



बामर लॉरी एण्ड कं. लिमिटेड
(भारत सरकार का एक उद्यम)

Balmer Lawrie & Co. Ltd.
(A Government of India Enterprise)

21, नेताजी सुभाष रोड, कोलकाता-700 001 (भारत)
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Phone : (91) (033) 2222 5612 / 5731
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सीआईएन/CIN : L15492WB1924GOI004835

Ref: SECY/SE/2024

Date: 3rd September, 2024

To,
The Secretary,
National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G,
Bandra-Kurla Complex
Bandra (E),
Mumbai – 400 051

The Secretary,
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai- 400001

Company Code: **BALMLAWRIE**

Company Code: **523319**

Dear Sir/Madam,

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

This is in furtherance to our letter dated 12th August, 2024 intimating that the 107th Annual General Meeting (AGM) of the Members of the Company will be held on Thursday, 26th September, 2024 at 12 Noon IST through Two-way Video Conferencing/Other Audio-Visual Means in compliance with applicable Circulars issued by the Ministry of Corporate Affairs and the Securities and Exchange Board of India.

Pursuant to Regulation 34 and Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (as amended), please find enclosed herewith the Business Responsibility and Sustainability Report of the Company for the Financial Year 2023-24.

The said Report as referred above is also being hosted on the Company's website at <https://www.balmerlawrie.com> and on the website of e-voting Agency, M/s. KFin Technologies Limited at <https://evoting.kfintech.com>.

For Balmer Lawrie and Company Limited

Sonal Sharma
Compliance Officer

Encl: As above

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Section A : GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L15492WB1924GOI004835
2	Name of the Listed Entity	Balmer Lawrie & Co. Ltd.
3	Year of incorporation	1924
4	Registered office address	21, Netaji Subhas Road, Kolkata - 700001
5	Corporate address	21, Netaji Subhas Road, Kolkata - 700001
6	E-Mail	ghosh.ab@balmerlawrie.com
7	Telephone	033-22225413
8	Website	www.balmerlawrie.com
9	Financial year for which reporting is being done	FY 2023-24
10	Name of the Stock Exchange(s) where shares are listed	1. BSE Limited 2. National Stock Exchange of India Limited
11	Paid-up Capital	₹ 171,003,8460
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Abhijit Ghosh, Director (HR & CA), 033-22225413, ghosh.ab@balmerlawrie.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).	Disclosures under this report are made on standalone basis for Balmer Lawrie & Co. Ltd.
14	Name of assurance provider	Not Applicable
15	Type of assurance obtained	Not Applicable

II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

S. No	Description of Main Activity	Description of Business Activity	% Turnover of the entity
1	Industrial Packaging	Steel Barrel and drum manufacturing	33.46
2	Logistics (Infrastructure, Services & Cold Chain)	Container Freight Station, Cold Chain & Logistics Services Container Freight Stations Exports and Import activities of Container Transportation to / from Port to CFS, Destuffing, Less than Container Load deliveries.	24.71
3	Greases & Lubricants	Manufacturing and supply of Grease, Lubricants and compounds	23.85
4	Travel & Vacations	Tours and Travel (end-to-end Ticketing and Leisure travel solutions)	8.85

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

S. No	Product/Service	NIC Code	% of total Turnover contributed
1	Industrial Packaging (Steel Drums)	25129	33.46
2	Logistics Infrastructure and Services	51201 / 52109	24.71
3	Greases & Lubricants (Greases)	19201	23.85
4	Travel & Vacations (Ticketing and Package Tour)	79110 / 79120	8.85

III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	For location of Plants and Offices refer "Office & Plant Locations" of Annual Report		
International	0	0	0

18. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan India
International (No. of Countries)	7 countries (for SBU:Travel & Vacations, all countries across the globe where air connectivity is there)

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

1.80%

c. A brief on types of customers

Our customers include:-

- SBU: IP caters to Indian companies as well as MNCs dealing in Lubricants, Chemicals, Agro Chemicals, Foods, Fruits, Transformer Oil, Additives segment
- SBU: Chemicals caters to Tanneries & Exporters (mostly ownership companies) – directly or through dealers
- SBU: G&L caters to Channel Partners, Distributors, Retailers and fleet operators for Greases and Lubricants
- SBU: Cold Chain caters to suppliers for Fruits & Vegetables, Pharmaceuticals, Dairy products, Seafood, Meat & Poultry, QSR, Retail, FMCG
- SBU: LI caters to
- Shipping lines – Ocean Network Enterprise (ONE), WANHAI, IAL, OOCL
- NVOCCS - Cordelia Shipping, Maxicon Shipping Agencies, NAVIO Shipping
- Forwarders - Seaways Group, James Mackintosh partnered with Balmer Lawrie
- CHAs - Rajeswaree Shipping, Mangalamurthy, Globe Express Services
- SBU: LS caters to
- Department of Space, Ministry of Defence - DRDO, HAL, BDL, MIDHANI, Ordnance Factory Board, Bharat Electronics Ltd., Defence Research Organisations, Companies under Ministry of Petroleum and Natural Gas, National Thermal Power Corporation, Coal India Ltd., Bharat Earth Movers Ltd., Larsen and Toubro, Jindal Steels, NPCL, IOCL, BHEL etc.
- For SBU: Travel and Vacations - customers include Private MNC customers, Govt. of India's Ministries, Departments, statutory bodies & various Boards / Tribunals, Corporate Travel Customers etc.
- Academic Institutes – AIIMS, IIMs, IITs, NITs, IISC, NAAC etc.; CPSEs, State PSUs; Autonomous Bodies, Retail individual customers

IV. Employees

19. Details as at the end of Financial Year: 2023-24

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1	Permanent (D)	689	604	88	85	12
2	Other than permanent (E)	274	198	72	76	28
3	Total Employees (D+E)	963	802	83	161	17
WORKERS						
4	Permanent (F)	174	162	93	12	7
5	Other than permanent (G)	28	27	96	1	4
6	Total Employees (F+G)	202	189	94	13	6

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	10	9	90	1	10
2	Other than permanent (E)	2	1	50	1	50
3	Total differently abled Employees (D+E)	12	10	83	2	17
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	5	4	80	1	20
5	Other than permanent (G)	0	0	0	0	0
6	Total differently abled Employees (F+G)	5	4	80	1	20

20. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	8	1	13
Key Management Personnel	6	1	17

21. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8.7	8.3	8.7	10.2	10.5	10.2	11.3	2.3	10.2
Permanent Workers	16.5	0.0	15.4	15.5	0.0	0.0	12.7	15.4	12.8

V. Holding, Subsidiary and Associate Companies (including joint ventures)

22. a. Names of holding / subsidiary / associate companies / joint ventures

S. 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	BALMER LAWRIE INVESTMENTS LIMITED	Holding Company	-	No
2	VISAKHAPATNAM PORT LOGISTICS PARK LIMITED	Subsidiary Company	60%	No
3	BALMER LAWRIE - VAN LEER LIMITED	Joint Venture Company	47.91%	No
4	BALMER LAWRIE (UAE) LLC	Joint Venture Company	49%	No
5	AVI-OIL INDIA PRIVATE LIMITED	Associate Company	25%	No
6	PT BALMERLAWRIE INDONESIA	Joint Venture Company	50%	No
7	ELEGANT INDUSTRIES LLC	100% Subsidiary Company of Balmer Lawrie (UAE) LLC	**	No

**Effective 08.08.2022, BLUAE acquired 100% of the issued share capital of Elegant Industries LLC which is a limited liability company registered at UAE and its financials are merged with BLUAE

VI. CSR Details

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

a. Turnover (in Rs.) – 2404.16 Crs.

b. Net worth (in Rs.) -1427.21 Crs.

VII. Transparency and Disclosures Compliances

24. Complaints/ Grievances as any of the principles (Principles 1 to 9) under the National Guidelines as Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redressal policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Re-remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Re-remarks
Shareholders	Yes The investor grievance redressal is governed by SEBI Regulations and circulars in this regard.	243	2		441	0	
Employees and Workers	Yes https://www.balmerlawrie.com/static/codes_&_policies	0	0		0	0	
Customers	Yes	26	1	Under evaluation	22	0	
Value Chain Partners	Yes	0	0		0	0	
Communities	Yes https://www.balmerlawrie.com/vigilance	0	0		0	0	
Investors (other than shareholders)	https://www.balmerlawrie.com/vigilance	0	0		0	0	
Other (Please specify)							

25. 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

S. 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 (Excessive Rains)	Risk	It can impact Business Operations	<ul style="list-style-type: none"> Floor level changed Engagement of Water Pumps for flushing out water 	Negative Financial implications
2	Climate	Opportunity	To make efforts to mitigate and adapt to climate change through resource efficiency, cost savings, and adoption of low-emission energy sources	Several initiatives are underway internally to focus on carbon reduction, enhance efficiency, overall reduction of emissions and address climate change	Positive

S. 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)
3	Waste Management and Circular Economy	Risk	Poor waste management practices can lead to landfill buildup and public health issues. Failure to appropriately manage waste or to implement circular strategies, during a period of increasing regulation of the same, can negatively impact the Company's reputation.	Ensuring that different types of waste are segregated, handled and disposed of appropriately only by authorised contractors of the State Pollution Control Board. Additionally, to develop and follow circular economy, initiatives are being taken to reduce and reuse the waste created during production.	Negative
4	Water Management	Risk	Water is becoming increasingly a scarce resource especially in India where the seasonal rainfalls are the primary source of water. Poor water management will lead to stress for the operations and employee well-being.	Adhering to the existing water management regulations and establishing goals for reducing water. Furthermore, continuously discovering and implementing better ways to measure and reduce water usage through various technologies and behaviour change within the workforce.	Negative
5	Employee well being and talent management	Risk & Opportunity	Equal opportunity, talent attrition, legal compliance, reputational damage, unsafe work conditions cause injuries or accidents.	Implementing inclusive people practices, providing opportunities for learning and growth and inclusive and supportive work environment.	Positive - Opportunity
6	Products solutions and services	Opportunity	Opportunity towards improving and implementing sustainability aspects in both products and services	All aspects of product and service management are internalized with R&D and efforts are made to develop biodegradable and environment friendly products.	Negative

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:

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes (Y = yes)									
1. a. Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://www.balmerlawrie.com/static/codes_&_policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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.	Yes, the policies are aligned with United Nations Global Compact, GRI standards and International standards such as ISO 9001, ISO 14001, ISO 45001, BRC standards, NGRBC, FSSAI and Balmer Lawrie’s Code of Conduct.								

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.
The Company voluntarily follows principles and policies for transparency which are of International Standards apart from adhering to statutes and policies of the Government of India.
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 periodically reviewed by the Management and various Committees led by the 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)

Balmer Lawrie has embarked on a journey to adopt ESG within its mainstream business practices and has taken steps internally as we strongly believe if all our business functions work smoothly within the ESG framework, then holistic, inclusive and sustained value can be created for all our stakeholders.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>DIN: 08053637 Name : Shri Adika Ratna Sekhar* Designation : Chairman & Managing Director Telephone number : 033-22134629 E-Mail id: adika.rs@balmerlawrie.com</p> <p>(As on 31st March 2024)</p> <p>*From 1st July, 2024, Shri Adhip Nath Palchaudhuri had taken over as Chairman & Managing Director - Additional Charge and subsequently, he had been appointed as the Chairman & Managing Director of the Company w.e.f. 20th July, 2024</p> <p>DIN: 08695322 Name : Shri Adhip Nath Palchaudhuri* Designation : Chairman & Managing Director Telephone number: 033-2222 5305 E-Mail id: chairman.md@balmerlawrie.com</p>
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9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.	<p>Yes</p> <p>While the Board has overall responsibility of Corporate Governance and Sustainability practices, a number of Board Committees play a pivotal role in identifying and managing ESG issues.</p> <p>The Board Committees responsible for ESG issues include Audit Committee, Risk Management Committee, CSR Committee, ESG Committee and Stakeholder Relationship Committee. A periodical review is done by the Board on various aspects of ESG issues.</p>
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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									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Annually / Half yearly / Quarterly* *Balmer Lawrie is complying with all statutory requirements and performance review is done as per the requirement								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y									

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Yes, Balmer Lawrie is a Government of India Enterprise and is subject to various audits by both internal and external agencies. British Retail Consortium (BRC) Audit and DNV have carried out independent assessment/ evaluation for BL units.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business(Yes/No)	Since all policies are already covered by Balmer Lawrie & Co. Ltd. in BRSR, section B; hence this question is Not Applicable.								
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

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable

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	5	Orientation Program for Functional Directors, Cyber Security Awareness, Magic of holistic wellbeing for growth, success & joyfulness Parenting Wellness	63%
Key Managerial Personnel	6	Orientation Program for Functional Directors, Cyber Security Awareness, Magic of holistic wellbeing for growth, success & joyfulness Parenting Wellness, Conducting Enquiry – POSH, Empowering Sustainable Future through Governance & Technology, Gender Equality & Women Empowerment, Awareness Session on Cervical Cancer, Effective functioning of Boards of CPSEs and DPE online portal	100%
Employees other than BoD and KMPs	28	World Class Onboarding Workshop for Liaison Officers (SC/ST) Wealth Awareness Safety Symposium & Exposition Role of IO/PO in conducting inquiries Reservation in Services Parenting Wellness 1000 Women Leader Magic of holistic wellbeing for growth, success & joyfulness Logistics Management Leadership Development for Women Executives in CPSEs Handling Parliament Matters GeM (Basic) Foreign Trade Policy Financial & Tax Planning Ethics in Governance EPIC Workshop EPF & MP'52 & EPS'95 Enhancing Productivity for Sustainable Business Growth Empowering Gender Sensitivity and POSH Cyber Security Awareness Customer Service Excellence Contract Labour Management Practices Conf. on Road Safety Conducting Enquiry - POSH Communication Skills Climate Action Initiatives by Indian PSE MDP on Global Business: Planning and Risk Management	76%
Workers	9	Session on Vigilance Awareness, Building Capabilities – Work Life Balance, Awareness Session on Cervical Cancer, Cyber Security Awareness, IO and PO Enquiry GeM - Basic	20%

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 (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity’s website):

MONETARY					
	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes / No)
Penalty / Fine	P4	BSE Limited	5,36,900 (inclusive of GST)	Fine was imposed on the Company pursuant to non-compliance with the requirements pertaining to the composition of the Board as per Regulation 17(1) of SEBI (LODR) Regulations, 2015 for the quarter ended 30 th June, 2023. However, the Company, being a Government Company, the said non-compliance was for reasons beyond the control of the Company.	Yes, the Company had not paid the fine and had filed a waiver application with the Stock Exchange for waiving the said fine. The response of Stock Exchange in this regard is awaited.
	P4	National Stock Exchange of India Limited	5,36,900 (inclusive of GST)	Fine was imposed on the Company pursuant to non-compliance with the requirements pertaining to the composition of the Board as per Regulation 17(1) of SEBI (LODR) Regulations, 2015 for the quarter ended 30 th June, 2023. However, the Company, being a Government Company, the said non-compliance was for reasons beyond the control of the Company.	Yes, the Company had not paid the fine and had filed a waiver application with the Stock Exchange for waiving the said fine. The response of Stock Exchange in this regard is awaited.
	P4	BSE Limited	5,42,800 (inclusive of GST)	Fine was imposed on the Company pursuant to non-compliance with the requirements pertaining to the composition of the Board as per Regulation 17(1) of SEBI (LODR) Regulations, 2015 for the quarter ended 30 th September, 2023. However, the Company, being a Government Company, the said non-compliance was for reasons beyond the control of the Company.	Yes, the Company had not paid the fine and had filed a waiver application with the Stock Exchange for waiving the said fine. The response of Stock Exchange in this regard is awaited.
	P4	National Stock Exchange of India Limited	5,42,800 (inclusive of GST)	Fine was imposed on the Company pursuant to non-compliance with the requirements pertaining to the composition of the Board as per Regulation 17(1) of SEBI (LODR) Regulations, 2015 for the quarter ended 30 th September, 2023. However, the Company, being a Government Company, the said non-compliance was for reasons beyond the control of the Company.	Yes, the Company had not paid the fine and had filed a waiver application with the Stock Exchange for waiving the said fine. The response of Stock Exchange in this regard is awaited.

MONETARY					
	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes / No)
	P4	BSE Limited	5,42,800 (inclusive of GST)	Fine was imposed on the Company pursuant to non-compliance with the requirements pertaining to the composition of the Board as per Regulation 17(1) of SEBI (LODR) Regulations, 2015 for the quarter ended 31 st December, 2023. However, the Company, being a Government Company, the said non-compliance was for reasons beyond the control of the Company.	Yes, the Company had not paid the fine and had filed a waiver application with the Stock Exchange for waiving the said fine. The response of Stock Exchange in this regard is awaited.
	P4	National Stock Exchange of India Limited	5,42,800 (inclusive of GST)	Fine was imposed on the Company pursuant to non-compliance with the requirements pertaining to the composition of the Board as per Regulation 17(1) of SEBI (LODR) Regulations, 2015 for the quarter ended 31 st December, 2023. However, the Company, being a Government Company, the said non-compliance was for reasons beyond the control of the Company.	Yes, the Company had not paid the fine and had filed a waiver application with the Stock Exchange for waiving the said fine. The response of Stock Exchange in this regard is awaited.
	P4	BSE Limited	5,36,900 (inclusive of GST)	Fine was imposed on the Company pursuant to non-compliance with the requirements pertaining to the composition of the Board as per Regulation 17(1) of SEBI (LODR) Regulations, 2015 for the quarter ended 31 st March, 2024. However, the Company, being a Government Company, the said non-compliance was for reasons beyond the control of the Company.	Yes, the Company had not paid the fine and had filed a waiver application with the Stock Exchange for waiving the said fine. The response of Stock Exchange in this regard is awaited.
	P4	National Stock Exchange of India Limited	5,36,900 (inclusive of GST)	Fine was imposed on the Company pursuant to non-compliance with the requirements pertaining to the composition of the Board as per Regulation 17(1) of SEBI (LODR) Regulations, 2015 for the quarter ended 31 st March, 2024. However, the Company, being a Government Company, the said non-compliance was for reasons beyond the control of the Company.	Yes, the Company had not paid the fine and had filed a waiver application with the Stock Exchange for waiving the said fine. The response of Stock Exchange in this regard is awaited.

MONETARY					
	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes / No)
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-
NON-MONETARY					
	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Brief of the Case		Has an appeal been preferred? (Yes / No)
Imprisonment			-		
Punishment			-		

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	NA

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, anti-corruption and anti-bribery clauses are incorporated in Balmer Lawrie’s Fraud Prevention Policy.

The Company has a Fraud Prevention Policy which covers all aspects of anti-bribery. The policy is in place for detection, reporting and prevention of fraud. This policy covers all types of frauds irrespective of their nature. The Fraud Prevention Policy applies to all frauds committed or suspected, linked to the business of the Company, involving any employee, including the whole-time Directors (employed in any capacity including those deputed by other agencies to carry out any work for and on behalf of the Company) and other stakeholders such as vendors, suppliers, contractors, service providers, consultants or any other external agency / person having business relationship and / or associated with the Company in any manner, as well as their representatives.

The clause “Actions constituting fraud” under the sub-clause (x) of Fraud Prevention Policy talks about what constitutes bribery and corruption:

“Bribery or corruption, including inappropriate relationship with third parties causing conflict of interest and accepting or seeking anything of material value from contractors, vendors or any other person supplying material or providing services to the Company”

The objective of the “Fraud Prevention Policy” is to provide a system for detection, reporting and prevention of fraud, whether committed or suspected. The policy strives to:

- Promote a culture of zero tolerance to fraud or fraudulent conduct
- Communicate to employees and other stakeholders the Company’s approach to dealing with fraud and fraudulent action
- Provide a framework and lay down a procedure for detection, reporting and prevention of fraud or suspected fraud

Balmer Lawrie also has the Whistle Blower Policy in place. The Whistle Blower Policy provides employees a framework to report to the Management, instances of unethical behaviour, and actual or suspected fraud.

In the course of contracting, one has to deal with various vendors / suppliers / contractors / consultants who are expected to adopt and maintain highest standards and a high degree of ethics and integrity, commitments and sincerity towards the work undertaken by them. Any aberration, deviation and

violation from the expected standards of supplies / services / behaviour of the contracting agencies is dealt in line with the policy framed on Blacklisting so that it becomes a deterrent for all. This policy is aimed at blacklisting the errant vendors and service providers by following the laid down procedure.

Weblink - https://www.balmerlawrie.com/static/codes_&_policies

To identify and implement systematic improvements within the organisation and to enhance the efficiency of the Vigilance system, technology was leveraged to launch a new Online Complaint Portal. The Online Complaint Portal was launched by C&MD, Balmer Lawrie and CVO in the presence of Directors and other Executives on 2nd November 2022 during the Vigilance Awareness Week.

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

	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Directors	0	0
KMPs		
Employees		
Workers		

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

	FY 2023-24 (Current FY)		FY 2022-23 (Previous FY)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0		0	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0		0	

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

No such case has been reported till date. Hence, no corrective action is required to address such issues.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	73.81	68.26

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	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases (in %)	0	0
	b. Number of trading houses where purchases are made from (in Nos)	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses (in %)	0	0

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Sales	a. Sales to dealers / distributors as % of total sales (in %)	13.84	12.87
	b. Number of dealers / distributors to whom sales are made (in Nos)	496	482
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors (in %)	52.82	53.03
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases) (in %)	2.00	1.73
	b. Sales (Sales to related parties / Total Sales) (in %)	0.03	0.02
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances) (in %)	80.67	66.94
	d. Investments (Investments in related parties / Total Investments made) (in %)	97.94	98.81

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	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
11	1, 3, 4, 7 & 9	-

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

Yes, Balmer Lawrie has a Code of Conduct Policy for Board Members of Balmer Lawrie & Co. Ltd. under which one of the clauses talks about Conflict of Interest which is mentioned as under:

“Every Board Member and Designated Personnel must act in the best interest of the Company and ensure that any business or personal association which he / she may have, does not involve a conflict of interest with the operations of the Company and his / her role therein. All actions, which may lead to a conflict of interest, shall be reported to the Board and the advice of the Board shall be sought. Actions arising out of such reporting shall be as mandated by the Board.”

The Code of Conduct is laid out to sustain the following values:

- Personal and professional integrity, honest and ethical conduct
- Equality, tolerance and respect for others
- Abstinance from conflict of interest
- Maintenance of confidentiality regarding business of the Company
- Protection of assets and intellectual property rights of the Company
- Compliance with all the applicable provisions of existing local, state, national and international laws

The Code of Conduct is applicable to the Board Members of the Company and its Senior Management Personnel.

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe

ESSENTIAL INDICATORS

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**

	Current Financial Year (2023-24)	Previous Financial Year (2022-23)	Details of improvements in environmental and social impacts
R&D	0.72%	1.06%	SBU: IP - Efficiency improvement as a result less power consumption. SBU: G&L - Generally, shelf life of lubricants including greases is 18 months. Further the shelf life can be extended with revalidation for additional six months through testing.
Capex* *incl. R&D	100%	100%	SBU: IP: Efficiency improvement as a result less power consumption. SBU: G&L: Installed Dust collector unit to eliminate exposure of hazardous raw material BLDC fans installed Installation of digital display board for HSE related awareness in plants Old cooling tower replaced with new energy efficient cooling tower

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

Yes, Balmer Lawrie is committed towards sustainable sourcing of raw materials. The Company has developed a supplier sustainability code and has an established process for vendor selection. This includes various principles and guidelines such as Safety, Health and Environment Policy, Legal Compliance, adherence to HR policies etc. The Company has initiated the process for carrying out a Sustainability Assessment of its key suppliers and communicate areas of further improvements to reinforce sustainability principles. In one of the SBUs, approx. 70% of raw material consists of Steel. Through various technological innovations and value engineering Balmer Lawrie is optimizing the consumption of Steel and significantly contributing towards conservation of non-renewable raw materials / resources.

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

- 30% of inputs were sourced sustainably.

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) (b) E-waste (c) Hazardous waste and (d) other waste.

Currently there are no specific defined processes in place to safely reclaim the products.

a) Plastics (including packaging)

Balmer Lawrie (SBU: G&L) is registered as a brand owner in EPR portal. At present, we are in the process of onboarding the other SBUs in the EPR portal.

(b) E-waste

All e-waste generated in-house is handed over to certified vendors for safe disposal / bought back by vendors / users.

(c) Hazardous waste

Hazardous waste is categorised as per the Rules and is sent to the authorised end users for utilising the same and converting it into useful products. The remaining hazardous waste is sent

for proper disposal at Pollution Control Board’s authorised facilities.

(d) Other waste

Not Applicable

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes. SBU: G&L is already registered as a brand owner for EPR-Plastic in CPCB portal. Fulfilled compliances in line with the EPR guidelines. At present, we are in the process of onboarding the other SBUs in the EPR portal.

LEADERSHIP INDICATORS

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No) If yes, provide the web-link
-	-	-	-	-	-

Currently LCA is not being carried out. However, the same is in discussion for the coming FY.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same

Name of Product / Service	Description of the risk / concern	Action Taken
Currently LCA is not being carried out. However, the same is in discussion for the coming FY.		

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Used Oil	0.014%	0.02%

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:

	FY 2023-24 (Current FY)			FY 2022-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-
E-Waste	-	-	-	-	-	-

Hazardous waste	-	-	Evaporation residue - 10.8MT to Pollution Control Board authorised facility		Used oil -1.2MT to Pollution Control Board authorised recyclers	Evaporation residue - 18MT to Pollution Control Board authorised facility
Other waste	-	-	2.201 MT (Wooden) + 66 MT (Food / garden waste)	-	-	-

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Grease	0.05%	0.37 %
Lubricant	0.05%	0.04 %

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

ESSENTIAL INDICATORS

1. a. Details of measures for the well-being of employees:

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)
Permanent Employees											
Male	604	604	100	604	100	0	0	0	0	0	0
Female	85	85	100	85	100	85	100	0	0	0	0
Total	689	689	100	689	100	85	100	0	0	0	0
Other than Permanent Employees											
Male	198	198	100	198	100	0	0	0	0	0	0
Female	76	76	100	76	100	76	100	0	0	0	0
Total	274	274	100	274	100	76	100	0	0	0	0

b. Details of measures for the well-being of workers:

Category	% of workers 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)
Permanent Workers											
Male	162	162	100	162	100	0	0	0	0	0	0
Female	12	12	100	12	100	12	100	0	0	0	0
Total	174	174	100	174	100	12	100	0	0	0	0
Other than Permanent Workers											
Male	27	0	0	27	100	0	0	0	0	0	0
Female	1	0	0	1	100	1	100	0	0	0	0
Total	28	0	0	28	100	1	100	0	0	0	0

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Cost incurred on well- being measures as a % of total revenue of the company	0.07%	0.05%

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

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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	100	Y	0	100	Y
Others - Please Specify	-	-	-	-	-	-

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

Yes, the premises are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the entity has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

Link: https://www.balmerlawrie.com/static/codes_&_policies

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	0	0	0	0
Female	3	100%	0	0
Total	3	100%	0	0

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.

	Yes / No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes
Other than Permanent Workers	Yes*
Permanent Employees	Yes
Other than Permanent Employees	Yes

The Company has grievance redressal committees in each region. Further, the Company has nurtured an open-door policy towards redressing grievances proactively following the Principles of Natural Justice. Reliance on open-door policy and timebound redressal of employee grievances has been a cornerstone in not only having a committed workforce but it has also contributed and is reflected in the active participative culture in the Company.

To identify and implement systematic improvements within the organisation and to enhance the efficiency of the Vigilance system, technology was leveraged to launch a new Online Complaint Portal. The Online Complaint Portal was launched by C&MD, Balmer Lawrie & Co. Ltd. and CVO in the presence of Directors and other Executives on 2nd November, 2022 during the Vigilance Awareness Week.

*This category of engages is covered under the grievance redressal mechanism in vogue with their employer.

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

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	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	604	150	25	612	185	30
Female	85	18	21	89	22	25
Total Permanent Workers						
Male	162	162	100	223	223	100
Female	12	12	100	12	12	100

8. Details of training given to employees and workers

Category	FY 2023-24 Current FY					FY 2022-23 Previous Financial Year				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	802	444	55	559	70	716	544	75	421	59
Female	161	57	35	109	68	142	60	42	82	58
Total	963	501	52	668	69	858	604	70	503	58
Workers										
Male	189	121	64	12	6	545	497	91	122	22
Female	13	3	23	1	8	67	35	52	13	19
Total	202	124	61	13	6	612	532	85	135	22

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

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	802	802	100	716	716	100
Female	161	161	100	142	142	100
Total	963	963	100	858	858	100
Workers						
Male	189	189	100	545	219	40
Female	13	13	100	67	13	19
Total	202	202	100	612	232	38

10. Health and safety management system:

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

Yes. Balmer Lawrie has a robust Health, Safety and Environmental (HSE) Management System, which is applicable to all employees and workers across all operational areas of the Company. Continual enhancement of Health, Safety and Environment (HSE) standards in all the activities is one of the prime corporate objectives of the organisation.

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

To ensure adherence to prescribed safety norms, teams visit workplaces / locations to carry out inspections and assessments of potential hazards that could harm workers. Teams interact with the workmen and explain hazards and risks involved in allocated activities. The Company also has a Hazard Identification and Risk Assessment (HIRA) process that involves identification of existing as well as potential routine and non-routine workplace hazards viz., periodic review of risks, determining and implementing a hierarchy of controls for safe operations. Hazards related to working at height, working in confined spaces, hot works, inadequate guarding, maintenance, etc. are covered under the HIRA register.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes

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

Yes

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

Safety Incident/Number	Category *	FY 2023-24	FY 2022-23
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	0	0
	Workers	0.1393710	0
Total recordable work-related injuries	Employee	0	0
	Workers	0	0
No. of fatalities	Employee	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employee	0	0
	Workers	0	0

- Including in the contract workforce

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

Employee training: Comprehensive training is essential for preventing workplace injury. The Company ensures that all employees and workers have access to safety training. Programs undertaken are: safety induction trainings for new joiners, tool box trainings at each department work area, HSE alerts for awareness about incident at the workplace and online / physical training.

Safety Inspections/ Audits: The Company conducts safety audit and inspection at defined intervals at various sites to critically examine and identify any need for corrective action. Checks are conducted in standardized format and records maintained.

Regular review meeting: Regular meetings to review safety rules and discuss preventive measures are conducted to ensure that the workplaces are safe for the workers. Plant safety meetings and departmental safety meetings are conducted, and records of the meeting are maintained.

As a responsible employer, we conduct various health and medical checkups on regular basis by recognized institutions rolled out across different locations. Moreover, employees have access to various wellness workshops.

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

	FY 2023-24 (Current FY)			FY 2022-23(Previous FY)		
	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	0	0	0	0
Health & Safety	0	0	0	0	0	0

14. Assessments for the year:

	% 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.

All safety related events/ incidents are analysed, reviewed and validated thoroughly and the identified corrective actions are deployed across the organization.

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

(B) Workers (Y/N)- Yes

The Company extends coverage of all permanent employees including workers and fixed term contract engagees under the Group Term Life Insurance Policy in addition to the Group Personal Accident Policy. Under the Group Term Life Insurance Policy, all covered Personnel are entitled to an amount equivalent to 48 times of the last drawn basic pay of the personnel to be paid on an employee's death.

The sum insured under the Group Personal Accident Insurance Policy is Rs. 18 Lacs which is provided in the event of Accidental Death / Permanent Total Disablement (PTD)

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

In order to ensure that statutory dues have been deducted and deposited by the value chain partners, the entity has implemented several measures. Firstly, the concerned contractors are being promptly notified via email regarding their responsibility to submit the Annual Return through the Shram Suvidha Portal. Additionally, the contractors are required to furnish a copy of the submitted Annual Return to the Principal Employer. This step serves as an essential means for the entity to verify and maintain a comprehensive record of the contractors' compliance with their obligations.

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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	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	
	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Employees	0	0	0	0
Workers	1	0	0	0

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)

No, currently there are no transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	89%
Working conditions	89%

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Since no significant risks / concerns were identified from assessments of health and safety practices and working conditions of value chain partners, no corrective action is required.

Balmer Lawrie has a code of conduct for its vendors / contractors which specifies that they have to be compliant with health and safety practices, working conditions and work permit conditions as mandated by Balmer Lawrie. They also must be compliant with local and national laws and regulations on Occupational Health and Safety and have the required permits, licenses and permissions granted by local and national authorities.

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders

ESSENTIAL INDICATORS

1. Describe the process for identifying key stakeholder groups of the entity.

Yes, the Company as part of its ESG framework has identified the stakeholder groups and intends to engage with them for their betterment. Engaging and collaborating with stakeholders is key for developing the business strategy. To build a meaningful and transparent relationship, we engage with our stakeholders to form long-term relationships based on trust and a willingness to collaborate. We define our stakeholders as individuals, groups, or organisations who have a material influence on or are materially influenced by the way we perform our activities. We engage with our stakeholders periodically through various channels and proactively communicate relevant information to our stakeholders through multiple channels such as meetings, annual report, sustainability report, press releases etc. We strive to ensure that it is a two-way communication process. Feedback from our stakeholders is welcome so that we can learn how we as a Company can improve.

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 & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government, SEBI, NSE, BSE and other regulators	No	Listing Compliance portal of the Stock Exchanges for dissemination of information, update on website of the Company, E-Mails, Newspaper Publications, Letters, Notices sent through post, annual / quarterly financial results and investor meeting. Intimation through the SDD compliance software under SEBI (Prohibition of Insider Trading) Regulations, 2015	Need based / Event based and periodic disclosures are made by the Company	Support Government missions to promote sustainable development goals <ul style="list-style-type: none"> • Performance appraisal through MoUs • Discussions on major investment Plans To give update on the events / developments in the Company. To assist the investor in resolving their Grievances. To inform the investors about the changes and amendment in the Companies Act, 2013, SEBI (LODR) Regulations, 2015 and DPE Guidelines on Corporate Governance. To inform insiders regarding closure of trading window and compliance of the SEBI Regulations regarding Insider Trading.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Satisfaction surveys, Training, Conference, Social Media Grievance Redressal Emails, Journals, Meetings with Employee Associations and Unions	Continuous	Proposing measures to increase employee competency at work as well as promote work-life balance. The Company follows an open-door policy.
Customers	No	Multiple channels	Frequent and need based	Stay in touch with the customers to receive their feedback on various products that the Company manufactures and deals with.
Vendors and suppliers	No	Multiple channels	Frequent and need based	Stay in touch with vendors and suppliers who supply and deal in the products of the Company.
Shareholders and investors	No	Email, website, E-Mail, Website, Quarterly results, Annual General Meetings, Notices in newspapers, Investors' conference calls, Financial Reports, Announcements, Intimation to stock exchanges etc.	Event based and need based	Educating them about Company's Performance, capex plans, business strategy and growth prospects, for them to stay abreast of developments in the Company and for us to understand their expectations.
Communities	No	Meetings and direct interactions, Community events	Continuous	Implementing community initiatives and helping them to attain a better standard of living. For making a difference in society and creating an impact through our CSR initiatives.
Industry and trade associations	No	Industry conferences and trade fairs, Working committee meetings	Need-based	<ul style="list-style-type: none"> • Maintenance of product / service standards • Continuous innovation on the part of member businesses • Co-operation between businesses to ensure overall development in a healthy, competitive environment

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.

Balmer Lawrie (BL) recognises the importance of proactive interaction with its stakeholders as it helps the Company in meeting their expectations and building stakeholder trust and confidence. In addition, the Company consults with its stakeholders on sustainability issues. BL conducts materiality assessment process where it involves its stakeholders, and they are encouraged to give their perspectives on the Company’s sustainability goals. The Company engages with the stakeholders through materiality survey. The outcomes of stakeholder consultations are reviewed by Board Committee.

The Board of Directors place their outlook on business of the Company vis a vis the industry / the national and the world economy through the Annual Report, which is circulated to the shareholders.

The Annual General Meeting of the Company is called and conducted every year and the same essentially involves an interactive session between the shareholders and the Chairman.

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

Stakeholder consultation significantly influences the shaping of our policies and activities towards social and environmental issues, allowing us to balance our business objectives with our commitment to our stakeholders, society and the environment.

For example, there was a policy to buy products from the marginalized section of the Society and Silvassa unit operates in the area where tribal population dominates. Therefore, with proper intervention SHG Group formation was enabled in that area, so that an enterprise would come up and the Company can procure from the SHG Groups.

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

Although none of the stakeholder group is identified as vulnerable / marginalized, the Company does engage with some stakeholder groups to understand their needs and provide the support to the extent possible. For instance, there is a policy to buy products from the marginalized sections of the Society and the Silvassa unit operates in the area where tribal population dominates. Therefore, stakeholder group formation was enabled in that area, so that an enterprise would come up and Company can procure from the stakeholder groups.

Principle 5: Businesses should respect and promote human rights

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:

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	689	101	15	668	34	5
Other than permanent	274	0	0	190	0	0
Total Employees	963	101	10	858	34	4
Workers						
Permanent	174	0	0	203	0	0
Other than permanent	28	0	0	409	0	0
Total Workers	202	0	0	612	0	0

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	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	604			604	100	586			586	100
Female	85			85	100	82			82	100
Other than Permanent										
Male	198			198	100	130			130	100
Female	76			76	100	60			60	100
Workers										
Permanent										
Male	162			162	100	191			191	100
Female	12			12	100	12			12	100
Other than Permanent										
Male	27			27	100	354			354	100
Female	1			1	100	55			55	100

3. Details of remuneration/salary/wages:

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (PA)	Number	Median remuneration/ salary/ wages of respective category (PA)
Board of Directors (BoD)	7	₹ 52,18,348	1	Not Available (Government Nominee/ Independent Director)
Key Managerial Personnel	5	₹ 52,18,348	1	₹ 52,18,151
Employees other than BoD and KMP	797	₹ 9,86,946	160	₹ 7,48,671
Workers	189	₹ 10,59,982	13	₹ 8,95,606

*For calculation of median salary, salaries of Govt. Nominee Director and Independent Director have not been considered as they are not available with the Company.

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	12.2%	11.2%

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/No)

Currently we do not have a focal point responsible for human right impacts or issues caused or contributed by the business. However, across the Company, systems and processes are in place to ensure there are no human rights violations.

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

The Company has grievance redressal committees at each region in line with the statutory requirements which duly follows principle of natural justice. Further, the Company believes in empowerment of all sections of employees and has nurtured an open-door policy towards

redressing grievances proactively. Reliance on open-door policy and timebound redressal of employee grievances has been a cornerstone in not only having a committed workforce but it has also contributed and reflected in the active participative culture in the Company.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labor	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

The Company has grievance redressal committees at each region in line with the statutory requirements which duly follows principle of natural justice. Further, the Company believes in empowerment of all sections of employees and has nurtured an open-door policy towards redressing grievances proactively. Reliance on open-door policy and timebound redressal of employee grievances has been a cornerstone in not only having a committed workforce but it has also contributed and reflected in the active participative culture in the Company. Detailed enquiry is conducted by Balmer Lawrie for discrimination and harassment cases, and serious action is taken if found guilty.

Also, the Company has constituted an “Internal Complaints Committee” as per Section 4 of THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013 to address complaints related to POSH if any. Balmer Lawrie as per the provisions of the act ensures that the identity of the aggrieved women is kept confidential.

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

Yes

10. Assessment for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0
Forced/involuntary labour	0
Sexual harassment	0
Discrimination at workplace	0
Wages	0
Others- Please Specify	0

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above

Not Applicable

Since the assessment on points mentioned in Question 9 were not carried out in the current FY, there are no significant risks / concerns identified for which corrective action is required.

LEADERSHIP INDICATORS

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

Since Human Rights grievances were not reported in the current FY, there are no significant risks / concerns identified for which corrective action is required.

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

Not Applicable

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. The premises is accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	0
Discrimination at workplace	0
Child labour	0
Forced Labour/Involuntary Labour	0
Wages	0
Others- Please Specify	0

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

Since the assessment of value chain partners were not carried out in the current FY, there are no significant risks / concerns identified for which corrective action is required.

Principle 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

The following calculations have been used in this section:

PPP Adjusted Revenue in INR = (Revenue in INR/ PPP Conversion Factor) * Exchange rate (USD to INR)

PPP Conversion Factor is taken as 20.22 (for FY23-24) and 20.67 (for FY22-23) as per the latest available value on finalization of

this report and is taken from <https://data.worldbank.org/indicator/PA.NUS.PPP>

Foreign exchange rate has been considered as the rate on the end of FY and has been taken from <https://www.rbi.in/scripts/ReferenceRateArchive.aspx>

ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	2.13 TJ	1.82 TJ
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	2.13 TJ	1.82 TJ
From non-renewable sources		
Total electricity consumption (D)	57.24 TJ	51.89 TJ
Total fuel consumption (E)	19417.70 TJ	15212.34 TJ
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	19474.94 TJ	15264.23 TJ
Total energy consumed (A+B+C+D+E+F)	19477.07TJ	15266.05TJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)(TJ/Rs.)	0.00000084004	0.00000066087
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.000000203	0.00000016623
Energy intensity in terms of physical output	Due to the diverse segments of Balmer Lawrie & Co. Ltd, there is no single type of physical output for its services and products	
Energy intensity (optional) – the relevant metric may be selected by the entity		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

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? (Y/N) 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

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

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	6114.21	6468.50 KL
(iii) Third party water	58119.998	71451.7 KL
(iv) Seawater / desalinated water	0	-
(v) Others	0	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	64234.208	77920.2 KL
Total volume of water consumption (in kilolitres)	57912.208	65256.204
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (KL/Rs.)	0.000002497	0.000002824
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.00000060549	0.00000071068
Water intensity in terms of physical output	Due to the diverse segments of Balmer Lawrie & Co. Ltd, there is no single type of physical output for its services and products	
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

4. Provide the following details related to water discharged:

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	5465.000	288
- With treatment – please specify level of treatment	0	4511
(ii) To Groundwater		
- No treatment	370	1224
- With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	360
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	360	4280
With treatment – please specify level of treatment	0	2001
(v) Others		
- No treatment	127	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	6322	12664

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation

Yes. Zero Liquid Discharge Plant of Multiple Effect Evaporation (MEE) with Agitated Thin Film Dryer (ATFD) of 45KLD system available for the handling and treatment of Effluents at Chemicals, Chennai unit. Most of our other plants and units are zero effluent discharge plants.

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

Parameter	Please specify unit	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
NOx	µg/M ³	22	19
SOx	µg/M ³	15	13
Particulate matter (PM)	µg/M ³	78	78
Persistent organic pollutants (POP)	µg/M ³	0	0
Volatile organic compounds (VOC)	µg/M ³	0	790
Hazardous air pollutants (HAP)		-	-
Others – please specify		-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, State Pollution Control Board and PCB approved Laboratory

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
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)	MTCO ₂ e	1093149.19	857251.71
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)	MTCO ₂ e	11374.47	103109.66
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	MTCO ₂ e/Rs.	0.00004763	0.0000415745
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)		0.00001154819	0.00000205625
Total Scope 1 and Scope 2 emission intensity in terms of physical output		Due to the diverse segments of Balmer Lawrie & Co. Ltd, there is no single type of physical output for its services and products	
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes, the entity has projects related to reducing Green House Gas Emission.

Installed 1046 KWp Solar Power Plant which is in operation till date. This helps in reducing the dependency on fossil fuel based energy and offsets our energy requirement using renewable sources of energy.

IP - Manali has done fuel conversion from LDO to LPG, thus reducing Green House Gas emission.
IP - Silvassa has upgraded compressor system triggered electrical power saving.

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

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	15.874	6.2
E-waste (B)	0	0.08
Bio-medical waste (C)	0.0015	0.003
Construction and demolition waste (D)	237	1750
Battery waste (E)	0	0.02
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	168.243	248.021
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	104.781	305.38
Total (A + B + C + D + E + F + G + H)	525.90	2309.70

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations) (MT/Rs.)	0.00000002267	0.00000009999
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0000000055	0.00000002515
Waste intensity in terms of physical output	Due to the diverse segments of Balmer Lawrie & Co. Ltd, there is no single type of physical output for its services and products	
Waste intensity (optional) – the relevant metric may be selected by the entity		
For each category of waste generated, total waste recovered through recycling, re- using or other recovery operations (in metric tonnes)		
Category of waste	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
(i) Recycled	1.361	0.02
(ii) Re-used	4	10.5
(iii) Other recovery operations	0	-
Total	5.361	10.52
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of Waste		
Incineration	2.945	-
Landfilling	21.600	18
Other disposal	508.727	2231.67

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

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.

Waste generated at various units / plants are being segregated and disposed as hazardous and non-hazardous categories. Hazardous waste category of items is being disposed to authorised agencies in line with local PCB guidelines. In SBU: G&L, dust collector was installed to eliminate hazardous particles contamination in breathing air during batch processing of greases. The R&D team works continuously to reduce / eliminate the use of hazardous / toxic chemicals.

In the Logistics business only limited waste which are non-hazardous packaging materials, are generated after de-stuffing of containers and other office wastes. On daily basis these are collected and dumped in garbage area within the CFS units and same are removed on weekly basis and taken to corporation dumping yard.

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:

S.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.
-	-	-	-
Not applicable			

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
-	-	-	-	-	-
Not Applicable as Environmental Impact Assessment of projects not undertaken in the current financial year.					

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

Yes. Balmer Lawrie is compliant

S.No.	Specify the law / regulation / guidelines which wasnot complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken,if any
-	-	-	-	-

LEADERSHIP INDICATORS

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

None of our units are in water stress areas; hence, this section is not applicable.

(i) Name of the area	-
(ii) Nature of operations	-
(iii) Water withdrawal, consumption and discharge inthe following format:	-

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Not Applicable

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	-	-	-
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

None of our work locations are in Ecologically Sensitive Areas; hence, this section is not applicable.

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:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	SBU- Industrial Packaging: Installation of door, Installation of Servo Voltage Stabilizer, Installation of IE3 motors Fuel conversion	Installed door at the entry and exit point of the ovens for drum manufacturing. Installed automatic Servo Voltage stabilizer to minimize the power consumption. Plant has improved manufacturing process by optimum usage of input materials. 16 nos. IE3 Motors installed in all eight ovens and Compressor line changed. Conversion from indirect to direct heating of the Ovens (Paint and lacquer baking). Thus, heat loss is reduced.	Reduced electricity consumption thereby reducing CO2 emissions

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
2	SBU- Greases & Lubricants: Improvement of power factor and Reduction of CO ₂ emission	Power factor improved after extension of APFC Panel. Power consumption per MT / KL is reduced to 68.31 in FY 23-24 from 83.99 in FY 22-23 and 89.50 in FY 21-22. BLDC fan procured and Cooling tower ID fan has been changed.	Reduced electricity consumption thereby reducing CO ₂ emissions
3	SBU- Logistics Infrastructure: Solar plant installation, installation of AC occupancy sensors and replacement of conventional lights	Solar plant (Capacity 270 kWp) installation done. AC occupancy sensor has been installed- at conference room (Main Admin building); Occupancy sensors has been installed at the admin building lobby and custom office. 145 nos. conventional halogen lights of high mast towers have been replaced with LED lights.	Reduced electricity consumption thereby reducing CO ₂ emissions
4	SBU- Cold Chain: Air curtains installation and Installation of freezer chamber	Installed air curtains to increase the efficiency of refrigeration system as suggested by the HAZOP study report. Automation of one freezer chamber's door done to reduce the energy consumption. Capacitor panel has been repaired to increase the power factor.	Reduced electricity consumption thereby reducing CO ₂ emissions

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Yes, our Emergency Response and Disaster Management Plan (ERDMP), Incident reporting System (IRS) and Evacuation Standard Operating Procedure ensure effective management of any disaster. Also, onsite and offsite mock drills are conducted to generate awareness and ensure preparation for actions that need to be taken during any accident.

At Balmer Lawrie, all our plants and units have a dedicated Emergency Response Team (ERT) which consists of incident handling team capable of managing any disaster.

Training and awareness sessions are conducted for the employees and emergency handling teams to prepare them for actual emergency situations.

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.

- I. Drum manufacturing industries involve MS sheet cleaning / degreasing which is a chemical process and require huge amount of water on daily basis based on the plant size, but for IP we are using Dry MS coil which eliminates the degreasing process totally.
- II. In IP - Taloja, the technology of barrel manufacturing is totally imported and not a single drop of water is required for the manufacturing processes.
- III. This way we have mitigated the impact of value chain on environment totally.

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

Currently value chain partners have not been assessed for environmental impacts. The same will be considered in coming FY.

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

ESSENTIAL INDICATORS

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

Nine (9)

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.

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers /associations (State / National)
1	Confederation of Indian Industry (CII)	National
2	CII(PSE) Council	National
3	Bengal Chamber of Commerce & Industry	State
4	Calcutta Management Association	State
5	Employers Federation of India	National
6	UN Global Compact (India)	National
7	Standing Conferences of Public Enterprises (SCOPE)	National
8	Petroleum Sports Promotion Board (PSPB)	National
9	Indian Chemical Council	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
-	-	-
Since no issue related to anti-competitive conduct has been observed by the entity, hence no corrective action is required.		

LEADERSHIP INDICATORS

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

S. 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
-	-	-	-	-	-
Currently there are no public policy positions advocated by the entity					

Principle 8: businesses should promote inclusive growth and equitable development

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
-	-	-	-	-	-
Currently no Social Impact Assessments have been done					

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

S. 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 INR)
-	-	-	-	-	-	-
Currently no Rehabilitation and Resettlement (R&R) projects have been undertaken by the organisation.						

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

The Company works closely with the community in the identified areas of contribution in the thrust areas for carrying out the Corporate Social Responsibility initiatives. Within the area of work, the employees of the Company work with the communities to understand the impact of the projects on the intended beneficiaries. These interactions provide the people with ample opportunities to gauge and address community concerns.

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

	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	12.28%	9.5%
Directly from within India	4.15%	4.11%

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

Location	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Rural	1.1%	1.3%
Semi-urban	5.1%	4.5%
Urban	0.3%	0.1%
Metropolitan	93.5%	94.1%

LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
-	-
Since Social Impact Assessment has not been carried out, no negative impact has been identified resulting in no corrective action to be taken.	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S.No.	State	Aspirational District	Amount spent (In INR)
-	-	-	-
No CSR projects undertaken by Balmer Lawrie are in aspirational districts. Hence, the question is not applicable to us.			

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

We promote the procurement of products & services rendered by MSEs by extending all benefits, including price preference mandated under Public Procurement Policy. Purchase Preference as mandated in Public Procurement Policy for MSE, Schedules Caste, Scheduled Tribe and Women Entrepreneur vendor is also applicable for our Tenders.

(b) From which marginalized /vulnerable groups do you procure?

MSEs owned by SC / ST and Women Entrepreneurs as per Public Procurement Policy

(c) What percentage of total procurement (by value) does it constitute?

12.28% of total procurement

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes / No)	Basis of calculating benefit share
-	-	-	-	-
Currently no intellectual properties are owned or acquired by Balmer Lawrie & Co. Ltd. based on the traditional knowledge. Therefore, this section is not applicable for us.				

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of Authority	Brief of the Case	Corrective action taken
-	-	-

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Set-Off [Procurement of 5 Oxygen Plants for Govt. Hospitals]	500000	40-45
2	Donation to GFEE (I Create) [Technology Incubator Funded by the Central Govt. State Govt & PSUs]	NA	NA
3	OPEX/CAPEX Fund for the Skill Development Institutes	14400	60%
4	Swachha Bharat Abhiyan	7000	100%
5	Azadika Amrit Mahotsav	140	100%
6	Mobile Ambulance	5000	50%
7	Mental Health Project	400	40%
8	Cancer Detecting Camp	600	60%

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.

There are multiple mechanisms for separate SBUs for receiving and responding to consumer complaints. The same are listed below.

SBU - Chemicals: On receipt of complaint at Sales Office, if any, same is recorded in SAP. Customer site is visited to collect sample. Sample is sent to QC for analysis against counter sample of same batch. If any quality deviation is found, correction will be done at customer site itself, if possible. Otherwise, the material will be collected back for reprocessing and re-use. Also, corrective action will be taken to avoid recurrence.

SBU - G&L: On receipt of complaints at Sales Office, the same is recorded in SAP. A visit to customer site is made if found necessary otherwise the personnel speaks over phone with the customer to understand the problem. Sample is collected for evaluation in our QA laboratory or R&D centre and is compared with counter sample. We do elemental analysis of greases and lubricants with sophisticated instruments, if found necessary, to find contamination if occurred at customer end. In case we find that customer is not following correct procedure to maintain the lubricants or failure of mechanical components, we guide them to rectify the same. In some cases, we send additives to correct the products during usage as rectification, if possible, at site. If any other kind of defect in products is observed, we replace the material at the earliest. We communicate the laboratory report to the sales team to forward the same to the customers.

SBU - IP: Customer complaints received by Marketing / Field Officer / Sales Admin, are recorded in specified format. Joint inspection by Field Officer and Quality Representative at Customer site is done within 48 hours. If any quality deviation is found, efforts are made to correct at customer premises itself, otherwise, the material is returned for further corrections. RCA & CAPA are carried out and submitted to customer to avoid recurrence.

SBU-CC: Escalation matrix provided to customers.

SBU - LI: On receipt of any customer complaint pertaining to any of the 3 Container Freight Stations on email, the same is attended immediately by the Department concerned (Accounts or Sales or Operations) as the case may be. The medium of receipt of complaints as well as the responses from our end is over email only. As per our SOP, we are supposed to resolve all our customer complaints across all locations within 3 working days and the same has also been made a part of the KPT's of employees concerned for timely compliance.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100% (SBU Chemicals & G&L)
Safe and responsible usage	100% (SBU Chemicals & G&L)
Recycling and/or safe disposal	100% (SBU Chemicals & G&L)

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

	FY 2023-24(Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Re-ceived during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-		-	-	
Advertising	-	-		-	-	
Cyber-security	-	-		-	-	
Delivery of essential services	-	-		-	-	
Restrictive Trade Practices	-	-		-	-	
Unfair Trade Practices	-	-		-	-	
Other	338	-		281	-	

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

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes.

*Due to sensitive and confidential nature of the topic, cyber security policy cannot be shared in the public domain. However, Balmer Lawrie & Co. Ltd. would like to confirm that we are constantly working and improving on our security compliances to tackle incidents in the area of security.

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.

The Cyber Security Policy was drafted in 2017. There are multiple amendments that have been done as per the requirements / changes in the threat landscape to keep the policy updated. We also have 2-layer cyber security network which includes layer 1 as network layer security and layer 2 as application layer security. We conduct security audits every year to identify any possible gaps and fix them to remain threat free.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact: Nil
- b. Percentage of data breaches involving personally identifiable information of customers: Nil
- c. Impact, if any, of the data breaches

LEADERSHIP INDICATORS

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

Information regarding all products and services of Balmer Lawrie is available on the Company's website and can be accessed at www.balmerlawrie.com. Additionally, the Company disseminates product and service information on several social media channels.

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

The Company ensures safe and responsible usage of the products through informative labelling. The packaging provides information regarding safe usage and disposal for majority of products including cartons, packets, bottle labels, among others. Details and symbols regarding recycling and saving water initiative are also part of the Company's labelling and packaging initiatives.

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

The Company informs through emails and phone calls are made to inform consumers if any major disruption / discontinuation happens.

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. 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)**

The Company always furnishes the information of its product which is required as per the applicable laws. The Company further adheres to the guidelines as per the local laws. Yes, the Company does various consumer satisfaction surveys in few areas by using many methodologies from time to time to know the consumer satisfaction levels. The findings of the surveys are analyzed for identifying areas of improvement. This feedback provides valuable insights into improving processes, systems and employee skill capacity. The Company has also implemented a follow-up monitoring mechanism to ensure that corrective actions are undertaken in an efficient manner.