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EverestEV1

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Environmental & Social Review Summary

Project Number	Company Name	Date ESRS Disclosed
48594	Everest Fleet Private Limited	Aug 2, 2024
Country	Region	Last Updated Date
India	South Asia	
Environmental Category	Status	
B	Pending Approval	
Sector	Industry	Department
Transit and Ground Passenger Transportation	Infrastructure	Regional Industry - INF Asia & Pac

Project Description

Everest Fleet Private Limited (“Everest” or “Company”) (<https://everestfleet.com/>) is an end-to-end fleet manager for ride hailing platforms such as Uber and Ola. It has operations in 7 cities: Mumbai (2016), Bengaluru (2018), Delhi (2021), Hyderabad (2021), Pune (2022), Kolkata (2022) and Chennai (2022). Everest is the largest fleet operator on Uber’s platform in each of the cities it operates working with around 20000 drivers and cars which are a mix of Compressed Natural Gas (CNG) [~16000 in all 7 cities] and Electrical Vehicles (EVs) [~2100 in Delhi, Mumbai, Bengaluru, Kolkata and Hyderabad] making it a market leader in a largely unorganized sector. Everest has recently onboarded Uber as a minority shareholder as well (4.55% shareholding). The company is headquartered in Mumbai with core corporate functions and for each city, the company has developed a strong in-house team for recruitment of drivers, repairs and service and for IT development leading to better efficiency, higher control of management leading to improved quality of service. As part of its key business, Everest primarily provides fleet to Uber. Uber operates a mobile application “Uber App” that connects its registered riders with its Uber registered and independent

driver/partners. The driver/partners provide transportation service to the registered riders. Uber onboards vehicles from Everest Fleet onto the Uber App on a revenue sharing basis. The vehicles onboarded by Everest are driven by drivers/partners onboarded by Everest, and mandatorily registered on Uber App.

IFC proposes an Equity investment of US\$20 million in the company for the company to expand its existing fleet of CNG & EV vehicles, as well as to support the Company's transition to EVs. By 2026, Everest aims to have 10,000 EVs in its overall fleet (of ~36,000) from 2100 today. The company plans to add up to 15,000+ vehicles in the next 18 months and expand to the EV sector.

Uber has a Memorandum of Understanding (MoU) with Tata Motors to bring 25,000 EVs onto the platform over the next 3-5 years. Of this, 5,000 have been allocated to Everest, to be acquired over the next 3 years, called "New Fleet". Under that, Everest has signed an MoU with Tata Motors for the purchase of 5,000 EVs of the Tata Xpres (T-model) or a similar car manufactured by Tata. For CNG cars maintenance, the company proposes to gradually transition to external/authorized repairing centers/ service station in the coming few months (transition already in place at Mumbai, Hyderabad, Pune, Chennai and Bengaluru). EV vehicles will be directed to Tata service centers. In addition, Everest will expect vehicle maintenance (both for EV and CNG) also at space provided by Everest (usually associated with hubs) in cities of operation.

Overview of IFC's Scope of Review

IFC's scope of environmental and social (E&S) review comprised of: i) review of E&S risk management related documents, management plans and information shared by the company; ii) meetings held in February and March 2024 with the company's senior E&S management; iii) site visit to existing operations and iv) driver interviews across 3 cities (Delhi, Mumbai and Bengaluru).

E & S Project Categorization and Applicable Standard

Identified Applicable Performance Standards

While all Performance Standards are applicable to this investment, IFC's environmental and social due diligence indicates that the investment will have impacts which must be managed in a manner consistent with the following Performance Standards

PS 1 - Assessment and Management of Environmental and Social Risks and Impacts

PS 2 - Labor and Working Conditions

PS 3 - Resource Efficiency and Pollution Prevention

PS 4 - Community Health, Safety and Security

Environmental and Social Categorization and Rationale

This is a Category B project as per IFC's Policy on Environmental and Social Sustainability (2012) because it involves potential limited adverse E&S risks and/or impacts that are few in number, generally site-specific, largely reversible, and readily addressed through mitigation measures. The key E&S issues include: i) Everest's E&S management systems; ii) assurance of fair, safe and healthy working conditions, including supply chain for EV; (iii) occupational health and safety (OHS) risks for employees & contract workers; (iv) waste and wastewater management; v) community health and safety and security, including safety of passengers; vi) life and fire safety in CNG and EV vehicles; vii) grievance mechanism for employees, contractors, drivers and passenger; and viii) stakeholder engagement and communications.

**Information on IFC's Policy and Performance Standards on Environmental and Social Sustainability can be found at www.ifc.org/sustainability

Environmental and Social Mitigation Measures

Environmental and Social Mitigation Measures

IFC's appraisal considered the environmental and social management planning process and documentation for the Project and gaps, if any, between these and IFC's requirements. Where necessary, corrective measures, intended to close these gaps within a reasonable period of time, are summarized in the paragraphs that follow and (if applicable) in an agreed Environmental and Social Action Plan (ESAP). Through implementation of these measures, the Project is expected to be designed and operated in accordance with Performance Standards objectives.

PS 1: Assessment and Management of Environmental and Social Risks and Impacts

Environmental and Social Assessment and Management System: Everest has adopted an Environment, Social, Health and Safety (ESHS) Policy that includes aspects such as Human Rights, Risk Management vehicular emissions and pollution, hazardous waste management, road safety, etc. To effectively implement this ESHS policy, as indicated under ESAP # 1, the company will put in place an ESMS for the project operations which will include: (a) assessment and management of E&S risks and impacts; E&S screening for new office space/ Garage to includes aspects such as nature of land holding, building completion certificate, planning permit, mandatory licenses, diesel generator (DG) license, fire license, compliance to National Building Code (NBC) norms, compliance to statutory & local bylaws; and, provision of E&S due diligence for asset acquisition; (b) OHS policies and procedures based on a Hazard Identification and Risk Assessment (HIRA) including a road safety procedure; (c) E&S organization and training; (d) management programs, including standard operating procedures (SOPs) for managing ESHS risks and impacts; (e) incident and accident handling; (f) E&S monitoring; (g) contractor management; (h) vendor/ supplier code of conduct and a supply chain management (SCM) procedure; (i) security management plan; and (j) a stakeholder engagement procedure including an external grievance redress procedure. Everest will, as per its ESHS Policy, ensure that contractors adhere to its ESHS Policy and ESMS.

Risk Assessment: The leasing of office and other spaces is undertaken through a process of identification and management of E&S risks and impacts, which is aligned with the regulatory requirements pertaining to operating office spaces. As part of the ESMS development (as per ESAP #1), the company will formalize the E&S screening checklist for leasing new offices, parking space or garage. In future, in case Everest choses to acquire assets (e.g large garage with service center), it will use the updated E&S screening criteria and undertake an E&S due diligence (ESDD) to identify gaps against local regulatory requirements including IFC PSs and develop and implement corrective action plan to address gaps, if any.

Organizational Capacity and Competency: Everest legal and administrative team is responsible for operations and obtaining the required permits. A dedicated team with an Environmental Social and Governance (ESG) lead and ESG steering committee has been defined to oversee the implementation of E&S safeguards across operations and objectives related to ESG. The roles and responsibilities of each ESG Committee member is clearly articulated. The ESG lead and the ESG steering committee is dedicated at the corporate level where most of the core operations are concentrated. ESG committee has representatives from accounts and finance, administration, HR, operations, data, and process excellence team. The ESG committee is supported by Hub/ city level representatives from the respective departments.

The company has hired third party consultant for putting the ESG systems in place and is concurrently implementing the systems (currently leaning more on putting in place systems for sustainability reporting). The ESG lead supported by the ESG steering committee reports to the Board of Directors who are provided oversight on ESG performance of the company at regular frequency.

Emergency Preparedness and Response: The company has a detailed Emergency Response Framework (ERF) which guides the preparation of the Emergency Response Plan (ERP) for all its operations covering different types of emergencies and incidents that are managed using Incident Command System (ICS) as core organizational structure. Emergency response training and mock drill are organized by the company at all the work locations on a regular basis. Everest, as part of ESAP#2, will update its existing Emergency Response Framework or develop a standalone Emergency Response and preparedness Framework (customized to EV and CNG vehicles) to be used for implementing vehicle specific Emergency response and preparedness plan covering different scenarios such as vehicle break down, accident, gas leakage, fire etc. The drivers will be mandatorily trained on preparedness and response protocol to be followed in case of any emergency.

Monitoring & Reporting: The E&S information collection process has been recently started, will be presented to ESG committee, and will be updated to meet the annual reporting requirement of the lenders (as per ESAP#1). The data will be analysed on a regular basis to identify opportunities for continuous improvements in the ESMS.

PS2: Labor and Working Conditions

The total direct employees of the company are around 1,800. Additionally, the company hires security personnel [85] and housekeeping staff [~125] through service contract with third party agencies. The Human Resource (HR) department at Everest is led by the HR Manager, supported by a Chief Human Resource officer (CHRO) and multiple HR officers. Additionally, 20,000 drivers operate Everest's fleet of CNG and EV vehicles on Uber's platform.

HR Policies: Everest has developed set of HR policies which are in line with the national regulations and cover some of the key aspects pertaining to PS 2 requirements. Everest diversity and inclusion policy covers non-discrimination and harassment, Gender Based Violence and Harassment (GBVH), equal opportunity for disabled people, prohibition of child labour and forced labour. The code of conduct and ethics also captures prohibition of child labour (not hiring anybody below 18 years of age) and non-tolerance for any form of discrimination and harassment. In addition, the company has policies on working hours, leave policy, joining and probation policy, exit policy, domestic travel policy, discretionary expenses policy, payroll and attendance policy. As per ESAP #3, Everest will update the existing HR policies in line with local regulations and PS 2 requirements to include policies and procedures relating to: compliance with applicable labor laws; employment and types of employment (grade levels); attendance, overtime; wage and compensation; freedom of association, retrenchment, and benefits such as Provident Fund (PF), Employees' State Insurance Corporation (ESIC) updated GBVH policy and Grievance Mechanism (GM). Everest has prepared HR Key Performance Indicator (KPIs), which include indicators like attrition, workforce breakdown, gender, etc. and is in the process of collecting information across operations.

Working Conditions and Terms of Employment: The employees (including the contract workers) are provided appointment letter articulating terms and condition of employment. The company has a Human Resources Management System (HRMS) "People Strong", used for core HR practices such as attendance and leave management, performance management, application tracking, self-certification, onboarding and exit, and payroll processing.

Training: The company has a proper onboarding induction followed by regular refresher training on key HR aspects including on prevention of sexual harassment. The company has a separate learning management system which is used for training tele-calling team as well as driver relationship manager. Everest also uses training platform for customised training for all employees depending on roles.

Grievance Mechanism (GM): Everest has a GM applicable to the direct employees. As part of ESAP # 3, the GM will be further updated to ensure: (a) applicability for the contract workers; (b) adequate disclosure to the employees and contractors; (c) multiple alternate channels for reporting grievances including anonymous reporting; (d) system for receiving, consolidating (from multiple channels and across offices), and tracking grievance redressal within stipulated timeline through a complaint/grievance register that records all details of grievances raised along with their resolution status and progress; (e) non-retaliation or no reprisal risk for people registering grievances and availability of legal recourse in case not satisfied with the solution as per GM; (f) clear guideline on the functioning of grievance redressal committee including training of committee members responsible for investigation of grievances.

Gender Based Violence and Harassment (GBVH): The company has a well-articulated GBVH policy which mentions that any employee or any other person working for or at Everest Fleet sites and facilities (such as interns, drivers, contractors) and/ or interacting with an Everest employee and/ or under a business relationship with Everest, who witness or are subject to discrimination, violence and harassment or threats thereof, must immediately raise their concerns to their Manager, HR, or compliance. As part of ESAP #3, the company will further enhance the implementation aspects of GBVH policy in relation to aspects such as disclosure, availability of multiple accessible reporting channels, roles and responsibility for receiving and tracking grievances, investigation procedure and adequate training of employees to conduct investigation in line with national regulations and IFC PS 2 requirements. The company has a Prevention of Sexual Harassment (POSH) at Workplace Policy in accordance with the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. While the

committee is formed at each hub office across cities, the investigation of the sexual harassment cases is undertaken by the Internal Complaints Committee (ICC) formed at the corporate level. The company may further strengthen this committee to address other complaints received under POSH.

Third party workers: In relation to third party workers, the Company ensures that the third parties who engage these workers are reputable and legitimate enterprises and have appropriate systems in place to manage working conditions in line with local regulations. As part of ESAP#1, the Company will develop a Contractor Management System to: (a) update the existing screening process to include working conditions and OHS related risks, track record or standing of contractors; (b) contractual obligations on contractors or intermediaries in line with local regulations and IFC PS 2 requirements; (b) regular supervision of their performance vis a vis the Company's labour and working conditions requirements; (c) auditing the relationship and type of contract between third party and workers and regular monitoring of the contractor's legal compliance; (d) training for all third party workers to explain labor and working conditions for activities as applicable; and (e) ensuring corrective actions (in case of any identified gaps), are agreed with the vendors/suppliers/contractors and implemented in a time bound manner. Everest will move maintenance operations to external Authorised Service Centres and the ongoing compliance to working conditions will be ensured through its contractor management system.

Everest Drivers/ Partners: Everest drivers/ partners work with Everest through multiple models for EV and CNG vehicles. For CNG vehicles following model exists (with fuel cost borne by Drivers): (a) revenue sharing model (60% Driver- 40% Everest); revenue sharing plan basis achievement of trips; and Everest Intrapreneur Partner (EIP) model (r revenue sharing plan for management of multiple cars with no direct driver engagement by Everest). Everest through EIP model (currently around 250) empower new entrepreneurs to run vehicles provided by the company and provides training, technology and knowhow to manage fleet operations seamlessly. Everest has streamlined processes for driver recruitment including referral from existing drivers, through Everest's field agents, advertisement (in trains, buses and other public places), tele-calling team which helps in creating a pipeline of drivers from digital websites such as Work India, Quikr etc.

As part of ESAP# 4, Everest will review and update its contracts with drivers to include compliance with its policies and procedures and IFC PS requirements. Further, to ensure that drivers are aware of the terms of the engagement with Everest, the company will ensure that drivers are shared a copy of the signed contract with Everest in a language easily understood by the drivers.

For EV and for CNG drivers, it is subject to the engagement model with Everest post deduction of Uber's share. Driver's online hours is dependent on multiple factors and varies across cities. In all models the drivers are allowed to take and utilize a weekly day off.

Everest will (as per ESAP # 5) develop policy and procedure/ code of conduct (CoC) covering all Everest contracted drivers (including those driving for Everest Intrapreneur Partners - EIPs) in line with local regulations and IFC PS 2 requirements and include among others: terms of engagement; payment terms; option for facilities available for drivers (e- Kuber, deduction for maintenance services etc.); safe driving practices, consideration for weekly off, managing fatigue; grievance mechanism etc. The CoC should clearly articulate expectations on drivers taking a weekly day off. The driver code of conduct, associated policies and procedures will be adequately communicated to the drivers and EIP partners through multiple channels including Everest App, relationship manager, and WhatsApp messages used for communication and information dissemination with drivers. All updates to the contracts shall be communicated effectively to the drivers through the Driver Code of Conduct. In addition, Everest as part of the Code of conduct and as part of the operational management put systems in place to ensure affirmative actions (including awareness generation through multiple available mediums, training, messages/reminder/ alerts on apps, tracking and feedback etc.) and measure results of those actions: (a) aimed at encouraging drivers to utilise weekly rest day available to all the drivers (b) to take rest after completing 8-10 hrs of online hours, to address issue of fatigue and safe driving. Everest will document and as part of reporting to IFC will report on the efforts taken and impact of those efforts (such as number/percentage of drivers who take a weekly rest day; and effort put in by Everest to limit daily working hours to 10 hours/day and outcome of such efforts on Driver working hours practices) by the company to encourage practices related to more drivers utilising weekly day off available to them, and drivers taking rest after completing 8-10 hrs of online driving hours daily.

As part of the existing data collection process and as part of the ESAP #1, Everest will analyze the reasons of low participation of women as drivers and identify opportunities to promote their participation in the existing business model.

Occupational, Health and Safety (OHS): Everest has developed an incident management process (as part of emergency preparedness plan) to record, analyze, and take corrective and preventive action for all incidents that take place within Everest premises. Mock drills and regular fire and safety training have been conducted in all operation hubs. The company as part of the ESMS development (refer ESAP#1) will develop an OHS Management System including policies and procedure with respect to the company operations. In addition, as indicated in ESAP#2, Everest shall conduct mock drills (apart from mock drills for existing offices and hub) for response to various emergency situations related to Everest vehicle and driver operations (e.g. fire, accidents, death of rider/s etc). Everest will develop an incident register to document the occurrence of incidents and accidents (related to staff, and drivers during working hours) and record relevant OHS KPIs. Further, as part of ESAP# 6, the company will appoint an OHS Coordinator to oversee implementation of all OHS policies.

Supply Chain: Currently, Everest purchases CNG vehicles from Original Equipment Manufacturer (OEM), Maruti Suzuki. EV vehicles are purchased from Tata Motors which has supply chain Code of Conduct (CoC) for all its suppliers clearly articulating prohibition of child labour and forced labour, and provision for a safe, healthy and clean working environment. The company, as part of ESAP #1, will develop a Supplier Management Framework to assess risk for forced labor and child labor in its supply chain consistent with PS2 requirements.

PS 3: Resources Efficiency and Pollution Prevention

Resource Efficiency: Everest has started the process of collecting data on E&S indicators linked with resource consumption (energy and water usage), stack emissions and ambient air quality, GHG emissions, wastewater generation and quality of treated effluent, workplace and ambient noise levels, solid waste generation and disposal, accident/incident records, labor compliances, etc. Everest has prepared a GHG emissions tracker, as well as waste generated for the current fiscal year, to help develop the baseline (same is under implementation). Everest will start full reporting on GHG emission and waste once the data collection system is fully streamlined.

Emissions and effluent: The company operates through operational centers or hubs (the nodal point for driver screening, induction, training, allocation of vehicles, relationship management cell for drivers, tele-calling, etc.) which usually have provisions for garages too. These garages are mostly used for running and repair maintenance. Everest however is exploring to shift repair, maintenance and servicing to externally operated authorized service centers. The company plans to shift the garage operations at existing Hubs to vendors who operate authorized service centre. The authorized vendor will provide services to Everest from its existing service centers or at space provided by Everest. The authorized service centre will be responsible for obtaining and complying with the applicable EHS permits. The liquid effluent (for dry wash centers) includes domestic waste and shall be disposed through septic tank with soak pit. Service centers with water washing and paints facility require ETP as per regulatory requirement. The service centers have DG set for emergency back up and have acoustic enclosure.

Waste management: The typical waste (including hazardous waste) includes: used oil, waste oil/lubricants/solvents, oil filters, used oily rags/absorbents, solvents, paints, used battery, rubber, packaging waste, metal scrap etc. All the waste streams are collected, stored on-site in a segregated manner, transported, and disposed through authorized waste agencies in line with permit conditions. External Authorized service centers among others have dedicated SOP for rubber storage and disposal, battery disposal/electronic waste policy, waste management including hazardous waste.

Hazardous Chemicals: Garages typically utilize solvents such as brake cleaner, carburetor cleaner, gasket remover, and parts cleaner. Lubricants are essential and include motor oil, transmission fluid, gear oil, and grease. Many substances are flammable – gasoline, starting fluid, acetylene, and propane to name a few. The service center also handles highly volatile paints, varnishes, lacquers, and thinners. External Authorized Service Centres would have a documented chemical management SOP which includes chemical incident and accident prevention and control procedure that offer specific guidance for storage transportation, transfer, handling, and disposal of chemicals. The

procedures also offer essential guidance for addressing accidental spills of hazardous chemicals, aiming to minimize the potential harm to both human health and the environment. Chemicals are stored in a dedicated chemical store with secondary containment, proper labelling and MSDS.

PS 4: Community Health, Safety, and Security

EV charging stations: For the EV charging stations (around 1400 charging points for around 2100 EV in 4 cities- Delhi Mumbai, Bengaluru and Kolkata), the charge point operator (CPOs) is responsible for the L&FS. The CPOs conduct their own electrical safety audit. However, Everest appointed agency undertakes review as per fire safety manufacturer's association SOP on fire-fighting, primarily to check the adequacy of the fire extinguishers and installation of additional fire extinguishers. The CPOs as per the agreement with Everest are responsible for installation, daily operation and maintenance (O&M) of electrical infrastructure and fast chargers. The space for the electrical infrastructure and charging station is typically the responsibility of the CPOs. There are dedicated representatives from CPO (for O&M) and Everest (for allotment of charging station for the vehicles as well as handing over vehicles to drivers based on availability).

As per ESAP # 7, Everest will undertake review of, third party EV charging station electrical and fire safety risk assessments in line with the local regulations, including review the Standard Operating Procedure (SOP) of the existing CPOs to ensure that charging stations are adhering to local requirements. Any gaps identified with respect to these guidelines and standards shall be used to develop a Corrective Action Plan (CAP) and shall then be rectified within a timebound manner. As per ESAP#8 Everest will develop its own SOP especially focusing on the O&M aspect (including L&FS aspect) with provision for CPOs to submit the O&M and inspection plan with Everest for each of the charging stations/ depot. The SOP will be used by Everest to train its own staffs (at charging stations) to oversee the O&M and L&FS maintenance (which is primarily the responsibility of CPOs).

Further, as per ESAP# 9, the company will appoint a dedicated Safety & FS specialist to ensure: (a) review of the charging infrastructure locations proposed by CPOs; (b) review the SOPs of existing and new CPOs in line with the legal requirements (including Ministry of Power Guidelines on EV charging infrastructure) and GIIP; (c) review and update of Everest's own SOP in line with changing regulations and GIIP; (d) timely internal monitoring of the charging infrastructure used by Everest; (e) engagement with CPOs on charging infrastructure O&M and L&FS aspects; and (f) commissioning third party review of sample of assets as required.

Road Safety: Everest conducts training programs to promote safe driving practices among the drivers. In addition, as per ESAP # 1, Everest will develop Road Safety Procedure and include reference to these within its Driver Code of Conduct and contract agreement. The procedure will apply to all types of drivers (including those driving for EIPs – communicated) and vehicles.

Security Personnel: The Company has retained reputed security services contractor to provide security services at all its offices and hubs through unarmed security guards. The contractor trains new guards in their own training center before deployment and then provides on the job weekly and fortnightly training. As per ESAP # 1, Everest will develop a security management plan in line with para 12 of IFC PS 4. This plan will be guided by the principles of proportionality and good international practice and include procedures to: assess risks posed by security arrangements; ensure hiring, rules of conduct, training, equipping, and monitoring of security personnel; provide for background verification on security personnel's individual character with no incidents of past abuses; train security personnel to exhibit appropriate conduct towards employees and neighboring communities; train security personnel to manage mock sessions of worker/ driver unrest and protests; and to receive and resolve grievances about the security arrangements and acts of security personnel.

Stakeholder Engagement

Stakeholder Engagement

Everest has a CSR policy which articulates its commitment as part of stakeholder consultations to collaborate with governments, NGOs, and other stakeholders to address societal challenges, contribute to policy discussions, and create shared value for all. As part of ESAP# 1, Everest will develop a Stakeholder Engagement Procedure (SEP), to

apply to the entire company, including: (i) stakeholder identification, analysis, and planning; (ii) disclosure and dissemination of information; (iii) updating the community grievance mechanism; and (iv) ongoing reporting to stakeholders, in a manner aligned with IFC PS1 requirements. The company will record details of stakeholder consultations. As part of ESAP#10 Everest will develop a GM to allow for anonymous reporting of complaints by drivers, customers, and members of the public. The GM will be made accessible to drivers under the EIP model. The mechanism shall be managed by the appropriate teams including the fleet and HR teams, depending on the nature of the complaint. The grievance mechanism should be easily accessible and effectively communicated on Everest's website, within cars and on Everest App.

Local Access of Project Documentation

Any queries and/or comments about the project may be directed to:

Company	Everest Fleet Private Limited
Point of Contact	Shivang Unadkat
Title	Co-founder
Telephone Number	98201 40201
Email	shivang@everestfleet.com
Mailing Address	4th Floor, Korum Mall, Eastern Express Highway, Thane-400606, Maharashtra, India.
Website	https://everestfleet.com/

IFC supports its clients in addressing environmental and social issues arising from their business activities by requiring its real sector clients to set up and administer appropriate grievance mechanisms and/or procedures to address complaints from Affected Communities in relation to environmental and social issues arising from IFC's clients' business activities. Since 2012, IFC's Financial Intermediary clients applying the Performance Standards are required to develop External Communications Mechanisms to receive and review inquiries or complaints from any interested party regarding the E&S risks and impacts of their operations.

For IFC projects that are active or under consideration, individual(s), or their authorized representative(s), who allege they have been or will be adversely affected by E&S risks or impacts arising from IFC's clients' business activities, may submit a complaint to IFC directly for consideration. When receiving an E&S complaint, IFC engages with complainants and works with its clients to find solutions to E&S concerns as quickly and efficiently as possible.

Complaints can be submitted to IFC online at www.ifc.org/escomplaints or by email to EScomplaints@ifc.org.

IFC complaint response is separate from and complementary to IFC's clients' project level grievance mechanisms and IFC's Independent Accountability Mechanism (CAO). Lodging a complaint directly with IFC does not, at any time, restrict access to CAO.

In addition, Affected Communities have unrestricted access to the Compliance Advisor Ombudsman (CAO), the independent accountability mechanism for IFC. The CAO is mandated to address complaints from people affected by IFC-supported business activities in a manner that is fair, objective, and constructive, with the goal of improving environmental and social project outcomes and fostering greater public accountability of IFC.

Independent of IFC management and reporting directly to the World Bank Group President, the CAO works to resolve complaints using a flexible, problem-solving approach through its dispute resolution arm and oversees project-level audits of IFC's environmental and social performance through its compliance arm.

Complaints may relate to any aspect of IFC-supported business activities that is within the mandate of the CAO. They can be made by any individual, group, community, entity, or other party affected or likely to be affected by the environmental or social impacts of an IFC-financed business activity. Complaints can be submitted to the CAO in writing to the address below:

Compliance Advisor Ombudsman
 International Finance Corporation
 2121 Pennsylvania Avenue NW
 Room F10K-242
 Washington, DC 20433 USA
 Tel: 1 202 458 1973
 Fax: 1 202 522 7400
 E-mail: cao@worldbankgroup.org

The CAO receives and addresses complaints in accordance with the criteria set out in the CAO Policy which is available at: www.cao-ombudsman.org

Broad Community Support

IFC's Determination of BCS

Broad Community Support is not applicable for this project.

Environmental & Social Action Plan

Environmental & Social Action Plan

S.no	Description	Anticipated Completion Date
1	The company will put in place an ESMS for the project operations which will include: (a) assessment and management of E&S risks and impacts; E&S screening for new office space/ Garage to includes aspects such as nature of land holding, building completion certificate, planning permit, mandatory licenses, diesel generator (DG) license, fire license, compliance to National Building Code (NBC) norms, compliance to statutory & local bylaws; and, provision of E&S due diligence for asset acquisition; (b) OHS policies and procedures based on a Hazard Identification and Risk Assessment (HIRA) including a road safety procedure; (c) E&S organization and training; (d) management programs, including standard operating procedures (SOPs) for managing ESHS risks and impacts; (e) incident and accident handling; (f) E&S monitoring; (g) contractor management including garage operations; (h) vendor/ supplier code of conduct and a supply chain management (SCM) procedure; (i) security management plan; and (j) a stakeholder engagement procedure including an external grievance redress procedure. Everest will, as per its ESHS Policy, ensure that contractors adhere to its ESHS Policy and ESMS. As part of the ESMS, Everest will analyze the reasons of low participation of women as drivers and identify opportunities to promote their participation in the existing business model.	04/01/2025
2	Everest, will update its existing Emergency Response Framework or develop a standalone Emergency Response and preparedness Framework (customized to EV and CNG vehicles) to be used for implementing vehicle specific Emergency response and preparedness plan covering different scenarios such as vehicle break down, accident, gas leakage, fire etc. The drivers will be mandatorily trained on preparedness and response protocol to be followed in case of any emergency. Everest shall conduct mock drills (apart from mock drills for existing offices and hub) for response to various emergency situations related to Everest vehicle and driver operations (e.g. fire, accidents, death of rider/s etc). Everest will develop an incident register to document the occurrence of incidents and accidents (related to staff, and drivers during working hours) and record relevant OHS KPIs.	06/30/2025

3	<p>Everest will update the existing HR policies in line with local regulations and PS 2 requirements to include policies and procedures relating to: compliance with applicable labor laws; employment and types of employment (grade levels); attendance, overtime; wage and compensation; freedom of association, retrenchment, and benefits such as Provident Fund (PF), Employees' State Insurance Corporation (ESIC) updated GBVH policy and Grievance Mechanism (GM). The updated GBVH policy and procedures and GM will be based on a GBVH risk analysis and will include explicit requirements for prevention and response to GBVH against or by staff, drivers and customers. The GM system will include collection of gender-related incidents and analyze the data on regular basis and develop further preventive measures as needed.</p>	04/01/2025
4	<p>Everest will review and update its contracts with drivers to include compliance with its policies and procedures and IFC PS requirements as applicable in the context of the business operations. Further, to ensure that drivers are aware of the terms of the engagement with Everest, the company will ensure that drivers are shared a copy of the signed contract with Everest in a language easily understood by the drivers. Everest will establish a formal procedure to inform drivers of any changes in the policies and contracts in a timely fashion.</p>	06/30/2025
5	<p>Everest will develop policy and procedure/ code of conduct (CoC) covering all Everest contracted drivers (including those driving for Everest Intrapreneur Partners - EIPs) in line with local regulations and IFC PS 2 requirements and include among others: terms of engagement; payment terms; option for facilities available for drivers (e- Kuber, deduction for maintenance services etc.); safe driving practices, consideration for weekly off, managing fatigue; grievance mechanism etc. The CoC should clearly articulate expectations on drivers taking a weekly day off. The driver code of conduct, associated policies and procedures will be adequately communicated to the drivers and EIP partners through multiple channels including Everest App, relationship manager, and WhatsApp messages used for communication and information dissemination with drivers. All updates to the contracts shall be communicated effectively to the drivers through the Driver Code of Conduct. In addition, Everest as part of the Code of conduct and as part of the operational management, put systems in place to ensure affirmative actions (including awareness generation through multiple available mediums, training, messages/reminder/ alerts on apps, tracking and feedback etc.) and measure results of those actions: (a) aimed at encouraging drivers to utilise weekly rest day available to all the drivers (b) to take rest after completing 8-10 hrs of online hours, to address issue of fatigue and safe driving.</p>	06/30/2025
6	<p>The company will appoint a qualified occupational health and safety coordinator with proven professional expertise to oversee implementation of OHS Management System including policies and procedure with respect to the company operations. The OHS coordinator will have working knowledge of Indian OHS laws and best practice guidance.</p>	12/31/2024
7	<p>Everest will undertake review of third-party EV charging station electrical and fire safety risk assessments in line with the local regulations, including review the Standard Operating Procedure (SOP) of the existing CPOs to ensure that charging stations are adhering to local requirements. Any gaps identified with respect to these guidelines and standards shall be used to develop a Corrective Action Plan (CAP) and shall then be rectified within a timebound manner.</p>	05/01/2025
8	<p>Everest will develop its own SOP especially focusing on the O&M aspect (including L&FS aspect) with provision for CPOs to submit the O&M and inspection plan with Everest for each of the charging stations/ depot. The SOP will be used by Everest to train its own staffs (at charging stations) to oversee the O&M and L&FS maintenance (which is primarily the responsibility of CPOs).</p>	04/01/2025

9	Everest will appoint a dedicated Safety & FS specialist to ensure: (a) review of the charging infrastructure locations proposed by CPOs; (b) review the SOPs of existing and new CPOs in line with the legal requirements (including Ministry of Power Guidelines on EV charging infrastructure) and GIIP; (c) review and update of Everest's own SOP in line with changing regulations and GIIP; (d) timely internal monitoring of the charging infrastructure used by Everest; (e) engagement with CPOs on charging infrastructure O&M and L&FS aspects; and (f) commissioning third party review of sample of assets as required.	01/30/2025
10	Everest will develop a GM to allow for anonymous reporting of complaints by staff, customers, drivers, and members of the public. The mechanism shall be managed by the appropriate teams including the fleet and HR teams, depending on the nature of the complaint. The grievance mechanism should be easily accessible and effectively communicated on Everest's website, within cars and on Apps.	04/01/2025

Related SII

[Summary of Investment Information \(SII\)](#)

Client Documentation

No documents.