

**Regd. Office:**

Hazi Rattan Link Road, Post Box No. 71, Bathinda-151001
Ph.: 0164-2240163, 2240443, 2211628, Fax: 0164-5003638
Website: www.bcl.ind.in
Email: bcl@mittalgroup.co.in
CIN: L24231PB1976PLC003624

The BSE Limited Corporate Relationship Dept. 1 st Floor, New Trading Ring Rotunda Building Phiroze Jeejeebhoy Towers Dalal Street, Fort, Mumbai-400001 BSE Code: 524332	The National Stock Exchange of India Limited Exchange Plaza, 5 th Floor Plot No. C/1, G Block Bandra Kurla Complex Bandra (East) Mumbai -400 051 NSE SCRIP CODE: BCLIND
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Dated: 23/08/2024

Dear Sir/Madam,

REG : SUBMISSION OF BUSINESS RESPONSIBILITY & SUSTAINIBILITY REPORTING("BRSR") OF THE COMPANY FOR THE FINANCIAL YEAR 2023-24

Pursuant to the Provisions of Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, please find enclosed herewith a copy of the Business Responsibility & Sustainability Report ("**BRSR**") of the Company for the Financial Year 2023-24 which also forms part of the Integrated Annual Report for FY 2023-24 which is being sent today to the shareholders via electronic means.

Kindly take the above on your records.

Thanking you.
Yours faithfully,
For BCL Industries Limited

Ajeet Kumar Thakur
(Company secretary & Compliance officer)

Business Responsibility and Sustainability Report

SECTION A:

GENERAL DISCLOSURES



I. Details of listed entity

1.	Corporate Identity Number (CIN) of the Company	L24231PB1976PLC003624
2.	Name of the Company	BCL INDUSTRIES LIMITED
3.	Year of Incorporation	03-02-1976
4.	Registered Office Address	Hazi Rattan Link Road Bathinda- 151001 (PB)
5.	Corporate Address	Hazi Rattan Link Road Bathinda- 151001 (PB)
6.	Email Address	cs_bcl@mittalgroup.co.in
7.	Telephone	+91 164-2240163
8.	Website	www.bcl.ind.in
9.	Financial Year Reported	April 1, 2023 to March 31,2024
10.	Name of the Stock Exchanges where shares are listed	BSE Limited and NSE Limited
11.	Paid-up Capital	29,51,63,340
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. Ajeet Kumar Thakur Tel- +91 84277-79357
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).	Disclosure made in this report are on a standalone basis and pertain only to BCL Industries Limited.
14.	Name of assurance provider	NA
15.	Type of assurance obtained	NA

II. Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing	Distillery	50.84
2.	Manufacturing	Edible oil	48.75
3.	Construction	Real Estate	0.41

17. Products/Services sold by the Company (accounting for 90% of the turnover)

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Ethanol	1101	30.03
2.	ENA	11012	16.40
3.	Edible Oil	10402	35.68
4.	Vanaspati	10401	4.22
5.	DDGS	10406	5.30

III. Operations

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

Location	Number of plants	Number of offices	Total
National	2	2	4
International	-	-	-

19. Markets served by the Company

a. Number of locations

Locations	Number
National (No. of States)	1 State (Punjab)
International (No. of Countries)	

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

NIL

c. Types of customers

BCL Industries Limited mainly operates its 2 Distilleries and produces Ethanol for oil marketing Companies (OMC's) and ENA (Extra Neutral Alcohol) for bottlers.

20. Details as at the end of Financial Year

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)	103	91	88.35	12	11.65
2.	Other than Permanent (Probation) (E)	14	11	78.57	3	21.43
3.	Total employees (D + E)	117	102	87.18	15	12.82
WORKERS						
4.	Permanent (F)	589	588	99.83	1	0.17
5.	Other than Permanent (Trainee) (G)	13	12	92.31	1	7.69
6.	Total workers (F + G)	602	600	99.67	2	0.33

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)	-	-	-	-	-
2.	Other than Permanent (Probation) (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	-	-	-	-	-
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	02	02	100%	-	-
5.	Other than Permanent (Trainee) (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	02	02	100%	-	-

21. Participation/Inclusion/Representation of women

	Total (A)	Male	
		No. (B)	% (B / A)
Board of Directors	6	1	16.66
Key Management Personnel	2	0	-

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY2024 (%)			FY2023 (%)			FY2022 (%)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	87	0	87	0.5	0	0.5	43	11	54
Permanent Workers	210	0	210	12	0	12	168	2	170

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. (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.	SVAKSHA DISTILLERY LIMITED	Subsidiary	75%	NO

Vi CSR Details24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **YES**(ii) Turnover (in Rs.) **RS. 1633.09 CR**(iii) Net worth (in Rs.) **RS.489.49 CR****vii Transparency and Disclosures Compliances****25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC):**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY2024			FY2023		
		Number of complaints filed during the year	Number of complaints pending resolution on at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	NO	NIL	NIL	NIL	NIL	NIL	NIL
Investors (other than shareholders)	YES	NIL	NIL	NIL	NIL	NIL	NIL
Shareholders	YES	1	0	NIL	7	0	NIL
Employees and workers	NO	0	0	NIL	0	0	NIL
Customers	NO	0	0	NIL	0	0	NIL
Value Chain Partners	NO	0	0	NIL	0	0	NIL
Other (please specify)	NO	0	0	NIL	0	0	NIL

26. Overview of the Company's material responsible business conduct and sustainability issues pertaining to environment and social matters that present a risk or an opportunity to the business of the Company, 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	Waste Management	O	By effectively managing waste, BCL Industries can reduce its environmental impact, optimize resource utilization, and create value from waste streams. This aligns with the company's commitment to sustainability and its efforts to contribute to a circular economy.	The company diligently monitors waste levels in its manufacturing units, ensuring compliance with regulatory limits.	Positive
2	Water Management	R	Inefficient water management can lead to water scarcity, increased operational costs, and potential legal or reputational issues.	The company actively support water management and all efforts are made to reduce raw water usage in the manufacturing process , making it a zero liquid discharge (ZLD) Company.	Negative
3	Energy Management	O	By effectively managing its energy consumption and exploring renewable energy options, BCL Industries can enhance its sustainability credentials, reduce its carbon footprint, and potentially unlock cost savings that can be reinvested into the business.	The company monitors the facility's energy consumption, proactively identifying opportunities for reduction. Robust processes and systems ensure optimal energy efficiency, with ongoing improvements.	Positive
4	Employees Health & Safety	R	Ensuring the health and safety of its employees is a critical responsibility for the company, given the inherent risks associated with its manufacturing operations in the distillery and edible oil sectors. Failure to prioritise employee well-being can lead to workplace accidents, increased absenteeism, and potential legal and reputational consequences.	The company rigorously implements robust health and safety protocols aligned with its policies. Numerous proactive measures are in place to safeguard employee well-being.	Negative

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)
5	Human Rights	R	The Company must ensure that its operations and supply chain uphold the highest standards of human rights. Failure to address human rights issues, such as child labour, forced labour, or discrimination, can expose the company to legal, reputational, and ethical risks.	The company has comprehensive policies in place to address human rights challenges, including child labour, forced labour, involuntary labour, and sexual harassment. Additionally, the company fosters a collaborative working environment with its factory workers, actively engaging in discussions to address their concerns.	Negative
6	ESG Governance	O	Effective ESG (Environmental, Social, and Governance) governance is a strategic opportunity for BCL Industries to demonstrate its commitment to sustainability, strengthen stakeholder trust, and position itself as a responsible corporate leader. By integrating ESG principles into its decision-making processes and overall business strategy, the company can enhance its resilience, mitigate risks, and capitalize on emerging sustainability-driven market trends.		NA
7	Supply Chain Management	O	Effective supply chain management is a strategic opportunity for BCL Industries to enhance its operational efficiency, ensure the quality and traceability of its products, and strengthen its competitive position. By optimizing its supply chain processes, the company can reduce costs, minimize disruptions, and improve its responsiveness to changing market demands.	The company's business continuity and risk management plans comprehensively address all foreseeable risks within our supply chain, with proactive measures already in progress to mitigate them.	Positive

SECTION B:

MANAGEMENT AND PROCESS DISCLOSURES



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether the Company'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. Weblink of the policies, if available	-	-	-	-	-	-	-	-	-
2. Whether the Company has translated the policy into procedures. (Yes/No)	N	N	N	N	N	N	N	N	N
3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)	N	N	N	N	N	N	N	N	N
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 the Company and mapped to each principle.	NIL								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	The company has developed concise and targeted plans to tackle critical areas such as climate change, plastic waste, sustainable sourcing, and livelihood sustainability. These plans encompass specific energy consumption items and waste generation strategies.								
6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.	In order to guarantee progress in line with the plan, the management of BCL has incorporated the same into individual Key Result Areas (KRAs). This, coupled with robust processes, will facilitate the regular monitoring of environmental Key Performance Indicators (KPIs), the creation of an environmental management plan, and the routine review of progress. This ensures that the company remains on course with the agreed roadmap.								
Governance, leadership and oversight									
7. Statement by Director, responsible for the Business Responsibility Report, highlighting ESG related challenges, targets and achievements:	<p>The ethanol industry is placing greater emphasis on sustainability, leading many companies to adopt green chemistry and commit to decarbonization, resource recovery, and recycling. Net-zero greenhouse gas emission commitments are being spearheaded by major corporations. Sustainability initiatives are driving the adoption of sustainable practices and objectives at an accelerated pace. The Company believes that human resources are vital to the growth and sustainability of an organization as it seeks to maintain a healthy work environment at all levels and encourages the employees to do their best. BCL has always considered sustainable development as the keystone of the business strategy; this includes nurturing close and continuous interaction with the people and communities around our manufacturing divisions, bringing qualitative changes in their lives and supporting the underprivileged.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	<p>In the company, the Board of Directors holds the responsibility of supervising the Business Responsibility policies. Annually, the implementation of the company's Sustainability Policies is reviewed and monitored by the CSR Committee of the Board.</p> <p>The Department Heads and Heads of Corporate Functions ensures the responsibility for the execution of the company's Sustainability Policies within their respective departments or functions. They are also tasked with communicating these policies to their employees.</p>								
9. Does the Company have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Board level Corporate Social Responsibility Committee is responsible for decision-making on CSR activities and overseeing Business Responsibility policy(ies).								

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										Committee of the Board										Annually
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances										Committee of the Board										Annually

11

	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Has the entity carried out independent assessment /evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.										No, the company conducts regular comprehensive internal audits of its policies. Any gaps identified in the implementation of these policies are evaluated and monitored.

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 principle material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

SECTION C:

PRINCIPLE WISE PERFORMANCE DISCLOSURE



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

Essential Indicators:

1. Percentage coverage by training and awareness programs on any of the principles during the financial year.

Segment	Total number of training and awareness programs held	Topics / principles covered under the training and its impact	%Age of persons in respective category covered by the awareness programs
Board of Directors And Key Managerial Personnel		The Board of Directors of the Company are periodically briefed on various developments with respect to ESG initiatives as well as various Government Regulations and its impact on the operations of the Company. The KMPs Senior Management are also given periodic updates on BCL industries Limited Code of Conduct, the provisions of SEBI (Prohibition of Insider Trading Regulations and Whistle Blower Policy.	
Employees other than BOD and KMPs	2	Safety & POSH Code of Conduct & Ethics.	100
Workers	2	Safety & POSH Code of Conduct & Ethics.	100

2. Details of fines /penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year:

(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/ju dicial institutions	Amount (Rs.)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

	Non-Monetary			
	NGRBC principle	Name of the regulatory/ enforcement agencies/ju dicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment Punishment				NOT APPLICABLE

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
	Not Applicable

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

Currently, the company does not have a formalised anti-corruption or anti-bribery policy. However, it has established and communicated a fundamental standard of conduct expected from its employees.

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

	FY2024	FY2023
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest

	FY2024		FY2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Nil	0	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	Nil	0	Nil

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 conflict of interest: NA

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

	FY2024	FY2023
Number of days of accounts payables	25	40

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:

No such details are maintained by the Company

Parameter	Metrics	FY2024	FY2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	-	-
	b. Sales (Sales to related parties / Total Sales)	-	-
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)	-	-

Leadership Indicators-

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year: NIL

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
-	-	-

The company periodically interacts with its value chain partners. It works in collaboration with its suppliers to source high-quality and sustainable raw materials. Additionally, the company provides education to retailers and wholesalers about the various regulatory restrictions related to food packaging, labelling, advertising, and promotion.

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.

The company has established and received board approval for a policy on Related Party Transactions (RPTs) and the determination of Material RPTs. Information about these policies, which guide the company's dealings with RPTs, is available on the company's website. The company has ensured that there have been no materially significant related party transactions between itself and the Directors, Promoters, Key Managerial Personnel, and other designated individuals that could potentially conflict with the company's interests. All related party transactions have received prior approvals from the Audit Committee.

Web-link of the policy: <https://www.bcl.ind.in/investors-pdf/509/Related%20Party%20Transactions%20Policy>

Principle 2: Business 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 products and processes to total R&D and capex investments made by the entity, respectively.

Segment	FY2024	FY2023	Details of improvements in environmental and social impacts
R & D	0%	0%	Not applicable
Capex	0%	0%	0%

Previously, the Company utilised broken rice, a crop notorious for its high-water consumption, for ethanol production. However, acknowledging the escalating water scarcity, the Company has now transitioned to using Maize for ethanol production. This shift not only presents a more sustainable alternative but also underscores the Company's commitment to environmental responsibility.

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

Yes, The Company believes in the principle of sustainable sourcing, recognising its significant contribution to the responsible operations of the business. The company's sourcing model is firmly established and robust, complemented by a well-secured supply chain process.

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

100%

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.

(a) Plastics (including packaging)

The company has implemented a strategic action plan to adhere to the Plastic Waste Management Rules of 2016, as periodically updated under EPR regulations. In line with this, the company has engaged waste management agencies authorised by the CPCB to collaborate with urban local bodies and waste collector communities. This collaboration aims to enhance the collection, segregation, and recycling of plastic waste. The process encompasses activities such as waste collection and segregation, establishment of dry waste collection centres, waste disposal mechanisms, recycling, and fostering awareness about Plastic Waste Management.

(b) E-waste	BCL collaborates with accredited e-waste handlers for the disposal of electronic waste. The company duly receives certificates of disposal and recycling from the respective e-waste vendors.
(c) Hazardous waste	The company recognises the importance of effective waste management in safeguarding the environment. It ensures that its hazardous waste is conveyed to approved vendors, who dispose of the waste using suitable methods in compliance with relevant laws and regulations. The company also provides the necessary documentation to the State Pollution Control Board (SPCB) as required.
(d) other waste.	-

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, Extended Producer Responsibility (EPR) is applicable on the Company and the waste collection plan is in line with Pollution Control Board norms.

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.
----------	---------------------------	---------------------------------	--------------------------------------------------------------------------	-----------------------------------------------------------	------------------------------------------------------------------------------

No, The Company has not conducted Life Cycle Assessment for any of the products.

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
Liquor	Uncontrolled usage of liquor could lead to a serious health hazard for the individual and may create social issues.	Our company is committed to upholding the highest standards of integrity and compliance in the liquor industry. We exclusively engage with authorized and licensed vendors for the purchase of liquor, ensuring that all our products meet regulatory requirements and quality standards. This approach not only maintains the trust of our customers and stakeholders but also supports a responsible and lawful marketplace.

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).

	Recycled or re-used input material to total material	
	FY2024	FY2023
Water	100%	100%

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:

Stakeholder group from whom complaint is received	FY2024			FY2023		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging*)	-	-	-	-	-	-
E-waste	Approx 1kg	-	-	Approx 1kg	-	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-
Battery waste	-	-	-	-	-	-
Bio-medical waste	-	-	-	-	-	-

*The company guarantees that its packaging materials, including Multi-Layer Plastic waste, are disposed of safely at the end of their lifecycle.

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
-	-

Principle 3: Business should respect and promote the wellbeing of all employees, including those in their value chains

Essential Indicators:

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

Category	Total (A)	% Of employees covered by									
		Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		No. (B)	%(B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent employees											
Male	91	65	71.43	54	59.34	0	0	0	0	0	0
Female	12	03	25	11	91.67	0	0	0	0	0	0
Total	103	68	66.02	65	63.11	0	0	0	0	0	0
Other than Permanent employees (Probation)											
Male	11	11	100	0	0	0	0	0	0	0	0
Female	3	3	100	0	0	0	0	0	0	0	0
Total	14	14	100	0	0	0	0	0	0	0	0

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

Category	Total (A)	% Of workers covered by									
		Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		No. (B)	%(B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent workers											
Male	588	167	28.40	62	10.54	0	0	0	0	0	0
Female	01	0	0	0	0	0	0	0	0	0	0
Total	589	167	28.35	62	10.53	0	0	0	0	0	0
Other than Permanent workers (Trainee)											
Male	12	0	0	0	0	0	0	0	0	0	0
Female	01	-	0	0	0	0	0	0	0	0	0
Total	13	0	0	0	0	0	0	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 –

	FY2024	FY2023
Cost incurred on well- being measures as a % of total revenue of the company	-	-

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

Benefits	FY2024			FY 2022-23		
	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	68.37%	94.18%	YES	80.28%	76.32%	YES
Gratuity	74.35%	90.03%	YES	100%	100%	YES
ESI	14.52%	51.66%	YES	33.8%	15.54%	YES
Others – please specify	NIL	NIL	NOT APPLICABLE	NIL	NIL	NOT APPLICABLE

3. Accessibility of workplaces

Are the premises/offices of the Company 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 Company in this regard.

The company is committed to ensuring that all its premises and offices are fully accessible to employees with disabilities. Moreover, it is actively enhancing facilities at the plant and other work locations to further improve accessibility for differently-abled employees.

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

In compliance with the Right of Persons with Disabilities Act, 2016, the company currently lacks a formal policy regarding equal opportunity in the workplace. However, the company is committed to adopting a compassionate approach when such circumstances arise.

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	91	91	588	588
Female	12	12	01	01
Total	103	103	589	589

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.

Case Details	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	The Works Committee is formed to address permanent worker's grievances and its meets monthly once
Other than permanent workers (Trainee)	No
Permanent employees	Yes, the Company has a whistle blower policy and policy on workplace harassment in place which provides guidance to raise a complaint in case of any concerns. There are specified people to address the Complaints. All employee grievances are addressed appropriately through multiple channels. The Company has a Vigil Mechanism and Whistle-blower policy under which the stakeholders are encouraged to report violations of applicable laws and regulations and the Code of Conduct – without fear of any retaliation
Other than permanent employees (Probation)	Not applicable

7. Membership of employees and worker in association(s) or Unions recognized by the listed entity: Company has not recognised any association or union and it has no intimation about its employees/workers becoming member of any such association or union

Category	FY2024			FY2023		
	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	NA	NA	NA	NA	NA	NA
- Female	-	-	-	-	-	-
Total Permanent Workers						
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	FY2024					FY2023				
	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	91	91	100	91	100	49	30	61.22	36	73.47
Female	12	12	100	12	100	13	10	76.92	12	92.31
Total	103	65	100	103	100	62	40	64.52	48	77.42
Workers										
Male	588	588	100	588	100	188	185	98.40	180	95.74
Female	01	01	100	01	100	2	2	100	2	100
Total	589	589	100	589	100	190	187	98.42	182	95.79

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

Category	FY2024			FY2023		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	91	91	100	49	42	85.71
Female	12	12	100	13	09	69.23
Total	103	103	100	62	51	82.26
Workers						
Male	588	588	100	188	180	95.74
Female	01	01	100	2	2	100
Total	589	589	100	190	182	95.79

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, BCL has established an occupational health and safety management system. The system is designed to ensure that the Company meets its legal obligations and provides a safe and healthy working environment for its employees. The company recognises that a secure and healthy work environment is essential for employee well-being. The adoption of best practices in occupational health and safety directly influences its overall performance. BCL strives to eliminate or minimise risks to the health, safety, and welfare of all its workers, contractors, visitors, and anyone else potentially affected by its business operations. The company is committed to ensuring that all work activities are conducted safely. To enhance safety awareness, the company organises sessions on safety-related aspects, including training and safety week celebrations.

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

BCL has recognized the EHS Risk Management framework as a crucial step in constructing a robust safety management system. This framework comprises a series of processes for ongoing risk identification, evaluation, and mitigation, with the active involvement of the workforce at each of its facilities. It is a structured approach to identifying, assessing, mitigating, and monitoring risks related to environmental, health, and safety issues within an organization. This framework ensures that risks are managed systematically and consistently, promoting a safe and sustainable work environment. Regular safety audits are undertaken to evaluate work-related hazards. Initiatives such as safety week celebrations and 'spot a hazard' exercises are implemented to motivate workers to identify hazards. HIRA (Hazard Identification and Risk Assessment) is carried out

across the factories to identify and eliminate hazards by both employees and workers. Additional routine processes, such as Work Permits and the Near Miss reporting system, are in place to identify and report work-related hazards. We Conduct regular inspections of the work environment to identify potential hazards. This can be done daily, weekly, or monthly, depending on the nature of the work and associated risks.

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

Yes, The Company has established procedures for workers to report work-related hazards and to extricate themselves from such risks. The 'Spot a Hazard' exercise is implemented to motivate workers to identify hazards. Training is provided to the workers, equipping them with the knowledge to report hazards and the appropriate actions to take to ensure their safety from such risks. The company is committed to the timely implementation of corrective and preventive measures.

Workplace Inspections: We Conduct regular inspections of the work environment to identify potential hazards. This can be done daily, weekly, or monthly, depending on the nature of the work and associated risks.

Employee Reporting: We Provide options for anonymous reporting to ensure employees feel safe reporting hazards without fear of retaliation and encourage employees to report hazards, near-misses, and unsafe conditions through a formal reporting system.

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

Yes, The Company ensures that all employees, permanent workers, and their family members have access to medical and healthcare services that extend beyond occupational needs.

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

Safety Incident /Number	Category	FY 2024	FY 2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees		
	Workers	1	1
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

Aligned with the company's health and safety policy, BCL is dedicated to the well-being of its employees and workers. The company implements safety guidelines to minimise risks at all times. It ensures that employees take part in regular fire safety and emergency evacuation drills. Internal audits are conducted periodically, and comprehensive reports are submitted for evaluation. Based on these reports and findings, further corrective actions are planned and implemented.

BCL is committed to ensuring the safety of all work activities. It provides regular safety training to all employees and workers. The company promote a culture of safety by motivating and encouraging employees to suggest improvements to safety performance. Celebrating Safety Week is part of the company's culture, promoting a safe and healthy work environment for all employees and workers.

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

Category	FY2024			FY2023		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

14. Assessments for the year:

	% of 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.

The company adheres to standard operating procedures to comply with local and state regulations, ensuring the implementation of safety and hygiene protocols. It maintains necessary social distancing measures among employees and contractors within its offices and manufacturing plants.

They provide detailed, step-by-step instructions to carry out specific tasks in a controlled and predictable manner. This document outlines the SOPs for various activities within the organization to enhance safety, efficiency, and compliance. Throughout the reporting period, the company is pleased to report no fatalities among its employees while on duty.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N). NO

2. Provide the measures undertaken by the entity to ensure payment of statutory dues by the value chain partners.

The company ensures that statutory dues, as required by service providers for their employees, are fully deposited in a timely manner. This is achieved through a regimen of regular audits and controls. The company has numerous systems in place to guarantee compliance with various statutory requirements. It strives to engage with vendors who have a proven track record of 100% compliance.

3. Provide the number of employees/workers having suffered grave consequences due to work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who are 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	
	FY2024	FY2023	FY2024	FY2023
Employees	0	0	0	0
Workers	0	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

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	100%
Working Conditions	100%

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.

BCL, committed to ensuring the highest standards of health and safety practices and working conditions across our value chain. We implemented mandatory safety training sessions for all employees of our value chain partners and also introduced health check-up camps and wellness programs to monitor and improve the health of workers. We will continue to monitor and assess the effectiveness of the measures to ensure sustainable and safe working conditions for everyone.

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

Essential Indicators:

1. Describe the processes for identifying key stakeholder groups of the Company.

The company's stakeholders are those who are influenced by the company's operations, either directly or indirectly. These stakeholders can also affect the company's capacity to generate value in the short, medium, and long term. The company's relationships with its stakeholders are founded on mutual trust and an understanding of their priorities in contributing to overall value. The company has identified a range of stakeholders, including suppliers, employees, government bodies and regulatory authorities.

2. List stakeholder groups identified as key for the Company and the frequency of engagement with each stakeholder group.

Key Stakeholders	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication, (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/ Quarterly /Others- Please Specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement.
Employee	NO	Email, Notice Board	Annually, Need Basis and ongoing.	<ul style="list-style-type: none"> ▪ Learning and development ▪ Well-being ▪ Grievance redressal ▪ Growth opportunities
Suppliers	NO	Email, Website and vendor Meetings.	Need-basis.	<ul style="list-style-type: none"> ▪ Quality ▪ Local procurement
Investors & Shareholders	NO	Emails, Newspaper, Advertisement, Website and Notice Board.	Emails, Newspaper, Advertisement, Website and Notice Board.	<ul style="list-style-type: none"> ▪ Business performance ▪ Regulatory procedures & compliance ▪ General updates
Government and Regulators	NO	Policy Intervention, Advocacy.	Need basis.	<ul style="list-style-type: none"> ▪ Taxation ▪ Promotion

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.

The company maintains a consistent and proactive interaction with its key stakeholders, facilitating the communication of its strategy and performance. The company is committed to ongoing communication and engagement to harmonise expectations. Regular updates on various developments are provided to the board, and their feedback is consistently sought.

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.

Yes, In the process of pinpointing pertinent issues for the company, both internal and external stakeholders were consulted to identify matters with substantial social or environmental implications. The company ensures that stakeholder inputs are incorporated into its processes and policies.

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

The company constructs its Corporate Social Responsibility (CSR) on the principle that its business sustainability is indissolubly connected to the sustainable progression of the communities it serves and the environment in which it functions.

Principle 5: Business 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	FY2024			FY2023		
	Total (A)	No. of employee \workers covered (B)	% (B / A)	Total (C)	No. of employee workers covered (D)	% (D / C)
Employees						
Permanent	103	103	100	62	62	100
Other than permanent (Probation)	14	0	0	0	0	0
Total Employees	103	103	88.03	62	62	100
Workers						
Permanent	589	589	100	190	190	100
Other than permanent (Trainee)	13	0	0	0	0	0
Total Workers	589	589	97.84	190	190	100

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

Category	FY2024				FY2023					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum wages		More than Minimum Wage	
		No. (B)	% (B/A)	No.(C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	103	0	0	103	100	62	0	0	62	100
Male	91	0	0	91	100	49	0	0	49	100
Female	12	0	0	12	100	13	0	0	13	100
Other than Perm anent (Probation)	14	0	0	14	100	9	0	0	9	100
Male	11	0	0	11	100	4	0	0	4	100
Female	03	0	0	03	100	5	0	0	5	100

Category	FY2024				FY2023					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum wages		More than Minimum Wage	
		No. (B)	% (B/A)	No.(C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Workers										
Permanent	589	0	0	589	100	190	0	0	190	100
Male	588	0	0	588	100	188	0	0	188	100
Female	01	0	0	01	100	2	0	0	2	100
Other than Permanent (Trainee)	13	0	0	13	100	47	0	0	47	100
Male	12	0	0	12	100	46	0	0	46	100
Female	01	0	0	01	100	1	0	0	1	100

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration / wages

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	3	3450000	0	-
Key Managerial Personnel (KMP)	2	124418	0	-
Employees other than BoD and KMP	58	77043	13	24760
Workers	269	71135	2	15416

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

	FY2024	FY2023
Gross wages paid to females as % of total wages	-	-

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)

The company maintains a whistle-blower policy, with the Chairman of the Audit Committee tasked with reviewing employee concerns reported via this mechanism. Additionally, the company has instituted a workplace harassment policy, offering guidance on lodging complaints in case of any issues. The responsibility of addressing these complaints lies with the respective department head and the Head of HR. The company encourages its employees to voice their concerns related to human rights violations, including harassment, victimisation, bullying, and discrimination in any form, ensuring a formal investigation and satisfactory resolution of the grievance.

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

BCL incorporates guidance on human rights issues within its Code of Conduct. The company's Whistle Blower Mechanism, a key component of the Code of Conduct, enables any complainant to alert the management about potential human rights violations without fear of reprisal or unfair treatment. This can be done by reporting through designated email or contact details. In exceptional cases, the mechanism grants employees and Directors direct access to the Chairperson of the Audit Committee. The company ensures that any reported concerns are promptly addressed by the direct touch team.

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

The details are provided below:

	FY2024			FY2023		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0	None	0	0	None
Discrimination at workplace	0	0	None	0	0	None
Child Labour	0	0	None	0	0	None
Forced Labour/Involuntary Labour	0	0	None	0	0	None
Wages	0	0	None	0	0	None
Other Human rights related issues	0	0	None	0	0	None

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

	FY2024	FY2023
Total Complaints reported under Sexual Harassment on 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.

BCL's Whistle Blower Mechanism enables any complainant to report concerns related to discrimination and harassment directly to their immediate supervisor, the Head of Human Resources, or the Complaints Committee. This can be done without fear of reprisal or unfair treatment, by using designated email or contact details. The company is committed to addressing these concerns promptly and effectively.

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

BCL incorporates human rights requirements into its agreements and contracts when hiring contractual employees and workers. The company ensures that service providers adhere to regulatory requirements, preventing any form of discrimination, including child labour and forced labour. BCL also guarantees the payment of minimum wages and the maintenance of safe working conditions.

10. Assessment for the year:

	% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)
Child Labour	100
Forced Labour/Involuntary Labour	100
Sexual Harassment	100
Discrimination at workplace	100
Wages	100
Other- please specify	100

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above. NO

Leadership Indicators

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

There have been no significant changes in business processes during the reporting period.

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

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, all the premises at BCL are accessible to differently abled visitors and the company is focused on improving the accessibility of offices and plant locations.

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	No such assessment has been done
Discrimination at workplace	No such assessment has been done
Child Labour	No such assessment has been done
Forced Labour/Involuntary Labour	No such assessment has been done
Wages	No such assessment has been done
Others – please specify	No such assessment has been done

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

NIL

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

Essential Indicator:

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

Parameter	FY2024	FY2023
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	226888560.00 kilojoule	158223121.00 kilojoule
Total fuel consumption (E)	2471235155.00 kilojoule	144144094500.00 kilojoule
Energy consumption through other sources (F)	Diesel- 763444000.00 kilojoule	Diesel- 218616200.00 kilojoule
Total energy consumed from non-renewable sources (D+E+F)	3461567715.00 kilojoule	144520933821.00 kilojoule
Total energy consumed (A+B+C+D+E+F)	3461567715.00 kilojoule	144520933821.00 kilojoule
Energy intensity per rupee of turnover	0.2039507108	8.8495052417
(Total energy consumed / Revenue from operations)		
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.2039507108	8.8495052417
Energy intensity in terms of physical output	-	-
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. Not Applicable

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	FY2024	FY2023
Water withdrawal by source (in kilolitres)		
(i) Surface water	475953 KL	507079 KL
(ii) Groundwater	104442 KL	1016 KL
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	580395 KL	508095KL
Total volume of water consumption (in kilolitres)	580395 KL	508095KL
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.0000341961	0.0000311124
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) Total water consumption / Revenue from operations adjusted for PPP)	0.0000341961	0.0000311124
Water intensity in terms of physical output	-	-
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, independent assessment has been carried out by an external agency.

4. Provide the following details related to water discharged:

Parameter	FY2024	FY2023
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NIL	NIL
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	NIL	NIL
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	NIL	NIL
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	NIL	NIL
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	NIL	NIL
- 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.

No, independent assessment/ evaluation/assurance has been carried out by an external agency.

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

The Company is obligated to adhere to all environmental regulations of the state in which it operates. Achieving zero liquid discharge (ZLD) is a fundamental requirement for the Company, and it has equipped itself with all necessary apparatus to ensure ZLD. This initiative ensures that no liquid waste is discharged into the environment. Through advanced treatment processes and innovative water recycling techniques, we are able to recover and reuse all water within our operations. The Company has instituted a zero liquid discharge policy across all its facilities. Appropriate procedures have been established and are effectively implemented. The entire network of facilities falls under the purview of the Zero Liquid Discharge policy.

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

Parameter	Unit	FY2024	FY2023
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify Mercury, Cadmium, Chromium etc.	-	-	-

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, independent assessment has been carried out by an Punjab Pollution Control Board (PPCB). Punjab Pollution Control Board (PPCB) employs various methods and tools to monitor the air emission intensity of industries and conduct time to time audit of the infrastructure. These systems provide real-time data on the levels of various pollutants being emitted. The data from **Continuous Emission Monitoring Systems (CEMS)** transmitted to the PPCB's central monitoring station, where it is analyzed to ensure compliance with prescribed standards and to ensure that industries operate within the prescribed air emission limits, thereby protecting public health and the environment.

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

The details are provided below:

Parameter	Unit	FY2024	FY2023
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)	-	-	-
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)	-	-	-
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	-	-	-
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)	-	-	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 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.

Yes, independent assessment has been carried out by an Punjab Pollution Control Board (PPCB) to reduce greenhouse gas emissions. PPCB sets specific emission standards for various pollutants, including GHGs, that industries must adhere to. Industries are required to obtain permits and licenses that include conditions for controlling GHG emissions. They conduct regular inspections of industrial facilities to ensure compliance with emission standards and regulations.

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

The Company is deeply committed to environmental stewardship within its community. It has undertaken tree planting initiatives around its factory premises and utilises state-of-the-art machinery within its factories. These efforts are part of the Company's proactive strategy to minimise the emission of greenhouse gases.

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

The required details are provided below:

Parameter	FY2024	FY2023
Total Waste generated (in metric tonnes)		
Plastic waste (A)		
E-waste (B)	0.01 metric tonne	0.01 metric tonne
Bio-medical waste (C)	N/A	N/A
Construction and demolition waste (D)	N/A	N/A
Battery waste (E)	N/A	N/A
Radioactive waste (F)	N/A	N/A
Other Hazardous waste. Please specify, if any. (G)	0.01 metric tonne	0.01 metric tonne
Other Non-hazardous waste generated (H) . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	N/A	N/A
Total (A+B + C + D + E + F + G + H)	0.02 metric tonne	0.02 metric tonne
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.00	0.00
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00	0.00
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-

Parameter	FY2024	FY2023
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	Nil	Nil
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
Total	Nil	Nil
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total		

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, independent assessment/ evaluation/assurance has been carried out by an external agency.

10. Briefly describe the waste management practices adopted in your establishment. 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.

BCL, policy primarily focus on utilizing food grains such as rice, wheat, and maize as raw materials. As a result, these food grains are fully utilized with minimal waste. Any small amount of waste generated is entirely biodegradable, ensuring an environmentally friendly production process. Our industry uses certain hazardous chemicals, but we always ensure to purchase these chemicals exclusively from licensed vendors. We have developed an internal mechanism to store these chemicals in an isolated manner, limiting access to authorized personnel only. Additionally, we are committed to minimizing the usage of hazardous and toxic chemicals in our products and processes to ensure safety and environmental sustainability.

The Company places a strong emphasis on the preservation of natural resources and the implementation of efficient waste management procedures. Its processes for managing plastic waste align with the Extended Producer Responsibility (EPR) guidelines under the Plastic Waste Management (PWM) Rule 2016. Annually, the Company undertakes the collection, processing, and recycling of post-consumer multi-layer and non-multilayer plastic packaging waste, in accordance with CPCB guidelines. The operations of the Company do not result in the generation of any hazardous waste. Any other waste produced by the Company remains within the permissible limits set by the CPCB/SPCB.

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:

NO

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.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: NO

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

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).

The company is in compliance with all the environmental regulations of the country. There have been no incidents of non-compliance related to the environment in FY 2023-2024

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not Applicable				

Leadership Indicators -

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Not applicable*

For each facility / plant located in areas of water stress, provide the following information:

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

Parameter	FY2024	FY2023
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		Tertiary treatment (suitable for irrigation)
(ii) Into Groundwater	N/A	N/A
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	N/A	N/A
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	N/A	N/A
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	N/A
- 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.

*Our company's plant is strategically located in Bathinda, Punjab, an area that is well-connected with an extensive network of canals. According to recent reports, 80% of the water in this region is surface water, ensuring an abundant supply for our operations. This surface water is utilized effectively within our plant for various processes and is also used for irrigation purposes upon discharge, aligning with our commitment to sustainable and efficient water management practices.

Despite Bathinda receiving limited rainfall, the availability of surface water supports strong agricultural activities in the region. Our plant's strategic location and efficient use of water resources underscore our commitment to sustainable practices and community support.

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

Parameter	Unit	FY2024	FY2023
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF3, if available)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 3 emissions per rupee of turnover	Kg CO ₂ /Rupee turnover	-	-
Total Scope 3 emission intensity	-	-	-

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

Not Applicable.

3. With respect to the ecologically sensitive areas reported in 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.

With respect to the ecologically sensitive areas reported in the Essential Indicators, our company recognizes the significant direct and indirect impacts our operations may have on local biodiversity. We are committed to minimizing these impacts through diligent prevention and remediation activities.

Environmental Impact Assessments (EIA) :-	Conducting thorough EIAs before initiating any project to identify potential impacts on biodiversity and develop mitigation strategies.
Habitat Restoration Projects:-	Implementing habitat restoration projects to rehabilitate areas affected by our operations, ensuring the recovery of local ecosystems.
Water Management Plans: -	Developing and enforcing water management plans to ensure sustainable water use and prevent depletion of aquatic habitats.
Biodiversity Conservation Programs:	Partnering with environmental organizations to support biodiversity conservation programs and initiatives in the region.
Monitoring and Reporting: -	Establishing a robust monitoring system to track the impact of our activities on biodiversity and report on progress and areas for improvement.

Through these measures, we aim to protect and enhance biodiversity in ecologically sensitive areas, demonstrating our commitment to environmental stewardship and sustainable development. We continuously strive to balance our industrial activities with the preservation of natural ecosystems, ensuring a positive legacy for future generations.

4. If the entity provided below taken 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:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	BCL Industries has taken a significant initiative to produce ethanol exclusively from maize.	-	This decision underscores our commitment to sustainability and environmental stewardship. By focusing on maize as the primary feedstock for our ethanol production, BCL Industries is paving the way for a cleaner, greener future.
2.	BCL has proactively taken initiatives to reduce the excessive usage of groundwater in our operations.	-	By reducing excessive groundwater usage, we aim to contribute positively to the preservation of water resources for future generations while maintaining the efficiency and effectiveness of our operations.

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3.	Our company has installed a power generation plant that operates using paddy straw (parali) as a primary fuel source.	-	Utilizing paddy straw, an agricultural byproduct, as a fuel source contributes to sustainable energy production and reduces reliance on fossil fuels. we help to mitigate the adverse environmental effects associated with its traditional disposal methods, such as open burning, which contributes to air pollution and greenhouse gas emissions.

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

Yes, our company has a comprehensive Business Continuity and Disaster Management Plan in place. This plan outlines procedures for maintaining essential functions during and after a disaster, ensuring minimal disruption to operations. It includes risk assessments, emergency response protocols, and recovery strategies. Key components involve data backup systems, alternative communication channels, and designated recovery teams. Regular training and drills are conducted to ensure preparedness. This proactive approach safeguards our assets, employees, and stakeholders, enabling swift recovery and continuity of business operations in the face of unforeseen events.

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?

NA

7. % of Value chain partners (by value of business done with such partners) that were assessed for Environmental Impacts?

NA

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. 6
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the Company 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	All India Distillers Association, New Delhi	National
2	The Solvent Extractors' Association of India	National
3	Solvent Extractors, Association of Punjab	State
4	The Soyabean Processors Association Of India	National
5	Indian Vanaspati Producers' Association of India	National
6	Grain ethanol manufactures Association	National

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

There have been no adverse orders against the Company pertaining to anti-competitive conduct from regulatory bodies.

Name of the authority	Brief of the case	Corrective action taken
-----------------------	-------------------	-------------------------

Leadership Indicators

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

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
--------	-------------------------	-----------------------------------	-----------------------------------------------------------	----------------------------------------------------------------------------------------	------------------------

Principle 8: Businesses should promote inclusive growth and equitable development.

Essential Indicators:

1. Details of Social Impact Assessments (SIA) of projects undertaken by the Company, based on applicable laws, in the current financial year.

No assessment done during the 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
-----------------------------------	---------------------	----------------------	-------------------------------------------------------------	--------------------------------------------------	-------------------

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

NA

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	Amount sent on R&R activities during FY 2023-24 (In INR)
--------	------------------------------------------	-------	----------	-----------------------------------------	--------------------------	----------------------------------------------------------

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

The Company maintains regular engagement with the communities where it operates. It devises strategies to address their concerns, prioritising their needs. The Company finalises its community initiatives only after gaining a comprehensive understanding of each community's specific needs through thorough stakeholder engagement and needs assessment.

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

No such data is maintained

	FY2024	FY2023
Directly sourced from MSMEs/small producers	-	-
Directly from Within India	-	-

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	FY2024	FY2023
Rural	32.48	26
Semi-urban	-	-
Urban	67.52	74
Metropolitan	-	-

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

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):

NA

Details of negative social impact identified	Corrective action taken
----------------------------------------------	-------------------------

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

NIL

S. No.	State	Aspirational District	Amount spent (In INR)
--------	-------	-----------------------	-----------------------

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No) - No such policy
 (b) From which marginalized/vulnerable groups do you procure? –
 (c) What percentage of total procurement (by value) does it constitute? –
4. Details of the benefits derived and shared from the intellectual properties owned or acquired by the Company (in the current financial year), based on traditional knowledge:

NA

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes/No)	Basis of calculating benefit share
--------	------------------------------------------------------	---------------------------	-------------------------	------------------------------------

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. -

NA

Name of the 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 group
1.	Construction of 'Dharamshala' at AIIMS, Bathinda	50	100
2.	Construction for sports activities	20	100
3.	Paying school fees for poor children	14	100

Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators:

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The Company has established a robust mechanism for addressing consumer grievances. It provides a toll-free number and an email address, both of which are displayed on the product labels and the BCL website. These channels allow consumers to voice their complaints, queries, or feedback. Upon receipt of a call, the Company promptly responds by engaging in a detailed conversation with the consumer to understand and address their concerns, ensuring a timely resolution. For specific or technical queries, or product-related issues, the Company provides an estimated turnaround time. Complaints are swiftly forwarded to local area representatives for expedited response and resolution. If necessary, replacements are provided to the consumers.

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%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

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

Number of consumer complaints in respect of the following:	FY2024		Remarks	FY2023		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	None	0	0	None
Advertising	0	0	None	0	0	None
Cyber-security	0	0	None	0	0	None
Delivery of essential services	0	0	None	0	0	None
Restrictive Trade Practices	0	0	None	0	0	None
Unfair Trade Practices	0	0	None	0	0	None
Other	0	0	None	0	0	None

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

S. No.	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

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

NO

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.

Not applicable

7. Provide the following information relating to data breaches:

	Provide the following information relating to data breaches:
a. Number of instances of data breaches along-with impact	0
b. Percentage of data breaches involving personally identifiable information of customer	0
c. Impact, if any, of the data breaches	0

Leadership Indicators

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

Website of the Company: <https://www.bcl.ind.in/about-us>

Stakeholder can reach out to below mentioned web page to get more information about specific business.

1. Distillery: <https://www.bcl.ind.in/business-distillery>
2. Edible Oil: <https://www.bcl.ind.in/business-edible-oil>
3. Real-Estate: <https://www.bcl.ind.in/business-real-estate>

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

BCL has taken following steps to inform and educate consumers about safe and responsible usage of products and/or services.

Educational Campaigns: Launched comprehensive educational campaigns to inform consumers about the safe and responsible use of our products and services, utilizing social media, websites, brochures, and advertisements.

Clear Product Labelling: Implemented clear, informative, and easy-to-understand labelling on all products, detailing usage instructions, safety precautions, and benefits.

Workshops and Seminars: Organized workshops and seminars for consumers, providing hands-on demonstrations and detailed guidance on the proper use and handling of our products.

Customer Support Services: Established dedicated customer support services, including hotlines and online chat support, to address consumer queries and provide real-time assistance on product usage.

Online Educational Resources: Created a dedicated section on our website featuring educational resources such as videos, articles, FAQs, and safety tips related to the usage of our products and services.

Feedback Mechanisms: Implemented feedback mechanisms to gather consumer insights and continuously improve our educational efforts, ensuring they meet consumer needs effectively.

These proactive steps reflect our commitment to consumer safety and responsibility, ensuring that our products and services are used in a manner that maximizes their benefits while minimizing any potential risks.

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

BCL has Proactive Communication Channels in place to inform consumers of any risk of disruption/discontinuation of essential services. Our Company use multiple communication

channels, including email, SMS, and social media, to promptly inform consumers of any potential risks of service disruption or discontinuation.

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 whole? (Yes/No)

Yes, our company displays product information on the product over and above what is mandated as per local laws.

- Additional information provided: -
- **Usage Instructions:** Detailed instructions on how to use the product safely and effectively.
- **Safety Warnings:** Clear warnings about potential hazards and safe handling practices.
- **Sustainability Information:** Information about the environmental impact and sustainability practices related to the product.
- **Nutritional Information:** For applicable products, comprehensive nutritional details to help consumers make informed choices.
- **Customer Support:** Contact details for customer service and support, including hotlines and email addresses for queries and assistance.

Yes, our company has carried out surveys to gauge consumer satisfaction relating to our major products and services across significant locations of operation.

Survey details: -

- **Scope:** The surveys covered various aspects of consumer satisfaction, including product quality, customer service, and overall user experience.
- **Frequency:** Conducted annually to continually assess and improve our offerings.
- **Methodology:** Utilized online surveys, direct feedback forms, and focus group discussions.
- **Key Findings:** Insights from these surveys have informed our strategies for product development, customer service enhancements, and operational improvements.
- **Follow-Up Actions:** Based on the survey results, we have implemented several improvements and innovations to better meet consumer needs and expectations.

By going beyond mandated requirements and actively seeking consumer feedback, we strive to ensure that our products and services meet the highest standards of quality and customer satisfaction.

