



Balfour Manuel

Managing Director

Blue Dart Express Limited



is a value-driven logistics powerhouse, seamlessly integrating adaptability, customer-centricity, and technological innovation.

What are company's key strategies for building resilience and preparing for future disruptions?

We have implemented key strategies to fortify our resilience and readiness for the future. With a robust air and ground infrastructure, a comprehensive solution portfolio, and extensive reach, Blue Dart is the Provider of Choice for its customers. Customer centricity remains a priority for us, driving our pursuit of operational excellence and expansion of our customer base across India.

In terms of the business outlook, we are vigilant about costs in the current business environment but well-positioned to continue significant investments in future growth, thanks to strengthened earnings power. Significant investments are ongoing to enhance capacity, digitalization, and process automation. Recent procurements, such as the two B737-800 aircraft in the 2022-23 fiscal year have supported our capacity requirements. Given India's economic aspirations, Blue Dart's presence in Tier I and II markets has expanded, facilitating strategic, scalable solutions for our customers.

What are company's key ESG priorities, and how are they integrated into the company's overall business strategy?

Blue Dart is a purpose-driven

organization and has strategically embedded various Environmental, Social, and Governance (ESG) priorities into our business strategy, aligning with the triple bottom line of profit, people, and the planet. We recognize the critical importance of Ecosystem Restoration and have initiated steps to contribute to environmental sustainability. Through collaborative efforts, efficient risk mitigation strategies, and sustainable resource use, we anticipate that sustainable practices will create substantial business opportunities while adhering to ESG parameters. Blue Dart is committed to environmentally friendly operations for climate protection (Environment), being a great company to work for (Social), as well as being a highly trusted company (Governance). Complying with ESG requirements, we continue to innovate in this area to reach our goal of being a Sustainable Logistics Provider of Choice.

Blue Dart introduced India's first end-to-end GoGreen Carbon Neutral Services in December 2011. Since 2017, annually planting 111,000 trees demonstrates our tangible commitment to environmental conservation. We aim to achieve Zero Carbon Emissions by 2050 under DHL Group's 'Mission 2050,' aligning with global efforts to limit global warming to less than 2°C. Blue Dart's dedication has earned recognition and certification from the United Nations Framework Convention on Climate Change (UNFCCC) under its #ClimateNeutralNow initiative, highlighting our unwavering commitment to sustainability.

What are some of the key milestones in Blue Dart's journey as a value creator?

In 1983, our founders revolutionized India's logistics sector by focusing on efficiently delivering small packages crucial for the nation's expanding exports. The launch of India's first international air package express service marked a pivotal achievement for the company in its early history.

In 2005, the majority stake acquisition by DHL Group, while allowing us to operate independently, provided the synergy needed to offer a comprehensive range of domestic and international express services. We have made strategic technological investments, such as advanced tracking systems and online booking, positioning Blue Dart as a technology-driven leader.

Our meticulously planned network expansion, with strategically positioned hubs, ensures nationwide operational efficiency, and plays a pivotal role in the company's success. Additionally, our strategic partnerships in e-commerce drive accelerated growth, underscoring our adaptability and dedication to innovation. Blue Dart