

# 29<sup>th</sup>

## ANNUAL REPORT

2019-2020



INDIA'S MOST  
INNOVATIVE  
& AWARDED  
EXPRESS  
LOGISTICS  
COMPANY



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# OUR VISION

To be the best and set the pace in the express air and integrated transportation and distribution industry, with a business and human conscience.

We commit to develop, reward and recognise our people who, through high quality and professional service, and use of sophisticated technology, will meet and exceed customer and stakeholder expectations profitably.







# Our Guiding Principles

We will:

- Treat each other fairly and with respect and dignity.
- Encourage freedom in communication of thoughts and ideas in all our interactions.
- Value integrity and be uncompromising in upholding it at all times.
- Give due importance to the health, safety and well-being of our people.
- Ensure that our 'People First' philosophy serves as a driving force behind the success of our organisation.
- Encourage and inculcate in all a winning attitude.
- Encourage learning, self-development and building effective leadership.
- Expect our people to be accountable for all their actions related to the company.
- Provide a workplace where each and every employee is nurtured and who, in turn, will nurture the organisation, thereby creating wealth for stakeholders.
- Drive the 'First Time Right' concept to achieve 100% Quality and Customer Satisfaction.
- Encourage passion and enthusiasm for Work, Service Quality and Customer Care.
- Project a positive, caring and professional image of ourselves and our service at all times.
- Avoid waste by being conscious of the impact of all our actions on the environment.
- Continue to be a law-abiding, apolitical and secular company.

# BOARD OF DIRECTORS



Sharad Upasani  
Chairman



Balfour Manuel  
Managing Director



Kenneth Allen  
Director



Narendra Sarda  
Director



Air Marshal  
M. McMahon (Retd.)  
Director



Tulsi Nowlakha  
Mirchandaney  
Director



R.S. Subramanian  
Director



Kavita Nair  
Director

## KEY MANAGERIAL PERSONNEL



Aneel Gambhir  
Chief Financial Officer



Tushar Gunderia  
Company Secretary &  
Head - Legal & Compliance



# EXECUTIVE MANAGEMENT



**Rajendra Ghag**  
Chief Human Resource  
Officer



**Ketan Kulkarni**  
CMO & Head -  
Business Development



**Michael Pereira**  
National Operations Head



**Manoj Madhavan**  
Chief Information Officer



**V. N. Iyer**  
Head - Corporate Accounting



**Sonia Nair**  
Head - Customer Service



**Savio Vincent Mendonca**  
Head - Internal Audit



**Samir Shah**  
Business Head - Apex & SFC



**Nitin Varkey**  
Head - Project Management &  
Organisation Excellence



**Vinay Srivastava**  
Head - Admin, Procurement  
& Real Estate



**Venantius D'Souza**  
Head - Security



**Mani Bhushan**  
Head - eCommerce



**Sukhwinder Singh**  
Head - North Region



**Russel De San Lazaro**  
Head - West 1 Region



**K. Gopa Kumar**  
Head - South 1 Region



**B. C. Kalappa**  
Head - South 2 Region



**Sandeep Petkar**  
Head - West 2 Region



**Subrata Biswas**  
Head - East Region

# CHAIRMAN'S STATEMENT



## Dear Shareholders,

At the outset, let me wish you all a healthy year and let's hope that before the year 2020 ends, the world gets rid of the devastating pandemic.

Overall, the year 2019-20 was a challenging year across the globe. Though Indian economy had begun to regain momentum towards the end of quarter 3 of 2019-20, a country-wide lockdown since late March, 2020 due to outbreak of COVID – 19 impacted the Indian Economy. The COVID-19 pandemic saw the world grappling with its widespread impact on the economy. Businesses across sectors and geographies were disrupted due to mobility suspension. In this challenging environment, Blue Dart worked closely with the coronavirus task force of its parent company, Deutsche Post DHL, to minimise potential impacts and risks to the business. The task force provided vital updates and necessary information which helped in planning, communicating and engaging effectively with the customers and employees on precautionary measures and permissible guidelines to operate across geographies during the lockdown.

The nation went into a Lockdown that impacted the economy and disrupted the supply- chain. It is estimated that the economy in Apr – June quarter is expected to contract by 40 – 45 %. Our business from sectors such as BFSI, e-commerce, Automotive was impacted, in other sectors like Pharmaceuticals, Medical Equipments, Consumer Electronics, we did well.

Your Company drives market leadership through its motivated people, dedicated air and ground capacity, cutting-edge technology, wide range of innovative, vertical specific products and value-added services to deliver unmatched standards of service quality to its customers through strong operational execution. Guided by these principles the “Blue Dart Way”, led us to maintain our market leadership position in the industry.

In these challenging circumstances, the entire team of 12,000+ employees are working together “As One” and making daily incremental improvements within the company, its policies and procedures. This winning culture continues to positively transform your organization in innumerable ways.

Despite such a challenging scenario, Income from operations for the financial year ended March 31, 2020, stood at ₹ 3,16,639 Lakhs. Your Company posted loss before tax of ₹ 4,720 Lakhs for the financial year ended March 31, 2020 on account of exceptional items in respect of implementation of Ind AS 116 related to Lease Accounting (₹ 6,662 lakhs), organization right sizing/restructuring (₹ 6,411 lakhs) and adverse impact of Covid-19 (₹ 5,420 lakhs) aggregating to ₹ 18,493 lakhs. Your Company carried over 2,403 Lakhs domestic shipments and over 8 Lakhs international shipments weighing more than 769,490 tons during the financial year ended March 31, 2020.

Considering overall performance for the current year, emerging challenges consequent to COVID-19, uncertain economic environment and with an objective to conserve cash and ensure sufficient liquidity for operations, your Directors do not recommend dividend for the financial year ended March 31, 2020. Even as this Annual Report gets published, the COVID-19 situation continues to be fluid and unpredictable. Over the years, your Company has built a strong foundation and best-in-class processes through ‘Business Contingency and Continuity Planning’ (BCCP) ensuring business operations run seamlessly during any unforeseen event. The emergency caused by coronavirus highlights both the challenges and the importance of building a holistic management process.

Your Company, enacted procedures to protect its employees, customers and communities, as their safety is paramount. Blue Darters utilized remote-work capabilities to stay connected and ensured to keep the trade engine running. It was a proud moment to work with the Indian Government and private healthcare companies, supporting the company's mission to ensure ‘continuity of the essential supply chain’ for the nation in its fight against the COVID-19 pandemic. Blue Dart's dedicated six Boeing 757 freighters had been deployed to fly between Indian cities supporting critical shipments of pharmaceuticals and medical supplies. The efforts were acknowledged by the Government authorities.

However, with COVID-19 accelerating, the growth of the national economy will be impacted through reduced demand, and further compounded by supply chain disruptions. India's gross domestic product (GDP) growth during calendar 2020 has been revised to 2.5 per cent from an earlier estimate of 5.3 per cent, in the wake of the lingering impact of the coronavirus pandemic and later, on May 8,

<sup>1</sup> Moody's Investors Service