

August 21, 2025

<b>National Stock Exchange of India Ltd.,</b>  Exchange Plaza, C-1 Block G, Bandra Kurla Complex Bandra [E], Mumbai – 400051	<b>BSE Limited,</b>  Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai - 400 001
NSE Scrip Symbol: BLS	BSE Scrip Code: 540073

**SUBJECT: Business Responsibility & Sustainability Report for the Financial Year 2024-25**

Dear Sir/Madam,

Pursuant to **Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015** (“Listing Regulations”), please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2024-25, which also forms part of the Annual Report for Financial Year 2024-25.

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

Kindly take the same on record.

**For BLS International Services Limited**

DHARAK  
ARVIND B  
HAI  
MEHTA



**Dharak A. Mehta**  
**Company Secretary & Compliance Officer**  
**ICSI Membership No.: FCS12878**

Encl.: As above

## Annexure-VI

# Business Responsibility and Sustainability Reporting

### SECTION A : GENERAL DISCLOSURES

#### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L51909DL1983PLC016907
2.	Name of the Listed Entity	BLS International Services Limited
3.	Year of incorporation	1983
4.	Registered office address	G-4B-1 Extension, Mohan Co-Operative Indl. Estate, Mathura Road, New Delhi 110044
5.	Corporate address	912, Indraprakash Building, 21, Barakhamba Road, New Delhi 110001
6.	E-mail	Compliance@blsinternational.net
7.	Telephone	+91-11-45795002
8.	Website	www.blsinternational.com
9.	Financial year for which reporting is being done	Financial year 2024-25 (April 1, 2024, to March 31, 2025)
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE), National Stock Exchange of India Limited (NSE), Metropolitan Stock Exchange of India Limited (MSEI)[ Delisted w.e.f April 08, 2025]
11.	Paid-up Capital	41,17,40,908
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. Dharak Mehta Designation: Company Secretary & Compliance Officer E-mail: Compliance@blsinternational.net Telephone: +91-11-45795002
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis
14.	Name of Assurance Provider	NA
15.	Type of Assurance obtained	NA

Corporate Overview

Statutory Reports

Financial Statements

## Business Responsibility and Sustainability Reporting

<b>16.</b>	<b>Details of business activities (accounting for 90% of the turnover):</b>		
Sl. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity

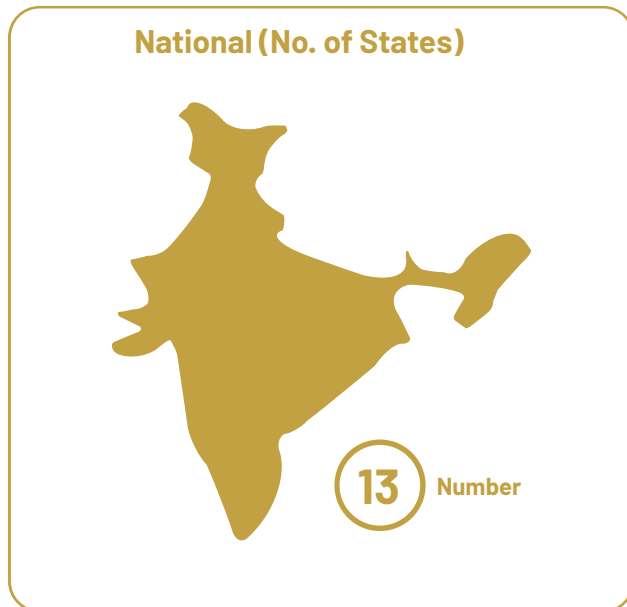
BLS International Services Limited ("BLS International"), a trusted global tech-enabled services partner for governments and citizens, has an impeccable reputation for setting benchmarks in the domain of visa, passport, consular, citizen, e-governance, attestation, biometric, e-visa, and retail services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

<b>17.</b>	<b>Products/Services sold by the entity (accounting for 90% of the entity's Turnover):</b>		
Sl. No	Product / Service	NIC Code	% of total Turnover contributed
1	Visa and Consular Services	723	64.21%
2	Digital Services	649	34.79 %

<b>18.</b>	<b>Number of locations where plants and/or operations/offices of the entity are situated:</b>			
Location	Number of plants	Number of offices	Total	
National	NA	13	13	
International	NA	NA	NA	

### 19. Market Served by the entity:

#### a. Number of locations



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

35.84%



#### c. A brief on type of customers

BLS International plays a pivotal role in enhancing governmental efficiency by partnering with various administrations to offer a wide array of essential services tailored for individuals. By leveraging cutting-edge technological solutions, the company streamlines the processes involved in handling visa applications and delivering consular services, while also addressing a range of needs for citizens. Furthermore, BLS International is committed to helping individuals navigate the complexities of applying for visas, passports, and other essential government services. This is made possible through its extensive network of application centres strategically located across numerous countries, ensuring accessibility and convenience for all users.



## Business Responsibility and Sustainability Reporting

### 20. Details as at the end of Financial Year:

#### a. Employees and workers (including differently abled):

Sl. No	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No.(C)	% (C/A)
 <b>Employees</b>						
1	Permanent (D)	737	530	71.91%	207	28.09%
2	Other than Permanent (E)	-	-	-	-	-
3	<b>Total employees (D+E)</b>	<b>737</b>	<b>530</b>	<b>71.91%</b>	<b>207</b>	<b>28.09%</b>
 <b>Workers</b>						
4	Permanent (F)	Not Applicable				
5	Other than Permanent (G)					
6	<b>Total workers (F+G)</b>					

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

Sl. No	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No.(C)	% (C/A)
 <b>Differently Abled Employees</b>						
1	Permanent (D)	-	-	-	-	-
2	Other than Permanent (E)	-	-	-	-	-
3	<b>Total differently abled employees (D+E)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
 <b>Differently Abled Workers</b>						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	<b>Total differently abled workers (F+G)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Corporate Overview

Statutory Reports

Financial Statements

### 21. Participation/Inclusion/Representation of women:

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

## Business Responsibility and Sustainability Reporting

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

	FY 2024-25 (Turnover rate in current FY)			FY 2023- 24(Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	21.78%	30.72%	24.33%	40.98%	46.15%	42.55%	14%	8%	22%
Permanent Workers	Not Applicable								


### 23. Name of holding / subsidiary / associate companies / joint ventures

(a)	Sl.No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
		Refer to Form AOC-1 provided in this Annual Report for information on holding/subsidiary/ associate companies/ joint ventures. Business responsibility initiatives disclosed are pertaining to BLS International Services Limited on a standalone basis and does not include the information/initiatives undertaken, if any, by the companies indicated in AOC-I.			







24.	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	(ii) Turnover (in Lacs)	13,848.63
	(iii) Net worth (in Lacs)	10,684.01

## VII. Transparency and Disclosure Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2024 - 25			FY 2023 - 24		
		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 	Yes, <a href="https://www.blsinternational.com/assets/pdf/policies/Final-CSR-Policy.pdf">https://www.blsinternational.com/assets/pdf/policies/Final-CSR-Policy.pdf</a>	0	0	NA	0	0	NA

## Business Responsibility and Sustainability Reporting

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2024 - 25			FY 2023 - 24		
		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
Investors (other than shareholders) 	Yes. <a href="https://www.blsinternational.com/investor-services.php">https://www.blsinternational.com/investor-services.php</a>	0	0	NA	8	0	Closed
Shareholders 	Yes. <a href="https://www.blsinternational.com/investor-services.php">https://www.blsinternational.com/investor-services.php</a>	1	0	Closed	1	0	Closed
Employees Workers 	Yes. <a href="https://www.blsinternational.com/assets/pdf/policies/Final_Vigil_Mechanism.pdf">https://www.blsinternational.com/assets/pdf/policies/Final_Vigil_Mechanism.pdf</a>	0	0	NA	0	0	NA
Customers 	Yes. A grievance redressal mechanism is in place, and there are specific weblinks for each country of operation, where issues are brought up and addressed promptly. <a href="https://india.blsspainvisa.com/customer_experience.php">https://india.blsspainvisa.com/customer_experience.php</a>	0	0	NA	0	0	NA
Value Chain Partners 	For our business partners, we communicate directly with them through phone calls or emails.	0	0	NA	0	0	NA
Other (please specify) 	NA	NA	NA	NA	NA	NA	NA

Corporate Overview






Statutory Reports

Financial Statements





## Business Responsibility and Sustainability Reporting

### Overview of the entity's material responsible business conduct issues

26. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S.No	Material issue identified	Indicate whether Risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Waste Management 	Risk   Opportunity 	Inefficient waste management can lead to regulatory risks and reputational damage, while efficient practices support environmental sustainability.	The Company's waste pertains to paper waste/ required disposal of electronic equipment and systems (such as computers and servers). The waste generated by paper usage is minimal, and the company ensures that all correspondence is conducted digitally. The company is also planning to adopt measures to store the data in electronic form, thereby eradicating the practice of maintaining and storing documents in physical hard copies.  Furthermore, the company is ISO 45001:2018 certified, specifically in Occupational Health and Safety Management Systems, which encompasses a structured process for conducting risk assessments for work-related hazards and evaluating risks on both routine and non-routine bases.	Negative: Poor waste handling may result in regulatory penalties and increased disposal costs.  Positive: Efficient waste management reduces operational costs and enhances brand reputation through compliance with sustainability standards.
2.	Community Wellbeing 	Opportunity 	Improves social license in operating and building brand equity	The company is dedicated to driving social impact through its CSR initiatives. It has a CSR Committee to oversee these initiatives, including, but not limited to, promoting education and healthcare for Women, as well as extending to the betterment of society through respect for universal human rights and environmental protection.  For financial year 2024-25, the company has spent INR 65 lakhs on women's empowerment in the states of Delhi, Uttar Pradesh, and Maharashtra through an agency named 'Sansthanam Abhay Danam'.	Positive: Investing in community well-being fosters trust, enhances relationships, and promotes long-term business success by cultivating stronger community support and goodwill.

## Business Responsibility and Sustainability Reporting





S.No	Material issue identified	Indicate whether Risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Customer Privacy and Data Security 	Risk 	Highly important for maintaining trust, regulatory compliance, and avoiding data breaches.	<b>Certifications:</b> The Company holds multiple ISO certifications (ISO 27001:2022, 9001:2015, 10002: 2018, 14001: 2015, 28000: 2022, 45001: 2018, including CMMI ML5 for DEV & Services, and Cyber Essentials.	Negative: Protecting customer privacy and data requires investment.  Positive: It helps prevent data breaches, fosters customer trust, and enhances the company's reputation, ultimately supporting sustained business growth.
4.	Talent Attraction and Retention 	Opportunity 	Skilled workforce is necessary for the growth of the organization	Strategies to ensure lower attrition rates and fairness in compensation: <ul style="list-style-type: none"> <li>● Relocation to a new workspace with state-of-the-art infrastructure, premium amenities, etc.</li> <li>● Reward &amp; Recognition programs (like extra-mile, value champion, etc.) are being conducted on a quarterly basis.</li> <li>● Annual appraisals (including salary corrections) are conducted in January each year using a PMS (Performance Management System), which details ratings based on KRA's and confirmations from the reporting manager, CHRO, and Director.</li> <li>● Other advantages, such as ESOPs, insurance, and a flexible working schedule.</li> </ul>	Positive: Investing in talent attraction and retention reduces turnover, boosts productivity, and ensures business continuity, leading to better long-term financial performance.

Corporate Overview

Statutory Reports

Financial Statements

## Business Responsibility and Sustainability Reporting

S.No	Material issue identified	Indicate whether Risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5.	Regulatory Compliance 	Risk 	Non-compliance can lead to penalties, license issues, and reputational damage.	Internal compliance programs, monitoring systems, continuous legal updates, and ethical training for employees	Negative: Meeting regulatory requirements may increase expenses and cost to the Company.  Positive: It helps avoid fines and legal issues, ensuring smooth operations and protecting the company's reputation. Additionally, fair and transparent disclosure results in strong trust in the Company by the investors and regulators.
6.	Corporate Governance 	Opportunity 	Strong corporate governance fosters transparency, accountability, and ethical conduct within the organisation.	The compliance tool has been successfully implemented at BLS International and is fully operational throughout the entire organisation. Each department is responsible for ensuring compliance and submitting the required documentation within the specified time frames outlined in the compliance tool.  The system alerts the relevant user via email regarding any amendments or changes to the law. Additionally any delays are reported to the board on quarterly basis.	Positive: Good corporate governance enhances decision-making, mitigates risks, fosters investor confidence, and promotes sustainable growth.

## Business Responsibility and Sustainability Reporting

### 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
<b>Policy and management processes</b>										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/ No)	Yes								
	b. Has the policy been approved by the Board? (Yes/ No)	Yes								
	c. Web Link of the Policies, if available	The corporate policies of the Company can be viewed at weblink: <a href="https://www.blsinternational.com/bls-policies.php">https://www.blsinternational.com/bls-policies.php</a>								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the Company strives to influence its partners in the value chain to participate in responsible and sustainable business conduct depending on their means and resources. The policy of the code of conduct for business partners can be accessed at <a href="https://www.blsinternational.com/assets/pdf/policies/BLS_INTERNATIONAL_CODE_OF_CONDUCT_FINAL.pdf">https://www.blsinternational.com/assets/pdf/policies/BLS_INTERNATIONAL_CODE_OF_CONDUCT_FINAL.pdf</a>								

Corporate Overview

Statutory Reports

Financial Statements

## Business Responsibility and Sustainability Reporting

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
4.	<p><b>Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</b></p> <p>The BLS Code of Conduct outlines the ethical principles and standards of behaviour that all members of the organisation are expected to uphold. It serves as a guide for professional interactions, ensuring integrity, respect, and accountability in all activities. The Code emphasises the importance of honesty in communications, adherence to policies, and the promotion of a fair and inclusive environment.</p> <p>BLS International is committed to maintain high standards of quality and integrity, as evidenced by its certifications. BLS is certified to ISO 9001:2015 for Quality Management Systems.</p> <p>Additionally, BLS International is certified under ISO 10002:2018, indicating its adherence to effective customer satisfaction practices and comprehensive guidelines for handling complaints within the organisation. The company also holds an ISO 27001:2013 certification, demonstrating its commitment to a robust information security management system designed to protect sensitive data.</p> <p>In terms of workplace safety, BLS International is ISO 45001:2018 certified, affirming its dedication to maintain high standards of occupational health and safety for its employees. The organisation has also received ISO/IEC 20000-1:2018 certification, ensuring that it follows industry best practices in IT service management.</p> <p>Moreover, BLS International is certified under ISO 14001:2015 for its environmental management systems, highlighting its commitment to sustainable practices and minimising environmental impact. Lastly, the organisation holds ISO 37001:2016 certification for its anti-bribery management system, emphasising its focus on ethical conduct and integrity in all business dealings.</p>									
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	BLS International commits to responsible growth anchored in strong governance, privacy-by-design, and inclusive access to citizen services. We will enhance cyber resilience, minimise our footprint through responsible waste management and resource efficiency, foster a diverse and safe workforce, and uphold ethical, transparent practices across operations and the supply chain, disclosing progress through assured BRSR reporting.								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable								
<b>Governance, leadership and oversight</b>										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer to the Message of the Managing Directors in the Non-statutory section of the Annual Report of FY 2024-25								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Mr. Prashant Khullar Designation: Chief Human Resources Officer Telephone number: +91-11-45795002 E-mail ID: hr@blsinternational.com								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues?(Yes / No). If yes, provide details.	The Board of Directors and senior management, along with relevant stakeholders, bear the responsibility of continuously monitoring various facets of the Company's Environmental, Social, Governance, and Economic responsibilities. In May 2025, we established an ESG working group to oversee the implementation and governance of the Company's ESG practices and initiatives.								

## Business Responsibility and Sustainability Reporting

### Details of Review of NGRBCs by the Company:

Subject of 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
10. Performance against above policies and follow up action Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Respective department heads and the leadership team, in consultation with an external advisor, periodically review the Company's Business Responsibility policies, as and when needed. The efficacy of policies is reviewed, and necessary modifications to policies and processes are adopted during this assessment.  The Company is fully compliant with all applicable regulations. The respective department head issues Compliance Certificates on applicable laws, every quarter which are then formally recorded by the Board of Directors.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is fully compliant with all applicable regulations. The respective department head issues Compliance Certificates on applicable laws every quarter, which are then formally recorded by the Board of Directors.																	
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	Yes, CareEdge Advisory has reviewed the working of all policies related to ESG.																	

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

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

Corporate Overview

Statutory Reports

Financial Statements

## Business Responsibility and Sustainability Reporting

### SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

#### PRINCIPLE 1:

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



#### Essential Indicators

##### 1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors 	4	The Board of Directors of the Company is periodically briefed on various developments related to business, regulations, the economy, environment, social, and Governance parameters, as well as their impact on the company's operations. Furthermore, multiple orientation and training sessions were organised covering Sustainability disclosures, Code of Conduct, Anti-bribery Management System, Cybersecurity awareness, Insider Trading Regulations and Related Party Transactions.	100%
Key Managerial Personnel 	9		
Employees other than BOD and KMP 	Multiple trainings/ programmes throughout the year	Company Policies, Anti-Bribery Anti-Corruption Policy, Effective Performance Management, GDPR, Information Security and other trainings as per business requirement.	100%
Workers 	NA		

## Business Responsibility and Sustainability Reporting

- 2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

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

	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			NA	

- 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.**

Yes. BLS is firmly committed to upholding the highest standards of ethics and integrity, with zero tolerance policy for bribery or corruption in any form. The Company's Code of Conduct outlines clear guidelines on anti-corruption and anti-bribery, and all employees, vendors, and other internal and external stakeholders are regularly sensitised to these principles. The Policy is also available at [https://www.blsinternational.com/assets/pdf/policies/Anti\\_Bribery\\_and\\_Corruption\\_Policy.pdf](https://www.blsinternational.com/assets/pdf/policies/Anti_Bribery_and_Corruption_Policy.pdf)

Furthermore, BLS holds certification under ISO 37001:2016, a standard that emphasises the establishment of a robust Anti-Bribery System within the organisation. This certification underscores BLS's commitment to ethical business practices and ensures that the company actively works to prevent bribery and corruption in all its operations. [https://www.blsinternational.com/assets/pdf/quality/iso-certifications/ISO\\_37001-2016.pdf](https://www.blsinternational.com/assets/pdf/quality/iso-certifications/ISO_37001-2016.pdf)

## Business Responsibility and Sustainability Reporting

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directors 	Nil	Nil
KMPs 	Nil	Nil
Employees 	Nil	Nil
Workers 	NA	NA

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

	FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL			
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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

Not Applicable

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payable	164.13	41.84

## Business Responsibility and Sustainability Reporting

### 9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	NA	NA
Shares of RPTs in	a. Purchases (Purchases with related parties/ total purchases)	0.57	0.56
	b. Sales (Sales to related parties/ total sales)	0.35	0.40
	c. Loans & advances (Loans & advances given to related parties / total loans and advances)	1.00	1.00
	d. Investments (Investments in related parties / total investments made)	0.81	0.91

Corporate Overview

Statutory Reports

Financial Statements

### Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
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The Company is deeply committed to conduct its business operations in a manner that prioritises ethical practices, fairness, legality, social responsibility, and environmental sustainability. Understanding that its Business Partners play a vital role in maintaining this ecosystem, the Company actively encourages these partners to embrace their responsibilities as corporate citizens. To further reinforce its dedication to these principles, the Company has developed a comprehensive and documented Code of Conduct specifically for Business Partners. This Code outlines detailed expectations and standards for business integrity, respect for human rights, fair labour practices, and commitment to environmental stewardship.

To ensure that these core values are consistently upheld, the Code of Conduct is incorporated into all agreements, contracts, and purchase orders. This integration not only promotes transparency and accountability but also fosters alignment between the Company and its partners on these essential principles, creating a collaborative environment that benefits all stakeholders involved. The Code of Conduct for Business Partners is available at [https://www.blsinternational.com/assets/pdf/policies/BLS\\_INTERNATIONAL\\_CODE\\_OF\\_CONDUCT\\_FINAL.pdf](https://www.blsinternational.com/assets/pdf/policies/BLS_INTERNATIONAL_CODE_OF_CONDUCT_FINAL.pdf)

Additionally, the Company has begun obtaining confirmation from its Business Partners regarding their acceptance and adherence to this Code. Efforts to engage in discussions and conduct awareness sessions with value chain partners on these principles are already underway.

## Business Responsibility and Sustainability Reporting

### 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 developed a comprehensive code of conduct specifically tailored Code of Conduct for its senior management team and board of directors, This Code delineates clear and detailed guidelines for identifying addressing and disclosing any actual or potential conflicts of interest that may arise in relation to the Company's operations. To uphold transparency and accountability, both Board of Directors and Senior Management are required to submit a formal declaration to the Company annually. This declaration includes information about any entities or organizations in which they hold an interest ensuring that all relationships are clearly documented. Furthermore, the Company is committed to complying with applicable legal requirements by obtaining all necessary approvals before engaging in any transactions with these entities, thereby ensuring the safeguarding of its integrity and business ethics.

<https://www.blsinternational.com/assets/pdf/policies/Code-of-Conduct-for-BOD-Senior-Management.pdf>

#### PRINCIPLE 2:

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



#### Essential Indicators

### 1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively

	Current Financial Year	Previous Financial Year*	Details of improvements in environmental and social impacts
R & D 			Not Applicable
Capex 	0.22	0	Enhancement of lighting systems, installation of CCTV cameras, implementation of fire alarm systems and extinguishers, as well as the provision of ergonomic furniture.

### 2. BLS International has made significant improvements to its data-capturing processes, thereby enhancing the accuracy and comprehensiveness of its reporting. This commitment to advanced technologies ensures collected information is reliable and up-to-date, allowing stakeholders to receive more insightful and detailed reports on operations and performance metrics.

a.	Does the entity have procedures in place for sustainable sourcing? (Yes/No)	yes, throughout the year, the company has implemented the code of conduct for business partners which functions as a comprehensive policy aimed at advancing the sustainability agenda across its value chain. Further Procurement follows responsible sourcing principles—legal compliance, ethics, environmental stewardship, and supplier integrity—applied through contractual expectations, with ongoing enhancements.
b.	If yes, what percentage of inputs were sourced sustainably?	Presently, the company has not carried out any assessment of the percentage of inputs which were sourced sustainability.

## Business Responsibility and Sustainability Reporting

### 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 (d) other waste.

No. This is not applicable to the entity owing to the peculiar nature of the business, as the Company is primarily engaged in the business of processing and outsourcing visa, passport and consulate services and does not manufacture any physical 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.

No. This is not applicable to the entity owing to the peculiar nature of the business, as the Company is primarily engaged in the business of processing and outsourcing visa, passport and consulate services and does not manufacture any physical products.

### Leadership Indicators

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

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link.
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Not Applicable

Corporate Overview

#### 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
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Since BLS does not manufacture products and instead offers processing services such as attesting and consular services, processing visas and passports, etc., LCA does not apply to us.

Statutory Reports

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





Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25 Current Financial Year	FY 2023-2024 Previous Financial Year

Not Applicable

Financial Statements

## Business Responsibility and Sustainability Reporting

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

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging) 	Not Applicable			Not Applicable		
E-waste (No. of IT Units safely disposed) 						
Hazardous waste 						
Other waste 						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable




### PRINCIPLE 3:

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



### Essential Indicators




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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male 	530	530	100%	530	100%	NA	NA	530	100%	NA	NA
Female 	207	207	100%	207	100%	207	100%	NA	NA	207	100%
<b>Total </b>	<b>737</b>	<b>737</b>	<b>100%</b>	<b>737</b>	<b>100%</b>	<b>207</b>	<b>28%</b>	<b>530</b>	<b>72%</b>	<b>207</b>	<b>28%</b>

## Business Responsibility and Sustainability Reporting

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)




### Other than Permanent employees

Male 	Not Applicable									
Female 										
<b>Total</b> 										




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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)

### Permanent employees

Male 	Not Applicable									
Female 										
<b>Total</b> 										

### Other than Permanent employees

Male 	Not Applicable									
Female 										
<b>Total</b> 										

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


	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.52%	0.41%

Corporate Overview




Statutory Reports

Financial Statements

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF 	100%	NA	Yes	100%	NA	Yes

## Business Responsibility and Sustainability Reporting

Benefits	FY 2024-25			FY 2023-24		
	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.)
Gratuity 	100%	NA	Yes	100%	NA	Yes
ESI 	48%	NA	Yes	24.67%	NA	Yes
Others – Please specify 	NA	NA	NA	NA	NA	NA

### 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**

The premises and offices of the entity are designed to be fully accessible for employees with disabilities. This initiative not only highlights the organization's commitment to inclusivity but also provides a remarkable opportunity to bolster workplace support systems for differently-abled individuals. By fostering an environment of open communication and increasing overall awareness, the organization aims to create a more harmonious workplace. Furthermore, BLS is dedicated to ensuring that essential facilities, including ramps and accessible restrooms, are available to facilitate ease of movement and comfort for all 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, a section of HR manual defines the Equal Opportunity Policy 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 	100%	100%	NA	NA
Female 	100%	100%	NA	NA
<b>Total</b> 	<b>100%</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>

## Business Responsibility and Sustainability Reporting

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




	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers 	Not Applicable. Since we do not have permanent workers.
Other than Permanent Workers 	Not Applicable
Permanent Employees 	<p>At BLS Group, we uphold a steadfast commitment to ethical behaviour that extends to all of our internal and external stakeholders. It is paramount that everyone associated with our organisation operates within the guidelines outlined in the BLS Code of Conduct (CoC). To ensure that our employees and relevant partners are well-informed about these guidelines, we provide ongoing training and awareness initiatives that emphasise the importance of ethical practices.</p> <p>To foster a transparent environment, the Company has established a Whistleblower Mechanism, which is governed by our comprehensive Whistleblower Policy. This mechanism is designed to encourage individuals to report any misconduct or unethical behaviour while ensuring their confidentiality and protection against any form of harassment or victimisation. For further details on this policy, please refer to the following link: -</p> <p><a href="https://www.blsinternational.com/assets/pdf/policies/Final_Vigil_Mechanism.pdf">https://www.blsinternational.com/assets/pdf/policies/Final_Vigil_Mechanism.pdf</a></p> <p>Oversight of the Whistle Blower Policy and its implementation is entrusted to the Chairperson of the Audit Committee and the Chief Financial Officer (CFO) of the Company. Stakeholders are encouraged to voice any concerns they may have in writing, either to the CFO or directly to the Chairman of the Audit Committee, ensuring their issues are addressed promptly and effectively.</p> <p>In our commitment to fostering Gender Inclusion and Diversity, as well as creating a safe, fair, and equitable workplace, the Company has implemented the Prevention of Sexual Harassment at the Workplace (POSH) Policy. This policy empowers employees to come forward with any grievances related to harassment or discrimination, allowing them to raise their concerns with their immediate reporting managers or the Human Resources Department. We aim to cultivate a professional environment where everyone feels secure and valued.</p> <p>The link to the Sexual Harassment policy is mentioned below: -</p> <p><a href="https://www.blsinternational.com/assets/pdf/policies/Sexual%20Harrasment%20Policy.pdf">https://www.blsinternational.com/assets/pdf/policies/Sexual%20Harrasment%20Policy.pdf</a></p>
Other than Permanent Employees 	

Corporate Overview




Statutory Reports

Financial Statements









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

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees 	737	0	0	357	0	0
Male 	530	0	0	248	0	0
Female 	207	0	0	109	0	0









## Business Responsibility and Sustainability Reporting

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Workers 	NA	NA	NA	NA	NA	NA
Male 	NA	NA	NA	NA	NA	NA
Female 	NA	NA	NA	NA	NA	NA

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and safety measures		On Skill Upgradation		Total (D)	On Health and safety measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
<b>Employees</b> 										
Male 	530	530	100%	530	100%	248	248	100	248	100
Female 	207	207	100%	207	100%	109	109	100	109	100
Total 	737	737	100%	737	100%	357	357	100	357	100
<b>Workers</b> 										
Male 	Not Applicable									
Female 										
Total 										

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
<b>Employees</b> 						
Male 	530	530	100%	248	248	100
Female 	207	207	100%	109	109	100
Total 	737	737	100%	357	357	100
<b>Workers</b> 						
Male 	Not Applicable					
Female 						
Total 						

## Business Responsibility and Sustainability Reporting

### 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?**

BLS understands that achieving business excellence is deeply interconnected with the well-being of its employees. To ensure a safe and healthy work environment, the company has developed a comprehensive health and safety management system that adheres to the principles of ISO 45001, the internationally recognized standard for Occupational Health and Safety. This framework provides a systematic approach to identifying, assessing, and mitigating workplace hazards, ultimately fostering a culture of safety and well-being among all employees.

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

BLS's Occupational Health and Safety Management System is designed in accordance with the ISO 45001:2018 standards. It adopts a comprehensive and structured methodology for assessing risks associated with both routine and non-routine tasks. This system empowers process owners, who work closely with safety specialists, to actively identify potential hazards and risks that may arise during operations.

With a focus on fostering a safe working environment, these stakeholders are tasked with ensuring that adequate control measures are not only identified but also systematically implemented to mitigate occupational health and safety risks. In order to effectively eliminate identified hazards and minimize associated risks, a thorough plan is developed that outlines specific control strategies and mitigation approaches. By prioritizing safety and risk management, BLS aims to safeguard the well-being of its workforce while maintaining operational efficiency.

<https://www.blsinternational.com/assets/pdf/quality/iso-certifications/ISO-45001-2018.pdf>

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

No, we don't have any workers

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









Yes

Corporate Overview

Statutory Reports

Financial Statements

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

Safety Incident/Number	Category	FY 2024-2025	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR)(per one million-person hours worked)	Employees 	0	0
	Workers 	NA	NA
Total recordable work-related injuries	Employees 	0	0
	Workers 	NA	NA
No. of fatalities	Employees 	0	0
	Workers 	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees 	0	0
	Workers 	NA	NA

## Business Responsibility and Sustainability Reporting

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

- BLS is deeply dedicated to fostering a safe and healthy work environment by prioritizing the prevention of injuries and illnesses. The organisation consistently strives to identify and eliminate hazards while actively working to reduce occupational health and safety (OHS) risks.
- Given the specific nature of BLS's services—such as visa and passport processing, consular services, and attestation offerings—the organisation encounters relatively few significant health and safety threats. Nonetheless, several critical workplace safety matters warrant attention. These include potential fire hazards present within office buildings, risks associated with slips, trips, and falls, as well as electrical hazards linked to the operation of office machinery.
- Occupational health risks within BLS primarily stem from factors such as ergonomic setups, which can affect posture and overall comfort, indoor air quality that can influence respiratory health, access to clean drinking water, adequate lighting that reduces eye strain, and managing noise levels in the workplace to enhance focus and productivity.
- To proactively manage these potential risks, BLS undertakes comprehensive hazard identification and risk assessment processes. This diligent approach ensures that not only are appropriate and effective mitigation measures identified, but also that they are fully implemented, thereby creating a healthier and safer work environment for all employees.

#### Key mitigation measures include:

- The installation and ongoing maintenance of advanced fire detection, alarm, and suppression systems designed to protect employees and assets from fire-related dangers.
- Implementation of regular training programs focused on occupational health and safety that aim to elevate awareness and nurture a culture that prioritises safety above all else.
- Initiatives that actively engage employees, providing training on essential topics such as fire safety, emergency evacuation procedures, and workplace ergonomics to empower staff with the knowledge and skills to maintain their safety and well-being while on the job.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	0	0	0	NA
Health & Safety	0	0	0	0	0	NA

### 14. Assessments for the year:

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

## Business Responsibility and Sustainability Reporting

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

The company offers a flexible work-from-home option for employees who may be unable to commute to the office due to various specific circumstances, ensuring that everyone has the opportunity to continue contributing effectively. Furthermore, the workplace is equipped with in-house first aid facilities, allowing for immediate response to any medical emergencies that may arise, thus prioritizing the health and safety of all staff members.

To maintain a safe working environment, the company has implemented rigorous control measures, including the introduction of maker-checker protocols in key operational areas, to prevent errors and enhance accountability. Additionally, hand sanitizers are readily available throughout the premises, with regular monitoring to ensure consistent accessibility and promote hygiene among employees. Importantly, comprehensive assessments of health and safety practices and working conditions have revealed no significant risks or concerns, demonstrating the company's commitment to maintaining a secure and supportive workplace.

#### 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).

(A) Yes



(B) Not Applicable

### 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 undertakes systematic and regular internal audits to verify that payments made by vendors to the appropriate government authorities for their statutory obligations are compliant with legal requirements. To achieve this, the Company utilises a variety of robust processes, including real-time tracking through the GSTIN portal, meticulous monitoring of Invoice Running Numbers (IRN), and effective management of e-way bills.

As part of this compliance verification process, the Company evaluates each vendor and assigns a compliance status rating based on the findings of these reviews. This rating reflects the vendor's adherence to required regulations and practices. In cases where a vendor is found to be in default, the Company implements a structured response strategy. Depending on the frequency and severity of the defaults, this might involve issuing warnings to the vendor or, in more serious cases, halting all business transactions with them to protect the integrity of the Company's operations.

### 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		Percentage of accident-affected employees/workmen rehabilitated	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees 	0	0	0	0	0	0
Workers 	NA	NA	NA	NA	NA	NA

## Business Responsibility and Sustainability Reporting

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

Yes

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

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	BLS has a Code of Conduct for the Business Partners; principles outlined in the Code are incorporated into all agreements, contracts, and purchase orders, and are mutually agreed upon by both the Company and its vendors. Business partners are required to comply with all relevant local and national laws and regulations related to Occupational Health and Safety. They must obtain all necessary permits, licenses, and approvals from the appropriate authorities. They are also expected to maintain a safe and healthy working environment for both their employees and contractors. <a href="https://www.blsinternational.com/assets/pdf/policies/BLS_INTERNATIONAL_CODE_OF_CONDUCT_FINAL.pdf">https://www.blsinternational.com/assets/pdf/policies/BLS_INTERNATIONAL_CODE_OF_CONDUCT_FINAL.pdf</a>
Working Conditions	

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

No significant/risk has been observed.

**PRINCIPLE 4:**

**Businesses should respect the interests of and be responsive to all their stakeholders**



**Essential Indicators**

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






Any individual or group that plays a significant role in contributing to the Company’s growth is recognized as a vital stakeholder. This broad category encompasses a diverse range of parties, including dedicated employees, valued shareholders and investors, discerning customers, collaborative business partners and vendors, as well as the communities in which we operate. Additionally, non-governmental organisations (NGOs), regulatory bodies, lenders, and various government agencies are integral to our stakeholder ecosystem.

At the heart of the Company’s ethos lies a commitment to creating exceptional value for our clients. Our employees are particularly instrumental in achieving this goal, as they not only advance the Company’s success but also cultivate fulfilling and productive careers. Suppliers also play a crucial role; their support is essential for our ability to deliver consistent value to our customers.

Moreover, government authorities and regulatory entities are key stakeholders, especially given the Company’s unwavering commitment to legal compliance, as detailed in our comprehensive Code of Conduct. This commitment underscores the importance of maintaining transparent and ethical operations in every aspect of our business.

## Business Responsibility and Sustainability Reporting

### 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
Investors/ Shareholders 	No	Investor Meetings, Investor Calls, Phone calls, Press Releases, Mail Updates, General Meetings, Stock Exchange Notifications, Website, Earnings Call, Annual Report and Newspaper Advertisements.	Quarterly, Annual and Periodic	A prudent financial management system, timely business updates and updates on material events, enhancing the level of disclosures and compliance.
Employee 	No	As needed, Email Direct Interaction project or operations reviews; video conferences; audio conference calls; one-on-one counselling, Training and awareness session	Regular/On need basis	The company follows an open-door policy
Customers 	No	Emails, phone calls, notice board, websites, complaints/ queries/suggestions and travel agent meetings	Regular/on a need basis	General information on the process, dos and don'ts, FAQ, and any information that is relevant from a business requirement
Partner and vendors 	No	Emails, phone calls, and face-to-face meetings. Direct interactions on a case-by-case basis, response to information sought, routine filing of reports, regulatory audits, and inspections.	Regular/On need basis	Business updates, Ethical business conduct and Fair Business Practice. Strong Partnership Governance. Compliance monitoring and management, payment of statutory levies, submission of information, and Reports
Community and NGO 	No	As needed: Meetings/Calls/ Emails	Regular/On need basis	Investment in Community and Social Development

Corporate Overview

Statutory Reports

Financial Statements

### Leadership Indicators

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

Key stakeholders include, but are not limited to, employees, investors, shareholders, clients, partners, suppliers, communities, non-governmental organizations (NGOs), lenders, regulators, and various government departments and agencies. Relevant departments within the company are responsible for regularly addressing the concerns of their respective stakeholder groups.

The Board engages in in-depth discussions with senior leaders from these departments whenever stakeholder-related issues arise. These interactions form a crucial foundation for the Board's deliberations and strategic guidance on matters affecting stakeholders. For example, the Chief Financial Officer (CFO) and their team provide insights into investor trends and challenges; the Chief Human Resources Officer (CHRO) offers perspectives on employee-related issues; the Company Secretary (CS) and their team contribute input concerning shareholders and regulatory bodies; and Business Heads provide feedback related to customers, partners, and suppliers.

## Business Responsibility and Sustainability Reporting

**2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

The company prioritizes relevant material topics by evaluating their impact on its business and determining their significance through consultations with key stakeholders. For instance, feedback from employees informs decisions that improve collaboration, communication, and support for employee health, safety, and overall well-being. Similarly, this stakeholder-driven approach has enabled suppliers to operate more efficiently and address social and environmental challenges more effectively.

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

The Company is dedicated to actively engaging with vulnerable and marginalized stakeholder groups through its comprehensive Corporate Social Responsibility (CSR) outreach initiatives. Understanding the unique circumstances and specific needs of these communities, the Company has made a significant charitable contribution to Sansthanam Abhay Danam, a reputable NGO focused on advancing women's empowerment. This generous support is instrumental in financing a range of awareness campaigns aimed at uplifting and transforming the community.

Sansthanam Abhay Danam is dedicated to enhancing women's education, skills, and overall capabilities, thereby promoting their personal growth, professional development, and economic independence. Through its targeted programs and initiatives, the NGO aims to create a meaningful and lasting impact, enabling women to realise their potential and contribute positively to society.

**PRINCIPLE 5:**

**Businesses should respect and promote human rights**



**Essential Indicators**

**1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format: Training / Awareness program on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 is considered under human rights issues training**

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees /workers covered (B)	%(B / A)	Total (C)	No. of employees /workers covered (D)	%(D / C)
<b>Employees</b>						
Permanent	737	737	100%	357	357	100%
Other than permanent	0	0	0	0	0	0
<b>Total Employees</b>	<b>737</b>	<b>737</b>	<b>100%</b>	<b>357</b>	<b>357</b>	<b>100%</b>

## Business Responsibility and Sustainability Reporting

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees /workers covered (B)	% (B / A)	Total (C)	No. of employees /workers covered (D)	% (D / C)

### Workers

Permanent	Not Applicable					
Other than permanent						
Total Workers						

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

Category	FY 2024-25				FY 2023-24			
	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)

### Employees

Permanent	Wage rates in scheduled employment vary significantly due to a multitude of factors, such as geographical location, industry sector, skill level, regional economic conditions, and specific job roles. As a result, there is no standardised minimum wage rate that applies uniformly across the entire country. Each state has its revision cycle for updating these wage rates, reflecting local economic conditions and the cost of living. Nonetheless, the Company is committed to adhering to the minimum wage standards established by the relevant Central and State authorities. This compliance is in accordance with the notifications issued under the Minimum Wages Act and associated rules, ensuring that employees receive at least the legally mandated minimum wage for their work in different establishments.								
Male									
Female									
Other than permanent									
Male									
Female									

### Workers

Permanent	Not Applicable								
Male									
Female									
Other than permanent									
Male									
Female									

Corporate Overview

Statutory Reports

Financial Statements

## Business Responsibility and Sustainability Reporting

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

a. Median remuneration / wages:

	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)	7	24.55	1	3.90
Key Managerial Personnel*	2	67.14	0	0
Employees other than BoD and KMP	525	2.31	207	2.41
Workers	NA	NA	NA	NA

\*KMP only includes CFO and CS only.

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Gross wages paid to females as % of total wages	24%	21.43%

### 4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, Mr Prashant Khullar, Chief Human Resource Officer, is responsible for addressing human rights issues.

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

Yes. The Whistle Blower Policy serves as a vital framework for reporting protected disclosures concerning breaches of the BLS Code of Conduct by employees, directors, and various stakeholders associated with the Company. This policy is particularly aligned with the Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act of 2013, along with its related Rules, which underscore the Company's commitment to fostering a respectful and safe workplace.

To further this commitment, the Company has established a comprehensive Policy on the Prevention, Prohibition, and Redressal of Sexual Harassment at the Workplace. Each office and workplace within the Company is equipped with an Internal Committee tasked explicitly with handling complaints related to sexual harassment, ensuring that issues are addressed promptly and effectively.

BLS is deeply dedicated to cultivate a work environment that is both safe and supportive for all employees. This dedication is reflected in the Company's open-door policy, which actively promotes transparent and honest communication among all staff levels. Furthermore, employees are provided with access to various forums where they can freely express concerns or discuss work-related issues. These concerns are managed through a robust grievance redressal system, which includes specialised resolution hubs designed to facilitate thorough and fair responses to any matters raised.

[https://www.blsinternational.com/assets/pdf/policies/Final\\_Vigil\\_Mechanism.pdf](https://www.blsinternational.com/assets/pdf/policies/Final_Vigil_Mechanism.pdf)

## Business Responsibility and Sustainability Reporting

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

	FY 2024-25			FY 2023-24		
	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	NIL	NIL		NIL	NIL	
Discrimination at workplace						
Child Labour						
Forced Labour/ Involuntary Labour						
Wages						
Other Human rights related issues						

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on POSH as a % of female employees / workers	NIL	NIL
Complaints on POSH upheld	NIL	NIL

Corporate Overview

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

BLS maintains a strict non-retaliation policy and does not tolerate any form of retaliation against individuals who raise concerns in good faith. Disciplinary action will be taken against anyone who targets or intimidates individuals for making such reports.

The policy is a fundamental part of the Company's Code of Conduct and reflects its core values. BLS is committed to protecting whistleblowers and ensuring they do not suffer any negative consequences for speaking up. The Company prohibits retaliation from any source, whether a supervisor, colleague, or other party, against individuals who report integrity concerns in good faith. This protection also extends to those who assist in or cooperate with investigations related to such reports. We stand firmly behind those who uphold our values.

Statutory Reports

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

Yes

### 10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%

Financial Statements

## Business Responsibility and Sustainability Reporting

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	NA

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

Not applicable

### Leadership Indicators

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

The Company upholds and respects the human rights of every individual associated with us. The Company has not received any complaints related to human rights. As such, there has been no need to alter existing business processes or implement new procedures to address such grievances.

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

The Company is dedicated to safeguarding and upholding human rights, taking prompt action to address any violations that may arise, such as issues related to forced labour, child labour, freedom of association, collective bargaining rights, equal pay, and discrimination. We are committed to providing equal employment opportunities, ensuring fairness in all processes, and fostering a harassment-free and safe work environment while respecting fundamental rights. As an equal opportunity employer, we maintain a strict policy of non-discrimination in all aspects.

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

Yes, the Company believes in accessibility for all.

**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	NIL
Discrimination at workplace	NIL
Child Labour	NIL
Forced Labour/Involuntary Labour	NIL
Wages	NIL
Others – please specify	NA

## Business Responsibility and Sustainability Reporting

The Company does not conduct formal assessments of its value chain partners. However, BLS includes a clause pertaining to the Prohibition of Forced or Child Labour in the Purchase Order, and all partners are expected to comply with the Company's Code of Conduct on Business Partner, which strictly prohibits any form of harassment, including sexual, physical, verbal, or psychological harassment.

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

Not Applicable

#### PRINCIPLE 6:

Businesses should respect and make efforts to protect and restore the environment



#### Essential Indicators

### 1. Details of total energy consumption (in GJ) and energy intensity, in the following format:

Parameter	FY 2024-25	FY 2023-24
<b>From renewable sources</b>		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
<b>From non-renewable sources</b>		
Total electricity consumption (D)	1598	1846
Total fuel consumption (E)	283.33	0
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	1881.81	1846
Total energy consumed (A+B+C+D+E+F)	1881.81	1846
Energy intensity per rupee of turnover (Total energy consumed/turnover in Cr.)	13.59	15.56
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	2.79	3.81
Energy intensity in terms of physical output (Full time Employee)	2.55	5.17
Energy intensity (optional) - the relevant metric may be selected by the entity	Not Applicable	Not Applicable
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

Corporate Overview

Statutory Reports

Financial Statements

## Business Responsibility and Sustainability Reporting

- 2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Not Applicable, as the company does not fall in the category of industries as mandated under the PAT scheme.

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

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water (tanker)	0	0
(iv) Seawater / desalinated water	0	0
(v) Water from municipal corporation	0	0
(vi) Others- Water Bottles*	4662.77	4080.51
Total volume of water withdrawal (in kilolitres)(i + ii + iii + iv + v)	4662.77	4080.51
Total volume of water consumption (in kilolitres)	932.55	816.10
Water intensity per rupee of turnover (Total water consumption / turnover in Cr)	0.067	0.068
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	1.62	1.68
Water intensity in terms of physical output(Full Time Employee)	11.75	11.43
Water intensity (optional) - the relevant metric may be selected by the entity	Not Applicable	Not Applicable
*Calculated as per the Industry Standard Forum Guidance – Provided by SEBI		
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		

## Business Responsibility and Sustainability Reporting

### 4. Provide the following details related to water discharged:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	0	0
No treatment	0	0
With treatment - please specify level of treatment	0	0
(ii) To Groundwater	0	0
No treatment	0	0
With treatment - please specify level of treatment	0	0
(iii) To Seawater	0	0
No treatment	0	0
With treatment - please specify level of treatment	0	0
(iv) Sent to third-parties (Municipal Sewers)	0	0
No treatment	0	0
With treatment - please specify level of treatment	0	0
(v) Others*	0	0
No treatment	3730.21	3264.41
With treatment - please specify level of treatment	0	0
<b>Total water discharged (in kilolitres)</b>	<b>3730.21</b>	<b>3264.41</b>
<b>*Assuming 80% discharge and 20% Consumption (KL)</b>		
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No Independent Assessment has been done.	

Corporate Overview

Statutory Reports

Financial Statements

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

The Company plans to implement several initiatives focused on recycling and reusing wastewater, while also raising awareness among employees and clients about the importance of water conservation. We have already begun displaying posters and Board in office spaces highlighting water conservation efforts and the concept of zero liquid discharge.

## Business Responsibility and Sustainability Reporting

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	mg/Nm <sup>3</sup>	Not Applicable	Not Applicable
Sox	mg/Nm <sup>3</sup>		
Particulate matter (PM)	mg/Nm <sup>3</sup>		
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others - please specify			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency- No		No Independent Assessment has been done.	

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	TCO <sub>2</sub> e	19.84	0
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	TCO <sub>2</sub> e	322.80	372.85
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions /turnover in Lakhs)	MTCO <sub>2</sub> e/Per Lakh rupee of turnover	2.47	3.14
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)(in Cr)	MTCO <sub>2</sub> e/Rs. Crore	0.56	0.77
Total Scope 1 and Scope 2 emission intensity in terms of physical output	MTCO <sub>2</sub> e/FTE	0.46	1.04
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity	Not Applicable	Not Applicable	Not Applicable
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		No independent assessment has been done.	

## Business Responsibility and Sustainability Reporting

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

As part of its ESG vision, the company is launching initiatives such as reducing unnecessary emails, encouraging employees to use public transport, and promoting the reutilization of paper. These efforts contribute to the broader mission of fostering a greener nation.

### 9. Provide details related to waste management by the entity.

NA

### 10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes

We are not in the business of toxic and hazardous processes/services/products. Hence this stands not applicable.

### 11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Sl.No	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
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Not Applicable

12.	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

### 13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Sl.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
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Not Applicable

### Leadership Indicators

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

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

(i) Name of the area: Not Applicable

(ii) Nature of operations: Not Applicable

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

## Business Responsibility and Sustainability Reporting

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	The company plans to measure and disclose its progress in the coming years.	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		No Independent Assessment has been done.	

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

Not Applicable

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

Sl. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Not Applicable			

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

Business continuity and disaster management are vital components that enable the company to meet its strategic goals while safeguarding its interests and enhancing its capacity to address both internal and external threats. By implementing these strategies, the company ensures that its essential operations can persist without interruption, even in the face of emergencies.

To prepare for potential natural disasters such as earthquakes, floods, and cyclones, the company has developed comprehensive Business Continuity Plans (BCPs), which are readily accessible through its internal portal. These meticulously crafted plans detail the specific responsibilities assigned to action owners, outline the necessary precautionary measures, and provide clear evacuation protocols. Additionally, they delineate the procedures to be followed in the aftermath of an incident, ensuring that all staff members are equipped to respond effectively at any affected site during an emergency situation.

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

Not Applicable

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

Nil

## Business Responsibility and Sustainability Reporting

### 8. How many Green Credits have been generated or procured:

a. By the listed entity

Nil

b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners

Nil

#### PRINCIPLE 7:

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



#### Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations: 4

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sl.No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State / National)
1.	Confederation of Indian Industry (CII)	National
2.	Federation of Indian Chamber of Commerce and Industry (FICCI)	National
3.	Travel Agent Federation of India (TAFI)	National
4.	Travel Agent Association of India	National

Corporate Overview

Statutory Reports

Financial Statements

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

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

## Business Responsibility and Sustainability Reporting

### Leadership Indicators

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

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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The Company actively collaborates with trade associations, industry groups, and government bodies to shape policies that promote technology, trade, and the upliftment of people. It participates in stakeholder consultations with industry leaders and supports the government in developing policies related to governance, economic reforms, sustainable business practices, and social and community development.

### PRINCIPLE 8:

#### Businesses should promote inclusive growth and equitable development



### Essential Indicators

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

Not Applicable

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

Sl.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)
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Not Applicable

## Business Responsibility and Sustainability Reporting

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

While the Company does not have a formal grievance mechanism in place for community-related concerns, it maintains informal relationships with communities around its service locations to listen to and address any issues that may arise. Additionally, the agreements and contracts between BLS and its stakeholders include provisions for communication to manage grievances, disputes, and related matters. The Company primarily operates in urban areas and is engaged in the processing and outsourcing of visa, passport, and consular services.

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

Parameter	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	11 %	8%
Directly sourced within India	89 %	92%

### 5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2024-25 (Current Financial Year)	FY 2023-24(Previous Financial Year)
Rural	0	1.97%
Semi-urban	1.67%	0
Urban	5.85%	49.02%
Metropolitan	92.49%	49.01%

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

### Leadership Indicators

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

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:

Sl. No	State	Aspirational District	Amount spent (In Lakh)
1	Delhi (NCR)	Sunpura	29.25
2	Maharashtra	Shahada	22.75
3	Uttar Pradesh	Indirapuram (Ghaziabad)	13.00
<b>Total</b>			<b>65.00</b>

## Business Responsibility and Sustainability Reporting

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

Not Applicable

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

Not Applicable

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

Sl. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes / No)	Basis of calculating benefit share
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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
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Not Applicable

**6. Details of beneficiaries of CSR Projects:**

S.No	Project Title	No. of persons benefitted from CSR Projects*	% of beneficiaries from vulnerable and marginalized groups
1	Women Empowerment	Approx.. 780	90%



# Business Responsibility and Sustainability Reporting

## 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.

As a company, we are committed to consistently meeting our clients' expectations. We have established strong systems to monitor and address customer feedback and complaints regarding our services. Our client-centric approach, relationship management, and high-quality deliverables have been widely appreciated. To ensure timely resolution, we provide multiple channels for customers to raise complaints: (a) Email- info@blsinternational.com, (b) Toll-free number - +91-11-43750006, and (c) Social media platforms.

Instagram - <https://www.instagram.com/blsintservices/>

LinkedIn - <https://www.linkedin.com/company/blsintservices/>

YouTube - <https://www.youtube.com/@blsintservices>

X - <https://www.x.com/BLSintServices>

Facebook - <https://www.facebook.com/BLSintServices/>

#### 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	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

Corporate Overview

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

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at the end of the year	
Data privacy	0	0	NA	0	0	NA
Advertising	2	0	<p><b>Inadequate Information:</b> The applicant complained that details regarding the documents were not mentioned on the website. Our representative called and redirected him to the correct page, where he could see all the information regarding the required documents.</p> <p><b>Misleading or deceptive:</b> The applicant claimed that the website information is not transparent about the National Visa process. Our representative called and informed the applicant.</p>	0	0	NA

Statutory Reports

Financial Statements

## Business Responsibility and Sustainability Reporting

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at the end of the year	
Cyber-security	0	0	NA	0	0	NA
Delivery of Products	4	0	Most of the complaints relate to the timely delivery of passports. We have informed applicants that we will notify them when their passports arrive at BLS from the consulate, and they must come to the centre to collect them.	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	1	0	Complaints regarding the Price of Value-Added Services: Informed the applicant that the Value-Added Services are optional and meant to enhance the services.	0	0	NA
Other	5	0	Most of the complaints are related to unprofessional behaviour by some staff. We have contacted the applicant, understood the situation, taken necessary actions, and provided the required training.	0	0	NA

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

	Number	Reasons for recall
Voluntary recalls	Not Applicable	Not Applicable as we are in the service domain
Forced recalls	Not Applicable	

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

BLS has established a robust Information Security and Cybersecurity Policy that has received formal approval from management, underscoring the company's commitment to safeguarding sensitive information. The organization proudly holds multiple prestigious certifications, including ISO 27001, Cyber Essentials. <https://www.blsinternational.com/quality.php>, which validate its adherence to industry standards and best practices in cybersecurity.

In addition to cybersecurity measures, BLS has implemented a Global Data Protection Policy designed to comply with relevant privacy regulations worldwide. This policy is applicable to all stakeholders involved with the company, including permanent and temporary employees, customers, partners, and vendors, ensuring that everyone is aware of and adheres to BLS's standards for data protection. The company takes its responsibility seriously by conducting rigorous risk assessments for all third-party vendors, only onboarding those who demonstrate a commitment to upholding the privacy obligations mandated by BLS.

## Business Responsibility and Sustainability Reporting

BLS further exemplifies its dedication to data privacy by publishing a comprehensive Privacy Policy on its website. This policy is carefully crafted to align with the Digital Personal Data Protection Act, 2023, and applies uniformly across all company operations. By prioritising data privacy and security, BLS fosters trust and confidence among its customers and partners alike.

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services**

Not Applicable

**7. Provide the following information relating to data breaches:**

a.	Number of instances of data breaches	0
b.	Percentage of data breaches involving personally identifiable information of customers	0
c.	Impact, if any, of the data breaches	Not Applicable

### Leadership Indicators

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

<https://www.blsinternational.com>

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

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

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

Yes, customers are informed of disruptions or discontinuations of essential services via multiple channels, including emails, SMS, and website updates. This is done to ensure that customers don't face any discomfort or challenges.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

The company operates primarily in the service sector; therefore, displaying product information is not applicable. However, the company conducts surveys to assess customer satisfaction for its core services.