Newsletters, websites, emails, webinars	Regular Intervals as deemed necessary by either party	Industry standards
(v)	Regulators/ Legislators	No	Emails, regular meetings with Regulators, Regulatory filing correspondence & meetings	Periodic	Compliance, data security, regulatory updates, permits.
(vi)	Communities	Yes	Community service events, surveys, emails, service campaigns, website	Ongoing	Access to health, education, skill development, employee engagement

(vii)	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.

	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 are committed to creating value for all our stakeholders by actively engaging with key stakeholder groups to understand their perspectives and address their needs. These ongoing interactions enable us to identify and monitor significant economic, environmental, and social trends, which are then integrated into our overall business strategy. At CONCOR, stakeholder engagement is a core driver in building and strengthening relationships, helping us identify key material issues that impact the Company's growth. Through this engagement, we prioritize material concerns, map associated risks, and develop corresponding risk mitigation strategies. A key outcome of the stakeholder engagement process is the identification and prioritization of material issues across environmental, social, governance, and economic dimensions. These critical concerns are presented to the highest governing authority and the Board for their review and guidance in shaping the Company's sustainable growth strategy. The stakeholder engagement process is regularly reviewed as part of our continuous commitment to dialogue with both internal and external stakeholders, ensuring we stay aligned with the material issues affecting them.
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 consistently maintained regular and proactive engagement with its key stakeholders, enabling the Company to effectively advance its ESG strategies with transparency about the outcomes. In line with evolving regulations and stakeholder feedback, the Company undertakes periodic reviews to update and revise its policies as necessary.

3	**Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**	CONCOR remains continuously aware of its social responsibility and actively engages with the most disadvantaged and vulnerable members of society. Our primary channels of interaction include local communities and other stakeholders such as SMEs and MSMEs, reached through our CSR initiatives. We maintain regular communication with these groups using needs assessments and other participatory methods to better understand their requirements and evaluate the impact of our programs. For further information, please see the CSR section of the website. – https://www.concorindia.co.in/corporate-social-responsibility

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 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1271	175	13.76	1297	36	2.77
Other than permanent	-	-	-	-	-	-
Total Employees	1271	175	13.76	1297	36	2.77
Workers						
Permanent	NA					
Other than permanent						
Total Workers						

2 Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2024-25					FY 2023-24				
	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	1271	-	-	1271	100	1297	-	-	1297	100
Male	1112	-	-	1112	100	1140	-	-	1140	100
Female	159	-	-	159	100	157	-	-	157	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:**
a. Median Remuneration/ Wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4	58,39,373	0	-
Key Managerial Personnel	5	67,18,882	0	-
Employees other than BoD and KMP	1107	25,09,894	159	22,79,168
Workers	NA			

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Gross wages paid to females as % of total wages	11.69	11.63

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 established a Grievance Redressal mechanism outlined in the Employee Manual, which allows employees to raise their complaints or grievances with the Human Resources department or Senior Management. The policy strictly prohibits any retaliation or reprisal against employees or associates who report concerns. A committee may be constituted or appointed to investigate the reported matters. This committee is responsible for assessing the issues and ensuring they are properly addressed and resolved. In coordination with Senior Management, the committee may also propose appropriate solutions.
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 2024-25			FY 2023-24		
	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	0	0	NA
Discrimination at workplace	2	0	NA	1	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	4	0	NA	3	0	NA
Other Human rights related issues	0	0	NA	0	0	NA

7 **Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year

	Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
	Complaints on POSH as a % of female employees / workers	0	0
	Complaints on POSH upheld	0	0
8	**Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases**	The Whistle-blower Policy guarantees that no unfair treatment will be imposed on a Whistle-blower for reporting a Protected Disclosure under the policy. The Company strictly condemns any form of discrimination, harassment, victimization, or other unfair employment practices against whistle-blowers. Full protection is assured to whistle-blowers against retaliation, threats, intimidation, termination or suspension of service, disciplinary actions, transfers, demotions, denial of promotion, or any direct or indirect misuse of authority aimed at hindering their right to perform their duties or make further Protected Disclosures. Additionally, CONCOR has an internal mechanism to protect the identity of the complainant and maintain strict confidentiality of the matter.	
9	**Do human rights requirements form part of your business agreements and contracts?(Yes/No)**	Yes, the business agreements and contracts include essential documents such as the Muster Roll, Wage Register, and other required records like the Deduction Register and Advance Register, which must be maintained in compliance with various labour laws. The successful contractor is required to obtain a Labour License from the Central Government, where applicable. Additionally, the contractor must adhere to all statutory obligations related to the engagement of personnel, their service conditions, rules, and regulations, as well as fulfil all liabilities under relevant labour laws and regulations, including provisions related to Provident Fund (P.F.), Employees' State Insurance (E.S.I.), Bonus, Workmen's Compensation, Minimum Wages, Payment of Wages Act, and others.	
10	**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%	
	Others – please specify	100%	
11	**Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.**	Not Applicable	

Leadership Indicators		
1	**Details of a business process being modified/ introduced as a result of addressing human rights grievances/complaints.**	The company didn't face any situation to modify the business process.
2	**Details of the scope and coverage of any Human rights due-diligence conducted.**	The company upholds the principle of Human Rights in all its dealings.
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?**	Indeed, our offices are equipped with specially designed restrooms featuring grab rails, braille-enabled elevators, accessible doors, and elevated toilet seats to cater to the specific needs of people with disabilities. In addition to these, the building entrances include accessibility features such as handrails, ramps, and specially constructed physical barriers to ensure ease of access.
4	**Details on assessment of value chain partners:**	
		% of value chain partners (by value of business done with such partners) that were assessed
	Sexual Harassment	Nil
	Discrimination at workplace	Nil
	Child Labour	Nil
	Forced Labour/Involuntary Labour	Nil
	Wages	Nil
	Others – please specify	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 2024-25	FY 2023-24
	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)	84,704.63	80,970.50
	Total fuel consumption (E)	3,95,503.39	3,60,634.36
	Energy consumption through other sources (F)	-	-
	Total energy consumed from non-renewable sources (D+E+F)	4,80,208.02	4,41,604.86
	Total energy consumed (A+B+C+D+E+F)	4,80,208.02	4,41,604.86
	Energy intensity per rupee of turnover (Total energy consumption in GJ / turnover in lakhs)	0.54	0.51
	Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	13.08	12.54
	Energy intensity in terms of physical output	377.82	340.48
	Energy intensity (optional) – the relevant metric may be selected by the entity	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		TERI
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 2024-25	FY 2023-24
	Water withdrawal by source (in kilolitres)		
	(i) Surface water	NA	NA
	(ii) Groundwater	105275	103125
	(iii) Third party water (tanker)	3758	3920
	(iv) Seawater / desalinated water	NA	NA
	(v) Water from municipal corporation	91790	91504
	(vi) Others - Water Bottles	68.60	113

	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	200891.60	198662
	Total volume of water consumption* (in kilolitres) (*According to the Central Pollution Control Board (CPCB) database report dated December 24, 2009, it is stated that the water released is regarded as 80% of the water extracted from the source. Consequently, it is estimated that merely 20% of the total water withdrawal is used.)	40178.20	39732.40
	Water intensity per rupee of turnover (Total Water consumption/ turnover in lakhs)	0.05	0.05
	Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	1.09	1.13
	Water intensity in terms of physical output	31.61	30.63
	Water intensity (optional) – the relevant metric may be selected by the entity	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		TERI
4	**Provide the following details related to water discharged:**		
	Parameter	FY 2024-25	FY 2023-24
	Water discharge by destination and level of treatment (in kilolitres)		
	(i) To Surface water	NA	NA
	No treatment	NA	NA
	With treatment – please specify level of treatment	NA	NA
	(ii) To Groundwater	NA	NA
	No treatment	NA	NA
	With treatment – please specify level of treatment	NA	NA
	(iii) To Seawater	NA	NA
	No treatment	NA	NA
	With treatment – please specify level of treatment	NA	NA
	(iv) Sent to third-parties (Municipal Sewers)	NA	NA
	No treatment	NA	NA
	With treatment – please specify level of treatment	NA	NA
	(v) Others	NA	NA
	No treatment	160713.28	158929.60
	With treatment – please specify level of treatment (STP)	0	0
	Total water discharged (in kilolitres)	160713.28	158929.60
	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
5	**Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation**.		Currently, CONCOR has 1 Rain Water harvesting plant operational at MMLP Khatuwas, Rajasthan.
6	**Details of air emissions (other than GHG emissions) by the entity, in the following format:**		

	Parameter	Please specify unit	FY 2024-25	FY 2023-24
	NOx	NA	NIL	NIL
	Sox	NA	NIL	NIL
	Particulate matter (PM)	NA	NIL	NIL
	Persistent organic pollutants (POP)	NA	NIL	NIL
	Volatile organic compounds (VOC)	NA	NIL	NIL
	Hazardous air pollutants (HAP)	NA	NIL	NIL
	Others – please specify	NA	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

7	**Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**			
	Parameter	Unit	FY 2024-25	FY 2023-24
	Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	MTCO2e	28950.94	26723.01
	Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	MTCO2e	17105.63	16081.64
	Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions /turnover in Lakhs)	MTCO2e	0.05	0.05
	Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope2 GHG emissions/ Revenue from operations adjusted for PPP)	MTCO2e/Rs. Crore	1.25	1.22
	Total Scope 1 and Scope 2 emission intensity in terms of physical output	MTCO2e/FTE	36.24	33.02
	Total Scope 1 and Scope 2 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.			TERI

8	**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

9	**Provide details related to waste management by the entity, in the following format:**		
	Parameter	FY 2024-25	FY 2023-24
	Total Waste generated (in metric tonnes)		
	Plastic waste (A)	-	-
	E-waste (B)	0.72	1.41
	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	3.12	3.12
	Total (A+B + C + D + E + F + G + H)	3.84	4.53
	Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations) (turnover in Lakhs)	0.0004	0.0001
	Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total waste generated / Revenue from operations adjusted for PPP)	0.0001	0.0001
	Waste intensity in terms of physical output	0.003	0.003
	Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
	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	-	
	(ii) Re-used	-	
	(iii) Other recovery operations	-	
	Total	-	
	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	TERI	
10	**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	
11	**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
1	MMLP Paradip	Commercial Operation/ Loading and Unloading	Yes

			Operation	
	2	MMLP Jajpur	Commercial Operation/ Loading and Unloading Operation	Yes

12	**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					

13	**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	**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		NA
	(ii) Nature of operations		NA
	(iii) Water withdrawal, consumption and discharge in the following format:		NA
	Parameter	FY 2024-25	FY 2023-24
	Water withdrawal by source (in kilolitres)		
	(i) Surface water	NA	
	(ii) Groundwater		
	(iii) Third party water		
	(iv) Seawater / desalinated water		
	(v) Others		
	Total volume of water withdrawal (in kilolitres)		
	Total volume of water consumption (in kilolitres)		
	Water intensity per rupee of turnover (Water consumed / turnover)		
	Water intensity (optional) – the relevant metric may be selected by the entity		
	Water discharge by destination and level of treatment (in kilolitres)		
	Parameter	FY 2024-25	FY 2023-24
	(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.		TERI

2	**Please provide details of total Scope 3 emissions & its intensity, in the following format:**			
	Parameter	Unit	FY 2024-25	FY 2023-24
	Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	The entity is currently examining the technique for measuring Scope 3 emissions. Once the mechanisms are in place, company will report the Scope 3 emission statistics.	
	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
3	With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.			Not Applicable
4	**If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same 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.			
5	**Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**	For each of its sites, the Company maintains a comprehensive business continuity and on-site emergency plan. This strategy equips the Company to effectively respond to unforeseen events, such as natural disasters or other disruptions that could impact normal business operations. The Company continuously enhances this plan by incorporating feedback and lessons learned from past disruptions, including the recent pandemic. Additionally, the Company's risk management framework helps minimize losses by identifying potential threats and interruptions and implementing appropriate mitigation measures.		
6	**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

7	**Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**	During the reporting period, the Company did not conduct any evaluations of its value chain partners based on environmental impact. CONCOR has entered into an MOU with 'Transparency International – India' (TII) to implement the Integrity Pact Program, a tool developed by TII in collaboration with the Central Vigilance Commission (CVC). The program aims to ensure that all activities and transactions between the Company or Government departments and their suppliers are conducted in a fair, transparent, and corruption-free manner.
8	**How many Green Credits have been generated or procured:** **a. By the listed entity** **b. By the top ten (in terms of value of purchases and sales, respectively) Value Chain Partners**	a. Nil b. Nil

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**.		The Company holds membership in four trade and industry chambers/ associations.
	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	Federation of Indian Chambers of Commerce & Industry	National
		2	PHD Chamber of Commerce & Industry	National
		3	Standing Conference of Public Enterprises (SCOPE)	National
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		NA	NA

Leadership Indicators

1	Details of public policy positions advocated by the entity:					
	S.No.	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 is committed to proactive policy advocacy aimed at fostering positive changes within the business ecosystem and industry. This advocacy focuses on adopting and promoting best policies and practices, which are shared with stakeholders to drive sustainable benefits. Furthermore, CONCOR actively raises awareness on economic, social, governance, and environmental issues among various entities, supporting long-term value creation for the business and its stakeholders.					

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

1	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. Construction of 20 toilets blocks in circulating areas of Western Railway Stations.	-	-	Yes	Yes	Impact assessment of CSR projects has been done as per applicable rules and its report is available on website of the company at: https://cms.concorindia.co.in:8000/uploads/cms/pdf/sAoNwqaQkuM3vE8_ImpactAssessmentReportofCSR2024-25_compressed.pdf
	2. Support to Ekalavya Foundation for development of watershed at Minmuluru region (1000 hectares) in Vishakhapatnam district.	-	-	Yes	Yes	

2	**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 covered by R&R	Amounts paid to PAFs in the FY (In INR)
	Not Applicable						

3	**Describe the mechanisms to receive and redress grievances of the community**.	CONCOR's affirmative policies, aligned with Government of India guidelines, promote diversity and equity by recognizing individuals based on their merits and skills, regardless of race, caste, religion, color, ancestry, marital status, gender, age, or nationality. The Company also strictly adheres to industry regulations concerning minimum wage compensation for semi-skilled and non-skilled contract personnel. The projects undertaken under Corporate Social Responsibility & Sustainability (CSR&S) are founded on the principles of equitable development and inclusive growth. CONCOR's CSR initiatives primarily focus on: • Health Care & Sanitation • Environmental Sustainability • Skill Development & Education for the community • Building Infrastructure for the community An in-house team manages the implementation of the Company's CSR policy. These projects are executed through strategic partnerships with State Governments, NGOs, PSUs, private companies, Panchayats, trusts, and other relevant stakeholders.

4	**Percentage of input material (inputs to total inputs by value) sourced from suppliers:**		
	Parameter	FY 2024-25	FY 2023-24
	Directly sourced from MSMEs/ small producers	37.98%	46.45%
	Sourced directly from within the district and neighbouring districts	100.00%	100.00%
5	**Job creation in smaller towns –** Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost		
	Location	FY 2024-25	FY 2023-24
	Rural	14.04	13.72
	Semi-urban	3.41	4.07
	Urban	8.15	9.00
	Metropolitan	74.40	73.22

Leadership Indicators

1	**Details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments** (Reference: Question 1 of Essential Indicators above):			
	Details of negative social impact identified	Corrective action taken		
	Not Applicable			
2	**Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**			
	Sl. No	State	Aspirational District	Amount spent (Rs in lacs)

	1	Uttar Pradesh	Chandauli	109.34
	2	Telengana	Kumurambheem, Asifabad	70.00
	5	Uttar Pradesh	Shrawasti	15.00
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 groups.
	(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.	Support towards Construction of Steam & Sauna room, Meditation & Yoga room & renovation of infrastructure, lighting etc. for the Railway Club, S.P.Marg, Chanakyapuri, New Delhi to be implemented by Veen Indra Social Group Society, New Delhi	300	100%
	2.	Support towards Renovation of Basketball Court at Officers Club, P K Road, New Delhi as well as lighting of multipurpose complex and providing facilities at par with International level sports complexes for sports person at Karnail Singh Stadium, New Delhi to be implemented by Veer Indra Social Group Society, New Delhi	500	100%
	3.	Support towards developing a 'five-a-side' flood- lit astro-turf football field, flood-lit cricket practice nets along with turf and astro-turf pitches and a flood-lit volley ball court' in Bengaluru to be	500	100%

		implemented by Veer Indra Social Group Society, New Delhi		
	4.	Support towards Health project (Cochlear Implant with Speech Processor, Misc items for patient kitchen of NRCH & contingency charges) for Northern Railway Central Hospital, New Delhi to be implemented by Veer Indra Social Group Society, New Delhi	500 Patient per day	100%
	5.	Support towards Health project (E-library covering specified subjects and having nearly 10,000 patient modules, continuous glucose monitor with sensor and reader-200 devices, 2D/3D4K32" monitor 01, High quality intra- ocular lens - 50 devices, Thulium laser -01, Set of Trolley for patient transfer and warm food transfer-1 set, Miscellaneous and contingency) for Northern Railway Central Hospital, New Delhi to be implemented by Veer Indra Social Group Society	500 Patient per day	100%
	6.	Support to ISKCON towards distributing hygienic & nutritious meals (5000 meals per day for 63 days) under its Mental Wellness & De-Addiction Programme	315000	100%
	7.	Support towards Construction of 12 healthcare centers and medical buildings in Chandauli, Uttar Pradesh	500 Patient per day	100%
	8.	Support to Bharti Samajik Sewa Sansthan, Delhi towards Providing health equipment in Govt. Hospital/ PHC/CHC etc. Chandauli, UP	500 Patient per day	100%
	9.	Support to Trikuta Sewa Sansthan, Varanasi towards construction of Narayan Computer teaching/training center etc. at Gram Ballampur, Block-Cholapur, Janpat Varanasi, Uttar Pradesh	100 Children per session	100%
	10	Support to Trikuta Sewa Sansthan, Varanasi towards computer training to 100 childrens at Varanasi, UP	100 Children	100%
	11.	Support towards Infrastructure facilities in Govt. Degree Junior Colleges, Model School & Boys Hostels in Kumurambheem, Asifabad	4000 students per school	100%
	12.	Support to The Energy and Rsources Institute (TERI) towards development of one pond for water conservation, provision of purified drinking water infrastructure in two schools etc. at Sonipat, Haryana.	500	100%
	13.	Support to Brahm Shakti Sr. Sec. School, Haryana for painting & generator set in Brahm Shakti Sr. Sec. School, Haryana	300	100%
	14.	Support to CSRL New Delhi for operation of CONCOR Super-30 at Shivpur, Varanasi, Uttar Pradesh to provide free residential coaching and mentoring to 30 under privileged students from various Jawahar Navodaya Vidyalaya and other Govt. schools of Eastern Uttar Pradesh (2023- 24).	30	100%
	15.	Support to Tata Memorial Hospital Mumbai towards of research work in the field of CAR T- Cell Therapy.	50 patients per day	100%
	16.	Support towards installation of 250 solar lights at public places of rural area of Barabanki, UP by UPSIC, Lucknow	1000-1200 person	100%
	17.	Support towards for project of Environment Sustainability – Recharging Ground Water at MMLP, Khatuwas, Rajasthan to be implemented by Mahavir International, Delhi	500	100%

	18.	Support to Samanvit Shiksha Sansthan, Delhi towards Providing Skill Development Training to 240 women/girls in the field of Self-Employed Tailor (120) and Make-up Artist (120) at Tughlakabad, New Delhi.	240	100%
	19.	Support towards construction of Community Hall (Hall, office, stairs, Branda, septic tank) at Laxmi Bigha village in Gram Panchayat Kapsiyawan, Block Hilsa, district Nalanda, Bihar to be implemented by Shri Gyan Gangotri Vikas Sanstha, Uttam Nagar, New Delhi.	500	100%
	20.	Support to SAVALI, Maharashtra towards Improvement and up-gradation in 23 Rural Schools of Jalna dists of Maharashtra.	500 students per school	100%
	21.	Support to Kaushalya Foundation, Patna, Bihar towards establish an additional Primary Health Center at Naraha village of Tetariya block of East Champaran District of Bihar	500 patient per day	100%
	22.	Support to Shri Gyan Gangotri Vikas Sanstha, New Delhi towards construction of health center in Village-Dubauli, Subdivision-Kahalgaon, District-Bhagalpur, Bihar	500 patient per day	100%
	23.	Support to Lakshya – A Society for Social and Environmental Development, New Delhi towards	400 students per school	100%
	24.	Support to Sanjeevani, Prayagraj, UP towards Promotion of Menstrual Health & Hygiene in	3000	100%
	25.	Support to Veer Indra Social Group Society, New Delhi towards Women Menstruation Health & Nutrition Program in Delhi	6250	100%
	26.	Support to SUVIDHA, Uttarakhand towards Learn well – Transforming Rural Education in two schools of Almora/Bageshwar Distt. of Uttarakhand	800	100%
	27.	Support to Centre for International Relations and Community Well-Being, New Delhi towards Infrastructure/ Procurement of items in three School at Tuglakabad, New Delhi	1500	100%
	28.	Support to Savera Foundation Trust, Delhi towards Screening Programme for Ovarian Cancer & Relationship of risk factors of Vit. D, Awareness on Cervical Cancer with free distribution of Sanitary Napkin amongst population belongs to Rural/Under-privileged Society of Delhi NCR.	250	100%
	29.	Support to Ayurarogya Saukhyam Foundation towards a large scale facility for manufacturing of reusable menstrual pads.	3000	100%
	30.	support to U.P. Small Industries Corporation Ltd., Lucknow towards installation of 100 Solar street lights in Malihabad and Mohanlalganj in Uttar Pradesh	400	100%
	31.	Support to ARHI Social & Educational Institution, Assam towards Solar Eletrification at East Karbi Anglong district Assam	500	100%
	32.	Support to Bharat Lok Shiksha Parishad towards operation of 68 EKAL Vidyalaya in Uttar Pradesh	2000	100%
	33.	Support to Bright Orange Foundation, Gurgaon towards operation of Bright Orange Foundation centers in Ghata Gaon and in Sector 55 Gurgaon	350	100%
	34.	Support to Pradeep Social Welfare Group of India towards installation of 45 Hand pump for drinking	200	100%

		water in the villages of Phulpur, Prayagraj, Uttar Pradesh		
	35.	Support to The Kalinga Institute of Social Sciences (KISS) towards providing recurring expenditure of 170 children from KISS university, Bhubaneswar, Odisha	170	100%
	36.	Support to Kaushalya Foundation, Patna, Bihar towards construction & installation of water fountain with audio-visual in Bapu Park Back of Charakha park of Motihari of East Champaran District of Bihar	200	100%
	37.	Support to Socio Economic Research Institute towards Prevention of Vector-borne Diseases such as Malaria, Dengue, etc. for the Marginalized and Vulnerable populations within Block of Alipurduar Parliamentary Constituency, West Bangal	800	100%
	38.	Support to Plan International India Chapter towards improvement facilities in Govt. Girls Senior Secondary School in Anand Nagar, Khairtal, Rajasthan	500	100%
	39.	Support to Ramyaad Ram Memorial Trust towards establishment of Mobile Medical Unit	1500	100%
	40.	Support to CRY Child Rights and You towards Ensuring learning outcomes of children from most marginalized community in District, Jalpaiguri, West Bengal and District, Kodarma, Jharkhand	500	100%
	41.	Support to Centre for Nano and Soft Matter Sciences towards Supply and installation of 'For- Ever' drinking water to schools using Air Water Plants in schools/hospitals in Maharashtra or Chennai	2000	100%
	42.	Support to RAAH foundation towards ecological restoration of 70 acres of barren land in Maharashtra in villages, viz., Daregaon, Kokankhede, Taluka Chandwad, District Nashik, Maharashtra	1000	100%
	43.	Support to Savera Foundation Trust towards Dawn Beyond Bars: Fostering Women's Wellness within Tihar Jain – A Community-Led campaign against cervical cancer and nutritional deficiencies	250	100%
	44.	Support to Samanvit Shiksha Sansthan, Delhi towards Wheelchairs (65) and Stretchers (65) with Patient Sitting Chairs (80) to Delhi Government Hospital	500 Patient per day	100%
	45.	Support to Foundation for Community Development & Health Care in India towards Screening and Awareness for Anemia Prevention in Delhi and Gurgaon slums	3000	100%
	46.	Support to ISKCON towards distributing hygienic & nutritious meals (5000 meals per day for 90 days) under Bronze Category	450000	100%
	47.	Support to Samanvit Shiksha Sansthan, Delhi towards Providing two electric buses (SEB18) at All India Institute of Med ical Sciences (AIIMS), New Delhi	500 Patient per day	100%
	48.	Support to Society for Promotion of Youth and Masses towards manage the De-Addiction and Rehabilitation Centre for Drug Dependent Children in Delhi	350	100%
	49.	Support to Veer Indra Social Group Society, New Delhi towards to provide the salary to teacher/staff to Navchetna special School, Kishan Ganj Railway Colony, New Delhi run by NRWWO.	15	100%
	50.	Support to Samarpan towards Purchase of commercial water purification plants and installation and Purchase of period panties under 'Adopt a School' programme	2000	100%
	51.	Support towards upgradation as well as renovation of 'Fulwari Creche' at Baroda House and	300	100%

		'Adharshila School' at S.P. Marg Railway Colony, New Delhi to be implemented by Samanvit Shiksha Sansthan		
	52.	Support to Indian Association of Blood Cancer & Allied Diseases towards Support of child require blood transfusion – Love a Child, Support a Child.	1	100%
	53.	Support to The Earth Saviours Foundation towards Construction of Washroom Units and provide Wheelchair(80) and Electrical Medical Beds(10) in The Earth Saviours Foundation Mandawar Sewa Dham, Gurugram, Haryana	750	100%
	54.	Support to GODHULI towards running of morning shift of Meerabagh school, New Delhi	225	100%
	55.	Support to Aasra Shiksha Samiti towards Awareness Raising and Distribution of Biodegradable Sanitary Napkins in Haryana Government Schools	7000	100%
	56.	Support to Saral Services towards Integration of Digital education in one school for disadvantaged scheduled caste children	500	100%
	57.	Support to DRAUPADI DREAM TRUST towards Environment, Health and Hygiene linked Sri Yamuna River region project	500	100%
	58.	Support to Bisnouli Sarvodaya Gramodyog Sewa Sansthan towards 'Jan Arogyam' Community Healthcare Programme in Khora Colony, Distt.Ghaziabad, U.P.	7000	100%
	59.	Support to Mahavir Internationa towards organize 110 Comprehensive Health Check-Up, 30 Janitri Workshops, 30 Jhanken Nanhi Aankhom Mein (JNAM Camps) and 200 Cataract correction surgeries	40000	100%
	60.	Support to U.P. Small Industries Corporation Ltd., Lucknow towards installation of 100 Solar street lights in Janpad, Lucknow in Uttar Pradesh	400	100%
	61.	Support to Management & Entrepreneurship and Professional Skill Council towards Youth Ideathon 2024- Innovation idea and Entrepreneurship – Skill training, Delhi	4000	100%
	62.	Support to Samanvit Shiksha Sansthan, Delhi towards Thirst for Knowledge: Ensuring Safe Drinking Water in Delhi Schools	800	100%
	63.	support to Policy Perspectives Foundation towards skill development training and handholding for employment women economically empowered in Delhi stitching tailoring and Office Management	500	100%
	64.	Support to SWAVISVAS Sansthan towards Women empowerment & adolescent girls awareness – main focus on education, skill development, healthcare, sanitation and agriculture – remote villages of Sultanpur, U.P.	500	100%
	65.	Support to Centre for Social Responsibility & Leadership (CSRL), New Delhi for operation of CONCOR Super-30 at Shivpur, Varanasi, Uttar Pradesh - 2024-25.	30	100%
	66.	Support to Armed forces flag day fund towards Financial assistance for education of children/widow of ESM	500	100%
	67.	Support to National Federation of the Blind towards Provide health facilities to 35 visually impaired girl students in the Gyandeep Sparsh Girls Higher Education Hostel, Jabalpur, Madhya Pradesh	35	100%

	68.	Support to Jagriti Jan Kalyan Samiti, UP towards Women Menstruation Health & Nutrition Programme (Distribution of 3300 Nutrition kits and 3300 sanitary pads) at Bhanwarkol Block, Ghazipur, UP.	3300	100%
	69.	Support to Sanjeevani, Prayagraj, UP towards Promotion of Menstrual Health, Hygiene, Nutrition (Distribution of 90000 sanitary pads & menstrual 5 health camps) and Formation of Women Health Club at Koraon, Prayagraj, Uttar Pradesh at 5 villages	1500	100%
	70.	Support to U.P. Small Industries Corporation Ltd., Lucknow towards installation of 33 India Mark II Hand Pump in District Lucknow & Unnao in Uttar Pradesh	150	100%
	71.	Support to Paramhansa Yogananda Public Charitable Trust towards Adoption of a care home for upliftment of elderly destitute women at Vrindavan, Mathura, U.P.	100	100%
	72.	Support towards construction of 7 additional rooms with 2 washrooms in Tribal Girls Hostel Building of Rajkiya Kanya Mahavidyalaya, Shimla, Himachal Pradesh to be implemented by Samanvit Shiksha Sansthan, Delhi	25 per session	100%
	73.	Support towards Trikuta Sewa Sansthan towards Providing 2 Ambulance and one other vehicle for doctor	20 Patient per day	100%
	74.	Support to Bhartiya Serv Samaj Mahasangh towards providing Wheelchairs, Walker, Tablet, Water filter, Tricycle at New Delhi	400	100%
	75.	Support to Samanvit Shiksha Sansthan towards Supply of School related items in Jagriti Shiksha Niketan, Pandu, Guwahati	300	100%
	76.	Support to Times Employ India Foundation towards Health & Hygiene Initiative in Jodhpur District of Rajasthan	550	100%
	77.	Support to Samanvit Shiksha Sansthan towards Providing RTMS (Repetitive Transcranial Magnetic Stimulator) & TDCS (Transcranial Direct Current Stimulator) to Institute of Human Behaviour and Allied Sciences (IHBAS)	50 Patient per day	100%
	78.	Support to Women Children Welfare and Rural Development Society towards Providing Health Care Euipments installation of Govt. Hospitals Y.N. Hospital,, Kishangarh, Rajasthan & Kishangarh City Hospital, Dist. Ajmer, Rajasthan.	200 Patient per day	100%
	79.	Support to Aadhar Nirman Foundation towards Providing 'FIT India Movement' installation of Fitness GYM (11 equipments) at 10 places in Rural Area of Prayagraj, UP.	500	100%
	80.	Support to Grameen Evam Shahri Welfare Sansthan towards Installation of Sanitary Pad Vending Machine and Incinerators in the Aspirations district of Shrawasti, Uttar Pradesh	2000	100%
	81.	Support to Kamarajar Educational Trust towards distribution of Health kit to 1100 pregnant women to decrease Maternal Mortality Rate in Chennai district in Tamilnadu	1100	100%
	82.	Support to Bisnouli Sarvodaya Gramodyog Sewa Sansthan towards Sustainable Livelihood Programme for 170 women/girl Empowerment (Cutting & Tailoring, Beauty Culture & Computer Operation) in Khora Colony, Dist. Ghaziabad, Uttar Pradesh	170	100%

	83.	Support to Child Heart Foundation towards Pacemakers implantation and treatment of 15 children	15	100%
	84.	Support to North Eastern Development Council For Human Resource towards Mobile First-Aid Skill Training to the 1700 Rural Women of Morigaon District, Assam	1700	100%
	85.	Support to Vikas Vishranti, Greater Noida towards Providing summer uniform for underprivileged children	200	100%
	86.	Support to Janak Seva Samiti, New Delhi towards Installation of Solar Panels at Sneh Ashram, Janak Seva Samiti, Faridabad, Haryana	50	100%
	87.	Support to PM Internship Scheme 5 interns - December 2024, January & February, 2025	5	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 prompt turnaround and resolution of customer complaints through a real-time tracking system. Customers can conveniently track the exact location and movement of their containers via the online portal. To facilitate speedy complaint resolution, contact details and email addresses of the relevant officers are available on the Company's website. "Customer Value Creation" is a core principle at CONCOR. Additionally, CONCOR has introduced a "Feedback Forms" section on its website, allowing customers to access information and request remedies through the "Customer Feedback Facility" menu.

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	Given the nature of the business, this is not applicable to the Company.
Safe and responsible usage	
Recycling and/or safe disposal	

3 **Number of consumer complaints in respect of the following**:

	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
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)	NA	NA	NA	NA	NA	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, CONCOR has implemented an IT Policy that provides guidance, management direction, and documentation on how information security is managed across the organization. This policy defines the measures the Company adopts to ensure the secure and reliable flow of information both internally and externally. It establishes the framework and principles for information security and details the supporting policies and standards to address security concerns. Additionally, CONCOR has been awarded the ISO/IEC 27001:2013 certification for developing and maintaining an Information Security Management System (ISMS) for its IT operations. Weblink- https://www.concorindia.co.in/technical-capabilities-resources
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**	No such instance has occurred during the reporting period.
7	**Provide the following information relating to data breaches:**	
	a. Number of instances of data breaches	Nil
	b. Percentage of data breaches involving personally identifiable information of customers	Nil
	c. Impact, if any, of the data breaches	Nil
	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 at Website - https://www.concorindia.co.in/our-services
2	**Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**	The Company is committed to continuously improving its business operations to deliver superior services and enhance customer satisfaction. Safety slogans are prominently displayed across CONCOR's various terminals. Additionally, the Company has launched a mobile app that offers stakeholders access to information such as public tariffs, rail tariffs, track and trace services, company directory, and Exim e-filing for reports and queries. Social media platforms are also actively utilized to provide timely updates and information to stakeholders.
3	**Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services**	The Disaster Management System is now accessible through the CONCOR website. Additionally, to uphold high-quality standards, the Company has undertaken several initiatives, including: • Conducting periodic Management Review Meetings to implement measures related to Disaster Management, Safety Norms, and Quality Standards. • Engaging an independent organization to perform annual surveillance audits across multiple units. • Regular quality audits carried out by internally trained Quality Auditors.
4	**Does the entity display product information on the product over and**	Not Applicable. Yes, the Company carries out consumer satisfaction a survey

	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 operation of the entity or the entity as a whole? (Yes/No)	from time to time.

--x-x-x--