

July 10, 2023

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

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the Financial Year 2022-23

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, enclosed herewith is the Business Responsibility and Sustainability Report (BRSR) of the Company for the financial year 2022-23 which also forms part of the Integrated Annual Report for the financial year 2022-23.

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

This is for your information and records.

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



Rajesh Parte
Company Secretary & Compliance Officer

Encl.: a/a

Z:\(01) Blue Star Limited\2023-24\Stock Exchange Compliances\AGM Compliances\07) SE Intimation - BRSR

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

Blue Star's commitment to sustainable business practices continues to endow the Company with the ability to continuously deliver responsible and profitable growth. The Company understands the importance of focus on the environment, social value creation and adherence to strong governance practices even as it pursues profitable business growth. Hence, Blue Star has integrated sustainable business and governance practices into its core business strategy and aligned it with societal and environmental interests. The Company takes into consideration the interests of its internal and external stakeholders with equal zest. The Company seeks higher stakeholder alignment with its sustainable business and governance practices to generate sustainable value creation and growth. Blue Star continues to imbibe the latest technologies and productivity enhancing processes to align itself to modern and sustainable management practices, which ultimately result in efficient utilisation of resources.

All products and services of the Company are designed and developed keeping in view customer experience and safety, holistic community development, and environmental protection. Blue Star also seeks the involvement of its ecosystem of employees, dealers, distributors and vendors across all levels to raise awareness, enhance engagement and ensure commitment towards the cause of sustainability.

About this Report

This Business Responsibility and Sustainability Report, as stipulated under Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, provides general information about the Company and its business responsibility. The following three sections cover disclosures as per the Business Responsibility and Sustainability Report (BRSR) framework prescribed by SEBI.

SECTION A: GENERAL DISCLOSURES

I. Details of the Company

1.	Corporate Identity Number (CIN)	L28920MH1949PLC006870
2.	Name of the Company	Blue Star Limited
3.	Year of incorporation	1949
4.	Registered office address	Kasturi Buildings, Mohan T Advani Chowk, Jamshedji Tata Road, Mumbai 400 020
5.	Corporate address	Band Box House, Dr Annie Besant Road, Worli, Mumbai 400 030
6.	E-mail	secretarialdesk@bluestarindia.com
7.	Telephone	+91 22 6654 4000
8.	Website	www.bluestarindia.com
9.	Financial year for which reporting is being done	April 1, 2022 to March 31, 2023
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Ltd and BSE Limited
11.	Paid-up Capital	₹ 19,26,00,000
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report	Company Secretary and Compliance Officer +91 22 2265 4000 secretarialdesk@bluestarindia.com
13.	Reporting boundary	The disclosures under this report are made on a standalone basis, unless otherwise specified.

II. Products/services

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

Sr. No.	Description of main activity	Description of business activity	% of Turnover of the entity
1.	Manufactured sales	Cooling appliances, Cold storage products, including manufacturing and after-sales service.	76.84%
2.	Project sales	Central air conditioning projects, Electrical Mechanical and Plumbing Contracting business, and Packaged air conditioning businesses including manufacturing and after-sales service.	23.16%

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

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

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

Location	Number of plants	Number of offices	Total
National	5	30	35
International	0	8	8

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

Locations	Number
National (No. of states)	28 states and 8 Union Territories
International (No. of countries)	18

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

3.70%

c. A brief on types of customers –

The Company through its various business segments serves the following types of customers:

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

IV. Employees**18. Details as at the end of Financial Year:****a. Employees and workers (including differently abled):**

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	2,552	2,312	90.6%	240	9.4%
2.	Other than Permanent (E)	956	913	95.5%	43	4.5%
3.	Total employees (D + E)	3,508	3,225	91.9%	283	8.1%

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
WORKERS						
4.	Permanent (F)	314	314	100.0%	-	-
5.	Other than Permanent (G)	2,318	2,304	99.4%	14	0.6%
6.	Total workers (F + G)	2,632	2,618	99.5%	14	0.5%

Note: Blue Star Climatech Limited, a wholly owned subsidiary of the Company has females comprising 40% of its workforce.

b. Differently abled Employees and Workers:

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

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20.0%
Key Managerial Personnel (excluding Executive Directors)	2	0	0

20. Turnover rate for permanent employees and workers for the last 3 years

	FY23 (Turnover rate in current FY)			FY22 (Turnover rate in previous FY)			FY21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	18.5%	23.4%	18.9%	16.2%	26.2%	17.2%	14.8%	15.4%	14.9%
Permanent Workers	-	-	-	0.6%	-	0.6%	1.6%	-	1.6%

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

21. (a) Names of holding/subsidiary/associate companies/joint ventures

Sr. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/subsidiary/associate/joint venture	% of shares held by the Company	Does the entity indicated at column A participate in the Business Responsibility initiatives of the Company? (Yes/No)
1.	Blue Star Engineering & Electronics Limited	Subsidiary Company	100.0%	Yes
2.	Blue Star Climatech Limited	Subsidiary Company	100.0%	Yes

Sr. No.	Name of the holding/subsidiary/ associate companies/joint ventures (A)	Indicate whether holding/subsidiary/ associate/ joint venture	% of shares held by the Company	Does the entity indicated at column A participate in the Business Responsibility initiatives of the Company? (Yes/No)
3.	Blue Star Qatar WLL ^{&}	Subsidiary Company	49%	No
4.	Blue Star International FZCO	Subsidiary Company	100.0%	No
5.	Blue Star Systems and Solutions LLC*	Subsidiary Company	100.0%	No
6.	BSL AC&R (Singapore) Pte Ltd*	Subsidiary Company	100.0%	No
7.	Blue Star North America Inc.	Subsidiary Company	100.0%	No
8.	Blue Star Europe B.V.	Subsidiary Company	100.0%	No
9.	Blue Star Innovation Japan LLC	Subsidiary Company	100.0%	No
10.	Blue Star M & E Engineering Sdn Bhd**	Joint Venture	49%	No
11.	Blue Star Oman Electro-Mechanical Company LLC	Joint Venture	51%	No

[&] It is a subsidiary of the Company under Section 2(87)(i) of the Companies Act, 2013 as the Company controls the management of this company.

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

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

VI. CSR Details

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

(ii) Turnover (in ₹): ₹ 7,353.13 crores

(iii) Net worth (in ₹): ₹ 1,278.43 crores

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) <i>(If Yes, then provide web-link for grievance redress policy)</i>	FY23 (Current Financial Year)			FY22 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No, the business of the Company is such that it does not affect the community. However, the Plant head and HR head at the Company's manufacturing facilities engage with the communities located in the vicinity on an on-going basis	-	-	-	-	-	-
Investors (other than shareholders)	No	-	-	-	-	-	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No) <i>(If Yes, then provide web-link for grievance redress policy)</i>	FY23 (Current Financial Year)			FY22 (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
Shareholders	Yes https://www.bluestarindia.com/media/343070/shareholder-inquiries-contact-person.pdf	15	-	-	25	-	-
Employees and workers	Yes https://www.bluestarindia.com/media/271525/whistle-blower-policy.pdf	1	-	-	1	-	-
Customers	Yes Web-link for complaint registration: https://consumer.bluestarindia.com/service-support Other sources for complaint registration: 24x7 call centre: Call 1800 209 1177 or 1800 206 6666 or SMS 'Service' to 57575 or mail to customerservice@bluestarindia.com or Customer Care App	23,28,974	17,355	-	18,19,834	48,305	-
Value Chain Partners	Yes https://www.bluestarindia.com/media/271525/whistle-blower-policy.pdf	4	4	-	-	-	-

24. Overview of the entity's material responsible business conduct issues:

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Climate Change	Risk	We are an organisation dedicated to sustainable growth and the environment. Ensuring sustainability and mitigating impact of climate change have always been important factors and the Company's products rate high on energy-efficiency standards.	<ul style="list-style-type: none"> • Continuous reduction of manufacturing load by excelling in lean manufacturing; • Attainment of manufacturing efficiency; • Be Green through Clean Energy. 	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Water Management	Risk	Water is a vital resource for society, and we are committed to using water responsibly.	<p>Manufacturing facilities are equipped with testing machines which use latest technology to aid in quality improvement as well as energy and water savings. This includes water harvesting facilities at its manufacturing plants. Treated water is used for flushing and local irrigation.</p> <p>Blue Star has also adopted various methods and technologies to optimise water usage which has been helpful in raising the water table in the areas around the facility.</p> <p>The manufacturing facilities are also equipped with Sewage Treatment Plants (STP) and Effluent Treatment Plants (ETP).</p> <p>The Company's Wada factory and Blue Star Innovation Centre, Thane has received IGBC Green Building Certificate under the Platinum category.</p>	Negative
3.	Waste Management	Risk	Improper disposal of waste will lead to non-compliance of regulatory laws	<p>Continuous monitoring of hazardous materials being used at work place along with measures to reduce the same by adopting modern processes and technologies.</p> <p>The Company ensures that its products do not contain lead, mercury, cadmium or any such hazardous substances beyond the levels permitted by the country's environmental laws.</p> <p>The Company has obtained authorisation as a Producer under the E-Waste (Management) Rules, 2016 (EPR), to dispose of all e-waste generated during business operations on a pan-India basis through an arrangement with authorised e-waste recyclers and PROs (Producer Responsibility Organisations).</p>	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				The Company has been meeting its e-waste recycling target every year as per EPR authorisation.	
4.	Product Stewardship	Opportunity	Maintenance of high level of product quality, safety, durability by minimising environmental and social impact. This will enhance product acceptability in the industry.	NA	Positive
5.	Diversity & Inclusion	Opportunity	<p>The Company remains committed in its efforts towards having a diverse and inclusive workforce at Blue Star through multiple conscious initiatives.</p> <p>The Company will continue to focus its commitment to foster, cultivate and preserve a culture of equal opportunities in a conducive and inclusive work environment.</p> <p>This will further strengthen Company's brand and enhance reputation.</p> <p>Note – Blue Star Climatech Ltd, a wholly owned subsidiary of the Company has females comprising 40% of its workforce.</p>	NA	Positive
6.	Corporate Governance	Opportunity	The Company has always been ahead of the curve in its governance practices. The Company's best-in-class governance practices have been recognised through the conferment of the prestigious Golden Peacock Awards consistently for Excellence in Corporate Governance and Risk Management practices.	NA	Positive

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7.	Sustainable Supply Chain	Risk	<p>Key components for manufacture of the Company's products such as compressors, copper tubes, electronic parts, indoor units for split air conditioners and inverter drives are sourced from vendors in China and some other countries. Any disruption in supply caused due to geo-political reasons, imposition of non-tariff barriers or the occurrence of a pandemic, such as COVID-19, that limits imports from China or any other countries may significantly impact the Company's ability to import, manufacture and sell. Increase in Customs Duty may also increase the cost of the components. There are also key component and finished goods suppliers located either outside or within India on whom the Company has and may continue to have strategic dependency. Any disruption in the business operations of these suppliers may also impact the Company's ability to sell underlying products and equipment seamlessly.</p>	<p>The Company has a well-defined review mechanism to identify dependencies either on a single country or single vendor for the key components required for manufacture of its products. The Company, on an on-going basis, takes steps to diversify such procurements from alternative sources and identify backward integration opportunities.</p> <p>The Company has also established a 'Supplier Excellence' programme under the ambit of which it provides suppliers with managerial and technical assistance for improvements in productivity, quality, cost, delivery and safety.</p>	Negative
8.	Business Continuity Management	Risk	<p>The Company's operations may be significantly interrupted and its financial condition, cash flow and profitability could be affected by any of the following events:</p> <ul style="list-style-type: none"> • Prolonged market, supply chain, demand and operational disruptions caused by the spread of and/or continuation of pandemics or epidemics, including but not limited to COVID-19, resulting in full or partial shutdown of business or operating activities of the Company in whole or some parts of India or in any of the global markets where the Company or any of its subsidiaries, associates or affiliated business entities have presence. 	<p>The Company has in place a robust Business Continuity Management Policy with well-defined Standard Operating Procedures stating recovery/restoration objectives to keep its manufacturing and other critical processes operational and continue serving the needs of the customers.</p>	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			<ul style="list-style-type: none"> The occurrence of natural disasters or accidents, including hurricanes, floods, earthquakes, tornadoes, fires, explosions, or any other Act of God and/or man-made disasters, including acts of terrorism, war and military actions. 		
9.	Regulatory Compliances	Risk	<p>The Company's products businesses are subject to changing technology, significant technological developments and adherence with a variety of regulatory compliances. Emphasis on usage of eco-friendly refrigerants and eco-friendly collection and disposal of e-wastes are some of specific requirements that the Company is required to adhere to.</p> <p>Non-compliance with the above could have a financial impact.</p>	The Company is very agile and ensures complete adherence to regulatory compliances. It has built a strong compliance culture and an agile compliance management system and has also automated the compliance management process. It has adopted automated legal metrology label printing, in order to prevent non-compliance and prosecution. Besides, the Company has entered into a comprehensive agreement with its dealers.	Negative
10.	Digitalisation	Opportunity	<p>Digitalisation helps to automate and streamline business processes which increases efficiency and accuracy.</p> <p>High level of digitalisation integrated with business will enable businesses to promote, elevate and adapt to a culture of insights-based decision-making resulting in customer delight.</p>	NA	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
c. Web Link of the Policies, if available	https://www.bluestarindia.com/about-us/guiding-policies								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.`	ISO 9001, ISO 45001, ISO 14001, Corporate Governance Voluntary Guidelines, CSR disclosures pursuant to Section 135 of the Companies Act, 2013 read with the Companies (Corporate Social Responsibility Policy) Rules, 2014.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company embarked on a Net Zero Mission during the year. As a first step, it is assessing the carbon footprint of its various establishments including factories. The next step will be to identify ways and means to reduce the carbon footprint substantially. Thereafter, it will determine and share the action plan and milestones for achieving Net Zero goal.								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	Please refer to answer to point No. 5 above								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.	<p>The Company is committed to integrating Environmental, Social and Governance (ESG) principles into its businesses which is central to improving the quality of life of the communities it serves. It adheres to the principles of product stewardship by enhancing health, safety and environmental impacts of products and services across their lifecycles.</p> <p>The Company is committed to conducting fair business practices that are beneficial to the labour and human capital and to the community. It provides employees and business associates with working conditions that are clean, safe, healthy and fair.</p> <p>It strives to be a neighbour of choice in the communities in which it operates and contributes to their equitable and inclusive development. To deliver these commitments, the Company has various policies for the same and also has well defined governance practices in line with the "Code of Conduct".</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr Vir S Advani, Vice Chairman & Managing Director Mr B Thiagarajan, Managing Director								
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.	Yes, the Corporate Social Responsibility and Environmental, Social & Governance (ESG) Committee is responsible for decision making on sustainability related issues.								

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	As a practice, Business Responsibility policies of the Company are reviewed periodically or on a need basis by the Senior Leadership Team and/or the Board of Directors. During this assessment, the efficacy of the policies is reviewed and necessary changes to policies and procedures are implemented.																										
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company is in compliance with the existing regulations as applicable and a Statutory Compliance Certificate on applicable laws is placed before the Board of Directors on a quarterly basis.																										
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	P1	P2	P3	P4	P5	P6	P7	P8	P9	Blue Star has a robust internal review mechanism for its key policies. Efforts have been made to enhance management systems and the standards of performance so that they confirm to the Company’s sustainability framework.									The Internal Audit function of the Company has been outsourced to Grant Thornton. On a rotational basis, they do evaluate the policies adopted by the Company. The Company is also considering evaluation of policies by an external agency.								

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

Questions	P7
The entity does not consider the Principles material to its business (Yes/No)	Blue Star is a member of various industrial and trade bodies, and plays a key role in advocating issues impacting the sectors through these trade bodies. It actively participates in industry fora and also provides support in the formulation of relevant policies. Though the Company does not have a Board approved policy on advocacy currently, it continues to follow and monitor the business and regulatory environment closely. The Company leads various industry fora and provides technical and sectoral thought leadership to assist policy formulation by various bodies.
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

PRINCIPLE 1 - BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE

Essential Indicators

'Ethical Behaviour,' 'Transparency in Dealings and Conduct,' and 'Accountability for Actions,' continue to be integral parts of Blue Star's core values and beliefs, which govern the Company's conduct. The Company continues to stringently adhere to fair and transparent business practices including thrust on personal integrity and ethics. The Company's core values and beliefs, referred to as 'The Blue Star Way,' have been seamlessly integrated into its culture and operations. It is the responsibility of each and every Blue Starite to follow the Blue Star Way in their conduct and dealings. Each new employee, whether a campus or lateral recruit, is introduced to the Blue Star Way through a detailed classroom module in the HR training schedule. Well enumerated policies which are easily accessible on the employee portal as well as on the corporate website, publicly affirm the organisation's commitment, govern its actions and provide clarity of direction.

The Board of Blue Star and its senior leadership team play a vital role in setting the right tone at the top in practising ethical conduct, transparent business practices and imbibing high standards of governance. Blue Star has in place a well-enumerated Code of Conduct applicable to its directors, employees and other business partners (<https://www.bluestarindia.com/media/271526/code-of-conduct.pdf>). The code focuses on strict adherence to the Company's corporate values while delivering a world-class customer experience. The Company's core values and beliefs are the guiding force for all business activities and stakeholder interactions at Blue Star. The Code acts as a central guide, to align the professional conduct of its employees and business associates with its values and beliefs. It focuses on integrity in personal conduct, conflict of interest and related aspects of dealing with internal and external stakeholders. It also enumerates issues related to ethics, bribery, corruption, governance, Environment, Health & Safety, healthy work environment, brand protection/reputation and accuracy of financial records and asset protection and serves as a roadmap for its employees as well as those of its subsidiaries and joint ventures. The Company is committed to following the highest standards of professionalism and business ethics. The Board Members and Senior Management affirm their compliance to the Code of Conduct through an annual declaration. The Code is re-emphasised at all levels in the Company through an e-learning module which all employees are required to complete every year.

During the period under review, the Company organised training and awareness programmes pertaining to ethical conduct and transparency for its Directors, Key Managerial Personnel and other employees as follows:

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 awareness programmes
Board of Directors	2	<ul style="list-style-type: none"> Awareness on Code of Conduct of the Company Awareness on all 9 principles of Business Responsibility and Sustainability Reporting <p>Impact – Created awareness on the subject.</p>	90 100
Key Managerial Personnel (excluding executive directors)	2	<ul style="list-style-type: none"> Awareness on Code of Conduct of the Company Awareness on all 9 principles of Business Responsibility and Sustainability Reporting Prevention of Sexual Harassment <p>Impact – Created awareness on the subject.</p>	100
Employees other than BOD and KMPs	74	<ul style="list-style-type: none"> Awareness on Code of Conduct of the Company Prevention of Sexual Harassment Health & Safety <p>Impact – Created awareness on the subject.</p>	100

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 awareness programmes
Workers	4,351 man-days	<ul style="list-style-type: none"> • Health & Safety Measures – Impact - Proper usage of personal protective equipment in preventing injuries as well as information about the occupational hazards which they will face and the ways they can prevent or minimise the risks. • Skill Upgradation – Impact - Minimise any possibility for any skill-deficiency-based cause of low performance among employees. • Prevention of Sexual Harassment – Impact - To make them aware of the applicability and actions/remedies to be taken. • Code of Conduct – Impact - Created awareness on the subject. 	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 2022-23:

During the year under review, neither the Company nor any of its directors or Key Managerial Personnel were subjected to fines/penalties/punishment/award/compounding fees/settlement amount in any of the judicial proceedings.

The Company has a zero tolerance towards corruption and bribery and has in place a robust vigil mechanism framework to prevent any unethical practice. Further, regular communication mailers on need for adherence to Code of Conduct and prevalence of whistle blower mechanism is sent by the Senior Management across the organisation. On quarterly basis, a communication is sent from Chief Human Resources Officer’s desk to report instances of violation of laws/unethical behaviour with a reporting mechanism.

The Whistle Blower Policy of the Company provides the framework for reporting any unethical conduct/practices to Ethics Officer and also provides direct access to the Chairman of Audit Committee at the option of the complainant.

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

Case Details	Name of the regulatory/enforcement agencies/ judicial institutions
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.

The Company's Code of Conduct includes the clause pertaining to prohibition of corruption or bribery practices. The same is available on the Company's website at <https://www.bluestarindia.com/about-us/guiding-policies>. The Company conducts its business free from the influence of corruption and bribery and expects its Employees and Business Partners to be aware of and follow all laws prohibiting bribery and other corrupt practices. The employees are forbidden to offer or accept an improper payment, bribe, gratification or kickback from an existing or potential client, competitor, supplier, or service provider.

The Company has a robust whistle blower mechanism governed by the extensive 'Whistle Blower Policy', publicly available on the website of the Company at <https://www.bluestarindia.com/media/271525/whistle-blower-policy.pdf>. Any violation of the Code of Conduct of the Company, can be reported as per the vigil mechanism under Whistle Blower Policy. In addition, the Company has provided a toll-free number through which the informant can lodge their complaint.

As mentioned in the policy, if a person reports a complaint under this policy, he/she will not be at risk of suffering any form of reprisal or retaliation. Retaliation includes discrimination, reprisal, harassment or vengeance. On a quarterly basis, a communication from the Chief Human Resources Officer is sent out to all concerned reminding them about the whistle blower framework, and encouraging employees to speak up and report matters, without any fear or concern.

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

	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Directors	As per the information available with the Company, during the year under the review, there have been no cases involving disciplinary action taken by any law enforcement agency on the charges of bribery/corruption against Directors/KMPs/employees/workers that have been brought to the Company's attention.	
KMPs		
Employees		
Workers		

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

The Company has well established procedures in place to monitor conflict of interest.

The Directors and KMPs disclose their interest in Companies through annual declaration and also intimate further changes, if any, on an ongoing basis. The Company monitors the related party transactions with those companies in which the Directors and KMPs are interested and all related party transactions are conducted on arm's length. An independent Chartered Accountant's certificate is placed before the Audit Committee on regular basis. Accordingly, there were no complaints with respect to conflict of interest in relation to Directors and KMPs:

	FY23 (Current Financial Year)		FY22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

In addition, all employees are required to declare conflict of interest, if any, in business dealings through an intranet portal.

7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable

Leadership Indicators

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

The value chain partners are made aware of the Company's Code of Conduct and the Whistle Blower mechanism through interactive portals i.e. Star Sampark, Star Connect and Star Serve.

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

The Code of Conduct is placed on the said portals for perusal of the value chain partners and a mandatory declaration is obtained confirming the compliance with provisions of the said Code.

The Company has prepared e-learning modules for the Code of Conduct and Whistle Blower mechanisms and the process of creating awareness programmes for the value chain partners is initiated.

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
NIL		

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

Yes, the Company has a process in place to manage conflict of interest. The Directors disclose their interest in Companies through annual declaration and also intimate further changes therein from time to time. The Company monitors the related party transactions with such companies in which the Directors are interested and the interested Director abstains from discussion in such transaction. All related party transactions are undertaken in the ordinary course of business and are on arm's length basis and as a good governance practice, an independent Chartered Accountant's certificate certifying the fact that the Related Party transactions are in the ordinary course of business and are on arm's length basis is placed before the Audit Committee voluntarily on a quarterly basis.

For identifying and tracking conflict of interests involving the Directors/KMPs of the Company, the list of entities in which the Directors are interested is shared with all concerned for monitoring and tracking transaction(s) entered by the Company with such parties.

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.

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

Energy-efficiency and climate impact have been the most important aspects considered during the new product portfolio development. The Company has adapted low global warming refrigerant R-32 for room air conditioners. A complete range of 3-star and 5-star inverter range of room air conditioners meeting new energy-efficiency norms as per BEE star labelling scheme applicable from July 1, 2022 were developed. The Company has invested in a new deep freezer manufacturing plant at Wada. A new range of eco-friendly and energy-efficient deep freezers, both in hard top and glass top versions, has been designed and developed using R-290 refrigerant and cyclopentane blowing agent based foam insulation. The Company will phase out the R-22 refrigerant from its scroll chillers with its upcoming range of R-410A based scroll chillers meeting BEE star labelling programme requirements. Investments in such initiatives undertaken during the current and previous year were as follows:

	FY23 (Current Financial Year)	FY22 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	> 90%	> 90%	The Company manufactures complete range of residential air conditioners, commercial air conditioners comprising of Chillers, VRF systems and ducted air conditioners and commercial refrigeration equipment such as water coolers, deep freezers, kitchen and medical refrigeration and cold storage solutions. The principle is to primarily develop products which are energy-efficient and in compliance with the prevailing environmental laws. There are few R & D efforts towards value engineering and cost optimisation of products. To conclude, all the R & D expenses incurred by the Company are towards developing new products and improving the existing products to make them more energy efficient to mitigate environmental impact.
Capex	> 90%	> 90%	

2. a. Does the entity have procedures in place for sustainable sourcing? Yes

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

Yes, the Company has well defined procedures for sourcing and supply chain management. Sustainability is extended to vendors through responsible procurement practices and selection criteria focused on the protection of the environment, societal interest seeking resource efficiency, and improving the quality of products and services. Resources used for the production of the entire product portfolio of the Company are tracked and monitored diligently and systematically. The Company is committed towards improving awareness among vendors on legal compliances, enhance eco-efficiencies, and improve employee health and safety through various initiatives. Vendors and service providers are encouraged to adopt management practices detailed under the International Standards such as ISO 9001, ISO 14001 and other Environment, Health and Safety (EHS) guidelines.

The Company continuously assesses the source of inputs from vendors and evaluates if these vendors are certified by third party agencies. Basis this assessment, around 86% of its vendors are certified to be compliant with social and environmental standards such as ISO 9001 or ISO 14001 or ISO 45001/OHSAS 18001.

The Company is committed to sourcing from suppliers who have the capacity to meet the required standards prescribed under the Energy-Efficiency norms and are REACH and RoHS compliant. The Company has a well laid out procedure in place for selecting the supplier based on quality assessment. The Company's e-waste Policy in an attempt to address sustainability issues, and mandates the procurement of products/equipments/parts of Electrical and Electronic equipment, by insertion of additional criteria as stipulated by RoHS requirements or any other criteria modified by law to the supplier requirements in how they address the environmental requirements in relation to :

- Toxics reduction
- Design for End of life
- Material Selection
- Life cycle extension
- Energy Conservation

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

The Company has a mechanism of collection and disposal of products after end of product life in line with the applicable regulations. The Company disposes its e-waste, hazardous waste and plastic waste through authorised recyclers registered with Central Pollution Control Board and State Pollution Control Board. The Company complies with the requirement of Reduction of Hazardous Substances (RoHS) under E-Waste (Management) Rules, 2016.

Blue Star has entered into an arrangement with an authorised service provider for management of the entire process of disposal of Electronic and Electrical wastes right from collection to disposal at approved facilities of the service provider. List of collection centers can be obtained by accessing the toll-free number provided for the purpose and also available on the website of the Company at www.bluestarindia.com.

Further, a product take back program applicable to all consumers is designed by Marketing to ensure spreading awareness amongst consumers on the benefits of environment friendly disposal of end of life products.

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.

Under the E-waste (Management) Rules, 2016 ("Rules"), the Company falls under the definition of producer and is accordingly complying with the requirements envisaged in Extended Producer Responsibility (EPR). Under EPR it is the responsibility of producer of any electrical and electronic equipments to dispose it in environmentally sound manner after its end of life.

The Company has obtained authorisation as a Producer under the said Rules, to dispose of all e-waste generated during business operations on a pan-India basis through an arrangement with authorised e-waste recyclers and PROs (Producer Responsibility Organisation). The Company has been meeting its e-waste recycling target every year as per EPR authorisation.

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

Residential air conditioners and deep freezers are sold based on Bureau of energy efficiency star labelling. Sale of commercial air conditioning products such as VRF, ducted air conditioners and chillers is based on informed decision making by Heating, ventilation, and air conditioning (HVAC) consultants and facility managers who perform a detailed LCA at their end before placing the order.

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.
NIL	NIL	NIL	NIL	NIL	NIL

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
NIL	NIL	NIL

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

Indicate input material	Recycled or re-used input material to total material	
	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Components Packaging	11%	9%

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

	FY23 (Current Financial Year)			FY22 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	6,878.16	NA	NA	4,789	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

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
Room AC	17.6%

PRINCIPLE 3 - BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

Essential Indicators

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

Blue Star continues to empower its people through a variety of employee-engagement activities and embraces people-friendly HR practices and initiatives. The Company has been successful in establishing a high-performance, meritocracy-based culture within the organisation by adopting fair evaluation practices. The Company continues to focus on the shared growth approach, whereby it gives equal importance to its employees' individual growth and development, along with the Company's growth, and this continues to resonate extremely well with the employees. The Company's tagline, 'Built on Trust' exhibits the culture and approach towards internal and external stakeholders. The unwavering trust can be witnessed by the long-standing association of numerous employees for decades. The passion and dedication of these employees are a testimony to the collective efforts towards building a successful organisation.

With a robust HR framework already in place, the Company continues to revisit the same at regular intervals with the intention to improve it regularly and raise its benchmark to bring in a more modern, contemporary approach towards its people systems and processes. All of this is aimed at augmenting the employee-friendly ecosystem.

The broad objective of the HR framework is to, 'Develop strong leadership pipeline as well as the middle management strength for existing businesses and adjacencies to support the growth of operations'. The HR framework includes key deliverables such as Talent Acquisition, Talent Management, Leadership Development, Career Planning & Development, and Compensation & Benefits. These also aid in having a significant impact on the achievement of the Strategic Goals of Blue Star. The Directors Committee reviews these objectives bi-annually and action items for the meeting are tracked to closure. The HR team works on a three-year strategy along with the business and prepares the SIF (Strategy Implementation Framework) action plan to achieve the business goals. Even though the entire HR team works collaboratively to achieve the overall HR objectives, there are subject matter experts to handle each of the above five key impact areas in a focused way.

Blue Star follows a well-structured approach to identifying the needs of its employees and is agile and responsive towards augmenting its efforts on this front.

Employee benefits being integral to employees' performance and well-being, the Company continues to significantly invest in numerous employee benefit initiatives, thereby boosting employees' morale and performance. Blue Star follows a well-structured approach in identifying the needs of its employees and is agile and responsive towards augmenting its efforts on this front.

a. The details of measures undertaken for the well-being of employees include the following:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	2,312	2,312	100.0%	2,312	100.0%	-	-	-	-	2,312	100.0%
Female	240	240	100.0%	240	100.0%	240	100.0%	-	-	240	100.0%
Total	2,552	2,552	100.0%	2,552	100.0%	-	-	-	-	2,552	100.0%
Other than Permanent Employees											
Male	913	913	100.0%	913	100.0%	-	-	-	-	-	-
Female	43	43	100.0%	43	100.0%	43	100.0%	-	-	-	-
Total	956	956	100.0%	956	100.0%	-	-	-	-	-	-

As per the policy, employees have access to daycares across the city and can choose any daycare as per their convenience from the list of centres empaneled by ProEves on the portal with which Blue Star has tied up. Payment to the daycare centre, up to the defined limit, is managed centrally by Blue Star. The employee has to make only the balance payment directly at the daycare centre.

As per Blue Star's HR policy, the manpower agencies through whom the contract workers are employed have to adhere to all the statutory compliances such as PF, ESIC, Minimum Wages, Payment of Wages Act, Payment of Bonus Act and other applicable statutory laws. Blue Star has in place a monitoring mechanism to ensure that the manpower agencies adhere to the compliances. All Fixed Term Employees are covered under a Medicare-cum-hospitalisation policy.

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	314	314	100.0%	314	100.0%	-	-	-	-	314	100.0%
Female	-	-	-	-	-	-	-	-	-	-	-
Total	314	314	100.0%	314	100.0%	-	-	-	-	314	100.0%
Other than Permanent Workers											
Male:											
Contract Labour	1,556	1,556	100.0%	1,556	100.0%	-	-	-	-	1,556	100.0%
Temporary Operators	748	748	100.0%	748	100.0%	-	-	-	-	748	100.0%
Female:											
Contract Labour	14	14	100.0%	14	100.0%	14	100.0%	-	-	14	100.0%
Temporary Operators	-	-	-	-	-	-	-	-	-	-	-
Total	2,318	2,318	100.0%	2,318	100.0%	14	100.0%	-	-	2,318	100.0%

Note: Contractual workers are provided with health insurance, accident insurance, and maternity benefits. Paternity benefits are not provided.

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

Benefits	FY23 (Current Financial Year)			FY22 (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	100.0%	100.0%	Y	100.0%	100.0%	Y
Gratuity	100.0%	100.0%	Y	100.0%	100.0%	Y
Employee State Insurance (ESI)	1%	100.0%	Y	1%	100.0%	Y
Others - please specify - Workmen Compensation Act Benefits if not covered under ESIC	-	100.0%	N - Paid to the injured person	-	100.0%	N - Paid to the injured person

3. Accessibility of workplaces.

Are the premises/offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

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

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

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

The policy is hosted on the intranet portal of the Company.

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	-	-	-	-
Female	66.67%	75%	0	0
Total	66.67%	75%	0	0

6. **Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.**

Blue Star has adopted a Code of Conduct policy that is applicable to all its employees and workers and the same helps address and redress grievances of any nature of employees and workers . Besides, there is a discreet and formal mechanism in place for all the employees to voice their concerns, if any, to the Vice Chairman and the Managing Directors, in person with the open-door policy or through a dedicated email address, which is handled and managed by only the Vice Chairman and the Managing Directors.

The Company has established formal mechanisms which are administered by committees that review any grievance. Some of the mechanisms are, 'Open House,' 'One-on-One' discussions, and 'Employee Town halls,' which are organised periodically to understand and address employee concerns and grievances. Mechanisms specific to workers at manufacturing locations comprise discussions with the shop floor supervisor and deliberations with the HR and the Union committees. As a part of the review mechanism, all the meetings and action items are documented; the action plans are reviewed periodically and driven to closure; local/regional HR personnel are appointed to track the progress. They are also responsible to ensure the anonymity and confidentiality of the complainants.

Categories	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes (Discussions with Shop floor supervisor/HR, Contract Supervisor)
Other than Permanent Workers	Yes (Discussions with Shop floor supervisor/HR, Contract Supervisor)
Permanent Employees	Yes ('Open House,' 'One-on-One' discussions, and 'Employee Town halls,' and Code of Conduct Framework)
Other than Permanent Employees	Yes (Discussions with Supervisor/HR, Contract Supervisor)

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

Category	FY23 (Current Financial Year)			FY 22 (Previous Financial Year)		
	Total employees/ workers 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	2,552	-	-	2,219	-	-
Male	2,312	-	-	2,014	-	-
Female	240	-	-	205	-	-
Total Permanent Workers	314	172	54.8%	316	172	54.4%
Male	314	172	54.8%	316	172	54.4%
Female	0	0		0	0	0

The Company does not have staff associations or Unions for employees. With regard to workers, the permanent workers at the Company's Himachal Pradesh and Wada plants are part of a Union, while the workers at the other plants are not part of any Association or Union.

8. Details of Training given to employees and workers:

The Company's shared growth approach plays a very important role with regard to trainings given to its employees and workers. The Company believes in paying close attention to each employee's career graph, in relation to his/her potential and provides relevant opportunities for individual growth. Blue Star encourages job rotation which helps employees to take on new responsibilities thereby widening their exposure and enhancing their credentials. Training programmes for all-round development of workmen are also conducted at the factories. Safety is paramount at Blue Star and it is not compromised with, at any cost. Blue Star remains committed in its endeavour to ensure and adhere to the highest standards of safety for which regular sensitisation and training workshops are conducted, mock drills are hosted and specify safety interventions are held across Blue Star's offices and manufacturing facilities. Following are the details pertaining to the same:

Category	FY23 (Current Financial Year)					FY22 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	2,312	2,312	100.0%	2,085	90.2%	2,014	2,014	100.0%	1,524	75.7%
Female	240	240	100.0%	223	92.9%	205	205	100.0%	149	72.7%
Total (X)	2,552	2,552	100.0%	2,308	90.4%	2,219	2,219	100.0%	1,673	75.4%
Workers										
Male	2,618	2,618	100.0%	2,618	100.0%	2,076	2,076	100.0%	2,076	100.0%
Female	14	14	100.0%	14	100.0%	-	-	-	-	-
Total (Y)	2,632	2,632	100.0%	2,632	100.0%	2,076	2,076	100.0%	2,076	100.0%

9. Details of Performance and career development reviews of employees and workers:

The Company’s performance appraisal system is fair, equitable and transparent, and ensures higher employee satisfaction, leading to increased motivation and productivity. The employees of the Company are covered by a structured performance and development review twice in a year – a midterm review and an annual review. Besides, Blue Star’s HR practices are also being strengthened with the intent to attract and retain the best-in-class talent which will help take the Company into the league of top 10 employers in the engineering and consumer products industry. A strong employee engagement programme has been put in place to build energised teams across Blue Star. Following are the details pertaining to the same:

Category	FY23 (Current Financial Year)			FY22 (Previous Financial Year)		
	Total (A)	No. (B)#	% (B/A)	Total (C)	No. (D)#	% (D/C)
Employees						
Male	2,312	1,994	86.2%	2,014	1,798	89.3%
Female	240	214	89.2%	205	186	90.7%
Total	2,552	2,208	86.5%	2,219	1,984	89.4%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

Note:

- 1) # All Employees are covered. However, as per the Company’s HR policy, individuals who have joined on or before September 30, of any year are only eligible for the review for that particular year under consideration.
- 2) In the ‘Workers’ Category, the payment terms are governed by long-term settlement agreement. Permanent operators of Himachal Pradesh and Wada Plants have a 3-year wage settlement signed between the Management and the Trade Union governing the terms and conditions of their wages and service conditions, whereas the permanent operators of Dadra Plant have a 3-year wage revision cycle arising out of bilateral negotiations between workmen and management representatives.

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. All Blue Star manufacturing plants, and Electro-Mechanical project sites, Engineering Facilities Management, and revamp site operations are certified with ISO 45001:2018 - Occupational Health and Safety Management System. The other product sales groups have also implemented the Occupational Health and Safety Management Systems, though not certified.

In addition, during the year, a fourth surveillance audit, ISO 45001:2018 - Occupational Health & Safety Management System (OHSMS), was conducted by TUV Nord covering Engineering Facilities Management and revamp site operations, across India.

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

The Company has in place a Hazard Identification & Risk Assessment (HIRA) framework and Context of Organisation and Risk Management (CORA) system which are used to identify work-related hazards and assess risks on a routine and non-routine basis. Change Management system is also in place at Blue Star.

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

Yes, any kind of incident is directly reported to the supervisor at the workplace who immediately issues an SOS for post hazard actions which have been established by the Company.

d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services?

Yes, annual health check-ups are available for 40+ year-old employees and it is mandatory for every employee to undergo the check-up. All employees also have access to healthcare services via Health Insurance. Besides, Mind Matters is a mental health digital platform available for counselling avenues for employees/families, in liaison with Practo. The Company also undertakes basic health check-up of workers deployed at sites on an annual basis.

11. Details of safety related incidents:

Safety is paramount at Blue Star and it is not to be compromised with, at any cost. Blue Star remains committed in its endeavour to ensure and adhere to the highest standards of safety for which regular sensitisation and training workshops are conducted, mock drills are hosted and specific safety interventions are held across Blue Star's offices and manufacturing facilities.

Safety Incident/Number	Category	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	Employees	0	0
	Workers	0.13	0.12
Total recordable work-related injuries	Employees	0	0
	Workers	8	6
No. of fatalities	Employees	0	0
	Workers	0	2
High-consequence work-related injury or ill health (excluding fatalities)	Employees	0	0
	Workers	3	2

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

The Company has been meticulous in its approach and efforts towards inculcating a 'safety first' culture within the organisation. Safety training, safety audits and implementation of corrective actions as well as review of current actions were undertaken. The Company's manufacturing facilities at Dadra, Wada, and the two plants in Himachal Pradesh are ISO 45001:2018 certified by TUV Nord. Electro-Mechanical Projects group, Engineering Facilities Management, and Revamp Sites operations are also ISO 45001:2018 certified.

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

	FY23 (Current Financial Year)			FY22 (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	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

With regard to workers accidents during FY23 there were no prosecutions initiated by the Authorities against the Company, and hence there were no formal complaints against the Company.

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	Audit Conducting Agency
Health and safety practices	100.0%	Integrated Management Systems (IMS) Audit/Corporate Compliance Team Compliance Audit/Grant Thornton Internal Audit etc.
Working Conditions	100.0%	Integrated Management Systems (IMS) Audit/Corporate Legal Team Compliance Audit/Grant Thornton Audit, etc

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.

All deviations identified during external and internal audits were promptly addressed and rectified.

Wada Deep Freezer Plant:

1. A double pedal and safety sensor were installed and interlocked with bending machine Amada press brake to avoid human interference.
2. An acrylic guard was provided on the U-Assembly machine to prevent human fingers from entering the same during sheet-bending operation. Training was also imparted to make the operation safer.

Himachal Pradesh Plant:

1. A safety curtain (sensor) was installed and interlocked with CNC tube bending machine to avoid human interference.

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, the Company has in place 'Term Insurance' and accidental insurance for its employees. The workers are covered under the Workmen Compensation Policy.

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

The Company has in place a compliance process across regions to ensure that the project associates and the sub-contractors engaged by it deduct and deposit the statutory dues.

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

	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	
	FY23 (Current Financial Year)	FY22 (Previous Financial Year)	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Employees	0	0	0	0
Workers	3	2	1	1

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

Yes. The Company has in place a policy to facilitate its ex-employees complying with certain criteria to apply for continued association as a Dealer or a Business Associate or a service franchisee.

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	Top 100 Value Chain Partners were assessed
Working Conditions	Top 100 Value Chain Partners were assessed

6. 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:

Project sites:

1. Bangalore International Airport site:
To ensure safety at all times, the following steps have been taken: (a) Competent workmen have been deployed who possess the necessary skills, training and knowledge for handling the equipment; and (b) SoPs are religiously followed and supervision and monitoring is increased during specialised operating activities.
2. K Raheja Corp site:
To ensure safety during scaffolding operations, the following steps are being religiously followed: (a) Scheme drawings are strictly adhered to; (b) Guardrails are set up; (c) Safety harnesses are anchored to lifeline rope or sturdy structure; (d) Prescribed personal protective equipment (PPE) are used; (e) Workmen are checked for medical and physical fitness; (f) A job-specific toolbox talk (TBT) is conducted before any task to address potential hazards and safety procedures; and (g) Adequate supervision is in place to oversee the work and compliance with safety protocols.

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.

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

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

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

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

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

Leadership Indicators

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

The Company's Senior Management engages with the relevant stakeholders including Industry Associations, Regulatory Authorities and Communities in and around the manufacturing plants on economic, environmental, and social issues as listed in E2 and provides feedback to the Board on quarterly basis.

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, Stakeholder's inputs are obtained as a part of Stakeholder's Engagement which is used to support the identification and management of environmental, and social issues. (For further details, please refer to the section on Relationship Capital and Social Capital respectively, of the Integrated Report)

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

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

PRINCIPLE 5 - BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity:

Respecting and protecting human rights under all circumstances is paramount at Blue Star. The Company through policy advocacy, and fair and transparent business conduct which is clearly enumerated and articulated in its systems and policies, ensures strict adherence to protection of human rights and prevention of any violations thereunder. Blue Star has formulated and adopted a Code of Conduct that is applicable to its vendors, dealers, service providers and employees to address and redress grievances of any nature inter alia including those that may lead to breach of ethics or sexual harassment, etc. This comprises formal mechanisms which are administered through committees that review any grievance and are responsible to ensure anonymity and confidentiality of the complainants. Through regular communication and workshops, the employees have been made aware of the policy related to sexual harassment at the workplace, along with the objectives, applicability, structure of committees and the process undertaken to redress complaints. The complainants are assured of complete anonymity and confidentiality. In its commitment towards safety and security of its employees, Blue Star ensures that safety practices are adhered to at its construction sites, and continues to engage with construction suppliers through training, safety audits and checks. There is a discreet and formal mechanism in place for all the employees to voice their concerns, if any, to the Vice Chairman and the Managing Directors, in person with the open-door policy in place or through a dedicated email address, which is handled and managed by only the Vice Chairman and the Managing Directors. Following are details pertaining to the same:

Category	FY23 (Current Financial Year)			FY22 (Previous Financial Year)		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers/ covered (D)	% (D/C)
Employees						
Permanent	2,552	2,423	94.9%	2,219	1,887	85.0%
Other than Permanent	956	-	-	779	-	-
Total Employees	3,508	2,423	69.1%	2,998	1,887	62.9%
Workers						
Permanent	314	314	100.0%	316	316	100.0%
Other than Permanent	2,318	2,318	100.0%	1,760	1,760	100.0%
Total Workers	2,632	2,632	100.0%	2,076	2,076	100.0%

Note: Employees in the 'Other than Permanent' category are also part of the Company's training calendar and the Company is in the process of formally capturing their training schedule.

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

Category	FY23 (Current Financial Year)					FY22 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	2,312	-	-	2,312	100.0%	2,014	-	-	2,014	100.0%
Female	240	-	-	240	100.0%	205	-	-	205	100.0%

Category	FY23 (Current Financial Year)					FY22 (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)
Other than Permanent										
Male	913	15	1.6%	898	98.3%	748	-	-	748	100.0%
Female	43	-	-	43	100.0%	31	-	-	31	100.0%
Workers										
Permanent										
Male	314	-	-	314	100.0%	316	-	-	316	100.0%
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent										
Male	2,304	778	33.8%	1,526	66%	1,760	1,760	100.0%	-	-
Female	14	14	100.0%	-	-	-	-	-	-	-

3. Details of Remuneration/Salary/Wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (₹ in Lakhs)	Number	Median remuneration/ salary/wages of respective category (₹ in Lakhs)
Board of Directors (BoD) [^]	6	36.48	2	26.53 [§]
Key Managerial Personnel	4 ^{**}	474.77	-	-
Employees other than BoD and KMP	2267 ^{***}	10.47	240 ^{***}	7.65
Workers	314	5.88	-	-

[^] Excludes two Managing Directors

[§] Excluding remuneration of Rumjhum Chatterjee who ceased to be a Director of the Company w.e.f. April 25, 2022

^{**} Including two Managing Directors

^{***} The headcount and median is mentioned only for Management staff

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. The Chief Human Resources Officer is the focal point for addressing human rights impacts or issues caused or contributed to by the business.

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

Human Rights at Blue Star

- Employee Welfare and Well-being at Blue Star: The Company respects human rights and is committed to ensuring that human rights are protected and governed by the Blue Star Code of Conduct.
- Work Place Harassment and Sexual Harassment: The Company has a zero-tolerance policy against any kind of harassment whether sexual, verbal, physical or an act of exclusion which interferes with an individual's work performance or creates an environment which is hostile, offensive or intimidating.

- The Company ensures that it does not employ children at its workplaces.
- Blue Star’s Code of Conduct also safeguards against forced labour of any kind.
- It is Blue Star’s endeavour to offer equal opportunities to everyone without any discrimination, whether on rolls of Blue Star, contracted labour or workmen or people on third-party contractor rolls working for Blue Star assignments.
- During the challenging times of the COVID-19 pandemic, the Company took care of its employees and ensured that the employees have access to doctors, counsellors and helpline numbers.
- Blue Star has a Whistle Blower policy in place through which employees may report the events which have, or are suspected to have, taken place involving abuse of authority, fraud, leakage of information, illegal commission or kickbacks, manipulation of documents, conflict of interest, any other forms of corrupt practices, violation of the Company’s policies, etc.
- Blue Star ensures a safe and healthy workplace for its employees.
- Open house sessions are hosted regularly to address employee grievances and suggestions.

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

Categories	FY23 (Current Financial Year)			FY22 (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	1	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child labour	0	0	NA	0	0	NA
Forced labour/Involuntary labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

Yes, the Company has in place a ‘Protection to the Complainant/Victim’ mechanism.

The Company is committed to ensuring that no employee who brings forward a harassment concern is subject to any form of reprisal. Any reprisal will be subject to disciplinary action. The Company will ensure that victim or witnesses are not victimised or discriminated against while dealing with complaints of sexual harassment. Anyone who abuses the procedure (for example, by maliciously making an allegation knowing it to be untrue) will be subjected to disciplinary action.

8. Do human rights requirements form part of your business agreements and contracts?

- Yes, the Company’s Code of Conduct which enumerates details on human rights requirements, and Blue Star’s core values & beliefs referred to as ‘The Blue Star Way’ are made aware of to the value chain partners while signing agreements and contracts. Adherence with the Code and following the Blue Star way is mandatory in all contracts.
- Statutory compliances are mandatorily followed by the vendor partners.

9. Assessment for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100.0%
Forced/involuntary labour	100.0%
Sexual harassment	100.0%
Discrimination at workplace	100.0%
Wages	100.0%
Others – please specify	NA

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

No corrective actions were required as a result of the assessment.

Leadership Indicators

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

There was no such process modification/introduction required as a result of such assessment.

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

Blue Star releases its Corporate Governance Report as part of the Annual Report. It includes annual assessment of Human Rights issues and policies of the Company, which is an assessment of code of conduct, diversity, corporate safety policy, and ethical business and operational practices.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

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

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	The Company lays enhanced thrust on ensuring that the major elements of its Code of Conduct are in some way or the other a part of its contracts and agreements with external stakeholders.
Discrimination at workplace	
Child labour	
Forced labour/Involuntary labour	
Wages	
Others – please specify	

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

No significant risks/concerns arose from the assessment.

PRINCIPLE 6 - BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

Essential Indicators

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

Parameter	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	65,374.02	54,961.60
Total fuel consumption (B) (GJ)	1,666.58	1,150.55
Energy consumption through other sources (C) (GJ)	2,918.28	455.53
Total energy consumption (A+B+C) (GJ)	69,958.88	56,567.68
Energy intensity per rupee of turnover (GJ per Million ₹) <i>(Total energy consumption/turnover in rupees)</i>	0.95	1.05

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 any external agencies.

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 none of the facilities have been identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water (kl)	0	0
(ii) Groundwater (kl)	1,01,922	99,747
(iii) Third party water (kl)	2,460	590
(iv) Seawater/desalinated water (kl)	0	0
(v) Others (kl)	40,614	37,111
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,44,996	1,37,448
Total volume of water consumption (in kilolitres)	1,44,996	1,37,448
Water intensity per rupee of turnover <i>(Water consumed/turnover) (kl per Million ₹)</i>	1.97	2.55

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 any external agencies.

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

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

5. Please provide details of air emissions (other than GHG emissions) by the entity:

Parameter	Please specify unit	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
NO _x	mg/Nm ³	179.98	236.59
SO _x	mg/Nm ³	92.13	72.42
Particulate matter (PM)	mg/Nm ³	240.91	222.19
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	NA	NA
Hazardous air pollutants (HAP)	mg/Nm ³	NA	NA
Others – please specify	-	94.20	130.93

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 any external agencies.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:

Parameter	Unit	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3,289.5	506.42
Total Scope 1 and Scope 2 emissions per rupee of turnover (tCO ₂ e/million ₹)	-	0.04	0.01

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 any external agencies.

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

The manufacturing plant at Wada has incorporated an eco-friendly foaming process using cyclopentane, which is supported by the Ozone Cell, Ministry of Environment and Forests. This is in line with Blue Star's commitment to phase out CFC/HFC substances. Cyclopentane blown foam contains no ozone depleting substances and has a negligible impact on global warming. The plant also installed MW roof-top solar power plant. The Company has also replaced the Refrigerant R 134a having a GWP of 1,300 with R 290 refrigerant in deep freezers with a low GWP of 3. This change has been implemented since March 2018. Further, the Company has taken initiatives to save electricity consumption by implementing sensor-driven lighting in Thane office.

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

Parameter	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	203.31	128.25
E-waste (B)	6,921.41	4,828.59
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	4.25	-
Radioactive waste (F)	-	-

Parameter	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Other Hazardous waste. Please specify, if any. (G) ETP Sludge, Waste Cutting Oil, Waste Oil, Empty barrels, liners contaminated with hazardous chemicals/wastes, Chemical sludge from waste water treatment, B 3 Copper	90.45	57.50
Other Non-hazardous waste generated (H) Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) <i>Glass wood, GP Scrap, PP Scrap, MS Scrap, Copper Scrap, Aluminium Scrap, SS Scrap, Electrical Scrap, Wood Scrap</i>	1,918.74	1,687.96
Total (A+B + C + D + E + F + G + H)	9,138.16	6,702.30
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	6,921.41	4,828.59
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	6,921.41	4,828.59
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	6.95	4.26
(iii) Other disposal operations	-	-
Total	6.95	4.26

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 any external agencies.

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.

The Company has been filing returns with the Central Pollution Control Board (CPCB) under E-Waste (Management) Rules, 2016, annually. All the waste generated is disposed through authorised recyclers. Zero liquid discharge is ensured through advanced wastewater treatment facilities. The Company has adopted a nano ceramic coating process in the paint shop at its manufacturing sites which has Zero discharge and Zero sludge formation. All chemicals used for and during this process are RoHS compliant. The Company closely monitors the reduction of the use of hazardous substances in the manufacturing of its products. It consistently ensures that the discharge does not, at any given time, contain lead, mercury, cadmium or any such hazardous substances higher than the concentration value permitted by the environmental laws in India.

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:

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
(Not Applicable as none of the offices or operations are present in ecologically sensitive areas)			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
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Not Applicable

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:

Yes. The entity is compliant with all 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.

Sr. 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
			None	

Leadership Indicators

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

Parameter	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A) (GJ)	4,400.82	3,220.71
Total fuel consumption (B) (GJ)	-	-
Energy consumption through other sources (C) (GJ)	-	-
Total energy consumed from renewable sources (A+B+C) (GJ)	4,400.82	3,220.71
From non-renewable sources		
Total electricity consumption (D) (GJ)	60,973.20	51,740.89
Total fuel consumption (E) (GJ)	1,666.58	1,150.54
Energy consumption through other sources (F) (GJ)	-	-
Total energy consumed from non-renewable sources (D+E+F) (GJ)	62,639.78	52,891.43

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 any external agencies.

2. Provide the following details related to water discharged:

Parameter	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NIL	NIL
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL

Parameter	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
(ii) To Groundwater	NIL	NIL
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
(iii) To Seawater	NIL	NIL
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
(iv) Sent to third-parties	NIL	NIL
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
(v) Others	NIL	NIL
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
Total water discharged (in kilolitres)	NIL	NIL

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 any external agencies.

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

None of our factories or offices withdraw, consume and discharge water in areas of water stress.

4. Please provide details of total Scope 3 emissions & its intensity:

Parameter	Unit	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Not Applicable	
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent		
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO ₂ equivalent		

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 any external agencies.

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 as none of the offices or operations are present in ecologically sensitive areas.

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:

The manufacturing facilities are equipped with testing machines that use the latest technology to aid in quality improvement as well as energy and water savings, which includes water harvesting facilities at manufacturing plants. Some of the energy saving reduction initiatives undertaken during the year and their outcome are as follows:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	Auto Water installed motor Control system	To avoid wastage of water resources	Auto Water Feeding motor control for RO to eliminate water wastage and save power cost
2.	Upgraded the Sewerage Treatment process by enhancing the treatment capacity	Investment of ₹ 20 lakhs to upgrade the sewerage treatment process by enhancing the treatment capacity	Improvements in STP outlet water parameters i.e. COD, BOD, TSS, TDS and Ph etc.
3.	Replaced old DG Set with new CPCG II complying set	Investment of ₹ 27 lakhs for replacement of old DG Set with new CPCG II complying set	Improving and complying with Environmental Parameters PM, CO NO _x & SO ₂
4.	Replaced of one old HPB having hydraulic power pack with new one having servo driven system	Investment of ₹ 60 lakhs replacement of one old HPB having hydraulic power pack with new one having servo driven system	Improved on energy-efficiency by 70% and CO ₂ emission by 571 tons and further eliminating the hydraulic oil which additionally helped improve on hazardous waste under HWM category 5.1 and 33.1
5.	Upgraded of IDU manufacturing process to improve on power cost	Investment of ₹ 80 lakhs for upgradation of IDU manufacturing process to improve on power cost	Improved on power cost/product and carbon footprint by 45%
6.	Zero ODP & Low GWP blowing agent used in puff formation	Blue Star has phased out 141b blowing agent (ODP 0.11 & GWP 0f 725) and replaced with cyclopentane (ODP 0 & GWP 11)	ODP reduced from 0.11 to 0 GWP reduced from 725 to 11
7.	Zero ODP & Low GWP refrigerant used in Deep Freezers	Blue Star has implemented environment friendly R 290 Refrigerant in Deep Freezers in place of R 134a refrigerant	GWP reduced from 1,300 to 3

7. Does the entity have a business continuity and disaster management plan?

The Company has in place a Business Continuity Management Systems Policy and has also formulated Standard Operating Procedures to keep its critical processes operational and continue serving the needs of customers during such disruptions, especially in case of essential services such as Healthcare, Pharma, Banking and Financial Institutions.

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.

There is no direct impact to the environment arising from the value chain partners of the entity. The Company ensures that the waste is responsibly handled as under -

- The E-Waste is collected and further sent for recycling.
- Mechanisms are in place to prevent leakage of refrigerant gases.
- The Company's energy-efficient products help to reduce energy consumption.

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

Top 100 value chain partners were assessed for environmental impacts.

PRINCIPLE 7 - BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

Essential Indicators

Blue Star is very active on the industry front and, through its collaborations with industrial institutions and professional bodies, works towards the betterment of the industry as a whole. The Company aspires to drive a positive change in the industry by way of providing advocacy in matters pertaining to advancement of the industry and public good. The Company also contributes to industrial and trade bodies related to governance and administration, economic reforms, inclusive development policies, energy security, water and food security, sustainable business principles, and others, seeking to create a transformational change. Blue Star’s senior leadership has been offering its expertise and insights during the formulation of public policies through strategic partnerships with industrial bodies and consortiums at the local, national and international levels, which are as follows:

- 1. a. **Number of affiliations with trade and industry chambers/associations:**
More than 20.
- b. **List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.**

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

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

Name of authority	Brief of the case	Corrective action taken
	None	

Leadership Indicators

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

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/ Others – please specify)	Web Link, if available
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Blue Star always aims to direct its efforts towards achieving the objectives of the Indian Government and of its policies. The Company does so in a calibrated manner by engaging with officials of the Government at every level - Centre, State and Local Bodies, as well as supporting organisations, businesses, trade associations, and educational institutions, to develop, grow and nurture relationships that are mutually beneficial, and help achieve the ultimate objectives of public policy.

PRINCIPLE 8 - BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

The Company endeavours to help less privileged, rural and urban communities in the country through its social initiatives. Blue Star's social initiatives are strategically aligned to its domain knowledge and the skill sets of its employees, who are given the opportunity to volunteer in these programmes. In the long term, the Company is committed to Health, Hygiene & Wellness through its products, services, and social initiatives. The programmes are aligned to the UN's Sustainable Development Goals (SDGs), and to the country's development indices. The initiatives focus on holistic interventions in vocational training and upskilling of individuals in air conditioning as well as mechanical, electrical and plumbing services; supporting farmer communities especially women farmer producer companies; hygiene facilities around its manufacturing facilities; and supporting targeted and impact-driven interventions in the fields of education, health, women empowerment, and sustainable development. Blue Star also believes in rapid relief response in partnership with on-ground NGOs during times of national need, such as flood, earthquakes, and the most recent example of the COVID-19 pandemic. Periodic reviews of various projects help monitor the benefits received by the community, and lead to augmenting the projects. The Company's CSR policy demonstrates its commitment towards building a stronger and inclusive India by enabling lives and livelihoods through social and economic development initiatives. Details of the CSR activities of the Company and their impact are given in Annexure 2 to the Board's Report as well as in the Integrated Report.

In addition to its CSR efforts, the Company has been supporting various philanthropic causes through its charitable trust, Blue Star Foundation, which sponsors activities in the areas of education and healthcare. Besides these, the local teams across its major offices and factories also support local initiatives to improve health, education, environment, hygiene and infrastructure for public utility. The Company ensures optimum utilisation of its resources and best outcomes from its CSR programs which involves on-site visits, understanding on-ground challenges, etc. In pursuit of this, as a part of the review mechanism, an impact assessment is done by the NGO partners on a periodic basis of various projects undertaken and the same is also reviewed with the CSR team of the Company. However, impact assessment to be done by an independent agency as per Companies (Corporate Social Responsibility Policy) Rules, 2014 is not applicable to the Company or under any applicable laws.

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
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As per applicable laws, SIA is not applicable for any of the projects undertaken by the Company. However, the Company assesses the effectiveness of all projects undertaken voluntarily as a part of Blue Star's way of giving back to society.

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

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
	None of the Company's expansion projects or its operations have caused any displacement of people/disruption of livelihoods					

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

The business of the Company is such that it does not affect the community. However, the Plant head and HR head at the Company's manufacturing facilities engage with the communities located in the vicinity on an on-going basis.

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

	FY23 (Current Financial Year)	FY22 (Previous Financial Year)
Directly sourced from MSMEs/small producers	25%	18%
Sourced directly from within the district and neighbouring districts	11%	12%

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	

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

Sr. No.	State	Aspirational District	Amount spent (In INR)
Not Applicable			

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

(b) From which marginalised/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:

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	Apprenticeship Programmes/NETAP	959 trainees	100.0%
2.	Vocational Training & Workshops	242 trainees	100.0%
3.	Mohan T Advani Scholarships	95 Students	100.0%
4.	Digital Sakshar for Children at Wada	2,600 students	100.0%
5.	Educational support to Tribal Girl Children	25 Girls	100.0%
6.	STEM education through Science Vans	1,200 students	100.0%
7.	Digital Education for Children at Kala Ambh	814 Students	100.0%
8.	Education support to special children	40 Special Children	100.0%
9.	Support to Farming Community for Wellness	249 Farmer families	100.0%
10.	Support to ensure cleanliness and hygiene in Wada	500 households in the Village	100.0%
11.	Support to conduct eye treatment	50 cataract surgeries	100.0%

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

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100.0%
Safe and responsible usage	100.0%
Recycling and/or safe disposal	100.0%

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

	FY23 (Current Financial Year)		Remarks	FY22 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	41	*68	-	13	*59	-
Other	-	-	-	-	-	-

* Total pending consumer court cases as at the end of the respective financial year, includes cases pending from previous years that were not closed.

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

	Number	Reasons for recall
Voluntary recalls	NIL	
Forced recalls		

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

The Company has an Information Security Policy in place which ensures that all employees within the organisation's domain abide by the provisions of the policy regarding the security of data stored digitally within its boundaries. It is also the commitment of the organisation to ensure information is kept confidential and secured.

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.

For issues related to delivery of essential services, the Company takes the following corrective actions:

- Monthly MIS on escalation % trend, escalation resolution TAT, RCA, Top Branches and Dealers is updated and published to all stakeholders.
- Corrective actions are also taken through the portal through ticket resolutions. Corrective action letters are issued to the respective distributors and dealers dealing with consumer complaints.

For issues related to advertising on complaints received by ASCI, the Company takes corrective action as per ASCI's direction and implementing the changes as suggested.

Leadership Indicators

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

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

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

The authorised channel partners of the Company are constantly informed about the safe usage of the Company's products which is in turn communicated to the end users as well. Responsible usage intimation of the Company's products is also carried out during the periodic service that takes place at the customer site. All the product manuals issued by the Company mention in detail about the product handling and usage.

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

The Company ensures that services to the essential services sector such as healthcare and public delivery are not disrupted. The Company's officials inform the channel partners of any potential disruption in services. For instance, the Company continued to provide services during the COVID-19 pandemic.

The Company also has a facility for remote monitoring of chillers installed at the customer's premises which is used to alert the customers and help them mitigate any potential disruption.

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)

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

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along with impact
- b. Percentage of data breaches involving personally identifiable information of customers

The Company did not have any incidents of data breach related to customer information.