

August 29, 2023

<b>National Stock Exchange of India Ltd.,</b>  Exchange Plaza, C-1 Block G, Bandra Kurla Complex Bandra [E], Mumbai – 400051	<b>BSE Limited,</b>  Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai - 400 001	<b>Metropolitan Stock Exchange of India Ltd.,</b>  Vibgyor Towers, 4 <sup>th</sup> Floor, Plot No. C62, G - Block, Opp. Trident Hotel, Bandra Kurla, Complex, Bandra (E), Mumbai – 400098
NSE Scrip Symbol: BLS	BSE Scrip Code: 540073	MSE Scrip Symbol: BLS

**SUBJECT: Business Responsibility & Sustainability Report for the FY 2022-23**

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”), please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2022-23, which also forms part of the Annual Report for Financial Year 2022-23.

The Business Responsibility & Sustainability Report are also available on the website of the Company and can be accessed at [www.blsinternational.com](http://www.blsinternational.com).

Kindly take the same on record.

**For BLS International Services Limited**

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**Dharak A. Mehta**  
**Company Secretary & Compliance Officer**  
**ICSI Membership No.: ACS40502**

Encl.: As above

## Annexure-VI

# Business Responsibility & Sustainability Reporting

## FY2022-23

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity:-	L51909DL1983PLC016907
2.	Name of the Listed Entity:-	BLS International Services Limited
3	Year of incorporation:-	1983
4	Registered office address: -	G-4B-1 Extension, Mohan Co-Operative Indl. Estate, Mathura Road, New Delhi 110044
5	Corporate address:-	9I2, Indraprakash Building 21 Barakhamba Road, New Delhi 110001
6	E-mail:-	Compliance@blsinternational.net
7	Telephone:-	+91-11-45795002
8	Website:-	www.blsinternational.com
9	Financial year for which reporting is being done:-	Financial year 2022-23 (April 1, 2022 to March 31, 2023)
10	Name of the Stock Exchange(s) where shares are listed:-	National Stock Exchange of India Limited, Metropolitan Stock Exchange of India and BSE Limited
11	Paid-up Capital:-	₹4108.20 Lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:-	Name:- Mr. Shikhar Aggarwal Designation: Joint Managing Director E-mail:- Compliance@blsinternational.net Telephone:- +91-11-45795002
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together:	Standalone

#### II. Products/services

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

BLS International Services Limited ("BLS International"), a trusted global tech-enabled services partner for governments and citizens, has an impeccable reputation for setting benchmarks in the domain of visa, passport, consular, citizen, e-governance, attestation, biometric, e-visa, and retail services since 2005.

##### 15. 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	Visa Processing and Other allied services	723	100%

#### III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	11	11
International	NA	0	0

**17. Markets served by the entity:****a. Number of locations**

Locations	Number
National (No. of States)	11
International (No. of Countries)	0

**b. What is the contribution of exports as a percentage of the total turnover of the entity?:- 46%****c. A brief on types of customers:-** The customers are primarily tourist, business travelers and students**IV. Employees****18. 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)
<b>EMPLOYEES</b>						
1.	Permanent (D)	287	199	69.34%	88	30.66%
2.	Other than Permanent (E)	NA	NA	NA	NA	NA
3.	<b>Total employees (D + E)</b>	<b>287</b>	<b>199</b>	<b>69.34%</b>	<b>88</b>	<b>30.66%</b>
<b>WORKERS</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)					
6.	<b>Total workers (F + G)</b>					

**b. Differently abled Employees and workers:**

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

**19. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.5%
Key Management Personnel	2	0	0

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

	FY-2023 (Turnover rate in current FY)			FY-2022 (Turnover rate in previous FY)			FY-2021 (Turnover rate in the year prior to the)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	14%	8%	22%	20%	6%	26%	21%	4%
Permanent Workers	NA								

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

### 21. Names of holding / subsidiary / associate companies / joint ventures:-

Refer to Form AOC-1 provided in this Annual Report for information on holding/subsidiary/ associate companies/ joint ventures. Business responsibility initiatives disclosed are pertaining to BLS International Services Limited on standalone basis and does not include the information/initiatives undertaken, if any, by the companies indicated in AOC-I

## VI. CSR Details

### 22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes)

(ii) Turnover (in Lakhs) 8682.47

(iii) Net worth (in Lakhs) 7790.14

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-2022 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Nil	0	0	0	0	0	0
Investors (other than shareholders)	Yes. <a href="https://www.blsinternational.com/investor-services.php">https://www.blsinternational.com/investor-services.php</a>	0	0	0	0	0	0
Shareholders	Yes. <a href="https://www.blsinternational.com/investor-services.php">https://www.blsinternational.com/investor-services.php</a>	1	0	Closed	0	0	0
Employees and workers	Yes. <a href="https://www.blsinternational.com/assets/pdfs/Vigil-&amp;-Whistle-Blower-Mechanism.pdf">https://www.blsinternational.com/assets/pdfs/Vigil-&amp;-Whistle-Blower-Mechanism.pdf</a>	1	0	Closed	0	0	0
Customers	Yes. Grievance redressal mechanism is in place and there are specific weblinks for each country of operation where in the issues are brought up and the same is addressed then and there.	The numbers would be difficult to provide as there are multiple operations across the globe	0	There are no pending complaints that are not resolved	The numbers would be difficult to provide as there are multiple operations across the globe	0	There are no pending complaints that are not resolved
Value Chain Partners	For our business partners we are directly addressing them through calls or emails.	0	0	0	0	0	0
Other (please specify)	NA	0	0	0	0	0	0

**24. 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)
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Kindly refer the "Risk Management section" in Management Discussion and Analysis

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

This section is aimed at helping businesses demonstrate the structures, policies and pro-cesses put in place towards adopting the NGRBC Principles and Core Elements. These briefly are as follows:-

<b>P1</b>	Business should conduct and govern themselves with Ethics, Transparency and Accountability
<b>P2</b>	Businesses should provide goods and services that are safe and contribute to sus-tainability throughout their life cycle
<b>P3</b>	Businesses should promote the wellbeing of all employees
<b>P4</b>	Businesses should respect the interests of, and be responsive towards all stake-holders, especially those who are disadvantaged, vulnerable and marginalized
<b>P5</b>	Businesses should respect and promote human rights
<b>P6</b>	Business should respect, protect, and make efforts to restore the environment
<b>P7</b>	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
<b>P8</b>	Businesses should support inclusive growth and equitable development
<b>P9</b>	Businesses should engage with and provide value to their customers and consum-ers in a responsible manner

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No) (Please refer note no. 1)					Yes <sup>1</sup>				
c. Web Link of the Policies, if available					The links on Code of Conduct, CSR Policy, Whistle Blower Policy, are as under:- <a href="https://www.blsinternational.com/bls-policies.php">https://www.blsinternational.com/bls-policies.php</a> HR related policies available to Employees under ECMS, BLS Intranet				
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)					Yes, the code of conduct for business partner extends to value chain partner				

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	BLS Code of Conduct BLS International is certified with CMMI DEV V2.0 and SVC V2.0, ISO 10002:2018 certified for Customer satisfaction - Guidelines for complaints handling in organizations ISO 9001:2015 certified for Quality Management Systems, ISO 27001:2013 certified for Information Security Management Systems, ISO 45001:2018 certified for Occupational Health and Safety, ISO/IEC 20000-1:2018 certified for IT Service Management. ISO 14001:2015 certified for Environmental Management Systems ISO 37001:2016 certified for Anti Bribery Management System								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	No	No	No	No	No	No	No	No	No
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA	NA	NA	NA	NA	NA	NA	NA	NA

#### 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):-	Please refer Message of the Managing Directors in Non-statutory section Annual Report of FY 2022-23								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Shikhar Aggarwal Designation: Joint Managing Director Telephone number: +91-11-45795002 E-mail id: compliance@blsinternational.net								
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.	The company does not have specified Committee for decision making on sustainability related issues. However, the Directors and senior management monitor various aspects of Social, Environmental, Governance and Economic responsibilities of the Company on continuous basis.								

Note:-<sup>1</sup>Statutory Policies have been approved by the Board of the Company, other policies have been approved by the HR and other concerned Departments Head

#### 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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The department heads and the leadership team examine the Company's Business Responsibility policies on a regular basis or as needed. Efficacy of policies is reviewed, and necessary modifications to policies and processes are adopted during this assessment.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is in due compliance with all the required regulations as applicable.																	

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
	There is an independent review of our policy through certifications, standards. These include ISO certifications like Health and Safety, Information security and Anti-Bribery Management System etc.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	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 and Key Managerial Personnel	The Board of Directors of the Company are periodically briefed on various developments with respect to business, regulations, economy, environment, social and Governance parameters and its impact on the operations of the Company. The KMPs and Senior Management are also given periodic updates on BLS'L Code of Conduct, the provisions of SEBI (PIT) Regulations and Whistle Blower Policy.		
Employees and Workers other than BoD and KMPs	Our employees and workers has received training on BLS CoC, POSH and other topics including employee well-being, health & safety, product sustainability etc.  Regular trainings are conducted for all BLSI employees on a monthly basis.		

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 Obligations) Regulations, 2015 and as disclosed on the entity's website):

	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL				
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	NIL			
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.

Not Applicable

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. The BLS CoC contains guidelines anti- corruption and anti-bribery. The BLS is committed to upholding the highest moral and ethical standards and does not tolerate bribery or corruption in any form. The Policy is also available at <https://www.blsinternational.com/assets/pdfs/Code-of-Conduct-for-BOD-Senior-Management.pdf>

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

	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

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

	FY2022-23		FY2021-22	
	No.	Remarks	No.	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL			
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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 cor-ruption and conflicts of interest.:-

Not Applicable



## Leadership Indicators

Awareness programmes conducted for value chain partners on any of the Principles during the financial year: The Company is committed to conducting business in an ethical, fair, legally, socially and environmentally responsible manner. The Company's Business Partners are an integral part of the ecosystem, and the Company encourages the Business Partners to be responsible corporate citizens. The Company has in place a documented Code of Conduct for Business Partners to emphasise its commitments in the areas of business integrity, human rights, labour practices, environment stewardship etc. All the agreements/contracts/purchase orders entered into by the Company with the business partners includes stated confirmation on the above mentioned aspects. The Code of Conduct for Business Partners is available at <https://www.blsinternational.com/bls-policies.php> CodeofConductforBusinessPartners.html. The Company has also initiated taking confirmation from the business partners on acceptance and adherence to the Code of Conduct for Business Partners. The process of holding discussions and conducting awareness sessions with our value chain partners on these principles has been initiated.

**1. 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, the Company has Code of Conduct for Board of Directors and Senior Management Personnel which provides clear guidelines for avoiding and disclosing actual or potential conflict of interest with the Company. The Company receives an annual declaration from its Board of Directors and Senior Management Personnel on the entities they are interested in, and ensures requisite approvals as required under the applicable laws are taken prior to entering into transactions with such entities.

## 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.:**

Not applicable

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

Yes. During the year, the Company has published the Code of Conduct for Business Partners (the Code) which acts as the umbrella policy for driving the sustainability agenda in its value chain. While the agreements/contracts/ purchase orders also cover the principles covered under the Code which is agreed between both the Company and vendor. Vendor selection & on-boarding criteria include a necessary evaluation of compliance with environment related regulations such as valid consent and other authorisations, availability of environment policy and management system as well as self-declaration on key Human Rights principles.

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

The Company has initiated a process to get confirmation and acceptance of the Code from all its vendors.

**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.**

BLS does not manufacture any product hence this question is 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.**

EPR is not applicable to BLS.

**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?

Not Applicable

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.:

LCA is not applicable to BLS since we are not in the product manufacturing segment and engaging in the business of providing processing services like Visa and passport processing, consular and attested services etc.

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).

Not Applicable

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:

Not applicable to BLS.

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

Not Applicable

**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)
<b>Permanent employees</b>											
Male	199	199	100%	199	100%	NA	NA	199	100%	199	100%
Female	88	88	100%	88	100%	88	100%	NA	NA	88	100%
<b>Total</b>	<b>287</b>	<b>287</b>	<b>100%</b>	<b>287</b>	<b>100%</b>	<b>88</b>	<b>100%</b>	<b>199</b>	<b>100%</b>	<b>287</b>	<b>100%</b>
<b>Other than Permanent employees</b>	Not Applicable										
Male											
Female											
<b>Total</b>											

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

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)
<b>Permanent workers</b>	Not Applicable										
Male											
Female											
Total											
<b>Other than Permanent workers</b>	Not Applicable										
Male											
Female											
Total											

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-2022 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%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	100%	NA	Yes	100%	NA	Yes
Others – please specify	NIL	NA	NIL	NIL	NA	NIL

**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, All BLS's-owned premises have accessibility.

**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.

**5. Return to work and Retention rates of permanent employees and workers that took pa-rental leave.**

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>

**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.**

	<b>Yes/No (If Yes, then give details of the mechanism in brief)</b>
Permanent Workers	Not Applicable. Since we do not have permanent workers.
Other than Permanent Workers	No
Permanent Employees and Other than Permanent Employees	<p>Yes. The Company has adopted the BLS Code of Conduct that outlines commitment to ethical conduct. All internal and external stakeholders of the BLS Group are expected to work within boundaries of the BLS CoC. Training and awareness on BLS CoC is provided to employees and relevant stakeholders from time to time.</p> <p>The Company also has a Whistle Blower Mechanism, which is governed by the Whistle Blower Policy. The Company has governance mechanism in place to ensure confidentiality and protection of whistle blower from any harassment/victimization. The link to the policy is mentioned below:-</p> <p><a href="https://www.blsinternational.com/assets/pdfs/Vigil-&amp;-Whistle-Blower-Mechanism.pdf">https://www.blsinternational.com/assets/pdfs/Vigil-&amp;-Whistle-Blower-Mechanism.pdf</a></p> <p>The Chairperson of the Audit Committee and the Chief Financial Officer of the Company have an oversight on the functioning of the Whistle Blower Policy and mechanism. Concerns can also be reported in writing to Chief Financial Officer or Chairman of the Audit Committee.</p> <p>In line with our commitment towards Gender Inclusion and Diversity, and creating a safe, fair and just workplace, Company has the Prevention of Sexual Harassment at Workplace (POSH) Policy. Employees can raise grievances with their reporting managers and/or HR Department.</p> <p>The link to the Sexual Harassment policy is mentioned below:-</p> <p><a href="https://www.blsinternational.com/assets/pdfs/Sexual%20Harrasment%20Policy.pdf">https://www.blsinternational.com/assets/pdfs/Sexual%20Harrasment%20Policy.pdf</a></p>

**7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:** Not Applicable

**8. Details of training given to employees and workers:**

Category	FY 2022-23 Current Financial Year					FY 2021-22 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)
<b>Employees</b>										
Male	199	199	100%	199	100%	142	142	100%	142	100%
Female	88	88	100%	88	100%	59	59	100%	59	100%
Total	287	287	100%	287	100%	201	201	100%	201	100%
<b>Workers</b>										
Male	Not Applicable									
Female										
Total										

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

Category	FY 2022-23 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	199	111	39%	142	60	30%
Female	88	49	18%	59	21	11%
Total	287	160	57%	201	81	41%
<b>Workers</b>						
Male	Not Applicable					
Female						
Total						

**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, BLS believes that the health and safety of its employees is critical to attain business excellence. The Company's health and safety management system is based on ISO 45001, the International Standard for Occupational Health and Safety.

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

As a part of its ISO 45001:2018 compliant Occupational Health and Safety Management System, BLS has a documented procedure to carry out assessment of risks for all routine and non-routine activities. Hazard and risk identification is carried out by the process owners in consultation with the safety experts. The process owners are responsible to ensure adequate controls are identified and implemented to control the identified OHS risks. Mitigation plan and controls are provided to eliminate the identified hazards and risks.

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

No, we don't have any workers

**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 2022-23	FY 2021-2022
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

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

BLS is committed to provide safe workplaces focusing on preventing injuries, illnesses, and continuously strives to eliminate hazards and reduce OHS risks.

There are no major health and safety (H&S) risks associated with BLS' services as the company provides services like Visa and Passport Processing, Consular and Attestation Services and Other allied Services. Key workplace safety risks include fire safety in office premises and building, office safety risks such as slips/ trips/ falls and electrical safety (e.g., electric shock) from use of office equipment. Key occupational health related risks are associated with workplace ergonomics, indoor air quality, clean water facility, workplace illumination and noise. Hazard identification and risk assessment process is conducted to identify each such risk and ensure that proper mitigation measures are put in place to create a healthy and safe work environment.

Some of the mitigation measures to prevent or mitigate significant occupational health & safety impacts include,

- Provision and maintenance of fire detection, alarm and suppression systems
- Regular training on occupational health & safety training to sensitize employees on OHS aspects to inculcate a culture of safety.
- Employee engagement campaigns and training on health & safety topics such as fire safety, emergency evacuation ergonomics among others

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

	FY 2022-23 (Current Financial Year)			FY 2021-2022 (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
Working Conditions	Nil	Nil	No	Nil	Nil	No
Health & Safety	Nil	Nil	No	Nil	Nil	No

**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.**

The Company continuously monitors and assesses its health and safety practices and working conditions. COVID-19 precautions:

Thermal scanning and health monitoring of employees and workers are conducted as a precautionary measure for COVID-19.

**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).**

Yes

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

As per the business agreements/contracts and purchase orders, all vendors are obliged to make necessary statutory payments timely. The Company regularly verifies the payment made by vendors to various government authorities towards

statutory payments internally or through third party audits. Tracking compliance through GSTIN portal, Invoice Running Number (IRN) control and e-way bills control are some of the processes used to ensure compliance.

With such reviews, the Company internally rates the vendors on their compliance status.

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

	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 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Employees	0	0	0	0
Workers	NA	NA	NA	NA

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)**

Yes

5. **Details on assessment of value chain partners:**

While the agreements/contracts/ purchase orders also cover the principles covered under the Code which is agreed between both the Company and vendor. Business Partners 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. Accordingly business partners are expected to provide a safe and healthy workplace for their employees and contractors.

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.**

Not Applicable

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

##### Essential Indicators

1. **Describe the processes for identifying key stakeholder groups of the entity.**

Any individual or group of individuals that adds value to the business of the Company is identified as a key stakeholder. This includes employees, shareholders and investors, customers, Partner and vendors, Community and NGO regulators, lenders, various government organizations amongst others.

**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, Pamphlets, Advertisements, Community Meetings, Notice Board, Website) Other	Frequency of Engagement (Annually/Half yearly/Quarterly/Other- Please Specify)	Purpose and Scope of engagement including key topics and concern raised during such engagement
Investor/ Shareholder	No	Investor Meets, Investor Call, PressReleaseandMail updates, Annual General Meeting, Stock Exchange Intimations, Website Newspaper Advertisement.	Quarterly engagement post results. Annual engagement at AGM. Investor meetings on request.	Prudent financial management system, timely business updates and updates on material events, enhancing level of disclosures, compliances.
Employees	No	As needed, Email Direct Interaction project or operations reviews; video conferences; audio conference calls; one-on-one counselling	Regular/On need basis	The company follows an open door policy
Customers	No	Emails, phone calls, notice board, websites, travel agent meets	Regular/On need basis	General information on the process, do's and don'ts, FAQ's and any information that is relevant from a business requirement
Partner and vendors	No	Emails, phone calls, face to face meetings. Direct interactions on a case-to-case basis, response to information sought, routine filing of reports, regulatory audits, and inspections	Regular/On need basis	Business updates, Ethical business conduct and Fair Businesses practice. Strong Partnership Governance. Compliance monitoring and management, payment of statutory levies, submission of information and reports
Community and NGO	No	As needed: Meetings/Calls	Regular/On need basis	Investment in Community and social development

**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. :-**

Key stakeholder includes employees, shareholders and investors, customers, Partner and vendors, Community and NGO, regulators, lenders, various government organizations and agencies amongst others. The Company's relevant functional are responsible to address the concern of respective stakeholders' on regularly basis. The consultation with the Board on key stakeholder concerns is largely discussed and informed by such organizational functions and the Board reviews as and when there any particular issue arise in this regard, during which the Board holds extensive discussions with the Chief Executive Officer ("CEO") and other senior leaders representing these functions. For example, feedback on customer trends and issues is provided by the Heads of Businesses, that on investors by the Chief Financial Officer ("CFO") and his team, on employees by the Chief Human Resources Officer("CHRO") and his team etc

**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. :-**

The company in consultation with key stakeholders identifies relevant material topics and according to priority and its impact on business of the company. For example, feedback from employees involve certain informed steps which are taken leading to enhanced communications and collaboration forums, health & safety, and wellbeing of our employees. For suppliers, this has improved the ease of doing business and ability to address environmental and social aspects.



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

The Company identifies the need of communities including vulnerable and marginalised groups and accordingly the company has contributed CSR amount to an NGO named as Sum Drishti Education Society to conduct various awareness programs under the Women Empowerment project for the benefits of the community.

The said NGO has worked on imparting trainings to women to enhance their education, skills and talent and strives to make an impact on their lives by bringing positive economic, professional and inter personal & intrapersonal impact.

## 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 2022-23 (Current Financial Year)			FY 2021-2022 (Previous Financial Year)		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	287	287	100%	201	201	100%
Other than permanent	NA					
Total Employees	287	287	100%	201	201	100%
<b>Workers</b>	Not Applicable					
Permanent						
Other than permanent						
Total Workers						

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

Category	FY 2022-23 Current Financial Year					FY 2021-22 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)
<b>Employees&amp; Workers</b>	The wage rates in scheduled employments differ across states, sectors, skills, regions, and occupations owing to various factors. Hence, there is no single uniform minimum wage rate across the country and the revision cycle differs for each state. However Minimum wages are paid and adhered to by the Company as per the minimum wage notification issued by the respective Central and State bodies for different establishments under the Minimum Wages Act and Rules.									
<i>Permanent</i>										
Male										
Female										
<i>Other than Permanent</i>										
Male										
Female										

3. Details of remuneration/salary/wages, in the following format: As per HR records details shared, rest check with Finance team for rest 5 director salary details.

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	3	6,00,000/-	0	Nil
Key Managerial Personnel	2	4,29,375/-	0	Nil
Employees other than BoD and KMP	194	22,690/-	88	22,690/-
Workers	Not Applicable			

**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)-**

Yes Mr. Gautam Aggarwal, Chief Human Resource Officer is responsible for addressing human rights issue.

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

The Whistle Blower Policy lays down guidelines for reporting of protected disclosures by employees, Directors & other stakeholders, relating to violation of BLS CoC. The Company has adopted a Policy on Prevention, Prohibition and Redressal of Sexual Harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Rules framed thereunder. Internal Committee is in place for all works and offices of the Company to redress complaints received regarding sexual harassment.

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

	FY 2022-23 (Current Financial Year)			FY 2021-2022 (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						
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						
Wages						
Other human rights related issues						

Nil

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

Concerns on discrimination and harassment are dealt with confidentially. BLS does not tolerate any form of retaliation against anyone reporting good faith concerns. Anyone involved in targeting such a person raising such complaints will be subject to disciplinary action.

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

Yes

**9. Assessments for the year:**

BLS internally monitors compliance for all relevant laws and policies pertaining to these issues at 100% of its offices. There have been no observations by local statutory / third parties in India in FY 2023.

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The company is in compliance with applicable laws
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not Applicable

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

During the reporting period, no business processes have been modified or introduced for addressing human rights grievances/complaints because of the results of addressing human rights grievances/complaints

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

The Company is committed to protecting and respecting Human Rights and remedying rights violations in case they are identified; for example, issues relating to human trafficking, forced labour, child labour, freedom of association, right to collective bargaining, equal remuneration and discrimination. The Company works towards providing equal employment opportunity, ensuring distributive, procedural, and interactional fairness, creating a harassment-free, safe environment and respecting fundamental rights. As an equal opportunity employer, no discrimination is tolerated on any aspects.

**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. BLS believes in accessibility for all.

**4. Details on assessment of value chain partners:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Sexual Harassment	Nil
Discrimination at workplace	Nil
Child Labour	Nil
Forced Labour/Involuntary Labour	Nil
Wages	Nil
Others – please specify	Nil

Note- BLS does not conduct any formal assessment of its value chain partner. However All value chain partners are expected to adhere to the CoC of BLS, which does not tolerate any form of harassment, whether sexual, physical, verbal or psychological.

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

Not Applicable

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment****Essential Indicators****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

<b>Parameter</b>	<b>FY 2022-23 (Current Financial Year)</b>	<b>FY2021-22 (Previous Financial Year)</b>
Total electricity consumption (A) in Joules in lakhs	16226252	11432495.88
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumption (A+B+C) in Joules in lakhs</b>	16226252	11432495.88
Energy intensity per rupee of turnover ( <i>Total energy consumption/ turnover in rupees</i> )	1868.85	2839.19
Energy intensity ( <i>optional</i> ) – 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.

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, as the Company does not fall in the category of industries mandated under PAT scheme.

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

The sources of freshwater at BLS is from third party vendors only. There is no direct water bill that we are paying the same is taken care by the landlords. While we have not measured our water consumption so far, we have initiated discussions internally on tracking water consumption at some of our large offices.

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

Not Applicable

5. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: details of air emissions other than GHG is not material to us:-**

Not Applicable

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

Not Applicable

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

Presently no such project for reduction of Green House Gas emission has been undertaken.

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

The Company is committed to its business in a sustainable manner, however being a facilitator of the Travel & Tourism industry, the Company through its operations has minimal impact on the environment.

9. **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.**

BLS does not manufacture anything and therefore does not use any hazardous or toxic chemicals in its processes.

10. **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:**

Not Applicable. BLS offices are not located in commercial and industrial locations as determined by the central and state governments, thus none of its operations/offices are situated in/around ecologically sensitive areas where environmental approvals/clearances are required.

11. **Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

Not Applicable. Due to the nature of BLS's business, environmental impact assessments are not required.

12. **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:**

Not Applicable

**Essential Indicators**

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

(in Joules in lakhs)

Parameter	FY 2022-23 (Current Financial Year)	FY2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	16226252	11432495.88
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	16226252	11432495.88
<b>From non-renewable sources</b>		
Total electricity consumption (D)	16226252	11432495.88
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	16226252	11432495.88

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.

2. Provide the following details related to water discharged:

The sources of freshwater at BLS is from third party vendors only. There is no direct water bill that we are paying the same is taken care by the landlords. While we have not measured our water consumption so far, we have initiated discussions internally on tracking water consumption at some of our large offices.

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

For each facility / plant located in areas of water stress, provide the information: The Company is committed to conduct its business in a sustainable manner. However, being a facilitator of Travel & Tourism industry, the Company through its operations has minimal impact on the environment

(i) Name of the area-Not Applicable

(ii) Nature of operations-Not Applicable

(iii) Water withdrawal, consumption and discharge in the following format: -Not Applicable

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

The Company is committed to conduct its business in a sustainable manner. However, being a facilitator of Travel & Tourism industry, the Company through its operations has minimal impact on the environment

5. 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.

Not Applicable

**6. 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:-**

The Company is committed to conduct its business in a sustainable manner. However, being a facilitator of Travel & Tourism industry, the Company through its operations has minimal impact on the environment

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

The business continuity and disaster management function in BLS supports the strategic objective of the organization, protects business interest, and proactively strengthens the organization's ability to effectively respond to internal and external threats and enable seamless, continued delivery of critical business operations, in the event of any disruption.

BLS has Business Contingency Plans (BCP) for disasters such as earthquake, floods, cyclones etc. The plan outlays the responsibilities of action owners, plan description including precautions to be taken, evacuation procedures and post incident action plan which would need to be followed at locations facing the emergency scenario.

**8. 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.**

Not Applicable

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

Nil

**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. 4
- 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	Federation of Indian Chamber of Commerce and Industry (FICCI)	National
3	Travel Agent Federation of India (TAFI)	National
4	Travel Agent Association of India	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.**

None

**Leadership Indicators**

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

The Company works closely with trade / industry associations in evolving policies that govern the functioning and regulations of Tourism Industry. The company participates in stakeholder consultation with Industry players and support the Government in framing policies in the following areas: • Governance and administration • Economic reforms • Sustainable business principles • Social and community development

**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.**

No Assessments were done in the current financial year

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

Due to its nature of operations, there was no project(s) for which Rehabilitation and Resettlement (R&R) was or is being undertaken by BLS.

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

We do not have a formal mechanism in place for such grievances. However, the Company does have informal connect with the community in and around its services providing locations to hear and address any grievances. Further agreements and contracts between BLS and the stakeholders, contain communication clause on handling of grievances, disputes etc.

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

Parameter	FY 2022-23 (Current Financial Year)	FY2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	141.53	39.67
Sourced directly from within the district and neighbouring districts	1608.81	204.56

**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
Not applicable for BLS.	

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

Sl. No.	State	Aspirational District	Amount spent (In ₹)
1.	Jammu & Kashmir	Budgam, Baramullah, Shopian, Anantnag and Kulgam	865000
2.	UP	Moradabad, Hardoi, Kannauj and Farrukhabad	735000
3.	BIHAR	Siwan and Patna	630000
4.	DELHI	Shahdra and Northwest Delhi	850000
5.	PUNJAB	Bathinda, Patiala and Sangroor	700000
6.	HARYAN	Gurgaon, Jajar, Nuh and Rohtak	920000
	<b>Total</b>		<b>4700000</b>

- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No): No
  - (b) From which marginalized /vulnerable groups do you procure? Not Applicable
  - (c) What percentage of total procurement (by value) does it constitute? Not Applicable

**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:**

Not Applicable

**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.**

Not Applicable

**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.	"FINANCIAL MENTOR" (Women Empowerment)	75000	26%

**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 a system in place to address to consumer complaints. The consumers have an option to raise a complaint through three sources: (a.) Email (b.) Toll-free number (c.) Social Media platforms

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

Not Applicable

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-2022 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL	No such complaints have been reported in the period stated	NIL	NIL	No such complaints have been reported in the period stated
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

Not Applicable

**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 we do have a policy in place which addresses the GDPR and cyber security compliances or risks related to data privacy.

**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.:-**

None



### Leadership Indicators

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

<https://www.blsinternational.com>

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

Applicants are clearly informed of the security regulations and the do's and donts through website and through their appointment confirmation letter. [https://india.blsspainvisa.com/security\\_rules.php](https://india.blsspainvisa.com/security_rules.php)

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

Not Applicable

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)**

Not Applicable; No

5. **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: Not Applicable