

July 13, 2026

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

Sub: Business Responsibility and Sustainability Report for the Financial Year 2025-26

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, enclosed herewith is the Business Responsibility and Sustainability Report (BRSR) of the Company for the Financial Year 2025-26 which also forms part of the Annual Report for the Financial Year 2025-26.

This intimation is also being placed on the website of the Company at www.bluestarindia.com

Kindly take the same on records.

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



Rajesh Parte
Company Secretary & Compliance Officer

Encl.: a/a

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity [GRI 2-1, 2-2, 2-3]

1.	Corporate Identity Number (CIN) of the Listed Entity	L28920MH1949PLC006870
2.	Name of the Listed Entity	Blue Star Limited
3.	Year of incorporation	1949
4.	Registered office address	Kasturi Buildings, Mohan T Advani Chowk, Jamshedji Tata Road, Mumbai 400 020
5.	Corporate address	Band Box House, Dr Annie Besant Road, Worli, Mumbai 400 030
6.	E-mail	secretarialdesk@bluestarindia.com
7.	Telephone	+91 22 6654 4000
8.	Website	www.bluestarindia.com
9.	Financial year for which reporting is being done	April 1, 2025, to March 31, 2026
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11.	Paid-up Capital	41,12,29,576

12. Details of the person who may be contacted in case of any queries on the BRSR report.

S. No.	Name	Telephone	Email
1.	Mr Rajesh Parte - Company Secretary & Compliance Officer	+91 22 2265 4000	secretarialdesk@bluestarindia.com

13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).

Standalone

14.	Name of assurance provider	Intertek India Private Limited
15.	Type of assurance obtained	Reasonable Assurance obtained on the BRSR Core

II. Products/services [GRI 2-6]

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Project Execution and and Commercial Air Conditioning Systems	Electro-Mechanical Projects and Commercial Air Conditioning Systems.	55
2	Manufacturing, trading and after-sales service	Unitary Products (room air conditioners, commercial refrigeration products and systems, water purifiers, air purifiers and air coolers).	45

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Electro-Mechanical Projects and Commercial Air Conditioning Systems	43219/43229	55
2	Unitary Products (room air conditioners, commercial refrigeration products and systems, water purifiers, air purifiers and air coolers)	28191/28192	45

III. Operations [GRI 2-6]**18. Number of locations where plants and/or operations/offices of the entity are situated:**

Location	Number of plants	Number of offices	Total
National	5	27	32
International	0	0	0

**The wholly owned subsidiaries of Blue Star have 6 international offices.*

19. Markets served by the entity**a. Number of locations**

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	36

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

6.74%

c. A brief on types of customers

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

IV. Employees [GRI 2-7, 2-8, 405-1, 401-1]

20. Details as at the end of Financial Year:

a. Employees and Workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1	Permanent (D)	3,190	2,842	89.09	348	10.91
2	Other than permanent (E)	1,589	1,510	95.03	79	4.97
3	Total Employees (D+E)	4,779	4,352	91.07	427	8.93
WORKERS						
4	Permanent (F)	462	433	93.72	29	6.28
5	Other than permanent (G)	8,884	8,797*	99.02	87	0.98
6	Total Workers (F+G)	9,346	9,230	98.76	116	1.24

* The increase in the headcount of other than permanent workers is due to the inclusion of contractual workforce at project sites. The data for FY 2025–26 is based on CLRA filings for the calendar year 2025 (January to December).

b. Differently abled Employees and Workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	3	3	100	0	0
2	Other than permanent (E)	0	0	0	0	0
3	Total differently abled employees (D + E)	3	3	100	0	0
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	0	0	0	0	0
5	Other than permanent (G)	1	1	100	0	0
6	Total differently abled workers (F + G)	1	1	100	0	0

• Permanent Employees include management and non-management staff (M-staff + G-staff).

• Other than permanent employees include Fixed Term Contract (FTC) personnel and Fixed Term Equivalents (FTEs).

• Permanent Workers include only workers who are on the rolls of the Company.

• Other than Permanent workers include workers on third party roll and on contract.

• Apprentices have not been included in the Workforce.

• The increase in the headcount of other than permanent workers is due to the inclusion of contractual workforce at project sites. The data for FY 2025–26 is based on CLRA filings for the calendar year 2025 (January to December).

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	2	18.18
Key Management Personnel*	4	0	0.00

*Key Managerial Personnel includes two Managing Directors, Group Chief Financial Officer and Company Secretary & Compliance Officer.

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

Particulars	FY 2026 (Turnover rate in current FY)			FY 2025 (Turnover rate in current FY)			FY 2024 (Turnover rate in current FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	18.82	17.01	18.63	16	14.33	15.82	18.05	16.91	17.93
Permanent Workers	0.46	0	0.43	2.17	0	1.64	0.31	0	0.31

V. Holding, Subsidiary and Associate Companies (including joint ventures) [GRI 2-2]**23. (a) Names of holding / subsidiary / associate companies / joint ventures**

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ subsidiary/ associate/joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity ? (Yes / No)
1	Blue Star Engineering & Electronics Limited	Subsidiary	100	No
2	Blue Star Climatech Limited	Subsidiary	100	No
3	Blue Star Qatar WLL*	Subsidiary	49	No
4	Blue Star International FZCO	Subsidiary	100	No
5	Blue Star MEA Airconditioning LLC (Formerly known as Blue Star Systems and Solutions LLC)**	Subsidiary	100	No
6	BSL AC&R (Singapore) Pte. Ltd.**	Subsidiary	100	No
7	Blue Star North America Inc.	Subsidiary	100	No
8	Blue Star Europe B.V.	Subsidiary	100	No
9	Blue Star Innovation Japan LLC	Subsidiary	100	No
10	Blue Star Air Conditioning & Refrigeration (U) Limited***	Subsidiary	100	No
11	Blue Star M&E Engineering Sdn Bhd****	Joint Venture	49	No
12	Blue Star Oman Electro-Mechanical Company LLC	Joint Venture	51	No

*It is a subsidiary of Blue Star Limited under Section 2(87)(i) of the Companies Act, 2013 as Blue Star controls the management of this Company.

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

***99% held by Blue Star International FZCO and 1% held by Blue Star MEA Airconditioning LLC. (Formerly known as Blue Star Systems and Solutions LLC).

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

VI. CSR Details [GRI 201-1]**24.**

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
(ii) Turnover (in Rs.)	117,792,262,072.36
(iii) Net worth (in Rs.)	30,597,517,738

VII. Transparency and Disclosures Compliances [GRI 2-25]

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 2026 Current Financial Year			FY 2025 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes* https://www.bluestarindia.com/media/271526/code-of-conduct.pdf	0	0	NA	0	0	NA
Investors	Yes https://www.bluestarindia.com/investors/shareholder-information	0	0	NA	0	0	NA
Shareholders	Yes** https://www.bluestarindia.com/media/343069/shareholder-inquiries-email.pdf	19	0	NA	26	0	NA
Employees and workers	Yes https://www.bluestarindia.com/media/271525/whistle-blower-policy.pdf	3	2***	NA	4	2	NA
Customers	Yes https://www.bluestarindia.com/media/271525/whistle-blower-policy.pdf	28,85,156	28,026	NA	23,61,154	1,536	NA
Value chain partners	Yes https://consumer.bluestarindia.com/pages/service-support	1	0	NA	2	1	NA
Others	No	0	0	NA	0	0	NA

*The Plant head and HR head at Blue Star's manufacturing facilities engage with the communities located in the vicinity on an on-going basis. The implementing agencies appointed for undertaking CSR initiatives have their own grievance mechanism for the beneficiaries thereunder.

**The complaints received from shareholders pertain to non-receipt of shares, dividend, annual report, etc. and not under any specific principles of National Guidelines on Responsible Business Conduct.

***There were 2 pending cases as on March 31, 2026. However, as on the date of publication of this report, there are no pending cases pertaining to FY26.

26. Overview of the entity's material responsible business conduct issues [GRI 3-1, 3-2, 3-3, 201-2]

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Change	Risk	As the global environmental crisis worsens, stricter regulations regarding the usage and emission of greenhouse gases from refrigerants and energy conservation may result in increased compliance costs for Blue Star. Failure to comply with these regulations and delays in responding to them could impede product sales and disrupt business operations.	• Attainment of manufacturing efficiency; • Be Green through Clean Energy; • Prevention of environmental pollution by complying with regulations; • Implementation of voluntary sustainability measures; and • Initiatives to conserve energy and optimise alternate source of energy.	Negative
2	Climate Change	Opportunity	Climate change presents a chance to innovate smart engineering products that prioritise energy and resource efficiency, enhancing comfort in everyday living.	NA	Positive
3	Waste Management	Risk	Evolving environmental regulations, increasing stakeholder expectations on responsible disposal practices, and potential legal, operational, and reputational impacts arising from non-compliance.	Continuous monitoring of hazardous materials being used at workplace along with measures to reduce the same by adopting modern processes and technologies. Blue Star ensures that its products do not contain lead, mercury, cadmium or any such hazardous substances beyond the levels permitted by the country's environmental laws. Blue Star has obtained authorisation as a Producer under the E-Waste (Management) Rules, 2016 (EPR), to dispose off all e-waste generated during business operations on a Pan-India basis through an arrangement with authorised e-waste recyclers and PROs (Producer Responsibility Organisations). Blue Star has been meeting its e-waste recycling target every year as per EPR authorisation.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Product Stewardship	Opportunity	Maintenance of high level of product quality, safety, durability by minimising environmental and social impact. This will enhance product acceptability in the industry.	NA	Positive
5	Customer Centricity	Opportunity	Blue Star develops customer centric product for higher efficiency, quality, sustainability and safety. Ensuring sustainability and mitigating impact of climate change have always been important factors for Blue Star and Blue Star's products rate high on energy efficiency standards. Blue Star's adoption of eco-friendly refrigerants has been ahead of the industry curve.	NA	Positive
6	Diversity & Inclusion	Opportunity	Blue Star remains committed in its efforts towards having a diverse and inclusive workforce at Blue Star through multiple conscious initiatives. Blue Star will continue to focus its commitment to foster, cultivate and preserve a culture of equal opportunities in a conducive and inclusive work environment. This will further strengthen Blue Star's brand and enhance reputation. Note – Blue Star Climatech Limited, a wholly owned subsidiary of Blue Star has females comprising 45% of its workforce.	NA	Positive
7	Corporate Governance	Opportunity	Blue Star has always been ahead of the curve in its governance practices. Good Corporate Governance practices acts as an enabler to the Company towards sustainable profitable growth in long term.	NA	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Sustainable Supply Chain	Risk	Dependence on imported and geographically concentrated suppliers for key components exposes Blue Star to supply chain disruptions, geopolitical uncertainties, regulatory changes, logistics constraints, and cost volatility, which may impact business continuity and operations.	Blue Star has a well-defined review mechanism to identify dependencies either on a single country or single vendor for the key components required for manufacture of its products. Blue Star, on an on-going basis, takes steps to diversify such procurements from alternative sources, long term strategic agreements and identify backward integration opportunities. Blue Star has also established a Supplier Excellence' programme under the ambit of which it provides suppliers with managerial and technical assistance for improvements in productivity, quality, cost, delivery and safety.	Negative
9	Health & Safety	Risk	Health and Safety hazards impacts lives and livelihood of the employees leading to employee injuries and illness, reduced productivity and escalation of associated costs, including damage to Blue Star's reputation.	Blue Star has in place a robust Environment, Health and Safety (EHS) framework driven by the Corporate Safety policy. Employees are trained in EHS practices through regular training programs, the effectiveness of which is tested through regular safety audits at project sites and mock drills at all the establishments. Blue Star has also obtained ISO 45001 certifications for all its manufacturing facilities, and revamp and electrical facility management operating sites.	Negative
10	Business Continuity	Risk	Blue Star operates across diverse markets and remains exposed to external factors such as pandemics, supply chain and demand fluctuations, operational disruptions, and natural or man-made events including floods, earthquakes, fires, and explosions, which may influence business continuity and overall performance.	Blue Star has in place a robust Business Continuity Management Policy with well-defined Standard Operating Procedures stating recovery/restoration objectives to keep its manufacturing and other critical processes operational and continue serving the needs of the customers.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
11	Regulatory Compliances	Risk	Blue Star's products businesses are subject to changing technology, significant technological developments and adherence with a variety of regulatory compliances. Emphasis on usage of eco-friendly refrigerants and eco-friendly collection and disposal of e-wastes are some of specific requirements that Blue Star is required to adhere to. Non-compliance with the above could have a financial impact.	Blue Star is very agile and ensures complete adherence to regulatory compliances. It has built a strong compliance culture and an agile compliance management system and has also automated the compliance management process. It has adopted automated legal metrology label printing, in order to prevent non-compliance and prosecution. Besides, Blue Star has entered into a comprehensive agreement with its dealers.	Negative
12	Digitalisation	Opportunity	Digitisation helps to automate and streamline business processes which increases efficiency and accuracy. High level of digitisation integrated with business will enable businesses to promote, elevate and adapt to a culture of insights-based decision-making resulting in customer delight. This will ultimately lead into business transformation.	NA	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) [GRI 2-23, 2-11]					Yes				
b. Has the policy been approved by the Board? (Yes/No) [GRI 2-23, 2-11]					Yes				
c. Web Link of the Policies, if Available [GRI 2-23, 2-11]									https://www.bluestarindia.com/about-us/guiding-policies
2. Whether the entity has translated the policy into procedures. (Yes/No) [GRI 2-24, 2-10]					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No) [GRI 2-23]					Yes				
4. Name of the national and international codes/ certifications / labels / standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.					ISO 9001:2015 AHRI ISO 17025:2017 ISO 14001:2015 ISO 45001:2018				
5. Specific commitments, goals and targets set by the entity with defined timelines, if any. [GRI 3-3]									Blue Star is committed to be Net Zero in Scope 1 & 2 emissions. To support this commitment, Blue Star has implemented a range of sustainability initiatives, including energy-efficiency projects across its manufacturing facilities and robust mechanisms to monitor, measure, and manage carbon emissions. These initiatives are aligned with Blue Star's defined decarbonization goals and milestones, underscoring its commitment to environmental stewardship and sustainable growth. As part of its Net Zero roadmap, Blue Star has reduced the carbon footprint of its operations and commenced sourcing renewable energy to support its decarbonization goals. Further, all new factories and office establishments are designed to achieve Green Building Gold or Platinum certification standards.
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met. [GRI 3-3]									Performance of each of the principles is reviewed periodically by various Committees led by the Management and Board of Directors.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) [GRI 2-22, 2-12]	Our ESG framework is centred around three strategic pillars — Environmental Stewardship, Empowering People and Society, and Responsible Governance. We remain focused on enhancing resource efficiency, increasing the adoption of renewable energy, reducing waste through responsible practices, and delivering energy-efficient products and solutions. At Blue Star, sustainability is fundamental to our long-term strategy and value creation approach. We believe responsible business practices, operational excellence, and sustainable growth are intrinsically linked and essential to building a resilient future. Some of the key opportunities for Blue Star include strengthening ESG data collection and reporting across the value chain, building on initiatives already underway to enhance transparency and consistency. Blue Star is also progressing its adoption of emerging technologies, supporting continued improvement in product efficiency and cost competitiveness. In parallel, Blue Star is actively navigating and enabling the transition towards clean energy through its portfolio of energy-efficient and sustainable solutions. Blue Star is equally committed to fostering a safe, inclusive, and progressive workplace, while contributing meaningfully to the communities we serve through focused CSR initiatives in education, skill development, and sustainability research, including partnerships with premier institutions such as IIT Bombay. We are further advancing our commitment to sustainable infrastructure by transitioning our existing premises towards recognised green building certification standards, with several facilities already certified, and mandating that all upcoming developments are designed, constructed, and operated in compliance with green building requirements, thereby strengthening our overall environmental performance and long-term decarbonisation pathway. Sustainability governance at Blue Star is driven through strong leadership oversight and integrated business processes that reinforce accountability, transparency, and ethical conduct across the organisation. We value the continued trust and support of our stakeholders as we advance our commitment to responsible and sustainable growth.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). [GRI 2-13]	Vir S Advani, Chairman & Managing Director B Thiagarajan, Managing Director								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details. [GRI 2-9]	Yes. The Corporate Social Responsibility and Environmental, Social & Governance (ESG) Committee is responsible for decision making on sustainability related issues. The Committee comprises of the following members: 1. Sunaina Murthy, Chairperson 2. Anita Ramachandran 3. M S Unnikrishnan								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action					Yes									Quarterly				
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances					Yes									Quarterly				

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. [GRI 2-5]

P1	P2	P3	P4	P5	P6	P7	P8	P9
No*	Yes**	Yes^	No*	No*	Yes^^^	No*	No*	Yes^^

*Blue Star has a robust internal review mechanism for its key policies. Efforts have been made to enhance management systems and the standards of performance so that they confirm Blue Star's sustainability framework. The Internal Audit function of Blue Star has been outsourced to Grant Thornton. On a rotational basis, they do evaluate the policies adopted by Blue Star. Blue Star is also considering evaluation of policies by an external agency.

**TUV Nord conducted the ISO 9001:2015 certification audit and NABL conducted an assessment for ISO 17025:2017.

^TUV Nord conducted the ISO 45001:2018 certification audit.

^^TUV Nord conducted the ISO 9001:2015 certification audit.

^^^ TUV Nord conducted the ISO 14001:2015 certification audit.

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Not applicable

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: [GRI 2-17, 2-24]

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by awareness programmes
Board of Directors	1	BRSR Principles	100
Key Managerial Personnel	3	POSH, Code of Conduct and BRSR Principles	100
Employees other than BoD and KMPs	1,193	POSH, Code of Conduct, Skill Upgradation	100
Workers	5	POSH, Code of Conduct, Health and Safety	100

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, 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): [GRI 2-27]

Monetary															Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
NGRBC Principle																		
P1	P2	P3	P4	P5	P6	P7	P8	P9										
Compounding fee										NA	0							
Settlement										NA	0							
Penalty/Fine										NA	0							

Non-Monetary													
NGRBC Principle										Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
P1	P2	P3	P4	P5	P6	P7	P8	P9					
Imprisonment										NA			
Punishment										NA			

3. Of the instances disclosed in Question 2 above, details of Appeal/Revision preferred in case where monetary non-monetary actions has been appealed. [GRI 2-27]

S. No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
		NA

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy [GRI 2-23, 3-3]

Policy available (Yes / No): Yes	
Web Link:	https://www.bluestarindia.com/media/271526/code-of-conduct.pdf
Details:	Blue Star's Code of Conduct includes the clause pertaining to prohibition of corruption or bribery practices. The same is available on Blue Star's website at https://www.bluestarindia.com/about-us/guiding-policies. Blue Star conducts its business with integrity and in compliance with applicable anti-bribery and anti-corruption laws. Blue Star expects its Employees and Business Partners to be aware of and follow all laws prohibiting bribery and other corrupt practices. Employees are forbidden to offer or accept an improper payment, bribe, gratification or kickback from an existing or potential stakeholder. Blue Star has a robust whistle blower mechanism governed by the extensive 'Whistle Blower Policy', publicly available on the website of Blue Star at https://www.bluestarindia.com/media/271525/whistle-blower-policy.pdf. The mechanism enables reporting of any violation of the Code of Conduct through multiple channels, including a dedicated toll-free helpline, while ensuring protection against any form of reprisal or retaliation including discrimination, reprisal, harassment or vengeance. Blue Star treats all reported instances involving stakeholders with utmost seriousness and ensures appropriate investigation and action in accordance with its policies and applicable laws. To strengthen awareness and compliance, Blue Star mandates periodic web-based training programmes for all employees on the Code of Conduct and Anti-Bribery and Anti-Corruption practices. Additionally, periodic communication from the Chief Human Resource Officer is circulated to reinforce the whistle blower framework and encourage employees to report concerns without fear or hesitation.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption [GRI 205-1, 205-3]

Designation	FY26 Current Financial Year	FY25 Previous Financial Year
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest [GRI 2-25, 2-15]

Particulars	FY26 (Current Financial Year)		FY25 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

7. Provides details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on case of corruption and conflicts of interest [GRI 205-3]

NA

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

Particulars	FY26	FY25
	Current Financial Year	Previous Financial Year
Number of days of accounts payables	106.38	130.45

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	FY26	FY25
			Current Financial Year	Previous Financial Year
Concentration of Purchases	a.	Purchase from trading houses as % of total purchases	2.59	1.01
	b.	Number of trading houses where purchases are made from	45	37
	c.	Purchases from top 10 trading houses as % of total purchases from trading houses	95.39	97
Concentration of Sales	a.	Sales to dealers / distributors as % of total sales	51.01	52.48
	b.	Number of dealers / distributors to whom sales are made	3,094	5,490
	c.	Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	19.48	19.15
Share of RPTs in*	a.	Purchases (purchases with related parties / Total Purchases)	15.79	16.81
	b.	Sales (Sales to related parties / Total Sales)	6.56	4.35
	c.	Loans and advances (Loans and advances given to related parties / Total loans and advances)	0	71.64
	d.	Investments (Investments in related parties / Total Investments made)	70.75	67.76

*includes transactions with wholly owned subsidiaries.

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year: [GRI 2-24]

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
5	Employee Health & Safety, Energy Footprint, Water Footprint, Waste Management, and Gender Diversity, Inclusive Development, GHG Footprint.	45.8*

*Indicates assessment percentage of upstream value chain partners.

2. Does the entity have processes in place to avoid / manage conflict of interests involving members of Board? If Yes, provide details of the same [GRI 2-10, 2-15]

Have Process: Yes

Yes / No:

Details: Blue Star has a process in place to manage conflict of interest. The Directors disclose their interest in companies through annual declaration and also intimate further changes therein from time to time. Blue Star monitors the related party transactions with such companies in which the Directors are interested and the interested Director abstains from discussion in such transaction. All related party transactions are undertaken in the ordinary course of business and are on arm's length basis and as a good governance practice, an independent Chartered Accountant's certificate certifying the fact that the Related Party transactions are in the ordinary course of business and are on arm's length basis is placed before the Audit Committee voluntarily on a quarterly basis. For identifying and tracking conflict of interests involving the Directors/KMPs of Blue Star, the list of entities in which the Directors are interested is shared with all concerned for monitoring and tracking transaction(s) entered by Blue Star with such parties.

PRINCIPLE 2

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



Essential Indicators

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

Blue Star continues to integrate sustainability and climate responsibility into its product development and capital investment strategy. Blue Star's R&D and capital expenditure initiatives are focused on improving energy efficiency, reducing environmental impact, strengthening resource efficiency, and enhancing the use of environmentally responsible technologies across product categories.

During FY 2025–26, Blue Star continued to prioritize the transition towards low global warming potential (GWP) refrigerants, progressing ahead of industry timelines through the development and commercialization of products utilizing R290 refrigerant technology. Sustainability considerations are embedded at the product design stage, with emphasis on minimizing lifecycle emissions, reducing energy consumption, lowering grid load, and improving indoor environmental quality.

Blue Star also continued to expand the adoption of inverter-based variable speed technologies across its portfolio, including room air conditioners, light commercial air conditioners, VRF systems, chillers, and ducted systems, thereby contributing to enhanced energy performance and lower operational emissions.

Key sustainability-focused R&D and product development initiatives undertaken during FY 2025–26 include:

- Comprehensive upgrade of the split air conditioner portfolio in line with revised BEE energy-efficiency norms, resulting in up to 13% higher efficiency in 3-Star models and 12% higher efficiency in 5-Star models.
- Development of two indigenously designed indoor unit platforms, reducing dependence on imported components and improving supply chain resilience.
- Achievement of full compliance with BEE Labelling 2.0 requirements for deep freezers effective January 2026, leading to improved energy efficiency across Hard Top and Glass Top variants.
- Expansion of the commercial refrigeration portfolio through development of cold room condensing and evaporating units compatible with low-GWP refrigerants such as R448A and R449A, in anticipation of evolving regulatory requirements.
- Introduction of the VI Plus VRF series featuring high-efficiency heat exchangers and indigenously developed three-phase inverter drives for BLDC motors.
- Commencement of commercial supply of R290-based monobloc air-to-water heat pumps in the European market, along with development of all-electric variants for residential space heating and domestic hot water applications.

These investments and initiatives reflect Blue Star's continued commitment to providing products and services in a sustainable, safe, and environmentally responsible manner, while also strengthening operational resilience and supporting long-term stakeholder value creation.

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	57.98	51.37	FY 2025–26: Blue Star continued to strengthen its sustainability-focused product development initiatives through the introduction and enhancement of energy-efficient and environmentally responsible technologies across its portfolio. The development of star-rated air conditioners and deep freezers remained focused on reducing energy consumption, thereby contributing to lower grid demand and reduced lifecycle carbon emissions. Blue Star also expanded the adoption of low global warming potential (GWP) refrigerants across product categories. The use of R290 refrigerant (GWP of 3) in heat pump applications and R32 refrigerant (GWP of 675) in ducted and split air conditioning systems contributed towards lowering the global warming impact of Blue Star's installed product base. R290-based air-to-water heat pumps introduced by Blue Star offers an energy-efficient alternative to conventional electric and gas-fired water heating systems and support decarbonisation objectives in residential applications. In the cooling solutions segment, Blue Star developed a new range of brine chillers equipped with two-stage screw compressors and economizers, designed to serve process and pharmaceutical industry requirements in the temperature range of -5°C to -20°C with enhanced operational efficiency. Further, the development of cold room refrigeration units compatible with low-GWP refrigerants such as R448A and R449A supports the industry's transition towards environmentally preferable refrigeration solutions and aligns with evolving regulatory and sustainability expectations.
Capex	26.62	28.81	

2. Does the entity have procedures in place for sustainable sourcing? (Yes/No) If yes, what percentage of inputs were sourced sustainably? [GRI 308-1, 414-1]

Entity has procedures (Yes / No)	Yes
Percentage of inputs	79*

*79% of the input material is sustainably sourced in terms of spend value.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life [GRI 3-3, 306-2]

	Process Description
(a) Plastics (including packaging)	Blue Star has a mechanism for collecting and disposing of products at the end of their life cycle, in accordance with relevant regulations. We responsibly manage e-waste, hazardous waste, and plastic waste through authorised recyclers registered with the Central Pollution Control Board and State Pollution Control Board. Our compliance extends to the Reduction of Hazardous Substances (RoHS) requirements under the E-Waste (Management) Rules, 2022. Blue Star collaborates with an authorized service provider to handle the entire disposal process for Electronic and Electrical waste, from collection to approved facilities. Consumers can access a list of collection centers via our toll-free number or our website at www.bluestarindia.com. Additionally, our Marketing team has designed a product take-back program to raise awareness among consumers about the benefits of environment friendly disposal for end-of-life products.
(b) E-waste	
(c) Hazardous waste	NA
(d) Other waste	NA

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.

Extended Producer Responsibility (EPR) applicable (Yes / No)	Yes
Describe	NA

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 web-link
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Nil

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

Name of Product / Service	Description of the risk / concern	Action Taken
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Nil

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

Indicate Input Material	Recycled or re-used input material to total material	
	FY26 (Current Financial Year)	FY25 (Previous Financial Year)

During FY 2025–26, Blue Star eliminated wooden crate packaging for deep freezer glass by transitioning to 100% recycled plastic layer separators. Further, Blue Star also implemented usage of 20% recycled content in all domestic plastic packaging material, reinforcing our alignment with circular economy principles.

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: [GRI 301-2, 301-3]

Particulars	FY26 (Current Financial Year)			FY25 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	1,457	0	0	835	0
E-waste	0	17,887	0	0	13,490	0
Hazardous Waste	0	0	0	0	0	0
Other Waste	0	0	0	0	0	0

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category. [GRI 301-2, 301-3]

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
AC	18
Visi Cooler	17
Deep Freezer	31
Cold Room	37
Air Cooler	34
Air Purifier	500

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: [GRI 401-2]**

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	2,842	2,842	100	2,842	100	0	0	0	0	2,842	100
Female	348	348	100	348	100	348	100	0	0	348	100
Total	3,190	3,190	100	3,190	100	348	100	0	0	3,190	100
Other Than Permanent employees											
Male	1,510	1,510	100	1,510	100	0	0	0	0	0	0
Female	79	79	100	79	100	79	100	0	0	0	0
Total	1,589	1,589	100	1,589	100	79	100	0	0	0	0

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	433	433	100	433	100	0	0	0	0	433	100
Female	29	29	100	29	100	29	100	0	0	29	100
Total	462	462	100	462	100	29	100	0	0	462	100
Other Than Permanent workers											
Male	8,797	1,159	13.17*	8,797	100	0	0	0	0	2,286	25.99
Female	87	77	88.51	87	100	87	100	0	0	87	100
Total	8,884	1,236	13.91	8,884	100	87	100	0	0	2,373	26.71

*Health insurance coverage for contractual workers at project sites is provided by the primary contractor.

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

Particulars	FY26	FY25
	Current Financial Year	Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.10	0.12

2. Details of retirement benefits, for Current Financial Year and Previous Financial Year. [GRI 201-3]

Benefits	FY 2026 Current Financial Year			FY 2025 Previous Financial Year		
	No. of employees covered as a % of total employees	*No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Y	100	100	Y
ESI	4	36.68	Y	1.62	55.49	Y
Gratuity	100	100	Y	100	100	Y
Others	0	100	NA	0	100	NA

*Excludes other than permanent workers at project sites.

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers? (Yes/No). If not, whether any steps are being taken by the entity in this regard [GRI 3-3]

Yes, some of the office premises are accessible to differently abled employees. Blue Star ensures that all its new office premises are accessible to differently abled employees.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016 (Yes / No). [GRI 3-3]

Yes

If so, provide a web-link to the policy.

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

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

5. Return to work and Retention rates of permanent employees and workers that took parental leave. [GRI 401-3]

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	0	0	0	0
Female	100	83.33	0	0
Total	100	83.33	0	0

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief. [GRI 2-25]

Category	Yes/No	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes	Blue Star has adopted a Code of Conduct policy that is applicable to all its employees and workers and the same helps address and redress grievances of any nature of employees and workers. Besides, there is a discreet and formal mechanism in place for all the employees to voice their concerns, if any, to the Managing Directors, in person with the open-door policy or through a dedicated email address, which is handled and managed by only the Managing Directors.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	Some of the mechanisms are, 'HR Kiosks', 'One-on-One' discussions, and 'Employee Town halls' by senior personnel which are periodically organised to understand and speedily address employee concerns and grievances. Mechanisms specific to workers at manufacturing locations comprise discussions with the shop floor supervisor and deliberations with the HR and the Union committees.
Other than Permanent Employees	Yes	
Blue Star has implemented a Gender-Neutral Prevention of Sexual Harassment (POSH) Policy, applicable to all employees, including permanent, contractual, temporary, and trainees. To enhance awareness on this policy, Blue Star conducts periodic online induction and refresher programs throughout the organisation. Blue Star has established formal mechanisms which are administered by committees that review any grievance. As a part of the review mechanism, all the meetings and action items are documented; the action plans are reviewed periodically and driven to closure; local/regional HR personnel are appointed to track the progress. They are also responsible to ensure the anonymity and confidentiality of the complainants.		

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: [GRI 2-30, 402-1, 407-1]

Category	FY26 Current Financial Year			FY25 Previous Financial Year		
	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	3,190	0	0.00	3,187	0	0.00
Male	2,842	0	0	2,854	0	0
Female	348	0	0	333	0	0
Total permanent Workers	462	199	43.07	386	189	48.96
Male	433	199	45.96	371	189	50.94
Female	29	0	0	15	0	0

8. Details of training given to employees and workers: [GRI 403-5, 404-1, 404-2]

Category	FY26 Current Financial Year					FY25 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number	%	Number	%		Number	%	Number	%
		(B)	(B / A)	(C)	(C / A)		(E)	(E / D)	(F)	(F / D)
Employees										
Male	4,352	4,352	100	1,613	37.06	4,211	4,211	100	1,953	46.38
Female	427	427	100	304	71.19	411	411	100	361	87.83
Total	4,779	4,779	100	1,917	40.11	4,622	4,622	100	2,314	50.06
Workers										
Male	9,230	9,230	100	9,230	100	2,971	2,971	100	2,971	100
Female	116	116	100	116	100	96	96	100	96	100
Total	9,346	9,346	100	9,346	100	3,067	3,067	100	3,067	100

9. Details of performance and career development reviews of employees and worker: [GRI 404-3]

Category	FY26 Current Financial Year			FY25 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	4,352	3,899	89.59	4,211	2,557	60.72
Female	427	395	92.51	411	307	74.70
Total	4,779	4,294	89.85	4,622	2,864	61.96
Workers						
Male	2,835*	462	16.30	2,971	371	12.49
Female	116	29	25	96	15	15.63
Total	9,346	462	4.94	3,067	386	12.59

*Excludes other than permanent workers at project sites.

10 Health and Safety Management System: [GRI 403-1, 403-2, 403-4, 403-6]

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

Health and safety management system implemented by the entity (Yes / No)

Yes

Coverage system

All Manufacturing Plants, sites under Electro-Mechanical Project Group (EMPG), Revamp & EFM are certified for Occupational Health & Safety Management System as per ISO 45001:2018. The system covers the following key elements:

1. Establishment and implementation of the EHS Policy, including the recently rolled-out EHS Code of Conduct with Life Saving Rules to reinforce critical safety behaviours.
2. Identification and assessment of workplace hazards and risks through structured methodologies.
3. Defined procedures and protocols to mitigate risks and ensure employee safety.
4. Provision of appropriate training, tools, and resources to employees for safe work practices.
5. Regular monitoring, audits, and evaluation of safety procedures and performance.
6. Structured review of EHS performance by senior leadership, further strengthened through the Apex Safety Council, which reviews EHS performance across business verticals in a systematic manner.
7. Continuous improvement of occupational health and safety systems through stakeholder engagement, periodic reviews, audits, and enhanced communication initiatives such as Leadership monthly EHS mailers and theme-based weekly EHS campaigns.

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

Hazard Identification and Risk Assessment (HIRA) is implemented as part of the ISO 45001 system and is followed across all certified sites. Additionally, the process has been strengthened through:

- Encouragement of proactive hazard reporting via the newly introduced EHS Rewards and Penalty Policy, promoting reporting of Near Miss incidents and Near Miss Significant Injury Potential (NM-SIP) cases.
- Regular theme-based campaigns and awareness drives to improve hazard identification capabilities among employees and workers.

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

Yes

Employees and workers are encouraged to report all types of hazards and incidents to their supervisors, who immediately initiate response actions through established SOS protocols. This process has been further strengthened through:

- The EHS Rewards and Penalty Policy, which incentivises proactive reporting of Near Miss incidents and discourages under-reporting.
- Enhanced communication channels including weekly EHS themes, leadership communications, and on-site campaigns, ensuring workers are aware of their right to report hazards and remove themselves from unsafe conditions.

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

Yes.

Employees aged 40 and above are required to undergo annual health check-ups, which are provided by Blue Star. Additionally, all employees have access to healthcare services through their health insurance. Mental health support is available through the digital platform. Furthermore, basic health check-ups are conducted annually for workers stationed at various sites.

11. Details of safety related incidents, in the following format: [GRI 403-9, 403-10]

Safety Incident/Number	Category*	FY26	FY25
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.22	0.34
Total recordable work-related injuries	Employees	0	0
	Workers	5	5
No. of fatalities	Employees	0	0
	Workers	2	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	1

*Including contract workforce.

12. Describe the measures taken by the entity to ensure a safe and healthy workplace. [GRI 3-3, 403-2, 403-9, 403-10]

At Blue Star Limited, safety, health, and environmental responsibility remain integral to all operations. During FY26, Blue Star further strengthened its EHS framework through focused governance, compliance, awareness, and continuous improvement initiatives. Key measures undertaken include:

- Periodic audits and inspections to ensure compliance with applicable statutory and regulatory requirements.
- Strengthening EHS governance through the Apex Safety Council, which reviews EHS performance across business verticals and drives leadership accountability.

- Implementation of the EHS Code of Conduct and six Safety Life Saving Rules to reinforce critical safety practices across locations.
- Regular EHS awareness and communication initiatives, including leadership mailers, theme-based campaigns, and observance of key EHS days.
- Introduction of the EHS Rewards and Penalty Policy to encourage reporting of Near Miss incidents and proactive risk mitigation.
- Allocation of adequate financial and human resources for effective implementation of EHS systems and policies.
- Continuous engagement with employees, contractors, customers, and communities to strengthen safety culture and practices.
- Integration of EHS considerations into business processes through ongoing reviews, audits, and improvement initiatives.

13. Number of Complaints on the following made by employees and workers: [GRI 2-25]

Assessment Type	FY26 (Current Financial Year)			FY25 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

14. Assessments for the year: [GRI 3-3]

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

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions. [GRI 3-3, 403-9, 403-10]

- Blue Star continues to strengthen its health and safety framework through a comprehensive EHS Management System and proactive risk management practice.
- Detailed risk assessments are regularly conducted, supported by implementation of appropriate control measures, Safe Operating Procedures, and focused training programs for employees and contractors.
- Periodic inspections, audits, and leadership reviews are undertaken to enhance compliance and drive continuous improvement across operations.
- To strengthen preventive safety culture, Blue Star has introduced an EHS Rewards and Penalty Policy to encourage timely reporting and learning from Near Miss and NM-SIP incidents.
- Learnings from incidents and best practices are shared across locations through leadership communication and regular EHS awareness campaigns.
- Employee participation is further encouraged through initiatives such as Safety Day, World Environment Day, and structured engagement programs.
- Strategic oversight by the Apex Safety Council ensures continuous monitoring of key risks, implementation of corrective and preventive actions, and sustained improvement in workplace health and safety practices.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of: [\[GRI 401\]](#)

(A) Employees (Y/N) yes

(B) Workers (Y/N) yes

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

Blue Star has set a stringent Code of Conduct (CoC) for all supplier partners. This CoC is signed by most of our suppliers. The CoC includes clauses like regulatory compliance, human rights, respect and dignity, no child or forced labor, minimum wages, hours of work, accounting and reporting, bribery, corruption, money laundering and tax laws compliance.

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: [\[GRI 3-3\]](#)

Particulars	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	
	FY26	FY25	FY26	FY25
	Current Financial Year	Previous Financial Year	Current Financial Year	Previous Financial Year
Employees	0	0	0	0
Workers	0	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No) [\[GRI 404-2\]](#)

Yes, Blue Star provides transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement on merit and as and when requested by the exiting employee.

5. Details on assessment of value chain partners: [\[GRI 414-2\]](#)

% of value chain partners (by value of business done with such partners) that were assessed	
Health and safety practices	29.24
Working Conditions	29.24

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

Blue Star has established a program to embed safety culture across its channel partners. The initiative begins with one day EHS Culture Workshops conducted for channel partner owners, which are designed to strengthen their understanding of EHS responsibilities and encourage visible leadership in safety practices. Alongside these workshops, the Blue Star team carries out periodic audits of partner establishments to proactively identify non-conformities, share observations with owners, and monitor the implementation of corrective actions to close identified gaps. Regular EHS training programs are also delivered to channel partner employees and technicians, ensuring that safety awareness, competency, and compliance with established requirements are consistently reinforced.

PRINCIPLE 4

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



Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity. [GRI 2-29]

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

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group. [GRI 3-1, 2-29]

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	Yes (Some of the employees will be from lower socioeconomic background and differently abled)	Email, newsletters, Intranet, website, mobile applications, open house sessions addressed by Senior Management members, satisfaction surveys and trainings, social media, etc	Others - Ongoing	- Update on Blue Star's Strategic Plan and progress against the same; - Addressing queries and concerns of Employees; - Update on Blue Star's business and governance structure; - Action items arising out of satisfaction surveys and plans to implement them; - Employees' health and safety; - Advisory on retirement and post retirements; and - Employee engagement initiatives aimed at fostering a healthy, enjoyable, and stress-free workplace culture.
Customers	No	Emails, in person engagements and meetings, website, web application, call centre, social media, advertisements.	Others - Ongoing	- Updated on products including features, safety and safe usage and disposal; - Industry and regulatory updates; - Addressing queries and concerns of customers; and - Service and maintenance.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Business Associates	No	Emails, in person engagements and meetings, website, interactive portal, social media, satisfaction surveys.	Others - Ongoing	• Best practices in project execution; • Updates on health and safety practices; • Action items arising out of satisfaction surveys and plans to implement them; and • Training and awareness sessions on technical aspects and ethical practices.
Suppliers and Distributors	No	Emails, in person engagements and meetings, website, interactive portal, social media, satisfaction surveys.	Others - Ongoing	• Update on products including features, safety and disposal; • Update on health and safety practices; • Action items arising out of satisfaction surveys and plans to implement them; • Training and awareness sessions on technical aspects and ethical practices; and • Assistance provided in arranging for financing needs to suppliers and distributors from the marginalised sections from banks and lending agencies as appropriate.
Shareholders/ Institutional Investors	No	Emails, earnings call, in person engagements and meetings, website, social media, satisfaction surveys, Annual Report, newspaper communications.	Others - Ongoing	• Updates on Blue Star's quarterly performance and medium-term outlook; • Major industry developments; • Action items arising out of satisfaction surveys and plans to implement them; • Addressing queries and concerns of shareholders; • Regular in person meetings with investors; and • Regulatory updates.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Financiers	No	Emails, in person engagements and meetings, website, social media, Annual Report.	Others - Ongoing	• Updates on Blue Star's performance and medium-term outlook; • Submissions made in compliance with lending arrangements/agreements; and • Updates on major industry developments.
Regulatory Authorities	No	Emails, in person engagements and meetings.	Others - Ongoing	• Updates on Blue Star's business and governance structure; • Addressing queries and concerns; • Statutory filings on timely basis; • Industry advocacy; • Sustainability practices; and • Addressing environmental and societal concerns.
Industry Associations	No	Emails, in person engagements and meetings.	Others - Ongoing	• Industry advocacy; • Technical and technology advancements; • Sustainability practices; • Addressing environmental and societal concerns; and • Regulatory updates.
Communities around Manufacturing locations and project sites	No	In person engagements and meetings.	Others - Ongoing	• Facilitating employment opportunities; • Skill development; • Initiatives towards health, hygiene and wellness; • Education; and • Affirmative action for Scheduled Castes and Scheduled Tribes.

Leadership Indicators

- 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board: [GRI 2-12, 2-13, 2-29]**

Blue Star has established processes for engagement with key stakeholders on economic, environmental, and social matters. Stakeholder inputs are obtained through regular interactions, reviews, surveys, customer engagements, employee forums, and CSR initiatives, and are periodically presented to the Board and its Committees through the management. The Board reviews updates on business performance, sustainability initiatives, regulatory developments, employee matters, and stakeholder concerns, and provides strategic guidance on relevant ESG matters including briefings on significant updates, circulars, and amendments issued by authorities including SEBI and the Ministry of Corporate Affairs. The Board provides guidance and strategic direction based on these inputs, enabling informed decision-making and effective oversight of ESG-related matters.

- 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. [GRI 3-1]**

Used (Yes/ No.)

Yes

Details:

Blue Star conducts comprehensive materiality assessments to engage effectively with stakeholders and identify key priorities across economic, environmental, and social dimensions. In addition, proactive dialogue with investors and analysts enables Blue Star to gain valuable insights into their expectations, which are seamlessly integrated into its overarching sustainability framework. This collaborative and forward-looking approach has catalyzed the development of several impactful initiatives focused on responsible investing, equal opportunity, diversity and inclusion, data privacy, progressive human resource practices, environmental stewardship, and sustainability risk management. Through these strategic efforts, Blue Star reaffirms its commitment to addressing critical societal challenges while remaining aligned with the evolving expectations of its investors and wider stakeholder community.

- 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups. [GRI 2-29]**

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

PRINCIPLE 5

Businesses should respect and promote human rights



Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format: [GRI 2-24, 205-2, 403-5, 404-1]

Category	FY26 Current Financial Year			FY25 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	3,190	3,190	100	3,187	3,187	100
Other than permanent	1,589	1,589	100	1,435	1,435	100
Total Employees	4,779	4,779	100	4,622	4,622	100
Workers						
Permanent	462	462	100	386	386	100
Other than permanent	8,884	8,884	100	2,681	2,681	100
Total Workers	9,346	9,346	100	3,067	3,067	100

2. Details of minimum wages paid to employees and workers, in the following format: [GRI 202-1, 405-2]

Category	FY26 Current Financial Year					FY25 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	3,190	0	0	3,190	100	3,187	0	0	3,187	100
Male	2,842	0	0	2,842	100	2,854	0	0	2,854	100
Female	348	0	0	348	100	333	0	0	333	100
Other than Permanent	1,589	16	1.01	1,573	98.99	1,435	3	0.21	1,432	99.79
Male	1,510	16	1.06	1,494	98.94	1,357	3	0.22	1,354	99.78
Female	79	0	0	79	100	78	0	0	78	100
Workers										
Permanent	462	0	0	462	100	386	0	0	386	100
Male	433	0	0	433	100	371	0	0	371	100
Female	29	0	0	29	100	15	0	0	15	100
Other than Permanent	8,884	4,129	46.48	4,755	53.52	2,681	1,462	54.53	1,219	45.47
Male	8,797	4,093	46.53	4,704	53.47	2,600	1,435	55.19	1,165	44.81
Female	87	36	41.38	51	58.62	81	27	33.33	54	66.67

3. Details of remuneration/salary/wages, in the following format: [\[GRI 2-19, 2-21\]](#)

a. Median remuneration / wages:

Particular	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (in INR)	Number	Median remuneration/ salary/ wages of respective category (in INR)
Board of Directors (BoD)*	7	36,64,000	2	36,14,000
Key Managerial Personnel**	4	8,31,89,884***	0	0
Employees other than BoD and KMP	2,842	14,39,335	348	10,27,889
Workers	433	27,876	29	15,000

*Board of Directors excludes two Managing Directors.

**Key Managerial Personnel includes two Managing Directors, Group Chief Financial Officer and Company Secretary & Compliance Officer.

***Excludes ESOP exercised if any during the year.

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

	FY26*	FY25
	Current Financial Year	Previous Financial Year
Gross wages paid to females as % of total wages	6.44	6.56

*Blue Star engages workers primarily through service contracts, wherein wages are disbursed directly by contractors and are therefore not monitored by the Company. However, the Company ensures adherence to all applicable statutory compliance requirements. In certain instances, contractors and subcontractors independently obtain labour licenses and file statutory returns under the Contract Labour (Regulation and Abolition) Act (CLRA). The data for FY 2025–26 is based on CLRA filings for the calendar year 2025 (January to December). Data collation and reporting processes remain largely manual. Blue Star is actively strengthening its wage reporting systems to enhance data accuracy, completeness, and alignment across reporting periods.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? [\[GRI 2-13\]](#)

Yes, we have the Ethics Committee and Internal Complaints Committee.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues. [\[GRI 2-25\]](#)

- Blue Star upholds strong respect for human rights through its Code of Conduct, which forms the foundation for ethical behaviour, employee welfare, and responsible workplace practices.
- Blue Star maintains a strict zero-tolerance policy towards any form of harassment, including sexual, verbal, physical, or exclusionary conduct that may create an intimidating, hostile, or unfair work environment.
- Equal opportunity is actively promoted across all levels of the workforce, including permanent employees, contract labour, workmen, and third-party personnel engaged in Company operations.
- A robust Whistle Blower mechanism is in place, enabling employees and stakeholders to confidentially report concerns such as unethical practices, abuse of authority, fraud, conflict of interest, policy violations, or other misconduct.
- Structured grievance redressal mechanisms, including open house sessions and employee engagement forums, provide regular platforms for employees to raise concerns and share feedback.
- Employees are encouraged and supported to actively participate in grievance reporting and resolution processes, ensuring timely review, appropriate action, and continuous improvement in workplace practices.

6. Number of Complaints on the following made by employees and workers: [GRI 2-25, 406-1]

Complaint type	FY 26 Current Financial Year			FY 25 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	2	1	NA
Discrimination at Workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	3	2	NA	2	1	NA

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

Particulars	FY26 Current Financial Year	FY25 Previous Financial Year
Total Complaints reported under the Sexual Harassment on of Women at Workplace (Prevention, prohibition and Redressal) Act, 2013 (POSH)	0	2
Complaints on POSH as a % of female employees / workers	0	0.50
Complaints on POSH upheld	0	2

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases. [GRI 2-25]

We conduct training sessions to foster awareness among our workforce. These initiatives are designed to ensure that every employee understands their rights, responsibilities, and the standards of behaviour expected within our organisation. Additionally, our policies are meticulously crafted to outline clear processes aimed at preventing any adverse consequences for individuals who file complaints. We are dedicated to cultivating a safe, respectful, and inclusive work environment where everyone feels empowered to speak up and where misconduct is swiftly addressed and rectified.

9. Do human rights requirements form part of your business agreements and contracts? [GRI 2-23, 2-24, 414, 3-3]

Yes, Blue Star ensures that its Code of Conduct, which outlines human rights standards, along with Blue Star's core values and beliefs known as 'The Blue Star Way', are communicated to all value chain partners during the agreement and contract signing process. Compliance with the Code and adherence to the Blue Star Way are obligatory for all contractual engagements.

Vendor partners are required to strictly adhere to statutory regulations, with acknowledgment of the Code of Conduct being a standard component of employment contracts.

10. Assessments for the year:

Assessment Type	% of value chain partners (by value of business done with such partners) assessed
Child Labour	100
Forced Labour/Involuntary Labour	100
Sexual Harassment	100
Discrimination at workplace	100
Wages	100
Others	100

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

No corrective actions were required.

Leadership Indicators**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints. [GRI 2-25, 3-3]**

There was no such process modification/introduction required.

2. Details of the scope and coverage of any Human rights due-diligence conducted. [GRI 3-1, 3-3]

It includes annual assessment of Human Rights issues and policies of Blue Star, which is an assessment of Code of Conduct, diversity, corporate safety policy, and ethical business and operational practices.

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

Yes, Blue Star fosters an inclusive and accessible workplace aligned with the Rights of Persons with Disabilities Act, 2016. Most facilities are equipped with ramps, designated parking spaces, and accessible elevators to support persons with disabilities.

4. Details on assessment of value chain partners: [GRI 414-1, 414-2]

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	29.24
Discrimination at workplace	29.24
Child Labour	29.24
Forced Labour/Involuntary Labour	29.24
Wages	29.24
Others – please specify	-

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

Blue Star through its comprehensive Code of Conduct, which is applicable to both internal employees and external stakeholders, promotes responsible business practices across its value chain. The Code of Conduct encompasses business ethics, labour standards, human rights, environmental stewardship, and health and safety, thereby providing a framework to address and manage environmental and human rights considerations throughout the value chain.

PRINCIPLE 6

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



Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format: [GRI 302-1]

Parameter	FY26 Current Financial Year	FY25 Previous Financial Year
From renewable sources (in Gigajoules)		
Total electricity consumption (A)	13,806.52	13,196.34
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	13,806.52	13,196.34
From non-renewable sources (in Gigajoules)		
Total electricity consumption (D)	91,676.19	81,524.92
Total fuel consumption (E)	55,281.41	41,218.92
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	1,46,957.6	1,22,743.84
Total energy consumed (A+B+C+D+E+F)	1,60,764.12	1,35,940.18
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.000001365	0.0000012
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.000027405	0.00002452
Energy intensity in terms of physical output	1.448700845	1.24867935
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Yes

If yes, name of the external agency

Intertek India Private Limited

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)

No

If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable, as none of the facilities have been identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

3. Provide details of the following disclosures related to water, in the following format: [GRI 303-1, 303-3, 303-5]

Parameter	FY26 Current Financial Year	FY25 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	1,28,986.037	1,05,516.11
(iii) Third party water	64,256.39	61,307.09
(iv) Seawater / desalinated water	0	0
(v) Others	6,260.7	37,144.2
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,99,503.13	2,03,967.4
Total volume of water consumption (in kilolitres)	1,77,807.61	1,82,430.28
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)	0.00000151	0.000001611
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.000030311	0.00003291
Water intensity in terms of physical output	1.602285602	1.67571445
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

Yes

If yes, name of the external agency.

Intertek India Private Limited

4. Provide the following details related to water discharged: [GRI 303-4]

Parameter	Treatment	FY26 Current Financial Year	FY25 Previous Financial Year
Water discharge by destination and level of treatment (in kilolitres)			
(i) To Surface Water		0	0
(ii) To Groundwater		0	0
(iii) To Seawater		0	0
(iv) Sent to third-parties	No Treatment	21,695.52	21,537.12
(v) Others		0	0
Total water discharged (in kilolitres)		21,695.52	21,537.12

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

Yes

If yes, name of the external agency.

Intertek India Private Limited

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation. [GRI 303-1, 303-2]

All the manufacturing facilities of Blue Star operate on a zero process discharge basis, since all the wastes generated due to industrial processes are treated onsite. This is ensured through Effluent Treatment Plants (ETP) & Sewage Treatment Plants (STP) which are advanced wastewater treatment methods that are installed at all the manufacturing sites of Blue Star. The treated water is then used for in house gardening purpose. We strictly adhere to all relevant guidelines and standards mandated by the Central Pollution Control Board (CPCB) and State Pollution Control Boards (SPCB) to maintain STP and ETP standards.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: [\[GRI 305-7\]](#)

Parameter	Please specify unit	FY26 Current Financial Year	FY25 Previous Financial Year*
NOx	MT	1.15	183.15
SOx	MT	0.37	45.15
Particulate matter (PM)	MT	0.64	198.72
Persistent organic pollutants matter (POP)	MT	0	0
Volatile organic compounds (VOC)	MT	0	0
Hazardous air pollutants (HAP)	MT	0	0
Others – please specify	MT	0	0

*For FY25, the emission data was reported in mg/Nm3.

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

Yes

If yes, name of the external agency

1. UniStar Environment and Research Labs Pvt. Ltd.
2. RB Enviro Laboratories (OPC) Private Ltd.
3. Environ Tech Laboratory
4. Envirocare Labs Pvt. Ltd.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format: [\[GRI 305-1, 305-2, 305-3, 305-4\]](#)

Parameter	Unit	FY26 Current Financial Year	FY25 Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	4,210.36*	2,720.37
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	18080.58	16,463.5
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric Tonne/INR	0.000000189	0.00000017
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)	Metric Tonne/INR	0.0000038	0.00000346
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Metric Tonne / Metric Tonne	0.200871336	0.17621355
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric Tonne/INR	NA	NA

*Scope 1 fugitive emissions have been incorporated into the current reporting year's disclosures, unlike previous years. The inclusion of these emissions, enhances the completeness & transparency of the greenhouse gas inventory and strengthens alignment with assurance and audit requirements.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

Yes

If yes, name of the external agency.

Intertek India Private Limited

8. Does the entity have any project related to reducing Green House Gas emission? [GRI 305-5]

Yes

If Yes, then provide details.

Saki Naka Office:

40 kWp rooftop solar system commissioned in November 2023. Achieved IGBC Net Zero Energy Certification in December 2024, demonstrating the office's commitment towards renewable energy adoption and energy-efficient operations.

Thane Office:

75 kWp rooftop solar system installed (50 kWp in 2022 and an additional 25 kWp in 2025), contributing to approximately 3% of the office's total energy consumption through renewable energy generation.

Chennai Office (Keyaram):

Entire power requirement is being sourced through a solar Power Purchase Agreement (PPA) with a third-party provider since 2022, enabling 100% renewable energy usage for office operations.

Wada Plant:

3.1 MWp rooftop solar system installed, contributing approximately 22% of the plant's total energy consumption through renewable energy sources.

Himachal Pradesh Plants:

HP-1: 620 kWp rooftop solar system commissioned in July 2025, contributing approximately 12% of the plant's total energy consumption through clean energy generation.

Dadra Plant:

130 kWp rooftop solar system installed (100 kWp in 2021 and an additional 30 kWp in August 2025), contributing approximately 3% of the plant's total energy consumption through renewable energy.

9. Provide details related to waste management by the entity, in the following format: [GRI 306-3, 306-4, 306-5]

Parameter	FY26 Current Financial Year	FY25 Previous Financial Year
Total Waste generated (in metric tonnes)		
Plastic waste (A)	354.89	97.98
E-waste (B)	72.63	84.35
Bio-medical Waste (C)	0.05	0.08
Construction and demolition waste (D)	0	0
Battery Waste (E)	2.69	0.64
Radioactive Waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	313.71	356.2
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	6,453.39	6,978.62
Total (A + B + C + D + E + F + G + H)	7,197.36	7,517.87
Waste intensity per rupee of turnover (Total Waste generated / Revenue from operations)	0.000000061	0.000000007
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste generated / Revenue from operations adjusted for PPP)	0.000001227	0.00000136
Waste intensity in terms of physical output	0.064857889	0.06905535
Waste intensity (optional) – the relevant metric may be selected by the entity	0	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
(i) Recycled	603.21	415.84
(ii) Re-Used	0	0
(iii) Other recovery operations	0	0
Total	603.21	415.84
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
(i) Incineration	16.04	10.5
(ii) Landfilling	338.68	361.18
(iii) Other disposal operations	6,069.4	6,599.21
Total	6,424.12	6,970.90

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

Yes

If yes, name of the external agency.

Intertek India Private Limited

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. [GRI 306-2, 3-3]

Blue Star adheres to the E-Waste (Management) Rules, 2022, by ensuring that all e-waste generated is channelled exclusively through authorized recyclers for environmentally sound disposal and filing annual returns with the Central Pollution Control Board (CPCB).

At its manufacturing sites, Blue Star has implemented a nano ceramic coating process within its paint shops, which operates on a zero-discharge and zero-sludge generation basis. All chemicals utilized in this process are fully compliant with the Restriction of Hazardous Substances (RoHS) directives.

All hazardous waste generated is securely stored in designated, demarcated areas and is disposed of solely through vendors authorized by the respective State Pollution Control Boards (SPCBs), within a statutory period not exceeding 90 days from the date of generation.

Additionally, Blue Star exercises continuous oversight and implements proactive measures to minimize the use of hazardous substances in its manufacturing processes, ensuring that all discharges and emissions remain within the concentration thresholds and limits stipulated under applicable environmental laws and regulations in India.

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: [GRI 304-1]

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Blue Star has no operations/offices in/ around ecologically sensitive areas	NA	NA

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: [GRI 304, 413-1, 303-1]

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
Blue Star has not conducted EIA during the reporting period.					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format: [GRI 2-27]

S. No.	Specify the law / regulation / guidelines which was not complied	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
		NA		

Leadership Indicators

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

- (i) Name of the area Not Applicable
(ii) Nature of operations Not Applicable
(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY26 Current Financial Year	FY25 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	NA	NA
Total volume of water consumption (in kilolitres)	NA	NA
Water intensity per rupee of turnover (Water consumed / turnover)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	NA	NA
(ii) Into Groundwater	NA	NA
(iii) Into Seawater	NA	NA
(iv) Sent to third-parties	NA	NA
(v) Others	NA	NA
Total water discharged (in kilolitres)	NA	NA

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

Not Applicable

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

Parameter	Unit	FY 26 Current Financial Year	FY 25 Previous Financial Year
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 3 emissions per rupee of turnover		-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO ₂ equivalent	-	-

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

Not Applicable

Blue Star has initiated the inventorization of applicable Scope 3 emissions and will begin reporting them in the near future. This initiative forms an integral part of our Net-Zero journey.

3. With respect to the ecologically sensitive areas reported at Question 11 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: [\[GRI 3-3\]](#)

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Installation of heat pumps on cold room panel	At Wada plant, conventional electrical water heating used for platen heating has been replaced with energy-efficient heat pumps operating on a refrigerant cycle. This initiative has significantly improved heating efficiency and reduced initial platen heating time by approximately 50%.	Annual energy savings of 142,956 kWh
2	Replacement of Low-Pressure Air Compressors	At Wada plant, old and inefficient low-pressure air compressors were replaced with new energy-efficient models, resulting in improved operational efficiency and reduction in compressed air system energy consumption.	26% improvement in specific energy consumption
3	Optimization of Oxygen Plant Operation	At Wada plant, the oxygen plant was integrated with the new air compressor line, enabling shutdown of the dedicated low-pressure air compressor and reducing overall energy consumption.	Annual energy savings of 32,400 kWh
4	VFD systems	At Wada plant, Variable Frequency Drives (VFDs) have been installed across major equipment to optimise motor operations and reduce energy consumption during partial load conditions.	Annual energy savings of 12,000 kWh
5	Optimizing vacuum pump	At Dadra plant, continuous operation of vacuum pumps on assembly lines resulted in unnecessary energy consumption during idle conditions. Runtime optimisation was achieved by installing sensors and automated control panels to cut off power when the vacuum pumps were not in use, thereby reducing idle load energy consumption.	Energy savings of 21 kWh per shift
6	VFD systems	At HP plant, all pumps in the STP are equipped with VFD systems and the blowers are also operated through VFDs to optimise energy consumption based on operational requirements.	Annual energy savings of 48,618 kWh
7	HVLS fans	At HP plant, conventional fans were replaced with High Volume Low Speed (HVLS) fans, improving air circulation efficiency and reducing dependency on HVAC systems.	Annual energy savings of 14,577 kWh
8	Canteen waste composters	At Chennai, Hyderabad and Mumbai (Saki Naka) offices, organic waste composters have been installed to minimise waste sent to landfill. The compost generated is utilised for gardening and landscaping purposes within the premises.	Organic waste converted into manure for in-house gardening applications
9	Aerators to reduce water usage	Aerators and sensor-based water taps have been installed across offices to optimise domestic water consumption and minimise water wastage.	Reduction in water consumption across offices

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

Yes, all Business Divisions within Blue Star have Business Continuity Plans (BCPs) that are duly approved by the Management Committee of their respective businesses. The BCPs have been drawn up to encompass all operational aspects and undergo testing at scheduled intervals.

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

Blue Star through its comprehensive Code of Conduct, which is applicable to both internal employees and external stakeholders, promotes responsible business practices across its value chain. The Code of Conduct encompasses business ethics, labour standards, human rights, environmental stewardship, and health and safety, thereby providing a framework to address and manage environmental and human rights considerations throughout the value chain.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. [GRI 308-1, 308-2]

29.24

8. (a) Green credits generated or procured by the entity

Nil

8. (b) Green credits generated or procured by top ten value chain partners (in terms of value of purchases and sales respectively)

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.

21

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. [GRI 2-28]

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National and State Level
2	Indian Green Building Council (IGBC)	National
3	Refrigeration and Air-conditioning Manufacturers Association (RAMA)	National
4	Consumer Electronics and Appliances Manufacturers Association (CEAMA)	National
5	American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE)	National and State Level
6	Indian Society of Heating, Refrigerating and Air Conditioning Engineers (ISHRAE)	National and State Level
7	The Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
8	The Air-Conditioning, Heating, and Refrigeration Institute (AHRI)	International
9	European Heat Pump Association (EHPA)	International
10	American Society of Safety Professionals (ASSP) - India Chapter	National

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. [GRI 206-1, 3-3]

Name of authority	Brief of the case	Corrective action taken
NA, Blue Star does not engage in any anti-competitive conduct.		

Leadership Indicators

1. Details of public policy positions advocated by the entity: [GRI 2-28, 415]

Blue Star is a member of various industrial fora and trade bodies and plays a key role in advocating issues impacting the sectors through these trade bodies. It actively participates in industry and also provides support in the formulation of relevant policies. Blue Star continues to follow and monitor the business and regulatory environment closely. Blue Star leads various industry forums and provides technical and sectoral thought leadership to assist policy formulation by various bodies.

Following are some of the public policy positions advocated by Vir Advani, Chairman & Managing Director and B Thiagarajan, Managing Director: -

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	Chairman of Western Region, CII Create and sustain an environment conducive to the economic development of India with key focus on strategy formulation and policy advocacy for regional economy across Maharashtra, Gujarat, Goa, and Madhya Pradesh.	Participation in Regional Council, strategic policy formulation and advocacy	Yes	NA	NA
2	Chairman of the CII National Committee on CSR Policy advocacy, stakeholder engagement, and strengthening CSR implementation frameworks	Participation in the CII National Committee, strategic policy formulation and advocacy for strengthening strategic CSR initiatives	Yes	NA	NA
3	Co-chairman of the CII National Committee on Technology, R&D and innovation Expanding the eco-system for R&D to accelerate technology translation from research to commercialization through structured partnerships and supportive regulation.	Participation in the CII National Committee, strategic policy formulation for expansion of eco-system for R&D and innovation.	Yes	NA	NA
4	Member of the CII National Council Create and sustain an environment conducive to the development of India, partnering industry, Government, and civil society, through advisory and consultative processes.	Participation in the CII National Council, strategic policy formulation and advocacy	Yes	NA	NA
5	National Chairman of CII Indian Green Building Council - Expanding the footprint by green built environment. - Driving Net Zero principles & mission.	Driving Green Building movement, strategic policy formulation and advocacy	Yes	NA	NA
6	Chairman, Green Cooling Council, CII Green Business Centre. Spearheaded the Think - tank comprising industry, academic and research institutions for promoting technologies and practices for sustainable cooling.	Advocacy through industry association driving sustainable cooling	No	NA	NA
7	As the Past Chairman of CII National Committee on Consumer Durables and Electronics, formulating and driving implementation of sustainable growth strategy for the industry.	Participation in national committee, strategic policy formulation and advocacy	Yes	NA	NA

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
8	As the Past President of Refrigeration and Air conditioning Manufacturers Association (RAMA), spearheaded the Energy Labelling Programme for Air Conditioners and also the phase-out of Ozone Depleting Substances. Further, contributed to the formulation of India Cooling Action Plan.	Advocacy through industry association leadership and policy formulation participation	Yes	NA	NA
9	As the past Chairman of National Cold Chain Committee and as the Co-Chair of National Agriculture Council, undertook unique programmes to reduce the wastage of perishables. The sustainable value chains for bananas is of particular importance.	Participation in national committees and implementation of programmes for agricultural sustainability	Yes	NA	NA

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. [GRI 413-1, 203-1]**

Project Name	SIA Notification	Date Notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web Link
NA					

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: [GRI 413-1, 413-2]**

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
NA						

3. **Describe the mechanisms to receive and redress grievances of the community. [GRI 3-3, 2-25, 413-1]**

The Plant head and HR head at Blue Star's manufacturing facilities engage with the communities located in the vicinity on an ongoing basis. The implementing agencies appointed for undertaking CSR initiatives have their own grievance mechanism for the beneficiaries thereunder.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers: [GRI 204-1]

Particulars	FY26 Current Financial Year	FY25 Previous Financial Year
Directly sourced from MSMEs/ small producers	26.94	35.56
Directly from within India	86.28	84.00

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	FY26* Current Financial Year	FY25 Previous Financial Year
Rural	0.57	0.13
Semi-urban	9.14	7.88
Urban	20.10	12.29
Metropolitan	70.18	79.70

*Blue Star engages workers primarily through service contracts, wherein wages are disbursed directly by contractors and are therefore not monitored by the Company. However, Blue Star ensures adherence to all applicable statutory compliance requirements. In certain instances, contractors and subcontractors independently obtain labour licenses and file statutory returns under the Contract Labour (Regulation and Abolition) Act (CLRA). The data for FY 2025–26 is based on CLRA filings for the calendar year 2025 (January to December). Data collation and reporting processes remain largely manual. Blue Star is actively strengthening its wage reporting systems to enhance data accuracy, completeness, and alignment across reporting periods. Job locations have been mapped based on the Company's offices, EPC project sites, and manufacturing facilities.

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments

Negative social impact	Corrective action
Not Applicable	

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

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

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

No.

Blue Star is committed to fostering an inclusive and equitable supply chain through its Affirmative Action Code of Conduct. As part of this commitment, Blue Star actively promotes Supplier Diversity by prioritizing procurement opportunities for Dalit entrepreneurs. Blue Star is systematically working towards achieving a minimum target of 10% representation of Dalit vendors within its procurement ecosystem, reinforcing its dedication to social equity and inclusive growth.

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

None

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

None

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:

Intellectual property	Owned / Acquired	Benefit shared	How benefit share was calculated
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.

Authority name	Brief case	Corrective action
Not Applicable		

6. Details of beneficiaries of CSR Projects: [GRI 413-1, 203-1]

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Agroforestry	458	100
2	Eye Screening Camps	226	100
3	Mohan T Advani Scholarship programme	464	100
4	Resilient and sustainable water distribution system in urban areas	500	100
5	Stem Education Programme	6,545	100
6	Transforming learning outcomes in government schools	500	100
7	UDAAN - Creating sustainable livelihood for Persons with Disabilities (PwDs) and Young Women from Marginalized Backgrounds in Retail Sector	300	100
8	Vocational Training	90	100
9	Vocational Training programme - RKM	201	100
10	Vocational Training programme - Thakkar Bappa	105	100

PRINCIPLE 9

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



Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback. [GRI 2-25, 2-29]

Blue Star has a well-defined complaint redressal mechanism, outlined in a documented policy that covers complaints received through toll-free numbers, the customer care app, emails, SMS, and WhatsApp. The policy specifies the process for reviewing, resolving, and closing complaints, ensuring that all issues are addressed within defined timelines. In addition, Blue Star utilizes Star Serve, a digital tool available on both web and mobile platforms, which serves as an interface for channel partners and service technicians. This approach fosters high customer satisfaction through efficient issue resolution, while also ensuring transparency. Furthermore, Blue Star continuously enhances its service by leveraging analytics and feedback, maintaining a proactive and customer-centric approach to complaint management.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about: [GRI 417-1]

Services	As a percentage to total turnover
Environmental and social parameters relevant to the product	100
Safe and responsible usage	100
Recycling and/or safe disposal	100

3. Number of consumer complaints in respect of the following: [GRI 418-1]

Complaint Type	FY26 Current Financial Year		Remarks	FY25 Previous Financial Year		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data Privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber Security	1	0	During the year, Blue Star identified an instance of unauthorised access to certain product installation data and promptly initiated necessary measures to restrict access. Cyber security experts were engaged to assess the potential impact and undertake a detailed root cause analysis. The matter was disclosed to the stock exchanges in accordance with applicable regulatory requirements and as part of Blue Star's commitment to transparency and good governance.	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive trade practices	0	0	NA	0	0	NA
Unfair trade Practices	0	0	NA	0	0	NA
Others	28,85,155	28,026	NA	23,61,154	1,536	NA

4. Details of instances of product recalls on account of safety issues: [GRI 416-2]

Particulars	Number	Reasons for recall
Voluntary Recall	0	NA
Forced Recall	0	NA

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. [GRI 2-23, 3-3, 418]

Policy available (Yes / No): Yes

Web Link: <https://www.bluestarindia.com/privacy-policy>

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. [GRI 3-3]

During the year, Blue Star identified an instance of unauthorised access to certain product installation data and promptly initiated necessary measures to restrict access. Cyber security experts were engaged to assess the potential impact and undertake a detailed root cause analysis. The matter was disclosed to the stock exchanges in accordance with applicable regulatory requirements and as part of Blue Star's commitment to transparency and good governance.

7. Provide the following information relating to data breaches: [GRI 418-1]**a. Number of instances of data breaches**

1

b. Percentage of data breaches involving personally identifiable information of customers

0

c. Impact, if any, of data breaches

During the year, Blue Star identified an instance of unauthorised access to certain product installation data and promptly initiated necessary measures to restrict access. Cyber security experts were engaged to assess the potential impact and undertake a detailed root cause analysis. The matter was disclosed to the stock exchanges in accordance with applicable regulatory requirements and as part of Blue Star's commitment to transparency and good governance.

Leadership Indicators**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available). [GRI 2-6]**

Channels/Platforms available (Yes / No)

Yes

Web Link:

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

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services. [GRI 417, 3-3]

- The authorized channel partners of Blue Star are constantly informed about the safe usage of Blue Star's products which is in turn communicated to the end users as well.
- Responsible usage intimation of Blue Star's products is also carried out during the periodic service that takes place at the customer site.
- Further, all product manuals issued by Blue Star contain detailed instructions on product handling, safety measures, and correct usage procedures.

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

- Blue Star is committed to ensuring continuity of services to critical sectors such as healthcare and public services, with proactive communication to channel partners on potential service disruptions and demonstrated resilience during events such as the COVID-19 pandemic in maintaining essential operations.
- Blue Star provides remote monitoring solutions for installed chillers, enabling real-time alerts and proactive maintenance interventions to improve operational efficiency and reduce downtime.
- A robust Business Continuity Management System (BCMS) supported by defined Standard Operating Procedures (SOPs) is in place to ensure continuity of key processes and sustained delivery of products and services within defined timelines and capacities, even during disruptions. These measures collectively reinforce Blue Star's focus on service reliability, operational resilience, and uninterrupted customer support under varying operating conditions.

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). [\[GRI 417-1\]](#)

Product Information Over and Above (Yes / No / Not Applicable)

Yes

Survey carried out (Yes / No)

Yes

- (i) Customer satisfaction survey through SMS & Voice from Call Centre for Service Calls; and
- (ii) External survey is conducted once in 2 years. Conducted in Q4FY25.



Independent Reasonable Assurance Statement to Blue Star Limited on their Business Responsibility & Sustainability Report (BRSR) Core Disclosures as part of the Integrated Annual Report FY2025-26.

To the Management of Blue Star Limited, Mumbai, India

Introduction

Intertek India Private Limited ("Intertek") was engaged by Blue Star Limited ("BSL") to provide an independent reasonable assurance on its BRSR (Business Responsibility & Sustainability Report) Core disclosures as a part of the Integrated Annual Report FY2025-26 ("the Report"). The scope of the Report comprises the reporting periods of FY2025-26. The Report is prepared by BSL based on SEBI's (Securities and Exchange Board of India) BRSR guidelines. The assurance was performed in accordance with the requirements of International Federation of Accountants (IFAC), International Standard on Assurance Engagement (ISAE) 3000 (Revised), Assurance Engagements other than Audits or Reviews of Historical Financial Information.

Objective

The objectives of this reasonable assurance engagement were, by review of objective evidence, to confirm whether the sustainability related disclosures in the Report are in alignment with the Business Responsibility and Sustainability Report (BRSR) requirements laid down by SEBI and were accurate, complete, consistent, transparent and free of material errors or omission in accordance with the criteria outlined below.

Intended Users

This Assurance Statement is intended to be a part of the Integrated Annual Report FY 2025-26 of Blue Star Limited.

Responsibilities

The management of BSL is solely responsible for the development of Report and its presentation. Management is also responsible for the design, implementation and maintenance of internal controls relevant to the preparation of the Report so that it is free from material misstatement, whether due to fraud or error.

Intertek's responsibility, as agreed with the management of BSL, is to provide assurance and express an opinion on the data and assertions in the Report based on our verification following the assurance scope and criteria given below. Intertek does not accept or assume any responsibility for any other purpose or to any other person or organization. This document represents Intertek's independent and balanced opinion on the content and accuracy of the information and data held within.

Assurance Scope

The assurance has been provided for select sustainability performance disclosures as per BRSR Core disclosures with reference to SEBI's "BRSR Core (Annexure-I) - Framework for assurance and ESG disclosures for value chain" vide circular no. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12 July 2023, presented by BSL in its Integrated Annual Report. The assurance boundary included data and information for the operations of BSL at its manufacturing facilities at Ahmedabad, Wada, two plants at Himachal Pradesh, Dadra, regional offices and Corporate office at Mumbai.

Our scope of assurance included verification of internal control systems, data and information on BRSR core disclosures reported as summarized below:



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

- Number of days of accounts payable.
- Concentration of purchases & sales done with trading houses, dealers, and related parties.
- Loans and advances & investments with related parties.

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

- Cost incurred on well-being measures as a % of total revenue of the company.
- Safety related incidents (LTIFR, Fatality, Permanent Disabilities) for employees and workers.

Principle 5: Businesses should respect and promote human rights:

- Gross wages paid to females as percentage of wages paid.
- Complaints on POSH

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

- Total Scope 1 and Scope 2 emissions
- GHG emissions intensity (scope 1 and 2).
- Total water consumption, water consumption Intensity and water discharge by destination and levels of treatment.
- Total energy consumed, % of energy consumed from renewable sources and energy intensity.
- Total waste generated (category-wise); waste intensity; Total waste recovered through recycling, re-using or other recovery operations; Total waste disposed by nature of disposal method; waste diverted from landfill.

Principle 8: Businesses should promote inclusive growth and equitable development

- Input material sourced (from MSMEs/ small producers and from within India)
- Job creation in smaller towns– Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost

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

- Instances involving loss / breach of data of customers as % of total data breaches or cyber security events

Assurance Criteria

Intertek conducted the assurance work in accordance with the requirements of 'Reasonable Assurance' procedures as per the following standard:

- International Standard on Assurance Engagements (ISAE) 3000 (revised) for 'Assurance Engagements other than Audits or Reviews of Historical Financial Information'.
- International Standard on Assurance Engagements (ISAE) 3410 for 'Assurance Engagements on Greenhouse Gas Statement

A reasonable assurance engagement involved assessing the risks of material misstatement of the agreed indicators/parameters whether due to fraud or error, responding to the assessed risks as necessary in the circumstances. A materiality threshold level of 5% was applied.

Limitations

We have relied on the information, documents, records, data, and explanations provided to us by BSL for the purpose of our review.

The assurance scope excludes:

- Any disclosures beyond those specified in the Scope section above.
- Data and information falling outside the defined reporting period.
- Data pertaining to the Company's financial performance, strategy, and associated linkages articulated in the Report.
- Assertions made by the Company encompassing expressions of opinion, belief, aspiration, expectation, forward-looking statements, and claims related to Intellectual Property Rights and other competitive issues.

While we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls.

The procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within software/IT systems.



Methodology

Intertek performed assurance work using risk-based approach to obtain information, explanations and evidence that was considered necessary to provide a reasonable level of assurance. The assurance was conducted by desk reviews, visit to BSL's sites in Maharashtra, Corporate office and stakeholder interviews with regards to the reporting and supporting records for the FY 2025-26. Our assurance task was planned and carried out during Mar-May 2026. The assessment included the following:

- Assessment of the select sustainability performance disclosures in accordance with the SEBI's BRSR Core guidelines.
- Review of processes and systems used to gather and consolidate data.
- Examined and reviewed documents, data and other information made available at selected BSL's operational sites and digitally.
- Conducted physical and remote interviews with key personnel responsible for data management from selected BSL's operational sites and corporate office.
- Assessment of appropriateness of various assumptions, estimations and thresholds used by BSL for data analysis.
- Review of BRSR core disclosures for the duration from 1st April 2025 to 31st March of 2026 for BSL was carried out onsite at BSL's corporate office and select business locations.
- Appropriate documentary evidence was obtained to support our conclusions on the information and data reviewed and details were provided in a separate management report.

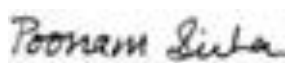
Conclusions

Intertek reviewed the BRSR Core Indicators in the "Report" for the reporting period from 1st April 2025 to 31st March 2026. Based on the scope of our review, we conclude with reasonable assurance that the sustainability data and information is fairly presented in all material aspects as per BRSR Core guidelines.

Intertek's Competence and Independence

Intertek is a global provider of assurance services with a presence in more than 100 countries employing approximately 43,500 people. The Intertek assurance team included competent sustainability assurance professionals, who were not involved in the collection and collation of any data except for this assurance opinion. Intertek maintains complete impartiality towards any people interviewed.

For Intertek India Pvt. Ltd.



Poonam Sinha
Intertek Verifier

2026/05/05



Shilpa Naryal
Head of Sustainability
Intertek South Asia & MENAP
2026/05/06

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No member of the verification team (stated above) has a business relationship with Blue Star Limited stakeholders beyond that is required of this assignment. No form of bribe has been accepted before, throughout and after performing the verification. The verification team has not been intimidated to agree to do this work, change and/or alter the results of the verification. The verification team has not participated in any form of nepotism, self-dealing and/or tampering. If any concerns or conflicts were identified, appropriate mitigation measures were put in place, documented and presented with the final report. The process followed during the verification is based on the principles of impartiality, evidence, fair presentation and documentation. The documentation received and reviewed supports the conclusion reached and stated in this opinion.

