

Annexure X

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L63030KA2015PLC079894
2	Name of the Listed Entity	ZINKA LOGISTICS SOLUTIONS LIMITED
3	Year of incorporation	2015
4	Registered office address	Vaswani Presidio, No.84/2, II Floor, Panathur Main Road, Kadubessanahalli, Off Outer, Ring Road, Bangalore, Karnataka, India, 560103
5	Corporate address	Same as above
6	E-mail	cs@blackbuck.com
7	Telephone	+ 91 8046481828
8	Website	www.blackbuck.com
9	Financial year for which reporting is being done	FY 2024-25 (FY25)
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited & National Stock Exchange of India Limited
11	Paid-up Capital (In ₹)	17,74,06,667 (as on March 31, 2025)
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Barun Pandey Company Secretary and Compliance Officer, Email- cs@blackbuck.com , M.No- 8046481828
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).	Standalone Basis
14	Name of assurance provider	NA
15	Type of assurance obtained	NA

II. Products/services

16 Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Warehousing & Support activities for Transportation	Services Activities Incidental to Land Transportation	99.4%

17 Products/Services sold by the entity (accounting for 90% of the entity's Turnover)

S. No.	Product/Service	NIC Code	% of total Turnover contribute
1	Other Land Transport Services n.e.c	52219	99.4%

18 Number of locations where plants and/or operations/offices of the entity are situated

Location	Number of plants	Number of offices	Total
National	Nil	4	4
International	Nil	Nil	Nil

19 Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28
International (No. of Countries)	Nil

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Nil

c. A brief on types of customers

our customers (primarily comprising truck operators) digitally manage payments for tolling and fueling, monitor drivers and fleets using telematics (i.e., vehicle tracking and fuel monitoring solutions), find loads on our marketplace and get access to financing for the purchase of used vehicles.

IV. Employees and workers

20 Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. C	% (C / A)
Employees						
1	Permanent (D)	1,664	1,603	96%	61	4%
2	Other than Permanent (E)	2,281	2,083	91%	198	9%
3	Total employees (D + E)	3,945	3,686	93%	259	7%
WORKERS						
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (G)	NA	NA	NA	NA	NA
6	Total workers (F + G)	NA	NA	NA	NA	NA

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. C	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	2	2	100%	0	0
2	Other than Permanent (E)	0	0	0	0	0
3	Total employees (D + E)	2	2	100%	0	0
DIFFERENTLY ABLED WORKER						
4	Permanent (F)	NA	NA	NA	NA	NA
5	Other than Permanent (G)	NA	NA	NA	NA	NA
6	Total workers (F + G)	NA	NA	NA	NA	NA

21 Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.50%
Key Management Personnel	3	0	Nil

22 Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Particulars	FY 2024-25			FY 2023-24			Previous to previous Financial Year		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	40%	38%	40%	41%	38%	41%	49%	46%	49%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

23 (a) Names of holding / subsidiary / associate companies / joint ventures

S. 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	TZF LOGISTICS SOLUTIONS PRIVATE LIMITED	Wholly-owned Subsidiary	100%	No
2	BLACKBUCK FINSERVE PRIVATE LIMITED	Wholly-owned Subsidiary	100%	No
3	ZZ LOGISTICS SOLUTIONS PRIVATE LIMITED	Wholly-owned Subsidiary	100%	No

VI. CSR Details

24 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) NO

(ii) Turnover (in ₹) 4,21,93,90,000

(iii) Net worth (in ₹) 12,36,08,70,000

VII. Transparency and Disclosures 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	Nil	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	Nil	Nil	Nil	-	Nil	Nil	-
Shareholders	https://a.blbk.in/Policy_Investor_Grievance_Redressal	12	1	All the complaints received are redressed.	Nil	Nil	No complaints received
Employees and workers	https://a.blbk.in/Policy_WhistleBlower_VigilMechanism	0	0	No complaints received	0	0	No complaints received

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
Customers	https://a.blbk.in/tnc	NA	NA	NA	NA	NA	-
Value Chain Partners	Yes, currently we have a help desk team to assist with vendor for the payment related queries, as mentioned in the purchase order. Company is establishing tracking mechanism for the grievances raised by value chain partners.	NA	NA	NA	NA	NA	-
Other (please specify)	-	-	-	-	-	-	-

26 Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format"

S. No.	Material issue/ Oppurtunities 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	Regulatory Risk in Tolling, Financial Services, and Partnerships	R	The company's operations are subject to evolving regulations in tolling, fueling, prepaid payment instruments, and vehicle financing, which may lead to compliance challenges and higher operational costs. Key risks include reduced FASTag commissions impacting tolling revenue, potential disruptions from regulatory changes like GNSS-based tolling, and limitations	To effectively manage regulatory risks, the company has implemented a multi-pronged approach across its core business areas. In tolling, it closely monitors policy changes, particularly those impacting FASTag commission rates, by maintaining direct communication with authorities such as the Ministry of	Positive Implications

S. No.	Material issue/ Oppurtunities 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)
			imposed by RBI guidelines on partnerships with banks and NBFCs. Additionally, the company's NBFC subsidiary, BlackBuck Finserve, is governed by RBI norms, where regulatory shifts could affect credit availability and cost structures	Road Transport and Highways. To reduce reliance on FASTag revenue, the company is exploring diversification opportunities, including alternative tolling technologies like GNSS-based systems. In the area of regulatory oversight, especially concerning partnerships with banks and NBFCs, the company conducts regular internal compliance audits and provides ongoing training programs to ensure employees remain updated on RBI regulations and Business Correspondent (BC) norms. It also engages actively with regulators and partners to align operations with evolving rules and avoid disruptions. For its NBFC subsidiary, BlackBuck Finserve, an external consultant monitors changes in RBI norms to anticipate regulatory shifts.	
2	Economic risk	R	Any changes in the economic landscape, including increasing inflation levels and a slowdown in the economy, can adversely impact the operations of the Company.	Revenue Diversification: Expand and diversify services beyond core offerings to reduce dependence on any single revenue stream. BlackBuck continues launching new services with multi-category sales across tolling, GPS, fuel, and loads business lines Cross-selling Strategy: Implement diversified engagement	Positive Implications

S. No.	Material issue/ Opportunities 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)
				<p>model that helps offset downturns in one category by maintaining activity in others</p> <p>Financial Resilience: Build robust financial planning and reserves to weather economic uncertainties</p>	
3	Competition risk	R	Zinka operates in a competitive environment where the presence of the key players in the industry can impact the performance of the Company.	<p>Differentiation Strategy: Focus on unique value propositions and innovative service offerings</p> <p>Multi-category Approach: Leverage cross-selling capabilities across business lines (tolling, GPS, fuel, loads) to create competitive advantage</p> <p>Customer Retention: Strengthen customer relationships through integrated service delivery</p> <p>Market Intelligence: Maintain continuous competitive analysis and market positioning</p>	Positive Implications
4	Technology risk	R	The Company needs to integrate advanced technologies. Otherwise, it can adversely impact the Company's operations and performance.	<p>Full-Stack Strategy: Pursue comprehensive technology control, including applying for PPI (Prepaid Payment Instruments) license to reduce dependency on third-party platforms</p> <p>Enhanced IT Infrastructure: Build redundancy in critical IT systems, including backup servers, cloud-based storage, and failover mechanisms</p> <p>Continuous Monitoring: Establish 24/7 monitoring of IT systems to detect anomalies in real-time</p>	Positive Implications

S. No.	Material issue/ Opportunities 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)
				Incident Response: Maintain dedicated incident response team to mitigate potential disruptions and cybersecurity threats	
				Technology Partnerships: Diversify technology vendor base to reduce single-point-of-failure risks	
5	People risk	R	The Company needs to retain skills and an experienced workforce to support its long-term growth objectives.	<p>Training Programs: Conduct regular training sessions for teams on latest regulations and industry best practices</p> <p>Talent Development: Invest in continuous skill development and career progression pathways</p> <p>Competitive Compensation: Maintain market-competitive compensation and benefits packages</p> <p>Knowledge Management: Document critical processes and create knowledge transfer mechanisms</p>	Positive Implications
6	Data security risk	R	The Company needs to protect its data, otherwise it can negatively impact its reputation in the industry.	<p>Cybersecurity Framework: Implement comprehensive cybersecurity measures and protocols</p> <p>Regular Security Audits: Perform periodic internal audits to assess data protection compliance</p> <p>Access Controls: Establish robust data access controls and user authentication systems</p> <p>Incident Response Plan: Develop and maintain data breach response and recovery procedures</p>	Positive Implications

S. No.	Material issue/ Opportunities 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)
7	Financial risk	R	Zinka must ensure the implementation of effective risk management policies. Otherwise, it can hamper its long-term growth and expansion activities.	<p>Compliance Monitoring: Stay updated with data protection regulations and ensure compliance</p> <p>Regulatory Compliance: Maintain strict adherence to RBI regulations and guidelines through regular compliance audits</p> <p>Diversified Partnerships: Reduce dependency on key partners by onboarding multiple strategic partners with improved commercial terms</p> <p>Financial Controls: Strengthen internal financial controls and risk assessment mechanisms</p> <p>Scenario Planning: Regularly assess potential impacts of regulatory changes and develop contingency plans</p> <p>Capital Management: Maintain adequate capital reserves and secure alternate funding sources</p> <p>Partner Due Diligence: Conduct thorough evaluation of financial partners and maintain backup options</p>	Positive Implications

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Question		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				
	b. Has the policy been approved by the Board? (Yes/No)					Y				
	c. Web Link of the Policies, if available					https://a.blbk.in/policies				
2	Whether the entity has translated the policy into procedures. (Yes / No)					Y				
3	Do the enlisted policies extend to your value chain partners? (Yes/No)					NA at this point				
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.					NA				
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.					Annual refresher training at 100% on compliance, providing improved learning and training experiences year on year to different employee groups based on requirements and reporting via annual training dashboard.				
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.					100% completion of mandatory compliance trainings.				
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)					We understand the importance of sustainable practices for business, & have embarked on our journey by covering all aspects of environment, social & governance. We are committed to driving sustainability throughout the value chain by associating with our suppliers, partners, customers and the communities we serve.				
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).					Corporate Social Responsibility Committee				
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. The composition of CSR Committee is as under: Chairperson – Mr. Rajamani Muthuchamy (Non-Executive Independent Director) Member – Mr. Chanakya Hridaya (Executive Director) Member – Mr. Ramasubramaniam Balasubramaniam (Executive Director)				

10. Details of Review of NGRBCs by the Company:

Subject for 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																		
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																		

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.

Principles	P1	P2	P3	P4	P5	P6	P7	P8	P9
Answer					No				

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)					NA				
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

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	1	Familiarization Programme	100%
Key Managerial Personnel	1	Periodical refreshers for KMPs: -Code of Conduct -POSH -Whistleblower Policy	100%
Employees other than BoD and KMPs	115	Orientation session for all new joiners and periodical refreshers for all existing employees: -Code of Conduct, - POSH - Whistleblower policy	100%
Workers	NA	NA	NA

- 2 Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

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					
Settlement					
Compounding fee					

Nil; no material cases were received during the reporting period.

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; no material cases were received during the reporting period.		
Punishment				

- 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
	NA

- 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.

https://a.blbk.in/Policy_Anti-Bribery_Anti-Corruption

- 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	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

- 6 Details of complaints with regard to conflict of interest

Particulars	FY 2024-25		FY 2023-24	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

- 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

Particulars	FY 2024-25		FY 2023-24	
	Number	Remark	Number	Remark
	NA			

- 8 Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2024-25 (INR in Millions)	FY 2023-24 (INR in Millions)
i) Number of days of accounts payables	32.05	34.41

9. Open-ness 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 (INR in Millions)	FY 2023-24 (INR in Millions)
Concentration of Purchases	a. i) Purchases from trading houses		
	ii) Total purchases		
	iii) Purchases from trading houses as % of total purchases		
	b. Number of trading houses where purchases are made from		NA
	c. i) Sales to top 10 dealers / distributors		
	ii) Total Sales to dealer / distributors		
Concentration of Sales	iii) Sales to top 10 dealers / distributors as % of total sales to dealer / distributors		
	a. i) Sales to dealer / distributors		
	ii) Total Sales		
	iii) Sales to dealer / distributors as % of total sales		
	b. Number of dealers / distributors to whom sales are made		NA
	c. i) Sales to top 10 dealers / distributors		
Share of RPTs in	ii) Total Sales to dealer / distributors		
	iii) Sales to top 10 dealers / distributors as % of total sales to dealer / distributors		
	a. i) Purchases (Purchases with related parties)	NIL	NIL
	ii) Total Purchases	NIL	NIL
	iii) Purchases (Purchases with related parties as % of Total Purchases)	NIL	NIL
	b. i) . Sales (Sales of services to related parties)	5.49	2.4
	ii) Total Sales	4623.98	3165.14
	iii) Sales to related parties as % of Total Sales)	0.119%	0.076%
	c. i) Loans & advances given to related parties	NIL	NIL
	iii) Loans & advances given to related parties as % of Total loans & advances	NIL	NIL
	d. i) Investments in related parties	400	60
	ii) Total Investments made	1088.04	748
	iii) Investments in related parties as % of Total Investments made	37%	8%

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.

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	NIL	NIL	NA
Capex	NIL	NIL	NA

2 a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

No

b. If yes, what percentage of inputs were sourced sustainably?

BlackBuck is a platform providing payments, telematics, loads marketplace and vehicle financing services. These solutions aim to digitally empower truck operators and help them operate their business effectively and efficiently. However, as a responsible corporate entity, the Company strives to minimise its environmental impact throughout its operations.

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)

NA

(b) E-waste

NA

(c) Hazardous waste

NA

(d) other waste.

As an online platform company, Blackbuck's operations generates minimal amount of E-Waste. However, the Company has implemented clear protocols for the safe management of any electronic waste that arises. The majority of this waste is directed to authorised recyclers, ensuring its secure and responsible disposal. Additionally, Blackbuck endeavours to refurbish its IT waste whenever feasible, thereby reducing the overall volume of waste requiring disposal.

4 Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

NA

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	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F / A)
	Permanent employees										
Male	1603	1351	84.27%	Nil	Nil	0	Nil	1603	100%	1603	100%
Female	61	52	85.24%	Nil	Nil	61	100%	Nil	Nil	61	100%
Total	1664	1403	84.31%	Nil	Nil	61	100%	1603	100%	1664	100%
	Other than Permanent employees										
Male	2083	291	13.97%	1316	63.17%	Nil	Nil	2083	100%	2083	100%
Female	198	23	11.61%	18	9.09%	198	100%	Nil	Nil	198	100%
Total	2281	314	13.76%	1334	58.48%	198	100%	2083	100%	2281	100%

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	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F / A)
	Permanent workers										
Male											
Female	NA										
Total											
	Other than Permanent Workers										
Male											
Female	NA										
Total											

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

	FY 24-25 Current Financial Year(Millions)	FY 23-24 Previous Financial Year(Millions)
i) Cost incurred on wellbeing measures (well-being measures means well-being of employees and workers (including male, female, permanent and other than permanent employees and workers))"	31.77	29.72
ii) Total revenue of the company	4575.5	3154.03
iii) Cost incurred on wellbeing measures as a % of total revenue of the company	0.69%	0.94%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY24-25 Current Financial Year			FY 23-24 Previous Financial Year		
	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	94.89%	0	Yes	93.76%	0	Yes
Gratuity	100%	0	NA	100%	0	NA
ESI	12.71%	0	Yes	8.16%	0	Yes
Others – please specify	-	-	-	-	-	-

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

Yes, the Company's office is well-equipped with ramps, lifts, and other necessary facilities to support the movement of differently-abled individuals, in compliance with the requirements of the Rights of Persons with Disabilities Act, 2016

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.

https://a.blbk.in/Policy_Equal_Opportunity

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%	-	-
Female	100%	100%	-	-
Total	100%	100%	-	-

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

https://a.blbk.in/Investor_Relations_Contacts

Permanent Workers

NA

Other than Permanent Worker

NA

Permanent Employees

YES

1. There is a dedicated helpdesk via the HRMS portal, easily accessible to all employees, where employees can raise tickets and get their concerns/ queries resolved
2. A clear whistleblower policy is in place to ensure that any concerns are reported directly to the CEO/ Chief People Officer through the dedicated mail box and employee grievance helpdesk
3. Regular training sessions are done by HR to guide employees to raise any concerns openly

Other than Permanent Employees

YES

1. There is a dedicated helpdesk via the HRMS portal, easily accessible to all employees, where employees can raise tickets and get their concerns/ queries resolved
2. A clear whistleblower policy is in place to ensure that any concerns are reported directly to the CEO/ Chief People Officer through the dedicated mail box and employee grievance helpdesk
3. Regular training sessions are done by HR to guide employees to raise any concerns openly

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

Category	FY24-25 (Current Financial Year)			FY23-24 (Previous Financial Year)		
	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						
Male						
Female						
Total Permanent Workers						
Male						
Female						

NA

8 Details of training given to employees and workers:

	FY24-25 Current Financial Year					FY23-24 Previous Financial Year				
	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	3,333	NA	NA	3,333	100.00%	5,104	NA	NA	5,104	100.00%
Female	246	NA	NA	246	100.00%	317	NA	NA	317	100.00%
Total	3,579	NA	NA	3,579	100.00%	5,421	NA	NA	5,421	100.00%
	Worker									
Male						NA				
Female						NA				
Total						NA				

9 Details of performance and career development reviews of employees and worker:

Category	FY24-25 Current Financial Year			FY23-24 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	3,333	2,702	81%	5,104	2,811	55.07%
Female	246	204	83%	317	201	63.40%
Total	3,579	2,906	81%	5,421	3,012	56%
Workers						
Male				Nil		
Female				Nil		
Total				Nil		

10 Health and safety management system

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?
NA
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
NA
- Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)
NA
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)
Yes

11 Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY24-25 Current Financial Year	FY23-24 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

*Including in the contract workforce

12 Describe the measures taken by the entity to ensure a safe and healthy work place.

– Handbook, health camps, first aid, fire exits, induction deck, fire drill, emergency response team

1. A comprehensive Employee Handbook outlines safety protocols and health-related guidelines
2. Regular health camps are organized to promote employee wellness.
3. First aid kits are easily accessible across office premises.
4. Clearly marked fire exits are in place for safe evacuation during emergencies.
5. The Induction Deck includes safety and emergency preparedness information for all new joiners.
6. Fire drills are conducted to ensure readiness.

13 Number of Complaints on the following made by employees and workers:

	FY 24-25 (Current Financial Year)			FY23-24 (Previous Financial Year)		
	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	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

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	NA
Working Conditions	NA

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.

NA

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 has identified key stakeholders and intends to work with them to improve their wellbeing and add value to the Company's business. The stakeholders who are impacted economically and socially are the most interacted with, and whom the Company can support. The key stakeholders include customers, suppliers, government and regulatory authorities, investors/ shareholders, employees, business partners, and the wider communities that we serve. As India's leading services provider, the Company believes that its human capital is its greatest strength. Based on the above, the Company has mapped and identified internal and external stakeholders and Internal stakeholders have a direct relationship with the company, while external key stakeholders are affected by the business but do not directly work with the company. Investors are significant stakeholders with whom the Company shares a strong relationship and a deep understanding of their expectations. Customers reflect the Company's commitment for the transformation the life of fleet/truck owner which are SMEs, while employees enable the creation of value for customers and the organization and enjoy fulfilling careers.

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 (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers/Fleet owner	No	Websites, E-mails, social media, Virtual Meetings	As required	To resolve stakeholder query & address their grievances. Empowering Truck operators to manage and grow their Business
Investors/ Shareholders	No	Annual shareholders meetings Periodic investor presentations and conference calls. Regulatory audits and inspections	Annually, quarterly and as and when require	To stay abreast of developments in the Company & its subsidiary companies.
Vendor	No	E-mails, Virtual Meetings, phone calls	As and when required	-
Suppliers	No	Supplier and vendor meetings, binding agreement policies, IT-enabled information sharing tools and recognition platforms, dialogue on industry initiatives, calls, and training and workshops.	As required	To resolve query & address their grievances.
Employees	No	Employee newsletters Intranet portal Employee resource groups Regular employee communication forums Annual employee surveys	Frequently	To be available for employee grievance & feedback.
Government and Regulatory Authorities	No	Public policy advocacy Making representations whenever needed Formal dialogues	As required	Compliance with laws and regulations Contributing to nation development
Communities	No	Voluntary community initiatives Community events	As required	Community welfare activities Employment opportunities

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			PY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1,664	1,664	100%	1,783	1,783	100%
Other than permanent	2,281	2,281	100%	3,645	3,645	100%
Total Employees	3945	3945	100%	5,428	5,428	100%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2024-25					PY 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	1664	0	0%	1,664	100%	1,875	0	0	1,875	100%
Male	1603	0	0%	1,603	100%	1,799	0	0	1,799	100%
Female	61	0	0%	61	100%	76	0	0	76	100%
Other than Permanent	2281	2281	0%	0	0	3645	3645	100%	3645	100%
Male	2,083	2,083	100%	0	0	3398	3398	100%	3398	100%
Female	198	198	100%	0	0	247	247	100%	247	100%
Workers										
Permanent						NA				
Male						NA				
Female						NA				
Other than Permanent						NA				
Male						NA				
Female						NA				

- 3 Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)	7	3765000	1	472500
Key Managerial Personnel	3	9320713	0	NA
Employees other than BoD and KMP	1603	367024	61	404404
Workers	NA	NA	NA	NA

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

	FY 2024-25	PY 2023-24
Gross wages paid to females	6,99,54,897	9,95,46,505
Total wages paid to all the employees	1,30,51,37,078	1,42,67,51,851
Gross wages paid to females as % of total wages	5.36%	6.98%

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)

NA at this point of time

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

1. A clear policy on Equal Employment Opportunity (EEO) to promote fairness and inclusivity
2. Mandatory training on Prevention of Sexual Harassment (POSH), with internal committees established as per legal requirements
3. Clear communication of grievance redressal mechanisms to report any violations confidentially and safely.
4. Code of conduct policy is available for all employees. Periodic refreshers are also done to all the employees

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

	FY 24-25 Current Financial Year			FY23-24 Previous Financial Year		
	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	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

	FY 2024-25	PY 2023-24	Remarks
i) Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil	Nil
ii) Female employees / workers	Nil	Nil	Nil
iii) Complaints on POSH as a % of female employees / workers	Nil	Nil	Nil
iv) Complaints on POSH upheld	Nil	Nil	Nil

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

1. The organization enforces strict confidentiality and A non-retaliation policy to protect complainants
2. The complainant, Compliance Officer, members of audit committee and everyone involved in the process shall maintain confidentiality of all matters in the regard
3. Any form of retaliation against individuals who raise concerns in good faith is treated as a serious violation

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, the Company's business agreements and contracts include provisions for upholding human rights.

10 Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	NIL
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

11 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above: NA

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	Unit	FY 2024-25	PY 2023-24
From Renewable sources			
Total electricity consumption (A)	NA	NA	NA
Total fuel consumption (B)	NA	NA	NA
Energy consumption through other sources(c)	NA	NA	NA
Total energy consumption from renewable sources (A+B+C)	NA	NA	NA
From non-renewable sources			
Total electricity consumption (D)	GJ	1,821.98	1,611.38
Total fuel consumption (E)	NA	NA	NA
Energy consumption through other sources(F)	NA	NA	NA
Total energy consumed from non-renewable sources (D+E+F)	NA	NA	NA
Total energy Consumed (A+B+C+D+E+F)	GJ	1,821.98	1,611.38
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	NA	0.000	0.000
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	NA	NA	NA
Energy intensity in terms of physical output	NA	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, Name of the external agency: No

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: No

3 Provide details of the following disclosures related to water, in the following format

Parameter	FY 2024-25	PY 2023-24
Water withdrawal by source (In Kiloliters)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	17.862	13.143
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	17.862	13.143
Total volume of water consumption (in kilolitres)	17.862	13.143
Water intensity per rupee of turnover (Total water consumed / Revenue from operations)	0.000	0.000
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	NA	NA
Water intensity in terms of physical output	NA	NA
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 : NA

4 Provide the following details related to water discharged:

Parameter	FY 2024-25	PY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(ii) To Groundwater	0	0
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(iii) To Seawater	0	0
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties	0	0
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
(v) Others	0	0
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	0	0

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.

Yes, our offices in Bangalore (a multi-tenant facility), has a zero liquid discharge mechanism through a sewage treatment plant (STP). This STP has been installed by our landlord to recycle domestic wastewater and reuse it for horticulture, flushing and other related activities. However, we don't have operational control over this STP.

6 Please provide details of air emissions (other than GHG emissions) by the entity, in the following format

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

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, Name of the external agency: No

7 Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Please specify unit	FY 2024-25	PY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	NA	NA
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent		
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	NA		
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
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: NA

8 Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details': Not at this point

9 Provide details related to waste management by the entity, in the following format:

Parameter	FY 2024-25	PY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	NA	3
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
Total (A+B + C + D + E + F + G + H)	0	3
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	-	0.001

Parameter	FY 2024-25	PY 2023-24
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	-	-
Waste intensity in terms of physical output	-	-
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		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	0	0

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	0	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, Name of the external agency: No

- 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: No
- 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

S. 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			
2			
3			
4			
5	NA	NA	NA
6			
7			
8			
9			

- 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
1					
2					
3					
4					
5	NA	NA	NA	NA	NA
6					
7					
8					
9					

- 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:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
	NA	NA	NA	NA

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.
b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	SPF-Business and Innovation Advancement Forum	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
	NA	

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
			NA		

- 2 Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. 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)
				NA		

3 Describe the mechanisms to receive and redress grievances of the community.

BlackBuck employs multiple channels to receive and address grievances from its stakeholders. However, the Company has not undertaken any CSR-related projects or expenses due to continuous losses in previous financial years, and the average net profit over the past three financial years has been negative. Stakeholders with any queries or grievances may contact the Company's Investor Relations team at https://a.blbk.in/Investor_Relations_Contacts

4 Percentage of input material (inputs to total inputs by value) sourced from suppliers

	FY 2024-25	PY 2023-24
Directly sourced from MSMEs/ small producers	NA	NA
Directly from Within India	NA	NA

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(Category)	FY 2024-25		FY 2023-24	
	Employee Count	Gross Pay	Employee Count	Gross Pay
Metro	148	80861467	165	85762317
Rural	202	100730304	236	109775787
Semi Urban	169	61046339	193	72741314
Urban	1145	830006269	1281	914197516
Total	1664	1072644379	1875	1182476934

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

BlackBuck has in place a clearly defined system for appropriate redressal of customer complaints.

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	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

3 Number of consumer complaints in respect of the following:

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy			NIL			
Advertising			NIL			
Cyber-security			NIL			
Delivery of essential services			NIL			
Restrictive Trade Practices			NIL			
Unfair Trade Practices			NIL			
Other			NIL			

- 4 Details of instances of product recalls on account of safety issues: NA
- 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. https://a.blbk.in/Policy_IT-Security
- 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: NA
- 7 Provide the following information relating to data breaches:
 - a. **Number of instances of data breaches along-with impact**
No instances of data breach
 - b. **Percentage of data breaches involving personally identifiable information of customer**
Nil
 - c. **Impact, if any, of the data breaches**
Nil