

## MLL Sustainability Roadmap F14

Economic Efficiency								
	Material Issue	Focused Area	Baseline Year or Number(F13)	Targets				
				2013-14	2014-15	2015-16	2016-17	2017-18
1	ROCE			45%	46%	47%		
2	PAT	Productivity Improvement & Service Value Migration		30 Cr	45 Cr	60 Cr		
3	Free Cash Flow	DSO Reduction		40	44	50		
4	Customer Satisfaction	CSI	CAPS - 14	10% Increase in baseline Score	10% increase of previous year or maintain 90% of max score which ever is earlier	10% increase of previous year or maintain 90% of max score which ever is earlier	10% increase of previous year or maintain 90% of max score which ever is earlier	10% increase of previous year or maintain 90% of max score which ever is earlier
		Feedback Management System	Complaints Resolution Age - 8 days	8	6	5	5 or less	5 or less
5	Vendors	VSI	BA CSI - 8.3	8.3	10% increase of previous year or maintain 90% of max score which ever is earlier	10% increase of previous year or maintain 90% of max score which ever is earlier	10% increase of previous year or maintain 90% of max score which ever is earlier	10% increase of previous year or maintain 90% of max score which ever is earlier
6	Energy efficiency	Office usage	All Offices	Intensity of energy consumption per person to reduce by 0.25% for existing locations	Further achieving 0.25 % reduction on the last year's base line, which is of 12 locations as scope	Intensity of energy consumption per person to reduce by 0.75%	Intensity of energy consumption per person to reduce by 1.0%	Intensity of energy consumption per person to reduce by 1.25%
Green Supply Chain								
	Material Issue	Focused Area	Baseline Year or Number	Targets				
				2013-14	2014-15	2015-16	2016-17	2017-18
1	GHG Emissions	Reduction in Scope 3 GHG Emissions		0.7% on the base line	2% on the base line	3% on the baseline	4% on the baseline	5% on the baseline
		Scope Coverage		To cover O/B and IUTN of AFS and MPTS operations	To additionally cover I/B of AFS & SCM operations	Whole of transportation	Whole of transportation	Whole of transportation
2	Waste Recycling	Oil, Tyres and Batteries		Own vehicles	Own vehicles + 1% of 3rd party dedicated fleet	Own vehicles + 1.5% of 3rd party dedicated fleet	Own vehicles + 2% of 3rd party dedicated fleet	Own vehicles + 2.5% of 3rd party dedicated fleet
3	Energy efficiency	Warehouses		All warehouses above 50000 Sft managed by MLL Establishing scope and baseline	Intensity of energy consumption to reduce by 0.5%	Intensity of energy consumption to reduce by 0.75%	Intensity of energy consumption to reduce by 1.0%	Intensity of energy consumption to reduce by 1.25%

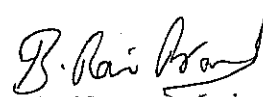
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4	Paper Reduction	Office usage	Paper in kgs / revenue	0.50%	1%	1.50%	2.00%	2.50%
5	Brand Identity	Brand Identity		Launch & Sustain ATL & BTL campaigns in various media	Establish Baseline through 3rd party agency survey	To be in the top 3 brands in logistics industry	Improve / Maintain as the top 3 brands in indian logistics industry	Improve / Maintain as the top 3 brands in indian logistics industry
<b>Responsible Product Development</b>								
	Material Issue	Focused Area	Baseline Year or Number	Targets				
				2013-14	2014-15	2015-16	2016-17	2017-18
1	Fuel efficiency	Replacement of Old to New	Target Vehicle Age: 3 yrs - Small cars: 5 yrs - <=8 seaters / 5 tonners 7yrs - >8 seaters / >5 tonners	2% Vehicles below the target vehicle age levels	3% Vehicles below the target vehicle age levels	4% Vehicles below the target vehicle age levels	5% Vehicles below the target vehicle age levels	6% Vehicles below the target vehicle age levels
		Mode of Transportation	Less CO2 vehicle mode	Movement of 1% of vehicles moved in AFS O/B	Movement of 1.5% of vehicles moved in AFS O/B	Movement of 2% of vehicles moved in AFS O/B	Movement of 2.5% of vehicles moved in AFS O/B	Movement of 3% of vehicles moved in AFS O/B
<b>Employee Care &amp; Development</b>								
	Material Issue	Focused Area	Baseline Year or Number	Targets				
				2013-14	2014-15	2015-16	2016-17	2017-18
1	Employees	Training and Awareness (Job related, Dangerous diseases, Sustainability practices, Anti Corruption, Human Rights)		To all Employees on rolls - MLL	MLL Emp - 100% FTC - 33% 3rd Party - 33%	MLL Emp - 100% FTC - 66% 3rd Party - 66%	MLL Emp - 100% FTC - 100% 3rd Party - 100%	MLL Emp - 100% FTC - 100% 3rd Party - 100%
		EHS		To all Employees on rolls - MLL	MLL Emp - 100% FTC - 33% 3rd Party - 33%	MLL Emp - 100% FTC - 66% 3rd Party - 66%	MLL Emp - 100% FTC - 100% 3rd Party - 100%	MLL Emp - 100% FTC - 100% 3rd Party - 100%
<b>Community Development</b>								
	Material Issue	Focused Area	Baseline Year or Number	Targets				
				2013-14	2014-15	2015-16	2016-17	2017-18
		Driver Engagement		Driving Skills Training, Helath & Safety Awareness and vehicle maintenance tips - 12000 hrs	Driving Skills Training, Helath & Safety Awareness and vehicle maintenance tips - 15000 hrs	Driving Skills Training, Helath & Safety Awareness and vehicle maintenance tips - 18000 hrs	Driving Skills Training, Helath & Safety Awareness and vehicle maintenance tips - 21000 hrs	Driving Skills Training, Helath & Safety Awareness and vehicle maintenance tips - 25000 hrs
				Conduct Health Check up Camps - 500 drivers	Conduct Health Check up Camps - 1000 drivers	Conduct Health Check up Camps - 1500 drivers	Conduct Health Check up Camps - 2000 drivers	Conduct Health Check up Camps - 2500 drivers

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1	Community	Drivers Welfare	No insurance Coverage to our Drivers	Cover 500 drivers with insurance	Cover 1000 drivers with insurance	Cover 1500 drivers with insurance	Cover 2000 drivers with insurance	Cover 2500 drivers with insurance
			No usable Infrastructure at Loading / Unloading Sites for Drivers	Provide Site Infrastructure in 2 locations	Provide Site Infrastructure in 4 locations	Provide Site Infrastructure in 6 locations	Provide Site Infrastructure in 8 locations	Provide Site Infrastructure in 10 locations
		ESOPS	250 person days	Each MLL employee to spend 16 hrs in community service	Each MLL + FTC employee to spend 16 hrs in community service	Each MLL + FTC employee to spend 16 hrs in community service	Each MLL + FTC employee to spend 16 hrs in community service	Each MLL + FTC employee to spend 16 hrs in community service
		Village Adoption		Identify Village and its needs	Take up 1 major initiative & Awareness campaigns - health & finance	Take up 2nd major initiative & Awareness campaigns - health & finance	Take up 3rd major initiative & Awareness campaigns - health & finance	Take up 4th major initiative & Awareness campaigns - health & finance

  
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