

July 13, 2024

BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001	National Stock Exchange of India Ltd Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051
BSE Scrip Code: 500067	NSE Symbol: BLUESTARCO

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the Financial Year 2023-24

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, enclosed herewith is the Business Responsibility and Sustainability Report (BRSR) of the Company for the Financial Year 2023-24 which also forms part of the Annual Report for the Financial Year 2023-24.

The BRSR is also being placed on the website of the Company at www.bluestarindia.com

This is for your information and records.

Thanking you,
Yours faithfully,
For **Blue Star Limited**



Rajesh Parte
Company Secretary & Compliance Officer

Encl.: a/a

\\172.16.31.16\Legal and Secretarial Documents\01 Blue Star Limited\2024-25\Annual Report\BRSR\Stock Exchange Intimation

Business Responsibility and Sustainability Report

Business Responsibility and Sustainability Reporting (BRSR) involves companies disclosing their environmental, social, and governance (ESG) performance, extending beyond mere financial reporting to offer stakeholders a detailed view of their non-financial impacts and sustainable development contributions. As mandated under Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, this report provides general information about the company and its responsibilities. It includes three key sections that align with the BRSR framework prescribed by Securities and Exchange Board of India (SEBI), covering topics such as environmental impact, social responsibility, and governance practices to enhance transparency and accountability.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Sr. No.	Particulars	FY24
1.	Corporate Identity Number (CIN) of the Listed Entity	L28920MH1949PLC006870
2.	Name of the Listed Entity	Blue Star Limited
3.	Year of incorporation	January 20, 1949
4.	Registered office address	Kasturi Buildings, Mohan T Advani Chowk, Jamshedji Tata Road, Mumbai 400 020
5.	Corporate address	Band Box House, Dr Annie Besant Road, Worli, Mumbai 400 030
6.	E-mail	secretarialdesk@bluestarindia.com
7.	Telephone	+91 22 6654 4000
8.	Website	www.bluestarindia.com
9.	Financial Year for which reporting is being done	April 1, 2023, to March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11.	Paid-up Capital	₹ 41,12,29,576
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Rajesh Parte Company Secretary & Compliance Officer +91 22 2265 4000 secretarialdesk@bluestarindia.com
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):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing and after-sales service	Cooling appliances, Cold storage products, Central air-conditioning projects, including manufacturing and after-sales service.	73.70%
2.	Project Execution and after-sales service	Electrical Mechanical and Plumbing Contracting business, and Packaged air-conditioning businesses including manufacturing and after-sales service.	26.30%

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

Sr. No.	Products/Services	NIC Code	% of total Turnover Contributed
1.	Electro-Mechanical Projects and Commercial Air Conditioning Systems	43219/43229	51%
2.	Unitary Products (room air conditioners, commercial refrigeration products and systems, water purifiers, air purifiers and air coolers)	28191/28192	49%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	5	29	34
International	0	0	0*

*The wholly owned subsidiaries of Blue Star have 5 international offices

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	43

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

2.97%

c. A brief on types of customers

Business segment	Type of customers
Electro-Mechanical Projects and Commercial Air Conditioning Systems	Key customers for this segment comprise: a) Infrastructure facilities such as airports, public utilities such as water distribution systems of the State Governments and mass transit systems including metro, railways. b) Commercial buildings such as large offices, industrial facilities including factories, malls, hotels, hospitals, shops, boutique showrooms etc. c) Data Centre Facilities.
Unitary Products	Room Air Conditioners business predominantly serves the residential segment while the commercial refrigeration products, storage water coolers and cold room solutions serve the commercial segment.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and Workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	2,842	2,534	89.16%	308	10.84%
2.	Other than Permanent (E)	1,150	1,105	96.09%	45	3.91%
3.	Total employees (D + E)	3,992	3,639	91.16%	353	8.84%
WORKERS						
4.	Permanent (F)	322	322	100%	0	0%
5.	Other than Permanent (G)	2,497	2,464	98.68%	33	1.32%
6.	Total workers (F + G)	2,819	2,786	98.83%	33	1.17%

b. Differently abled Employees and Workers:

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

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	12*	2	16.67%
Key Management Personnel	4	0	0%

* Shailesh Haribhakti has completed his second term as an Independent Director & ceased to be a Director on March 31, 2024 and Vipin Sondhi and G Murlidhar were appointed on the Board effective January 30, 2024

22. Turnover rate for permanent employees and workers

Particular	FY24			FY23			FY22		
	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	18.06%	16.85%	17.94%	18.50%	23.40%	18.90%	16.20%	26.20%	17.20%
Permanent Workers	0.31%	0%	0.31%	0%	0%	0%	0.6%	0%	0.60%

V. Holding, Subsidiary and Associate Companies (including Joint Ventures)**23. (a) Names of Holding/ Subsidiary/ Associate Companies/ Joint Ventures**

Sr. 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.	Blue Star Engineering & Electronics Limited	Subsidiary Company	100%	No
2.	Blue Star Climatch Limited	Subsidiary Company	100%	No
3.	Blue Star Qatar WLL*	Subsidiary Company	49%	No
4.	Blue Star International FZCO	Subsidiary Company	100%	No
5.	Blue Star Systems and Solutions LLC**	Subsidiary Company	100%	No
6.	BSL AC&R (Singapore) Pte Ltd**	Subsidiary Company	100%	No
7.	Blue Star North America Inc.	Subsidiary Company	100%	No
8.	Blue Star Europe B.V.	Subsidiary Company	100%	No
9.	Blue Star Innovation Japan LLC	Subsidiary Company	100%	No
10.	Blue Star M&E Engineering Sdn Bhd***	Joint Venture	49%	No
11.	Blue Star Air Conditioning & Refrigeration (U) Limited****	Subsidiary Company	100%	No
12.	Blue Star Oman Electro-Mechanical Company LLC	Joint Venture	51%	No

*It is a subsidiary of Blue Star under Section 2(87)(i) of the Companies Act, 2013 as Blue Star controls the management of this Company

**Held by Blue Star International FZCO, the wholly owned subsidiary of Blue Star

***Held by BSL AC&R (Singapore) Pte Ltd

****99% held by Blue Star International FZCO and 1% held by Blue Star Systems and Solutions LLC

VI. CSR Details

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

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
(ii) Turnover (in ₹)	89,98,87,74,671
(iii) Net worth (in ₹)	25,10,89,28,781

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)	FY24			FY23		
		Current Financial Year			Previous Financial Year		
		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	No*	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes	0	0	NA	0	0	NA
Shareholders	Yes	17	0	NA	15	0	NA
Employees and Workers	Yes	3	1**	NA	1	0	NA
Customers	Yes	26,94,664	45,010	NA	23,28,974	17,355	NA
Value Chain Partners	Yes	2	0	NA	4	4	NA

* The Plant head and HR head at Blue Star's manufacturing facilities engage with the communities located in the vicinity on an on-going basis. The implementing agencies appointed for undertaking CSR initiatives have their own grievance mechanism for the beneficiaries thereunder

** 1 pending compliant was resolved in the month of April, 2024

Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)

Stakeholder group from whom complaint is received	Web Link for Grievance Policy
Communities	NA
Investors (other than shareholders)	https://www.bluestarindia.com/investors/shareholder-information
Shareholders	https://www.bluestarindia.com/media/343069/shareholder-inquiries-email.pdf
Employees and Workers	https://www.bluestarindia.com/media/271525/whistle-blower-policy.pdf
Customers	<p>Web-link for complaint registration: https://consumer.bluestarindia.com/service-support</p> <p>Other sources for complaint registration: 24x7 call centre: Call 1800 209 1177 or 1800 206 6666 or SMS 'Service' to 57575 or mail to customerservice@bluestarindia.com or Customer Care App</p>
Value Chain Partners	https://www.bluestarindia.com/media/271525/whistle-blower-policy.pdf

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:

Sr. No.	Material issue 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.	Climate Change	Risk	As the global environmental crisis worsens, stricter regulations regarding the usage and emission of greenhouse gases from refrigerants and energy conservation may result in increased compliance costs for Blue Star. Failure to comply with these regulations and delays in responding to them could impede product sales and disrupt business operations.	<ul style="list-style-type: none"> • Continuous reduction of manufacturing load by excelling in lean Manufacturing; • Attainment of manufacturing Efficiency; • Be Green through Clean Energy; • Prevention of environmental pollution by complying with regulations; • Implementation of voluntary sustainability measures; and • Initiatives to conserve energy and optimise alternate source of energy. 	Negative
2.	Climate Change	Opportunity	Climate change presents a chance to innovate smart engineering products that prioritise energy and resource efficiency, enhancing comfort in everyday living.	NA	Positive
3.	Waste Management	Risk	Improper disposal of waste will lead to non-compliance of regulatory laws.	Continuous monitoring of hazardous materials being used at workplace along with measures to reduce the same by adopting modern processes and technologies. Blue Star ensures that its products do not contain lead, mercury, cadmium or any such hazardous substances beyond the levels permitted by the country's environmental laws.	Negative

Sr. No.	Material issue 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>Blue Star has obtained authorisation as a Producer under the E-Waste (Management) Rules, 2016 (EPR), to dispose of all e-waste generated during business operations on a pan-India basis through an arrangement with authorised e-waste recyclers and PROs (Producer Responsibility Organisations).</p> <p>Blue Star has been meeting its e-waste recycling target every year as per EPR authorisation.</p>	
4.	Product Stewardship	Opportunity	Maintenance of high level of product quality, safety, durability by minimising environmental and social impact. This will enhance product acceptability in the industry.	NA	Positive
5.	Capability Development	Opportunity	Investment in capability development provides Blue Star a strategic edge, fostering individual growth that translates into organizational agility and competitiveness. War for talent is expected to intensify due to continuous change in business dynamics.	NA	Positive
6.	Diversity & Inclusion	Opportunity	<p>Blue Star remains committed in its efforts towards having a diverse and inclusive workforce at Blue Star through multiple conscious initiatives.</p> <p>Blue Star will continue to focus its commitment to foster, cultivate and preserve a culture of equal opportunities in a conducive and inclusive work environment.</p>	NA	Positive

Sr. No.	Material issue 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>This will further strengthen Blue Star's brand and enhance reputation.</p> <p>Note – Blue Star Climatech Limited a wholly owned subsidiary of Blue Star has females comprising 40% of its workforce.</p>		
7.	Corporate Governance	Opportunity	<p>Blue Star has always been ahead of the curve in its governance practices. Good Corporate Governance practices acts as an enabler to the Company towards sustainable profitable growth in long term.</p>	NA	Positive
8.	Sustainable Supply Chain	Risk	<p>Key components for manufacture of Blue Star's products such as compressors, copper tubes, electronic parts, indoor units for split air conditioners and inverter drives are sourced from vendors in China and some other countries. Any disruption in supply caused due to geo-political reasons, imposition of non-tariff barriers etc, that limits imports from China or any other countries may significantly impact Blue Star's ability to import, manufacture and sell. Increase in Customs Duty may also increase the cost of the components. There are also key component and finished goods suppliers located either outside or within India on whom Blue Star has and may continue to have strategic dependency. Any disruption in the business operations of these suppliers may also impact Blue Star's ability to sell underlying products and equipment seamlessly.</p>	<p>Blue Star has a well-defined review mechanism to identify dependencies either on a single country or single vendor for the key components required for manufacture of its products. Blue Star, on an on-going basis, takes steps to diversify such procurements from alternative sources and identify backward integration opportunities.</p> <p>Blue Star has also established a 'Supplier Excellence' programme under the ambit of which it provides suppliers with managerial and technical assistance for improvements in productivity, quality, cost, delivery and safety.</p>	Negative

Sr. No.	Material issue 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)
9.	Health & Safety	Risk	<p>Blue Star’s human resources (including those of its extended arms such as sub-contractors, channel partners and associates) are exposed to health and safety risks in the normal course of business. Health and Safety hazards impacts lives and livelihood of the employees leading to employee injuries and illness, reduced productivity and escalation of associated costs, including damage to Blue Star’s reputation.</p>	<p>Blue Star has in place a robust Environment, Health and Safety (EHS) framework driven by the Corporate Safety policy. Employees are trained in EHS practices through regular training programs, the effectiveness of which is tested through regular safety audits at project sites and mock drills at all the establishments. Blue Star has also obtained ISO 45001 certifications for four of its manufacturing facilities, and revamp and electrical facility management operating sites.</p>	Negative
10.	Business Continuity Management	Risk	<p>Blue Star’s operations may be significantly interrupted and its financial condition, cash flow and profitability could be affected by any of the following events:</p> <ul style="list-style-type: none"> • Prolonged market, supply chain, demand and operational disruptions caused by the spread of and/or continuation of pandemics or epidemics, including but not limited to COVID-19, resulting in full or partial shutdown of business or operating activities of Blue star in whole or some parts of India or in any of the global markets where Blue Star or any of its subsidiaries, associates or affiliated business entities have presence. <p>The occurrence of natural disasters or accidents, including hurricanes, floods, earthquakes, tornadoes, fires, explosions, or any other Act of God and/or man-made disasters, including acts of terrorism, war and military actions.</p>	<p>Blue Star has in place a robust Business Continuity Management Policy with well-defined Standard Operating Procedures stating recovery/restoration objectives to keep its manufacturing and other critical processes operational and continue serving the needs of the customers.</p>	Negative

Sr. No.	Material issue 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)
11.	Regulatory Compliance	Risk	<p>Blue Star's products businesses are subject to changing technology, significant technological developments and adherence with a variety of regulatory compliances.</p> <p>Emphasis on usage of eco- friendly refrigerants and eco-friendly collection and disposal of e-wastes are some of specific requirements that Blue Star is required to adhere to. Non-compliance with the above could have a financial impact.</p>	<p>Blue Star is very agile and ensures complete adherence to regulatory compliances. It has built a strong compliance culture and an agile compliance management system and has also automated the compliance management process. It has adopted automated legal metrology label printing, in order to prevent non-compliance and prosecution. Besides, Blue Star has entered into a comprehensive agreement with its dealers.</p>	Negative
12.	Digitalisation	Opportunity	<p>Digitisation helps to automate and streamline business processes which increases efficiency and accuracy. High level of digitisation integrated with business will enable businesses to promote, elevate and adapt to a culture of insights-based decision-making resulting in customer delight. This will ultimately lead into business transformation.</p>	NA	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Sr. No.	Disclosure Questions	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/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b Has the policy been approved by the Board? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c Web Link of the Policies, if available	https://www.bluestarindia.com/about-us/guiding-policies								
2.	Whether the entity has translated the policy into procedures. (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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.		ISO 9001:2015, AHRI ISO 17025: 2017	ISO 45001 : 2018			ISO 14001 NEBB			ISO 9001:2015
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Blue Star embarked on a Net Zero Mission in the previous year. As a first step, Blue Star has already commenced the process of assessing the carbon footprint of its various establishments including factories. The next step will be to identify ways and means to reduce the carbon footprint substantially. Thereafter, it will determine and share the action plan and milestones for achieving Net Zero goal.								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Performance of each of the principles is reviewed periodically by various Committees led by the Management and Board of Directors.								
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)	<p>We are committed to integrating the Company's business strategy with sustainability goals. Our ESG focus will be one of the important pillars in our pursuit for creating long term shareholder value.</p> <p>Apart from focused action for reducing carbon footprints in our operations, we remain committed to staying ahead of the curve in developing and launching products and solutions that are highly energy efficient, ozone friendly and low impact on global warming. Further, we are dedicated to circular economy principles for recycling, re-use and extending product life cycle.</p> <p>We shall accord priority to health and safety of our workforce; lay emphasis on social initiatives that nurture inclusive growth, diversity, community well-being, and equitable development.</p> <p>The Company has interest and expertise in reduction of wastage of perishables through preservation and life extension technologies.</p>								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Vir S Advani, Chairman & Managing Director*</p> <p>B Thiagarajan, Managing Director</p> <p>* Vir S Advani was re-designated as the Chairman and Managing Director with effect from April 1, 2024</p>								

9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/No/NA).	Yes
	If Yes, please provide details	
	The Corporate Social Responsibility and Environmental, Social & Governance (ESG) Committee is responsible for decision making on sustainability related issues.	
	The Committee comprises of the following members:	
	1. B Thiagarajan, Chairman	
	2. Anita Ramachandran	
	3. Sunaina Murthy	

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								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
a. Performance against above policies and follow up action					Yes				
b. Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances					Yes				

Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
a. Performance against above policies and follow up action					Quarterly				
b. Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances					Quarterly				

11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).	No*	Yes ¹	Yes ²	No*	No*	No*	No*	No*	Yes ³
	If yes, provide name of the agency.	<ol style="list-style-type: none"> TUV Nord conducted the ISO 9001:2015 certification audit and NABL conducted an assessment for ISO 17025:2017. TUV Nord conducted the ISO 45001:2018 certification audit. TUV Nord conducted the ISO 9001:2015 certification audit. 								

* Blue Star has a robust internal review mechanism for its key policies. Efforts have been made to enhance management systems and the standards of performance so that they confirm the Blue Star's sustainability framework. The Internal Audit function of Blue Star has been outsourced to Grant Thornton. On a rotational basis, they do evaluate the policies adopted by Blue Star. Blue Star is also considering evaluation of policies by an external agency

If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:	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)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Blue Star remains firmly committed to upholding ethical behaviour, transparent dealings, and accountability for all actions, which are deeply ingrained in Blue Star’s values and principles. Blue Star strictly adheres to fair and transparent business practices which include a thrust on personal integrity and ethics. These principles, known as ‘The Blue Star Way’, are an integral part of Blue Star’s culture and operations, guiding every employee in their conduct and interactions. New hires, whether from campuses or experienced backgrounds, undergo comprehensive training on these principles through dedicated HR modules. Additionally, Blue Star’s policies which are readily available on internal portals and the corporate website, reinforce dedication to ethical practices and provide clear guidance for all stakeholders.

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	BRSR Principles	100%
Key Managerial Personnel	3	POSH, Code of Conduct, BRSR Principles	100%
Employees other than BOD and KMPs	27	POSH, Code of Conduct, Skill Upgradation	100%
Workers	7	POSH, Code of Conduct	72%
		Health & Safety	100%

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:

Monetary

Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹) (For Monetary Cases only)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	P1	Collector of Stamps, Mumbai	₹90,971	During the year under review, Blue Star received a Notice under Section 174 of Maharashtra Land Revenue Code, 1966 from the Collector of Stamps, Mumbai alleging default in payment of stamp duty amounting to ₹3,39,91,356/- on the order dated May 2, 2008, approving the scheme of amalgamation. Further, based on Blue Star’s application under the Maharashtra Stamp Duty Amnesty Scheme, a waiver of approximately 90% in penalty amount was granted vide order dated February 7, 2024. Accordingly, Blue Star paid penalty amount of ₹90,971 pursuant to the said order.	No
Settlement	NA				
Compounding fee	NA				

Non - Monetary

Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL			
Punishment	NIL			

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	

There were no cases where appeal/revision was preferred in the reporting period

4. Does the entity have anti-corruption or anti-bribery policy? (Yes/ No) Yes

If Yes, provide details in brief

Blue Star's Code of Conduct includes the clause pertaining to prohibition of corruption or bribery practices. The same is available on the Blue Star's website at <https://www.bluestarindia.com/about-us/guiding-policies>.

Blue Star conducts its business free from the influence of corruption and bribery and expects its Employees and Business Partners to be aware of and follow all laws prohibiting bribery and other corrupt practices. The employees are forbidden to offer or accept an improper payment, bribe, gratification or kickback from an existing or potential client, competitor, supplier, or service provider.

Blue Star has a robust whistle blower mechanism governed by the extensive 'Whistle Blower Policy', publicly available on the website of Blue Star at <https://www.bluestarindia.com/media/271525/whistle-blower-policy.pdf>.

Any violation of the Code of Conduct of Blue Star, can be reported as per the vigil mechanism under Whistle Blower Policy. In addition, Blue Star has provided a toll-free number through which the informant can lodge their complaint.

As mentioned in the policy, if a person reports a complaint under this policy, he/she will not be at risk of suffering any form of reprisal or retaliation. Retaliation includes discrimination, reprisal, harassment or vengeance.

On a quarterly basis, a communication from the Chief Human Resources Officer is sent out to all concerned reminding them about the whistle blower framework, and encouraging employees to speak up and report matters, without any fear or concern.

If Yes, Provide a web link to the policy, if available -Web link of anti corruption or anti bribery policy is in place

<https://www.bluestarindia.com/media/271526/code-of-conduct.pdf>.

<https://www.bluestarindia.com/media/271525/whistle-blower-policy.pdf>.

5. Number of Directors/ KMPs/ Employees/ Workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Particular	FY24	FY23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest:

Case Details	FY24		FY23	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

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.

NA

There were no such cases in the reporting period

8. Number of days of accounts payables in the following format:

Particular	FY24	FY23
Number of days of accounts payables	109	117

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	FY24	FY23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0%	0%
	b. Number of trading houses where purchases are made from	0%	0%
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0%	0%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	49.88 %	47.38%
	b. Number of dealers / distributors to whom sales are made	2,281	2,233
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	18.06%	15.98%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	10.34%	3.04%
	b. Sales (Sales to related parties / Total Sales)	2.68%	3.58%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	76.69%	85.74%
	d. Investments (Investments in related parties/Total investment made)	80.15%	73.38%

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the Financial Year:

Total number of awareness programmes held	Topics/principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
NIL	<p>The value chain partners are made aware of Blue Star's Code of Conduct and the Whistle Blower mechanism through interactive portals i.e. Star Sampark, Star Connect and Star Serve.</p> <p>Link - https://www.bluestarindia.com/media/271526/code-of-conduct.pdf</p> <p>The Code of Conduct is placed on the said portals for perusal of the value chain partners and a mandatory declaration is obtained confirming the compliance with provisions of the said Code. Blue Star has prepared e-learning modules for the Code of Conduct and Whistle Blower mechanisms and the process of creating awareness programmes for the value chain partners is initiated.</p>	-

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No)

Yes

If Yes, provide details of the same.

Blue Star has a process in place to manage conflict of interest. The Directors disclose their interest in Companies through annual declaration and also intimate further changes therein from time to time. Blue Star monitors the related party transactions with such companies in which the Directors are interested and the interested Director abstains from discussion in such transaction. All related party transactions are undertaken in the ordinary course of business and are on arm's length basis and as a good governance practice, an independent Chartered Accountant's certificate certifying the fact that the Related Party transactions are in the ordinary course of business and are on arm's length basis is placed before the Audit Committee voluntarily on a quarterly basis. For identifying and tracking conflict of interests involving the Directors/KMPs of Blue Star, the list of entities in which the Directors are interested is shared with all concerned for monitoring and tracking transaction(s) entered by Blue Star with such parties.

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicator

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.

Ensuring sustainability and mitigating impact of climate change have always been important factors for Blue Star and Blue Star's products rate high on energy-efficiency standards. Blue Star's adoption of eco-friendly refrigerants has been ahead of the industry curve. The product management and R&D teams regularly review and adopt latest technology in products and processes across businesses, key consideration being resource-efficiency and sustainability. There is a special, in-house focus on embedding the energy-efficient inverter technology across key products of Blue Star, namely chillers, VRFs, ducted systems and wall-mounted split air conditioners. Refrigerants with low global warming potential help mitigate environmental impact and energy-efficiency concerns. Sustainability related aspects, risks, as well as opportunities are integrated into the engineering and design of Blue Star's projects, products and services. Due to continuous product innovations with a focus on energy-efficiency and low global warming potential, electricity consumption during product use at the consumer's end is systematically reduced, with lower environmental impact.

Energy efficiency and climate impact have been the most important aspects considered during the new portfolio development. Blue Star has phased out R-22 refrigerant from its scroll chillers and ducted ACs with 410A refrigerant. Development of complete range of energy efficient light commercial ACs, which includes Mega split in 3 star and Cassette ACs in 1, 2 and 3 star and tower type ACs in 1-star category. Development of super-efficient ACs in 1.0TR category (25% higher than 5-star requirement). Blue Star has introduced energy efficient range of deep freezers from 60L to 200L using R-600a refrigerant (Iso-butane, 3 GWP). Introduction of complete range of freezers in 3, 4 and 5-star category. During the year Blue Star has introduced energy efficient air to air heat pumps in room AC & ducted split categories for domestic and global markets for de-carbonisation. Development of air to water heat pumps with low GWP refrigerants is in progress.

Sr. No.	Particular	FY24	FY23*	Details of improvements in environmental and social impacts
1.	R&D	30.32%	38.39%	FY 2022-23: Blue Star manufactures a complete range of residential air conditioners, commercial air conditioners including chillers, VRF systems, and ducted air conditioners, as well as commercial refrigeration equipment such as water coolers, deep freezers, kitchen and medical refrigeration, and cold storage solutions. The primary principle is to develop energy-efficient products that comply with environmental laws. Blue Star's R&D efforts focus on value engineering and cost optimization, aiming to develop new products and improve existing ones to enhance energy efficiency and reduce environmental impact. FY 2023-24: Entire development of star rated air conditioners and deep freezer is based around lower energy consumption which leads to lower load on grid and lower life cycle emissions. Use of low GWP refrigerants like R-600a and R-32 helps in reduction of global warming. Development of air to air heat pump and air to water heat pump is focused around replacement of energy guzzling conventional electric and gas fired geysers.
2.	Capex	13.78%	4.36%	

**Blue Star has changed the calculation methodology in the current FY. Hence, numbers reported previously for FY 2022-23 have been updated in this report in line with the new methodology*

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

Yes

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

Blue Star adheres to robust sourcing and supply chain procedures, with a strong focus on sustainability and responsible procurement. Our selection criteria prioritise environmental protection, resource efficiency, and product quality. We diligently track and monitor resources used across our entire product portfolio. To enhance eco-efficiency and promote legal compliance, we engage vendors and service providers, encouraging them to adopt international standards such as ISO 9001, ISO 14001, and other Environment, Health, and Safety (EHS) guidelines.

Approximately 54% of our vendors hold certifications compliant with ISO 9001, ISO 14001, or ISO 45001/OHSAS 18001, demonstrating their commitment to social and environmental standards. We source from suppliers capable of meeting Energy-Efficiency norms, REACH, and RoHS compliance requirements. Our supplier selection process emphasises quality assessment.

Furthermore, our e-waste Policy addresses sustainability concerns, mandating environmentally conscious procurement of Electrical and Electronic equipment. We consider criteria such as toxics reduction, design for end-of-life, material selection, life cycle extension, and energy conservation.

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)	Blue Star has a mechanism for collecting and disposing of products at the end of their life cycle, in accordance with relevant regulations. We responsibly manage e-waste, hazardous waste, and plastic waste through authorised recyclers registered with the Central Pollution Control Board and State Pollution Control Board. Our compliance extends to the Reduction of Hazardous Substances (RoHS) requirements under the E-Waste (Management) Rules, 2016. Blue Star collaborates with an authorized service provider to handle the entire disposal process for Electronic and Electrical waste, from collection to approved facilities. Consumers can access a list of collection centers via our toll-free number or our website at www.bluestarindia.com . Additionally, our Marketing team has designed a product take-back program to raise awareness among consumers about the benefits of environment friendly disposal for end-of-life products.
(b)	E-waste	
(c)	Hazardous waste	NA
(d)	Other waste	NA

4. a. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No)

Yes

b. If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?

Yes

c. If not, provide steps taken to address the same

NA

Leadership Indicators

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Sr. No.	Particular	FY24			FY23		
		Re-Used (In MT)	Recycled (In MT)	Safely Disposed (In MT)	Re-Used (In MT)	Recycled (In MT)	Safely Disposed (In MT)
1.	Plastics (including packaging)	0	249.54	0	0	0	0
2.	E-waste	0	11,224.65	0	0	6,878.16	0
3.	Hazardous waste	0	0	0	0	0	0
4.	Other waste	0	0	0	0	0	0

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Sr. No.	Indicate product category	Reclaimed products and their packaging materials (as % of total products sold in respective category)
1.	Room Air Conditioners	14.4%
2.	Deep Freezers	22.7%
3.	Cold Rooms	61.3%

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains.

Blue Star endeavours to strengthen people well-being and cross-functional cohesion across the workforce with a plethora of planned engagements at periodic intervals during the year. Business-specific interventions, based on the *Great Place to Work* survey-based action areas gained momentum during the year. Basis the specific work ecosystem of every business, these measures aim to provide a safe and conducive environment for enhanced work efficiency and improved productivity.

Work flexibility that focuses on work deliverables rather than hours clocked at workplace is enhancing work-life balance as per the feedback of employees across the hierarchy. *Synergy* is a continuing, well-tailored initiative that focuses on strong connect and engagement as well as capability building for both on-roll and off-roll staff across project sites in the country. Employee engagement initiatives such as *Sparsh* and *Kutumb* were rolled out for the spouses of factory operators.

Investments in Leadership Development and functional trainings have been prioritised by Blue Star, with the objective to build pool of young generation leaders. Blue Star believes that investing in the development of our young workforce is at the core to drive innovation, growth and organisational success.

Under the aegis of 'Wellness is Coolness', several wellness initiatives aimed at sustainably augmenting the physical and mental health of employees were rolled out. These included various health training sessions, fitness challenges, employee counselling sessions and experts talk on mental health matters.

Blue Star pursued an Employee Experience framework across its offices, factories and project sites that was both personalised and supported by digital experiences. A structured Reward and Recognition system is in place to ensure real-time acknowledgment of commendable achievements across levels through various awards at regular frequency. Yearly employee satisfaction surveys are conducted, the results of which form detailed action plans for the people management teams. This helps create a work environment that attracts and retains talent.

Essential Indicators

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
1. a. Details of measures for the well-being of employees:											
Permanent workers											
Male	2,534	2,534	100%	2,534	100%	0	0%	0	0%	2,534	100%
Female	308	308	100%	308	100%	308	100%	0	0%	308	100%
Total	2,842	2,842	100%	2,842	100%	308	10.84%	0	0%	2,842	100%
Other than permanent employees											
Male	1,105	1,105	100%	1,105	100%	0	0%	0	0%	0	0%
Female	45	45	100%	45	100%	45	100%	0	0%	0	0%
Total	1,150	1,150	100%	1,150	100%	45	3.91%	0	0%	0	0%
1. b. Details of measures for the well-being of workers:											
Permanent workers											
Male	322	322	100%	322	100%	0	0%	0	0%	322	100%
Female	0	0	0%	0	0%	0	0%	0	0%	0	0%
Total	322	322	100%	322	100%	0	0%	0	0%	322	100%
Other than permanent workers											
Male	2,464	1,563	63.43%	1,563	63.43%	0	0%	0	0%	2,464	100%
Female	33	28	84.85%	28	84.85%	33	100%	0	0%	33	100%
Total	2,497	1,591	63.72%	1,591	63.72%	33	1.32%	0	0%	2,497	100%

1. c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format	FY24	FY23
Cost incurred on well- being measures as a % of total revenue of the company	0.16 %	0.15 %

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

Benefits	FY24			FY23		
	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	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	0.035%	0%	Y	1%	100%	Y
Others – Workmen Compensation Act benefits not covered under ESIC	NA	100%	Y	NA	100%	Paid to the injured person

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?

Yes

If not, whether any steps are being taken by the entity in this regard.

Some of the office premises are accessible to differently abled employees; Blue Star has initiated action to make all its office premises accessible to differently abled employees.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?

Yes

If so, provide a web-link to the policy.

<https://www.bluestarindia.com/media/271526/code-of-conduct.pdf>

Blue Star is committed to provide equal opportunity to all persons including but not limited to transgenders and persons with disabilities, and shall not subject any person to unfair treatment in relation to their employment, promotion or other related issues or terminate the employment for reasons of gender or disability. Persons with disabilities will be considered for employment in positions where their disability will not prevent them from working. Blue Star would also provide them with necessary facilities based on their disabilities to enable them to effectively discharge the duties for which they are employed. The detailed policy is hosted on the intranet portal of Blue Star.

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	NA	NA	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

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.

Category	Yes/No	If Yes, then give details of the mechanism in brief
Permanent Workers	Yes	<p>Blue Star has adopted a Code of Conduct policy that is applicable to all its employees and workers and the same helps address and redress grievances of any nature of employees and workers. Besides, there is a discreet and formal mechanism in place for all the employees to voice their concerns, if any, to the Managing Directors, in person with the open-door policy or through a dedicated email address, which is handled and managed by only the Managing Directors.</p> <p>Blue Star has implemented a Gender-Neutral Prevention of Sexual Harassment (POSH) Policy, applicable to all employees, including permanent, contractual, temporary, and trainees. To enhance awareness on this policy, Blue Star conducts periodic online induction and refresher programs throughout the organisation.</p> <p>Blue Star has established formal mechanisms which are administered by committees that review any grievance. Some of the mechanisms are, 'HR Kiosks,' 'One-on-One' discussions, and 'Employee Town halls,' which are organised periodically to understand and address employee concerns and grievances. Mechanisms specific to workers at manufacturing locations comprise discussions with the shop floor supervisor and deliberations with the HR and the Union committees. As a part of the review mechanism, all the meetings and action items are documented; the action plans are reviewed periodically and driven to closure; local/regional HR personnel are appointed to track the progress. They are also responsible to ensure the anonymity and confidentiality of the complainants.</p>
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

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

Category	FY24			FY23		
	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	2,534	0	0%	2,312	0	0%
Female	308	0	0%	240	0	0%
Total Permanent Workers						
Male	322	191	59.32 %	314	172	54.8%
Female	0	0	0%	0	0	0%

8. Details of training given to Employees and Workers:

Category	FY24					FY23				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E / D)	Number (F)	% (F / D)
Employees										
Male	2,534	2,534	100%	2,022	79.79%	2,312	2,312	100.0%	2,085	90.2%
Female	308	308	100%	281	91%	240	240	100.0%	223	92.9%
Total	2,842	2,842	100%	2,303	81.03%	2,552	2,552	100.0%	2,308	90.4%
Workers										
Male	2,786	2,786	100%	2,786	100%	2,618	2,618	100.0%	2,618	100%
Female	33	33	100%	33	100%	14	14	100.0%	14	100%
Total	2,819	2,819	100%	2,819	100%	2,632	2,632	100.0%	2,632	100%

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

Category	FY24			FY23		
	Total (A)	No. (B)	% (B / A)	Total (D)	No. (E)	% (E / D)
Employees						
Male	2,534	2,190	86.42%	2,312	1,994	86.2%
Female	308	264	85.71%	240	214	89.2%
Total	2,842	2,454	86.34%	2,552	2,208	86.5%
Workers						
Male	2,786	322	11.56%	2,618	314	11.99%
Female	33	0	0%	14	0	0%
Total	2,819	322	11.42%	2,632	314	11.93%

10. Health and safety management system

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No)

Yes

If Yes, the Coverage of such systems?

All Manufacturing Plants, sites under Electro Mechanical Project Group (EMPG), Revamp & EFM are certified for Occupational Health & Safety Management System as per ISO 45001:2018 and system covers following key elements:

- Establish and implement the EHS Policy.
- Identifying and assessing workplace hazards and risks.
- Established procedures and protocols to mitigate risks and ensure employee safety.
- Provided appropriate training and resources to employees for safe work practices.
- Regular monitoring and evaluation of safety procedures and performance.
- Review of EHS Performance by Senior Leadership periodically.
- Continuous Improvement in occupational health and safety system through involvement of all stake holders, EHS Reviews, Audits etc.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Hazard Identification and Risk Assessment (HIRA) is an integral component of the ISO 45001 system, practiced across our certified sites. By identifying potential hazards and assessing associated risks, we enhance safety protocols and mitigate adverse impacts. Our commitment to HIRA underscores our dedication to employee well-being and operational excellence.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks? (Yes/ No)

Yes

Any kind of incident is directly reported to the supervisor at the workplace who immediately issues an SOS for post hazard actions which have been established by Blue Star.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes*

* Employees aged 40 and above are required to undergo annual health check-ups, which are provided by Blue Star. Additionally, all employees have access to healthcare services through their health insurance. Mental health support is available through the digital platform Mind Matters, in collaboration with Practo, which is an online platform connecting patients to doctors, offering counselling for employees and their families. Furthermore, basic health check-ups are conducted annually for workers stationed at various sites.

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

Safety Incident/Number	Category*	FY24	FY23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.04	0.13
Total recordable work-related injuries	Employees	0	0
	Workers	1	8
No. of fatalities	Employees	0	0
	Workers	0	0
High-consequence work-related injury or ill health (excluding fatalities)	Employees	0	0
	Workers	0	3

*Including in the contract workforce

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

In our commitment towards ensuring workplace safety, we have implemented an EHS management system at Blue Star. In addition, we also conduct risk assessments for activities undertaken and ensure risk control measures are appropriately adhered to. Our dedication to safety extends to the development of comprehensive Safe Operating Procedures, accompanied by thorough employee training to ensure full compliance. Regular inspections and audits are conducted to uphold our stringent safety standards. In the event of incidents, we conduct detailed investigations to uncover underlying causes and proactively implement preventive actions to prevent recurrence. Additionally, our engagement with employees is fostered through impactful safety programs, including celebrations such as Safety Day and World Environment Day, fostering a culture of safety and environmental stewardship.

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

Particulars	FY24			FY23		
	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	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

14. Assessment for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

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.

A series of corrective and preventive actions were implemented to enhance safety measures. Comprehensive training sessions were conducted for workers specifically focusing on scaffold safety protocols and relocation procedures, ensuring that they are equipped with the necessary knowledge and skills to perform their tasks safely. Additionally, measures are in place to ensure regular inspections and maintenance of scaffolds, ensuring their structural integrity and safety for use. Furthermore, oversight of work activities was intensified to provide closer monitoring and intervention when necessary, reinforcing our commitment to maintaining a safe working environment for all personnel. These proactive measures underscore our dedication to continuously improving safety standards and preventing future incidents.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

- (A) Employees (Y/N)** Yes, Blue Star has in place 'Term Insurance' and 'Accidental Insurance' for its employees.
- (B) Workers (Y/N)** Yes, the workers are covered under the Workmen Compensation Policy.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Blue Star has implemented a compliance framework across various regions to ensure that both its project associates and subcontractors fulfil their obligation to deduct and remit statutory dues.

3. Provide the number of employees/workers having suffered high consequence work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Particular	Total no. of affected Employees/Workers		No. of Employees/Workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY24	FY23	FY24	FY23
Employees	0	0	0	0
Workers	0	3	0	1

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No/ NA)

Yes*

**Employees have access to a transition assistance scheme/program/support. Furthermore, there exists a retirement policy aimed at providing transition assistance*

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	20.56%
Working Conditions	

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.**

Blue Star has identified its internal and external stakeholders through a stakeholder mapping exercise. The key stakeholders include employees, customers, business associates, suppliers and distributors, shareholders, bankers, debenture holders, analysts, fund managers, regulatory authorities, industry associations and communities around Blue Star's manufacturing facilities and project sites.

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 & Marginalised Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other - Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, Other - Please Specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	Yes (Some of the employees will be from lower socioeconomic background and differently abled)	Email, newsletters, Intranet, website, mobile applications, open house sessions addressed by Senior Management members, satisfaction surveys and trainings, social media, etc.	Others - Ongoing	<ul style="list-style-type: none"> • Update on Blue Star's Strategic Plan and progress against the same; • Addressing queries and concerns of Employees; • Update on Blue Star's business and governance structure; • Action items arising out of satisfaction surveys and plans to implement them; • Employees' health and safety; • Advisory on retirement and post retirements; and • Various 'Fun at Work' activities to keep healthy engagement and stress-free work environment.
Customers	No	Emails, in person engagements and meetings, website, web application, call centre, social media, advertisements	Others - Ongoing	<ul style="list-style-type: none"> • Updated on products including features, safety and safe usage and disposal; • Industry and regulatory updates; • Addressing queries and concerns of customers; and • Service and maintenance.
Business Associates	No	Emails, in person engagements and meetings, website, interactive portal, social media, satisfaction surveys	Others - Ongoing	<ul style="list-style-type: none"> • Best practices in project execution; • Updates on health and safety practices; • Action items arising out of satisfaction surveys and plans to implement them; and • Training and awareness sessions on technical aspects and ethical practices.

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other - Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, Other - Please Specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers and Distributors	No	Emails, in person engagements and meetings, website, interactive portal, social media, satisfaction surveys	Others - Ongoing	<ul style="list-style-type: none"> • Product launches for channel partners; • Update on products including features, safety and disposal; • Update on health and safety practices; • Action items arising out of satisfaction surveys and plans to implement them; • Training and awareness sessions on technical aspects and ethical practices; and • Assistance provided in arranging for financing needs to suppliers and distributors from the marginalised sections from banks and lending agencies as appropriate.
Shareholders/ Institutional Investors	No	Emails, earnings call, in person engagements and meetings, website, social media, satisfaction surveys, Annual Report, newspaper communications	Others - Ongoing	<ul style="list-style-type: none"> • Updates on Blue Star's quarterly performance and medium term outlook; • Major industry developments; • Action items arising out of satisfaction surveys and plans to implement them; • Addressing queries and concerns of shareholders; • Regular in person meetings with investors; and • Regulatory updates.
Financiers	No	Emails, in person engagements and meetings, website, social media, Annual Report	Others - Ongoing	<ul style="list-style-type: none"> • Updates on Blue Star's performance and medium term outlook; • Submissions made in compliance with lending arrangements/agreements; and • Updates on major industry developments.

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other - Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, Other - Please Specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Regulatory Authorities	No	Emails, in person engagements and meetings	Others - Ongoing	<ul style="list-style-type: none"> • Updates on Blue Star's business and governance structure; • Addressing queries and concerns; • Statutory filings on timely basis; • Industry advocacy; • Sustainability practices; and • Addressing environmental and societal concerns.
Industry Associations	No	Emails, in person engagements and meetings	Others - Ongoing	<ul style="list-style-type: none"> • Industry advocacy; • Technical and technology advancements; • Sustainability practices; • Addressing environmental and societal concerns; and • Regulatory updates.
Communities around Manufacturing locations and project sites	Yes	In person engagements and meetings	Others - Ongoing	<ul style="list-style-type: none"> • Facilitating employment opportunities; • Skill development; • Initiatives towards health, hygiene and wellness; • Education; and • Affirmative action for Scheduled Castes and Scheduled Tribes.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Blue Star's leadership maintains regular communication and interaction with its key stakeholders including investors, customers, suppliers and employees. The Board of Directors receives periodic updates covering a wide range of topics, such as industry insights, customer service enhancements, digital advancements, CSR endeavours, financial results and strategic initiatives. Moreover, the Directors are kept abreast of the regulatory landscape, including notable developments, circulars and amendments from entities like SEBI and MCA. The Board actively provides feedback, fostering alignment and collaboration across the organisation.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No).

Yes

If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Blue Star employs materiality assessments to effectively engage with stakeholders and identify priority issues concerning economic, environmental, and social aspects. Furthermore, proactive engagement with investors and analysts allows Blue Star to gain insight into their expectations, which are then integrated into its sustainability framework. This collaborative approach has spurred the development of various initiatives centered around responsible investing, equal opportunity, diversity and inclusion policies, privacy standards, human resources practices, environmental stewardship, and sustainability risk assessment. Through these initiatives, Blue Star demonstrates its commitment to addressing pertinent societal challenges while aligning with the expectations of its investors and broader stakeholders.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.

Kindly refer to the Social Capital section of the Integrated Report.

PRINCIPLE 5 Businesses should respect and promote human rights.

Blue Star holds human rights under all circumstances at the core of all its business activities. People-friendly policies and processes are in place to ensure protection of individual and collective rights at all times. The Blue Star Values & Beliefs are clearly enumerated for understanding and explained during the formal onboarding of employees into Blue Star ecosystem.

Blue Star has a detailed and publicised Code of Conduct that is applicable to its vendors, dealers, service providers and employees to address and redress grievances of any nature. Also, there are awareness training modules that employees and stakeholders can consume at their convenience to keep themselves abreast of this crucial matter. Formal mechanisms administered through earmarked committees review any reported grievance and ensure timely closure with justice, respecting the confidentiality of the complainants.

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:**

Benefits	FY24			FY23		
	Total (A)	No. of Employees/Workers covered (B)	% (B/A)	Total (C)	No. of Employees/Workers covered (D)	% (D/C)
Employees						
Permanent	2,842	2,842	100%	2,552	2,423	94.9%
Other than permanent	1,150	1,150	100%	956	0	0%
Total Employees	3,992	3,992	100%	3,508	2,423	69.1%
Workers						
Permanent	322	322	100%	314	314	100%
Other than permanent	2,497	2,497	100%	2,318	2,318	100%
Total Workers	2,819	2,819	100%	2,632	2,632	100%

2. Details of minimum wages paid to employees and workers:

Category	FY24					FY23				
	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										
Male	2,534	0	0%	2,534	100%	2,312	0	0%	2,312	100%
Female	308	0	0%	308	100%	240	0	0%	240	100%
Total	2,842	0	0%	2,842	100%	2,552	0	0%	2,552	100%
Other than Permanent										
Male	1,105	18	1.63%	1,087	98.37%	913	15	1.6%	898	98.3%
Female	45	0	0%	45	100%	43	0	0%	43	100%
Total	1,150	18	1.57%	1,132	98.43%	956	15	1.6%	941	98.43%
Workers										
Permanent										
Male	322	0	0%	322	100%	314	0	0%	314	100%
Female	0	0	0%	0	0%	0	0	0%	0	0%
Total	322	0	0%	322	100%	314	0	0%	314	100%
Other than Permanent										
Male	2,464	1,681	68.22%	783	31.78%	2,304	1,526	66%	778	33.8%
Female	33	32	96.97%	1	3.03%	0	0	0%	14	100%
Total	2,497	1,713	68.60%	784	31.40%	2,318	1,526	66%	792	34.17%

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

Particular	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹ in Lakhs)	Number	Median remuneration/ salary/ wages of respective category (₹ in Lakhs)
Board of Directors (BoD) ^{^*}	8	30.35	2	32.85
Key Managerial Personnel ^{**}	4	704.58	0	NA
Employees other than BoD and KMP [#]	2,498	11.09	308	7.28
Workers	322	6.60	0	NA

[^]excludes two Managing Directors

^{*}includes remuneration of Shailesh Haribhakti who ceased to be Director of Blue Star effective from close of business hours on March 31, 2024 and remuneration of Vipin Sondhi and G Murlidhar who were appointed on the Board effective January 30, 2024

^{**} includes two Managing Directors, Group Chief Financial Officer and Company Secretary & Compliance Officer

[#] The headcount and median are mentioned only for Management staff

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

Particular	FY24	FY23
Gross wages paid to females as % of total wages	7%	6%

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, we have Ethics Committee and Internal Complaints Committee.

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

Human Rights at Blue Star –

- Employee Welfare and Well-being: Blue Star respects human rights and is committed to ensuring that human rights are protected and governed by the Blue Star Code of Conduct.
- Work Place Harassment and Sexual Harassment: Blue Star has a zero-tolerance policy against any kind of harassment whether sexual, verbal, physical or an act of exclusion which interferes with an individual's work performance or creates an environment which is hostile, offensive or intimidating.
- Blue Star ensures that it does not employ children at its workplaces.
- Blue Star's Code of Conduct also safeguards against forced labour of any kind.
- It is Blue Star's endeavour to offer equal opportunities to everyone without any discrimination, whether on rolls of Blue Star, contracted labour or workmen or people on third-party contractor rolls working for Blue Star assignments.
- During the challenging times of the COVID-19 pandemic, Blue Star took care of its employees and ensured that the employees have access to doctors, counsellors and helpline numbers.
- Blue Star has a Whistle Blower policy in place through which employees may report the events which have, or are suspected to have, taken place involving abuse of authority, fraud, leakage of information, illegal commission or kickbacks, manipulation of documents, conflict of interest, any other forms of corrupt practices, violation of Blue Star's policies, etc.
- Blue Star ensures a safe and healthy workplace for its employees.
- Open house sessions are hosted regularly to address employee grievances and suggestions.

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

Particulars	FY24			FY23		
	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	2	1*	NA	1	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	1	0	NA	0	0	NA

* 1 pending case was resolved in the month of April, 2024.

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

Particulars	FY24	FY23
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	1
Complaints on POSH as a % of female employees / workers	0.50%	0%
Complaints on POSH upheld	2	1

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

We conduct training sessions to foster awareness among our workforce. These initiatives are designed to ensure that every employee understands their rights, responsibilities, and the standards of behaviour expected within our organisation. Additionally, our policies are meticulously crafted to outline clear processes aimed at preventing any adverse consequences for individuals who file complaints. We are dedicated to cultivating a safe, respectful, and inclusive work environment where everyone feels empowered to speak up and where misconduct is swiftly addressed and rectified.

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

Yes

Blue Star ensures that its Code of Conduct, which outlines human rights standards, along with Blue Star's core values and beliefs known as 'The Blue Star Way', are communicated to all value chain partners during the agreement and contract signing process. Compliance with the Code and adherence to the Blue Star Way are obligatory for all contractual engagements.

Vendor partners are required to strictly adhere to statutory regulations, with acknowledgment of the Code of Conduct being a standard component of employment contracts.

10. Assessments for the year:

Name of the Assessment	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced/Involuntary Labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

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

No corrective actions were required.

Leadership Indicators

1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.

There was no such process modification/introduction required.

2. Details of the scope and coverage of any Human rights due-diligence conducted.

It includes annual assessment of Human Rights issues and policies of Blue Star, which is an assessment of Code of Conduct, diversity, corporate safety policy, and ethical business and operational practices.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016? (Yes/No)

Yes

Some of the offices of Blue Star are accessible to differently abled visitors. Blue Star is in the process of setting up necessary arrangements at the other premises.

4. Details on assessment of value chain partners:

Name of the Assessment	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	20.56%
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

No significant risks/concerns arose from the assessment.

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	FY24	FY23
From renewable sources		
Total electricity consumption (A)	10,694.27	4,400.82
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	10,694.27	4,400.82
From non-renewable sources		
Total electricity consumption (D)	72,744.05	60,973.20
Total fuel consumption (E)	33,107.19	1,666.58
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	1,05,851.24	62,639.78
Total energy consumed (A+B+C+D+E+F)	1,16,545.51	69,958.88
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.000001295	0.000000951
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.000029632	0.000021768
Energy intensity in terms of physical output	0.100806143	0.063142177
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Of our total energy consumption, 9.8% came from renewable sources

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

No

If yes, name of the external agency.

NA

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? (Yes/No)

No

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.

Not Applicable as none of the facilities have been identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY24*	FY23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	97,725.50	1,01,922
(iii) Third party water	48,205.02	2,460
(iv) Seawater / desalinated water	0	0
(v) Others	0	40,614
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,45,930.52	1,44,996

Parameter	FY24*	FY23
Total volume of water consumption (in kilolitres)	1,45,930.52	1,44,996
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.000001622	0.000001972
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.000037103	0.000045117
Water intensity in terms of physical output	0.126222734	0.130867777

*Blue Star has taken water withdrawal for all plants on actual basis and for all offices on the assumption of 45 litres per person per day consumption

*Recycled water constitutes 19% of our total water withdrawal

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No)

No

If yes, name of the external agency.

NA

4. Provide the following details related to water discharged:

Parameter	FY24	FY23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
No treatment	28,398.83*	0
With treatment – please specify level of treatment	0	0
(v) Others		
No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	28,398.83	0

*Water consumption at office locations of Blue Star gets discharged into community sewage

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

No

If yes, name of the external agency.

NA

5. Has the entity implemented a mechanism for Zero Liquid Discharge?

Yes

If yes, provide details of its coverage and implementation.

All the manufacturing facilities of Blue Star have consented to operate on a zero-discharge basis, since all the wastes generated due to industrial processes are treated onsite. This is ensured through Effluent Treatment Plants (ETP) & Sewage Treatment Plants (STP) which are advanced wastewater treatment methods that are installed at all the manufacturing sites of Blue Star. The treated water is then used for in house gardening purpose.

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

Parameter	Please specify unit	FY24	FY23*
NOx	mg/Nm3	53.86	179.98
SOx	mg/Nm3	22.06	92.13
Particulate matter (PM)	mg/Nm3	57.91	240.91
Persistent organic pollutants (POP)	-	0	NA
Volatile organic compounds (VOC)	-	0	NA
Hazardous air pollutants (HAP)	mg/Nm3	0	NA
Others – please specify	-	0	94.20
CO ₂	mg/Nm3	5.67	0

*The calculation for FY 2022-23 included ambient air emissions and stack emissions both. However, for FY 2023-24, Blue Star has updated the calculation methodology to include only stack emissions

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

Yes

If yes, name of the external agency.

1. Envirocare Labs Pvt. Ltd.
2. Centre for Environment and Food Technology Pvt. Ltd
3. Entech Laboratories
4. UniStar Environment and Research Labs Pvt. Ltd.

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

Parameter	Unit	FY24	FY23
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	2,046.80	0
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	14,467.98	3,289.5
Total Scope 1 and Scope 2 emissions per rupee of turnover	Total Scope 1 and Scope 2 GHG emissions / Revenue from operations	0.000000184	0.000000045
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 adjusted for PPP metric tonnes of CO ₂ equivalent	0.000004199	0.000001024
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Total Scope 1 and Scope 2 emission per no. of units produced	0.014284482	0.002968975

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

No

If yes, name of the external agency.

NA

8. Does the entity have any project related to reducing Green House Gas emission? (Yes/ No)

Yes

If Yes, then provide details.

1. Saki Naka Office

At the Saki Naka office, a rooftop solar system of 40 kWp was commissioned in November 2023, offsetting 18,778 kWh from November to March, covering 20% of total power consumption. Additionally, the office achieved net zero (Scope 2) energy with an offset of 64,824 kWh through 100% green power from Adani Energy between December and March.

2. Thane Office

The Thane office installed a 50 kWp rooftop solar system in 2022, contributing to an energy offset of 50,395 kWh, which accounts for 2% of total power consumption.

3. Chennai Office (Keyaram)

The Chennai office sources all its power from a solar PPA with a third party, initiated in 2022. For Fiscal Year 2023-24, this has resulted in an offset of 21,30,840 kWh.

4. Wada Plant

The Wada office installed a 3.1 MWp rooftop solar system, annualized generation of 27.75 lakh kWh resulting in reduction of CO2 emission by 1389 T. Replacement of old High Pressure Mercury Vapour light fixtures with new 138nos. of 200W LED light fixtures resulted in annual saving of 16500 kWh, equivalent to an annual saving of ₹ 2.0 lakhs. Installation of 25nos. of High-Volume Low Speed (HVLS) fans on Assembly Lines & Coil Shop resulted into annual energy saving of 11,000 kWh.

5. Himachal Pradesh Plants

Under net zero initiatives replaced conventional 550 nos. Metal Halide lights (250W) with LED lights (100W) at shop floor, resulted in energy saving of 28725 kWh, cost savings of ₹2.15 lakhs annually and CO2 reduction by 20.39 T. Replaced 150 conventional industrial induction motor fans with Brushless Direct current technology fans at shop floor, resulting in energy saving of 90,000 kWh, cost savings of ₹6.76 lakhs and CO2 reduction by 64 T. Installed 4 HVLS fan which eliminated 26 conventional induction fans at shop floor resulting in energy savings of 40,000 kWh, cost savings of ₹3 lakhs and CO2 reduction by 29 T. Upgraded IE1 / IE2 induction motors with IE3 / IE4 motors at split AC ODU assembly lines resulting in energy savings of 8700 kWh, cost savings of ₹0.65 lakhs and CO2 reduction by 6.2 T. Conventional fixed speed package HVAC system replaced with advance IVRF system for main office building resulting in energy savings of 69,000 kWh, cost savings of ₹5.18 lakhs and CO2 reduction by 49 T. Optimization of low air pressure compressor power consumption by synchronizing all five LP compressor for plant operations along with O2 / N2 generation plant with common header resulting in energy savings of 2,00,000 kWh, cost savings of ₹15 lakhs and CO2 reduction by 141 T.

6. Dadra Plant

Achieved significant energy savings by investing in a VFD-Driven Compressor (Variable Speed Drive), which adjusts motor speed based on real-time demand. With this implementation, saved 40150 kW per year and reduced CO2 emissions by 8.32 T. Replaced the 7.5 kW pump in the cooling tower with a more efficient 5.5 kW pump. This change resulted in direct savings of 2.5 kWh, equivalent to 40 kW per day and 12,680 kW per year and a reduction in CO2 emissions by 2.62 T. As part of a pilot project, we retrofitted a Variable Frequency Drive (VFD) to the Water Rinse-1 Pump at the Paint Coating facility. The VFD help for Annual Energy Savings: 21,600 kWh, CO2 Emission Reduction per Year: 2.62 T. Solar rooftop systems have generated an impressive 80,696 kWh of clean energy, a significant reduction in CO2 emissions by 16.70 T annually.

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

Parameter	FY24	FY23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	47.76	203.31
E-waste (B)	49.87	6,921.41*
Bio-medical waste (C)	0.08	0
Construction and demolition waste (D)	0	0
Battery waste (E)	1	4.25
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	302.02	90.45

Parameter	FY24	FY23
Other Non-hazardous waste generated (H)	5,350.43	1,918.74
Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Total (A + B + C + D + E + F + G + H)	5,751.15	9,138.16
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000000064	0.000000124
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.000001462	0.000002843
Waste intensity in terms of physical output	0.004974462	0.008247749
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY24	FY23
(i) Recycled	0	6,921.41*
(ii) Re-used	0	0
(iii) Other recovery operations	1,119.05	0
Total	1,119.05	6,921.41

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

Category of waste	FY24	FY23
(i) Incineration	0.08	0
(ii) Landfilling	0	6.95
(iii) Other disposal operations	4,619.5	0
Total	4,619.58	6.95

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

No

If yes, name of the external agency.

NA

In FY 2023-24, Blue Star has updated its data collection methodology for waste. Hence, there is some comparative variation to be seen in waste categories

The difference in waste generation and disposal/recovery is because certain waste was disposed/recovered after the close of the FY

**In FY 2022-23, the E-waste included post-consumer plastic waste, whereas the same is not included in this table in the FY 2023-24 as it is EPR obligation*

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.

Blue Star has been filing returns with the Central Pollution Control Board (CPCB) under E-Waste (Management) Rules, 2022, annually. All the waste generated is disposed through authorised recyclers. Zero liquid discharge is ensured through advanced wastewater treatment facilities. Blue Star has adopted a nano ceramic coating process in the paint shop at its manufacturing sites which has Zero discharge and Zero sludge formation. All chemicals used for and during this process are RoHS compliant. Blue Star closely monitors the reduction of the use of hazardous substances in the manufacturing of its products. It consistently ensures that the discharge does not, at any given time, contain lead, mercury, cadmium or any such hazardous substances higher than the concentration value permitted by the environmental laws in India.

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:

Sr. 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.
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Blue Star has no operations/offices in/around ecologically sensitive areas.

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
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Blue Star has not conducted EIA during the reporting period.

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/NA).

Yes

If not, provide details of all such non-compliances, in the following format:

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
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NA

Leadership Indicators

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative	Corrective action taken, if any
IGBC Green Factory Certification Location – Wada Plant	Received an IGBC Green Factory Certification for the plant location	Platinum certification achieved	NA
LED Lighting @ Shopfloor Location – Himachal Pradesh Plants	Retrofit existing MHD (Metal Halide) with LED lamps	Energy savings of 200,000 kWh annually	NA
BLDC Fans Location – Himachal Pradesh Plants	Replaced existing conventional industrial fans (column mounted) with BLDC fans	Energy savings potential of 90,000 kWh annually	NA
HVLS Fans Location – Himachal Pradesh Plants	Replaced existing conventional industrial fans (column mounted) with HVLS fans	Energy savings potential of 40,000 kWh annually	NA
Air-conditioning VRF Retrofit Location – Himachal Pradesh Plants	Package AC replaced with high-efficiency VRF AC system	Energy savings of 69,000 kWh annually	NA
Air Compressor Location – Himachal Pradesh Plants	Synchronisation of fixed speed and variable speed air compressors, integrated N2 and O2 air compressors	Energy savings of 200,000 kWh annually	NA
Auto-brazing	Replace compressed air with electrical tower fans	Energy savings of 40,000 kWh annually	NA
LED Lighting @ Shopfloor Location – Dadra Plant	Retrofit existing 600 MHD (Metal Halide) / SON (Sodium Vapor Lamps) with LED lamps	Energy savings of 220,000 kWh annually	NA

5. Does the entity have a business continuity and disaster management plan? (Yes/No)

Yes

Give details in 100 words/ web link.

Blue Star has in place a Business Continuity Management Systems Policy and has also formulated Standard Operating Procedures to keep its critical processes operational and continue delivery of its products and services within acceptable timeframes at predefined capacity in the event of a disruption.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

There is no direct impact to the environment arising from the value chain partners of the entity.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

20.56%

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

Blue Star actively engages with industrial institutions and professional bodies to promote the betterment of the industry as a whole. By collaborating with these entities, Blue Star aims to drive positive change in the industry and contribute to public welfare. Blue Star also participates in various initiatives related to governance, economic reforms, sustainable business practices, and other areas, seeking to foster transformational change. Blue Star’s senior leadership provides expertise and guidance in the development of public policies through strategic partnerships with industrial bodies and consortia at local, national, and international levels, which are as follows:

1. a. Number of affiliations with trade and industry chambers/ associations.

18

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.

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National/ International)
1.	American Society of Safety Professionals (ASSP) – India Chapter	National
2.	National Safety Council (NSC), India	National
3.	American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE)	National and State level
4.	Indian Society of Heating, Refrigerating, and Air Conditioning Engineers (ISHRAE)	National and State level
5.	Confederation of Indian Industries (CII)	National and State Level
6.	Indian Green Building Congress (IGBC)	National
7.	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
8.	Refrigeration and Air-conditioning Manufacturers Association (RAMA)	National
9.	Bureau of Energy Efficiency (BEE)	National
10.	Bureau of Indian Standards (BIS)	National

2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
NA		

**There were no cases of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities*

Leadership Indicators

Blue Star is a member of various industrial fora and trade bodies and plays a key role in advocating issues impacting the sectors through these trade bodies. It actively participates in industry and also provides support in the formulation of relevant policies. Blue Star continues to follow and monitor the business and regulatory environment closely. Blue Star leads various industry forums and provides technical and sectoral thought leadership to assist policy formulation by various bodies.

Following are some of the public policy positions advocated by the Managing Directors of Blue Star: -

1. Details of public policy positions advocated by the entity:

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half Yearly/ Quarterly/ Others- Please specify)	Web Link, if available
1.	Member of the CII National Council <ul style="list-style-type: none"> Create and sustain an environment conducive to the development of India, partnering industry, Government, and civil society, through advisory and consultative processes. 	Leadership in national council, strategic policy formulation and advocacy	Yes	NA	NA
2.	Chairman of the CII Trade Policy Council <ul style="list-style-type: none"> Advocacy and capacity building on the use of FTAs, addressing New Technical Barriers to Trade, upgrading to and complying with International Standards, with an aim to grow India's share of the world trade basket. 	Leadership in national committee, strategic policy formulation and advocacy	Yes	NA	NA
3.	National Chairman of CII Indian Green Building Council <ul style="list-style-type: none"> Expanding the footprint by green built environment. Driving Net Zero principles & mission. 	Leadership in national committee, strategic policy formulation and advocacy	Yes	NA	NA
4.	Currently as the Chairman of CII National Committee on Consumer Durables and Electronics, formulating and driving implementation of sustainable growth strategy for the industry.	Leadership in national committee, strategic policy formulation and advocacy	Yes	NA	NA

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half Yearly/ Quarterly/ Others- Please specify)	Web Link, if available
5.	As the erstwhile President of Refrigeration and Air conditioning Manufacturers Association (RAMA), spearheaded the Energy Labelling Programme for Air Conditioners and also the phase-out of Ozone Depleting Substances. Further, contributed to the formulation of India Cooling Action Plan.	Advocacy through industry association leadership and policy formulation participation	Yes	NA	NA
6.	Actively participated in the implementation of e-waste regulations of the Government of India and has been driving Circularity Principles in Blue Star.	Participation in regulatory implementation and promotion of circular economy principles	Yes	NA	NA
7.	In CII, as the past Chairman of National Cold Chain Committee and as the Co-Chair of National Agriculture Council, undertook unique programmes to reduce the wastage of perishables. The sustainable value chains for bananas is of particular importance.	Leadership in national committees and implementation of programmes for agricultural sustainability	Yes	NA	NA
8.	Chairman, Green Coding Council, CII Green Business Centre. Spearheaded the Think - tank comprising industry, academic and research institutions for promoting technologies and practices for sustainable cooling.	Advocacy through industry association leadership for sustainable cooling	No	NA	NA

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development.

Blue Star is dedicated to supporting underprivileged communities across rural and urban areas of the country through its strategic social initiatives. These initiatives are carefully aligned with Blue Star's expertise and the skills of its employees, who actively participate as volunteers. In the long run, Blue Star is committed to promoting health, hygiene, and wellness through its products, services, and social endeavors. These programs are in line with the UN's Sustainable Development Goals and the country's development objectives. They encompass a wide range of activities, including vocational training in air conditioning and mechanical, electrical, and plumbing services, empowering farmer communities, improving hygiene facilities, and supporting education, health, women's empowerment, and sustainable development. Additionally, Blue Star has responded swiftly to national emergencies, such as floods, earthquakes, and the COVID-19 pandemic in recent past, through partnerships with local NGOs. Regular evaluations of these projects ensure their effectiveness and enable further enhancement. Through its CSR policy, Blue Star demonstrates its commitment to fostering a stronger and more inclusive India by promoting social and economic development initiatives that improve lives and livelihoods. Details of Blue Star's CSR activities and their impact can be found in Annexure 2 of the Board's Report and the Integrated Report.

In addition to its CSR endeavours, Blue Star extends support to various charitable causes through its philanthropic arm, the Blue Star Foundation, focusing on education and healthcare initiatives. Moreover, local teams at major offices and factories contribute to enhancing health, education, environment, hygiene, and public infrastructure through community-driven projects. Blue Star ensures the optimal utilisation of resources and strives for the best outcomes from its CSR programs by conducting on-site visits and understanding ground-level challenges. As part of the review process, NGO partners assess the impact of various projects periodically, which is then reviewed with Blue Star's CSR team. However, the requirement for an independent agency to conduct impact assessments, as per the Companies (Corporate Social Responsibility Policy) Rules, 2014, is not applicable to Blue Star or under any relevant laws.

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					

* During the current Financial Year the Social Impact assessment was not mandatory

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

Sr. 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 ₹)
NA						

*No such projects were undertaken by Blue Star

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

The Plant head and HR head at Blue Star's manufacturing facilities engage with the communities located in the vicinity on an ongoing basis. The implementing agencies appointed for undertaking CSR initiatives have their own grievance mechanism for the beneficiaries thereunder.

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

Particular	FY24	FY23
Directly sourced from MSMEs/ small producers	44.57%	78.41%
Directly from within India	82.24%	90.49%

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:

Particular*	FY24	FY23
Rural	-	-
Semi-urban	3%	4%
Urban	19%	13%
Metropolitan	77%	83%

*Locations are classified based on the RBI classification system and Census 2011

Leadership Indicators

3. a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No/NA)

No, Blue Star's Affirmative Action Code of Conduct believes in Supplier Diversity, giving priority opportunities to Dalit entrepreneurs for procurement requisites, and is working systematically towards achieving a minimum of 10% representation of Dalit vendors in its procurement system.

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Apprenticeship Programmes/NETAP	389 trainees	100%
2.	Vocational Training & Workshops	520 trainees	100%
3.	Mohan T Advani Scholarships	227 students	100%
4.	Digital Literacy Programme in Himachal Pradesh	1,063 students	100%
5.	Educational support to Tribal girl Children	25 girls	100%
6.	STEM education in tribal villages at Palghar	650 students	100%
7.	Training and Employability at Himachal Pradesh	1,000 trainees	100%
8.	Skill training centre at Madhya Pradesh	80 trainees	100%
9.	Mobile Science Lab at Sri city	2,500 students	100%
10.	Skill development of vocational trainers	550 trainees	100%
11.	Sports Kits Distribution to Government	1,280 students	100%

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.**

Blue Star currently has a defined mechanism which is documented through a policy laying out the flow of redressal of complaints received through toll-free number, customer care app, emails, SMS and WhatsApp. The policy is well defined in terms of the review process of the complaints received, resolved and closed as per the defined timelines. In addition to the policy, Blue Star also has a digital tool in place, named Star Serve (web & mobile application), which acts as an interface portal for channel partners and service technicians. Blue Star currently has a process in place wherein the complaints received through call centres and mails are collated and reviewed quarterly for closure.

2. Turnover of products and/ services as a percentage of turnover from all products/services that carry information about

Particular	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

3. Number of consumer complaints in respect of the following:

Particular	FY24			FY23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	41	68*	*Total pending consumer court cases as at the end of the respective Financial Year, includes cases pending from previous years that were not closed.
Other	26,94,664	45,010	NA	0	0	NA

4. Details of instances of product recalls on account of safety issues:

Particular	Number	Reason for recall
Voluntary recalls	0	NA
Forced recalls	0	NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)

Yes

If available, provide a web link of the policy

<https://www.bluestarindia.com/privacy-policy>

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

0

b. Percentage of data breaches involving personally identifiable information of customers

0

c. Impact, if any, of the data breaches

NA

Leadership Indicator

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

The information on products and services of the entity can be accessed at Blue Star's website at <https://www.bluestarindia.com/>. The product information can also be found on the social media handles of Blue Star.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The authorised channel partners of Blue Star are constantly informed about the safe usage of its products which is in turn communicated to the end users as well. Responsible usage intimation of its products is also carried out during the periodic service that takes place at the customer site. All the product manuals issued by Blue Star mention in detail about the product handling and usage. Blue Star also has In Shop Demonstrators (ISD) present at strategically significant sale centers, who not only aid the promotion of products but also educate the consumers on the technicalities of the products and responsible & safe usage of the products.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Blue Star ensures that services to the essential services sector such as healthcare and public delivery are not disrupted. Officials of Blue Star inform the channel partners of any potential disruption in services. For instance, Blue Star continued to provide services during the COVID-19 pandemic. Blue Star also has a facility for remote monitoring of chillers installed at the customer's premises which is used to alert the customers and help them mitigate any potential disruption.

Building on its commitment to service reliability, Blue Star also has in place a Business Continuity Management Systems Policy along with Standard Operating Procedures to keep its critical processes operational and continue delivery of its products and services within acceptable timeframes at predefined capacity in the event of a disruption.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/NA)

Yes

a. If yes, provide details in brief.

The product information is displayed as per the mandates; Blue Star displays additional information depending on the type of products: like the type of refrigerant; type of air conditioner – Inverter or fixed speed; customer service information; safety instructions; details on the blowing agent for commercial refrigeration products, etc.

b. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes