

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A- GENERAL DISCLOSURES

I. Details of the Company

1. Corporate Identity Number (CIN) of the Listed Entity	L15492WB1924GOI004835
2. Name of the Listed Entity	Balmer Lawrie & Co. Ltd.
3. Year of incorporation	1924
4. Registered Office Address:	21, Netaji Subhas Road, Kolkata - 700 001
5. Corporate address:	21, Netaji Subhas Road, Kolkata - 700 001
6. E-mail:	ghosh.ab@balmerlawrie.com
7. Telephone:	033-22225413
8. Website:	www.balmerlawrie.com
9. Financial year for which reporting is being done:	1 st April 2025 to 31 st March 2026
10. Name of the Stock Exchange(s) where shares are listed:	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11. Paid-up Capital:	₹1,71,00,38,460
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. Abhijit Ghosh, Director (HR & CA) Telephone: 033-22225413
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)	The report is prepared on a standalone basis.
14. Name of the assurance provider	Not Applicable
15. Type of the assurance obtained:	Not Applicable

II. Product/ Services

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

S. No.	Description of main activity	Description of business activity	% of turnover of the entity
1.	Industrial Packaging	Steel Barrel and drum manufacturing	30.80%
2.	Logistics Infrastructure and Services	Container Freight Station, Cold Chain & Logistics Services	29.98%
3.	Greases & Lubricants	Manufacturing and Supply of Greases, Lubricants and Compounds	21.69%
4.	Travel & Vacations	Ticketing, Holidays (International & Domestic), MICE and other travel services	13.77%

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.	Industrial Packaging (Steel Drums)	25129	30.80%
2.	Logistics Infrastructure and Services	51201 / 52109	29.98%
3.	Greases and Lubricants	19201	21.69%
4.	Travel & Vacations (Ticketing and Holiday packages)	79110/79120	13.77%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	10	99	109
International	0	0	0

19. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States/ Union Territories)	28
International (No. of Countries)	6

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

Rs. in Crores	2025-26
Export Sale	₹ 58.27 Crores
Total Sales	₹ 2,699.27 Crores
%	2.16 %

c) A brief on type of customers

SBU: Logistics Infrastructure

The Logistics Infrastructure SBU primarily serves Shipping Lines, Non-Vessel Operating Common Carriers (NVOCCs), Freight Forwarders, and Customs House Agents (CHAs) through its Container Freight Station (CFS) operations.

SBU: Logistics Services

The Logistics Services SBU provides comprehensive end-to-end logistics solutions, including air freight, sea freight, and surface transportation, for a wide variety of cargo. Leveraging a global network of partners and agents, along with a strong presence across key logistics hubs, the SBU serves customers across

manufacturing, engineering, pharmaceuticals, retail, and public sector sectors. Backed by experienced professionals, advanced technology, and process excellence, the SBU delivers reliable, efficient, and cost-effective logistics solutions, ensuring the timely and secure movement of goods across domestic and international supply chains.

SBU: Travel & Vacations

The Travel & Vacations SBU delivers end-to-end travel management solutions to a broad spectrum of corporate and retail customers including air ticketing, holidays (domestic and international), visa, insurance, hotels, MICE services etc. Supported by robust travel technologies, digital payment systems, and integrated backend operations, the SBU offers customised and cost-

effective services through a unified digital platform. The platform integrates travel bookings, policy management, and destination information, while seamless integration with SAP (ERP) enhances operational efficiency, strengthens internal controls, and improves customer experience.

SBU: Cold Chain

The Cold Chain SBU serves a diverse customer base, including pharmaceutical companies, healthcare providers, and food and beverage businesses, by providing temperature-sensitive logistics solutions under the brand name LOGICOLD. It has temperature-controlled warehouses pan India with its own fleet of temperature-controlled vehicles.

SBU: Refinery & Oil Field Services

The Refinery & Oil Field Services SBU provides specialised technical solutions to the oil and gas industry, with a focus on pollution prevention, waste management, and hydrocarbon recovery. As a pioneer in mechanised oily sludge processing in India, the SBU executes complex projects across major refineries and oil installations. Its core capabilities, including lagoon and tank-bottom sludge processing, enable high hydrocarbon recovery, reduced turnaround times, and compliance with stringent health, safety, and environmental (HSE) standards. Continuous innovation and proven execution capabilities have established the SBU as a trusted partner for value-added industrial services.

SBU: Chemicals

The Chemicals SBU primarily caters to the leather industry by supplying synthetic tanning agents,

fat liquors, beam-house chemicals, and finishing chemicals to tanneries and leather manufacturers across key leather manufacturing hubs, including Chennai, Ranipet, Ambur, Kolkata, and Kanpur. The business is supported by in-house R&D capabilities and technical service centres.

SBU: Industrial Packaging

A market leader in steel barrel manufacturing, the Industrial Packaging SBU serves a wide range of customers, including Public Sector Undertakings (PSUs), multinational corporations (MNCs), local oil producers, transformer and lubricant oil manufacturers, chemical and additive manufacturers, agrochemical companies, bitumen and bitumen-emulsion producers, as well as food and fruit pulp companies and exporters.

SBU: Greases & Lubricants

The Greases & Lubricants SBU serves a diversified customer base comprising automotive original equipment manufacturers (OEMs), including passenger vehicle, two-wheeler, commercial vehicle, and agricultural equipment manufacturers, as well as industries such as steel, railways, mining, defence, cement, power, sugar, infrastructure, marine, and food processing. The SBU is supported by a pan-India network of over 350 channel partners and three ISO-certified manufacturing plants. Balmer Lawrie has been a market leader in Speciality Greases & Lubricants. A pioneer in grease manufacturing, its pan India manufacturing facilities including state-of-the-art plant at Silvassa produce the “Balmerol” brand lubricants. Its R&D Centre also known as the “Applications Research Laboratory” (ARL) located at Kolkata is amongst the best in India.

IV. Employees

20. Details as on 31st March 2026:

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 employees (D)	714	631	88%	83	12%
2.	Other than permanent employees (E)	404	318	79%	86	21%

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
3.	Total employees (D + E)	1,118	949	85%	169	15%
Workers						
4.	Permanent workers (F)	116	106	91%	10	9%
5.	Other than permanent workers (G)	0	0	0	0	0
6.	Total Workers (F + G)	116	106	91%	10	9%

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)	10	9	90%	1	10%
2.	Other than permanent (E)	1	1	100%	0	0
3.	Total differently abled employees (D + E)	11	10	91%	1	9%
Differently Abled Workers						
4.	Permanent (F)	3	2	67%	1	33%
5.	Other than permanent (G)	0	0	0	0	0
6.	Total differently abled workers (F + G)	3	2	67%	1	33%

21. Participation/ Inclusion/ Representation of women

	Total (A)	Number of Female (B)	Percentage (B/A)
Board of Directors	6	0	0
Key Management Personnel*	8	1	12.5%

*KMP includes Managing Director, Chief Financial Officer, Company Secretary and whole-time directors.

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

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	6.6%	3.7%	6.25%	7.9%	12.2%	8.4%	8.7%	8.3%	8.7%
Permanent Workers	20%	9.5%	19%	17.6%	8.3%	16.9%	16.5%	0%	15.4%

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicate at column A, participate in Business Responsibility initiatives of the listed entity? (Yes/No)
1	Balmer Lawrie Investments Limited	Holding Company	-	No
2	Visakhapatnam Port Logistics Park Limited	Subsidiary Company	60%	No
3	Balmer Lawrie-Van Leer Limited	Joint Venture	47.91%	No

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 indicate at column A, participate in Business Responsibility initiatives of the listed entity? (Yes/No)
4	Balmer Lawrie (UAE) LLC (BLUAE)	Joint Venture	49%	No
5	PT. Balmer Lawrie Indonesia	Joint Venture	50%	No
6	Avi-Oil India Private Limited	Associate Company	25%	No
7	Elegant Industries LLC#	100% Subsidiary Company of BLUAE	0**	No

#**Effective 08.08.2022, BLUAE acquired 100% of the issued share capital of Elegant Industries LLC which is a limited liability company registered at UAE and its financials are merged with BLUAE.

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No): Yes

(ii) Turnover (in Rs.): ₹ 2,699.27 Crores

(iii) Net worth (in Rs.): ₹ 1,555.49 Crores

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	Current FY 2025-26			Previous FY 2024-25		
		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. Grievances are addressed at the community level through various processes including dialogue with the affected stakeholders from the community and NGO program managers. Engagement between the parties is carried out to enable prompt and amicable resolution, while safeguarding objectives and outcomes of the CSR project. Any complaint that remains unresolved at the community level are escalated to the corporate level for further resolution. https://www.balmerlawrie.com/vigilance	0	0	NA	0	0	NA
Investors (Other than Shareholders)	Yes, the investor grievance redressal is governed by applicable Securities and Exchange Board of India Regulations and Circulars issued in this regard https://www.balmerlawrie.com/vigilance	0	0	NA	0	0	NA

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	Current FY 2025-26			Previous FY 2024-25		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes. the investor grievance redressal is governed by applicable Securities and Exchange Board of India Regulations and Circulars issued in this regard	219	1	Most of the shareholders grievances pertain to dividend, annual report, KYC. Some compliant also pertain to IEPF related claims and transmission related requests.	217	3	NA
Employees	Yes. The Company has in place a Whistle blower Policy, POSH Policy, Grievance Redressal Policy, and Human Rights Policy to address workplace harassment and related concerns. These policies encourage employees and stakeholders to report any incidents of harassment they experience or become aware of and to formally raise complaints through the available mechanisms, The process and procedure of Grievance Redressal is hosted on the Company's Intranet	0	0	NA	1	0	NA
Customers#	Yes. The customer complaints are SBU specific and get resolved at the appropriate level through the defined resolution process, by respective SBU.	3,788	0	NA	2,745	0	NA
Value Chain Partners / Contractors	Yes. Balmer Lawrie connects with its value chain partners through both online and offline interactions. The periodic business review meeting with the suppliers also serves as an opportunity for suppliers to raise any concerns.	1	1	0	0	0	NA
Others		-		-	-	-	

Travel & Vacations (T&V) accounted for the largest share among the customer complaints and the T&V complaints primarily concerned routine service matters, including account, website, invoice and e-ticket issues. Account and website issues represented 82.5% of complaints in FY 2024-25 and 79.3% in FY 2025-26. None resulted in material financial, regulatory or customer impacts during the reporting periods.

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

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

Sr. No.	Material issue Identified	Indicate whether Risk or Opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Implications of the risk or opportunity
1	Climate Change	Risk & Opportunity	Climate change poses transition and physical risks to operations, including regulatory changes, extreme weather events, and supply chain disruptions. At the same time, decarbonisation presents opportunities through improved efficiency, cost optimisation, and adoption of low-carbon technologies and clean energy.	Efforts are being made to assess climate-related risks and integrate mitigation and adaptation strategies into business operations. The Company is undertaking initiatives to reduce GHG emissions, improve operational efficiency, and progressively transition toward cleaner energy sources, in alignment with Government of India commitments. The Company intends to develop decarbonisation roadmap and set SBTi aligned Net Zero targets	CapEx Implication Low-carbon technologies. RE related investments, fuel transition, OpEx Implication GHG inventory (Scope 1, 2, 3), Climate risk studies. Decarbonisation roadmap, SBTi commitment, monitoring and reporting.
2	Energy Management (including GHG Emissions and Decarbonisation)	Risk & Opportunity	Rising energy costs and dependence on conventional energy sources may impact operational efficiency, while energy optimisation presents opportunities for cost savings.	Focus on improving energy efficiency, adoption of renewable energy sources, and implementation of energy conservation initiatives across operations. We will continue to work to reduce reliance on purchased energy by transitioning to renewable energy installations. Additionally, to curb GHG emissions from transportation, we aim to adopt green fuels in alignment with the Government of India's directives and in response to customer expectations for cleaner fuel and lower emissions	(CapEx/OpEx same as point 1) Clean energy transition and GHG Emission reduction Potential negative financial implications and reputational damage in case of failure to meet the commitment towards GHG reduction

Sr. No.	Material issue Identified	Indicate whether Risk or Opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Implications of the risk or opportunity
3	Water and Wastewater Management	Risk	Water is increasingly becoming a scarce resource, particularly in India, where seasonal rainfall is a key source. Poor water management may disrupt operations and impact workforce well-being.	Commitment to efficient water usage through rainwater harvesting, water recycling, and adoption of advanced technologies to improve water efficiency.	Non-availability of water may impact the operations of our business and lead to potential negative financial impact on the Company. CapEx Implication: ETP/ STP, ZLD, RWH systems. Water saving fixtures OpEx Implication: Water audits. Monitoring
4	Employee Engagement and Wellbeing	Risk & Opportunity	Attracting and retaining talent while ensuring employee well-being is critical for operational continuity and organisational performance.	Focus on employee engagement, training, career development, and providing a safe and inclusive working environment.	Potential to negatively impact the brand image and financial resilience, inability to retain good talent and regulatory fines and notices etc. OpEx Implication: Training, grievance management.
5	Sustainable Supply Chain & MSME Inclusion	Risk & Opportunity	Supply chain disruptions, ESG non-compliance by vendors, and limited MSME integration may impact business continuity and reputation, while inclusive sourcing enhances resilience.	Strengthening supplier screening, promoting ESG compliance, and increasing procurement from MSMEs to build a resilient and inclusive supply chain.	Sustainable supply chain drives long-term profitability while protecting people, planet, and brand reputation.
6	Data Security and Customer Privacy	Risk	Increasing digitalisation exposes the organisation to cybersecurity threats and data breaches, which may result in financial and reputational losses	Implementation of strong IT governance frameworks, cybersecurity protocols, and data protection measures aligned with regulatory requirements.	Data privacy poses a material risk as the data breaches can erode trust, trigger regulatory penalties, and cause lasting financial and reputational damage as per DPDP Act 2023 CapEx Implication: Data management and security systems OpEX Implication: ISO27001/ ISMS alignment / certifications, audits

Sr. No.	Material issue Identified	Indicate whether Risk or Opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Implications of the risk or opportunity
7	Product Responsibility & Customer Centricity	Opportunity	Growing customer expectations for sustainable and high-quality products create opportunities for innovation and differentiation.	Focus on sustainable product development, quality assurance, and continuous improvement in customer engagement and satisfaction.	Through Product stewardship, Balmer Lawrie aims to transform customer trust into high-value loyalty and premium brand reputation, directly driving long-term revenue growth and sustainable competitive advantage OpEX Implication: LCA studies, EPD declaration, End of Life statements

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. The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as follows:

P1	Business should conduct and govern themselves with Ethics, Transparency and Accountability.
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
P3	Businesses should promote the wellbeing of all employees.
P4	Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.
P5	Businesses should respect and promote human rights.
P6	Businesses should respect, protect and make efforts to restore the environment.
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
P8	Businesses should promote inclusive growth and equitable development.
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner.

Disclosure Questions	P1 Ethics and Transparency	P2 Sustainable Business	P3 Employee Well-being	P4 Stakeholder Relationship	P5 Human Rights	P6 Environment Stewardship	P7 Public Advocacy	P8 Community Development	P9 Customer Relations
Policy and Management Processes									
1 (a). Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
(b). Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
(c). Web Link of the policies, if available	Internal policies are available for employees only. Policies mapping with the principle provided below: HSE & Sustainability policy covers elements of Principle-2,3,4,5,6, 7 & 8. Whistle Blowing Policy & Fraud Prevention Policy covers Principle-1. CSR Policy covers Principle-8 and; Draft Stakeholder Engagement & cyber security policy covers Principle-9 For other policies, refer to https://www.balmerlawrie.com/governance/codes-and-policies								
2. Whether the entity has translated the policy into procedures? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	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 14001: 2015 (Environmental Management Systems) covers Principle 6 ISO 45001: 2018 (Occupational Health and Safety Management Systems) covers Principle 3 & Principle 5 United Nations Global Compact Covers Principle 7 BRC standards Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work covers Principle 3 & Principle 5 UN SDGs								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	Balmer Lawrie has identified a set of long-term ESG aspirations and strategic commitments across environmental, social and governance themes. The Company is in the process of developing a detailed implementation roadmap for these commitments, including establishing interim milestones, short-term and medium-term targets, performance indicators, and monitoring mechanisms to track progress towards the stated long-term goals.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Ethics and Transparency	Sustainable Business	Employee Well-being	Stakeholder Relationship	Human Rights	Environment Stewardship	Public Advocacy	Community Development	Customer Relations
	Environment • Achieve Net Zero across own operations by FY2045 • Source 50% of the energy from renewable energy by FY2035 • Advance supply chain decarbonisation • Align with the Government of India Green Credit Programme • Become water positive across India operations by FY2035 • Achieve Zero Waste to Landfill across all manufacturing units by FY2035 • Undertake annual plantation activities, including afforestation and mangrove plantation, with a minimum of 10,000 saplings planted each year • Generate 25% of revenue from green products and services by FY2035 Social • Enhance gender diversity, with a focus on increasing women in leadership roles • Strengthen employee health and safety through training and upskilling programmes • Conduct ESG assessments of suppliers • Reach more than 100,000 beneficiaries through water conservation, afforestation and skill development programmes by FY2030 • Identify, prevent, mitigate and manage human rights risks across operations and the value chain Governance • Strengthen ESG governance disclosures • Identify and disclosure of climate-related financial risks • Strengthen stakeholder engagement processes • Implement a digital ESG platform to support ESG data management, monitoring and reporting								
	6.Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.								
	Balmer Lawrie has embedded ESG considerations into its business strategy and operations through initiatives focused on energy efficiency, renewable energy adoption, emissions management, water conservation, and waste reduction. The Company has put emphasis on increase in renewable and a ~60% increase was observed in FY 2025-26 as compared to FY2024-25 values.								
	The Company implemented programmes covering employee well-being, workplace safety, diversity and inclusion, and community development. It is developing and implementing ESG policies supported by a governance structure covering ethical conduct, regulatory compliance, risk management, transparency and Board oversight.								
	Governance, leadership, and oversight								
	7. Statement by the director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)								

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
		Ethics and Transparency	Sustainable Business	Employee Well-being	Stakeholder Relationship	Human Rights	Environment Stewardship	Public Advocacy	Community Development	Customer Relations
		As Balmer Lawrie is celebrating its 160th foundation year, the organisation is drawing inspiration from its enduring legacy of operational excellence and financial resilience to adapt to an ever-evolving business landscape and remain relevant for the future. Over the past few years, the business environment has undergone significant transformation, driven by rapid technological advancements such as Artificial Intelligence, Geopolitical Developments impacting energy security and fossil fuel markets, and the continuously evolving expectations of stakeholders. At the same time, the challenges are not confined to the business environment alone. The physical environment is also witnessing unprecedented changes due to the impacts of climate change and global warming, creating new risks and opportunities for businesses worldwide. Recognising these emerging realities, Balmer Lawrie believes that a renewed strategic ESG journey starting with drafting of new ESG policies, materiality business and physical environment. Accordingly, the Company has initiated strategic ESG adoption plan based on materiality assessment, lifecycle assessment of key products & drafting of ESG topics. The Company has conducted several capacity building sessions to build awareness of material ESG topics. The Company has conducted detailed materiality assessments and identified key sustainability priorities, including decarbonisation, resource efficiency, employee engagement, sustainable supply chain, inclusive work environment including health safety, product stewardship, corporate governance and wellbeing of employees & workers. During FY 2025-26, the Company strengthened its approach to responsible business conduct through initiatives focused on decarbonisation through a total of 1496 kWp of solar installed capacity, robust wastewater management & resource efficiency across all its assets. Since Balmer Lawrie has a diversified portfolio, the Company has initiated the drafting of business unit specific ESG roadmap. Further, to ensure robust implementation efficacy, ESG has been included as KPT for SBUs. The Company has initiated HSE & ESG digitisation and has onboarded a reputed third-party software firm to ensure ESG data integrity. Sustainability remains a journey of continuous improvement. We will continue to strengthen ESG data management, refine performance targets, enhance stakeholder engagement and build resilience across our businesses. Through sound governance, responsible business practices and a focus on long-term value creation, Balmer Lawrie aims to contribute to sustainable economic development while creating value for customers, employees, shareholders, communities and other stakeholders.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).		Name: Shri Adhip Nath Palchaudhuri Designation: Chairman & Managing Director Telephone number: 033-2222 5305 E-Mail id: chairman.md@balmerlawrie.com DIN: 08695322								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/No). If “Yes”, provide details		Yes. The Board holds overall responsibility for decisions concerning corporate governance and sustainability. The Audit Committee, Risk Management Committee, CSR Committee, ESG Committee and Stakeholders Relationship Committee support the Board by identifying and addressing relevant ESG matters. The Board periodically reviews ESG-related risks, opportunities, commitments and performance. These reviews support oversight and alignment with the Company’s strategic objectives and sustainability priorities. Currently, the Company is in the process of strengthening its ESG governance framework to guide and oversee sustainability-related activities.								

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	The Board, relevant Board Committees and SBU Heads periodically review the implementation and effectiveness of applicable policies and procedures. They identify performance gaps and initiate follow-up actions, where required.									Policies are reviewed on need basis								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company monitors compliance with all applicable statutory requirements across its operations. The Board, relevant Board Committees and Directors (Services/ Manufacturing Businesses) periodically review compliance and oversee corrective actions for any identified non-compliance.									Annually/Half-Yearly/Periodically								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).

If "Yes", provide name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
Ethics and Transparency	Sustainable Business	Employee Well-being	Stakeholder Relationship	Human Rights	Environment Stewardship	Public Advocacy	Community Development	Customer Relations
Yes, Balmer Lawrie is a Government of India Enterprise and is subject to various audits by both internal and external agencies. British Retail Consortium (BRC) Audit and DNV have carried out an independent assessment / evaluation for BL units.								

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
	Ethics and Transparency	Sustainable Business	Employee Well-being	Stakeholder Relationship	Human Rights	Environment Stewardship	Public Advocacy	Community Development	Customer Relations
The entity does not consider the Principles material to its business (Yes/No)	Not applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or human and technical resources available for the task (Yes/No)									

SECTION C- PRINCIPAL WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	3	• Orientation Programme on Capacity Building of Independent Directors of CPSEs on the subject, "Developing Individuals for Board Success in CPSE Boards", which was organised by Department of Public Enterprise in association with Oil and Natural Gas Corporation Limited at Dehradun. • Discipline and Its Allied Matters • Advanced AI & Analytics in HR	33.33%
Key Managerial Personnel (KMPs)	18	• Master Trainers for Rashtriya Karmyogi Jan Seva Program • Pragati -Balmer Lawrie Women Leadership Development Program - Coaching Session • National Convention of Company Secretaries • AI Strategy Masterclass for Business Growth • Brand and Business Storytelling Masterclass • Cloud Computing • Code of Conduct for Government Employees • Cyber Security Basics • Development of Aspiration, Knowledge, Succession and Harmony (DAKSH) • Green Industry • Managing Workplace Conflict • Master Training Programme Rashtriya Karmayogi • POSH and Allied Acts • Rashtriya Karmayogi Large Scale Janseva Program • Sustainable Procurement • Woman Leadership Development Program • Work Ethics • Training Sessions by ICSI for its Members	100%
Employees other than Board of Directors and KMPs	164	• AI for Human Resource Management • AI and Supply Chain • Auditor Training • Basics of Project Management • BRSR and ESG Tool for Sustainability • Capacity Building on ESG and Materiality Assessment • Chemical and Petrochemical Industrial Safety • Code of Conduct for Government Employees • Compliance with Law of the Land and Public Procurement through GeM • Cybersecurity	73.36%

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
		- Electrical, Mechanical and HSE - Fire Extinguisher Safety - Women Leadership - Six Sigma and Innovation - New Labour Codes - OSH Awareness for Hazardous Process Industries - POSH and Allied Acts - SAP S4 HANA - Self Defence for Women - US Tariff and Global Trade - Emerging Technology in OSH - Vigilance Awareness - Yoga - Rajbhasha - Program impacted building of Organizational Capabilities for Sustainable growth	
Workers	8	Electrical, Mechanical & HSE - Learning from the Incident - First Aid Training - Parenting Wellness - Functional Fitness and Workplace Ergonomics - Rashtriya Karmyogi large scale Jan Seva program - Self Defence for women - A Journey from Work Excellence to Life Fulfilment	97%

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:

Monetary					
	NGRBC Principle	Name of the Regulatory/ enforcement agencies/ judicial institutions	Amount (in INR.)	Brief of Case	Has an appeal been preferred? (yes/ No)
Penalty/ Fine	P1	BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)	BSE - Rs.5,31,000/- (for March 2025 quarter) - Rs.5,36,900/-(inclusive of GST) (for June 2025 quarter) - Rs.5,42,800/- (inclusive of GST) (for September 2025 quarter) - Rs.5,42,800/- (inclusive of GST) (for December 2025 quarter)	During the review period, the number of Non-Executive/ Independent Directors were less than the minimum required statutory limit in terms of the Regulation 17(1).	The Company being a Government Company, the Composition of the Board of Directors is dependent on the direction of the Administrative Ministry and thus, the non-compliance was beyond the control of the Company.

Monetary					
	NGRBC Principle	Name of the Regulatory/ enforcement agencies/ judicial institutions	Amount (in INR.)	Brief of Case	Has an appeal been preferred? (yes/ No)
			NSE - Rs.5,31,000/- (for March 2025 quarter) - Rs.5,36,900/-(inclusive of GST) (for June 2025 quarter) - Rs.5,42,800/- (inclusive of GST) (for September 2025 quarter) - Rs.5,42,800/- (inclusive of GST) (for December 2025 quarter)	The Board of Directors did not comprise of a Woman Director and woman Independent Director from 08.11.2024 till 30.03.2025 and 28.03.2026 till 31.03.2026. The Board of Directors did not comprise of 6 Directors from 08.11.2024 till 30.03.2025.	The Company had also made representation with BSE and NSE for waiver of such fines.
Penalty/ Fine	P1	BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)	BSE - Rs.8,80,280/- (inclusive of GST) (for quarter ended March 2025) - Rs.2,14,760/ (inclusive of GST) (for quarter ended June 2025) - Rs.2,360/ (inclusive of GST) (for quarter ended September 2025) - Rs.1,06,200/ (inclusive of GST) (for quarter ended December 2025) NSE - Rs.8,80,280/- (inclusive of GST) (for quarter ended March 2025) - Rs.2,14,760/ (inclusive of GST) (for quarter ended June 2025) - Rs.2,360/ (inclusive of GST) (for quarter ended September 2025) - Rs.1,06,200/ (inclusive of GST) (for quarter ended December 2025)	The Board of Directors did not comprise of at least 50% of Non-Executive Directors due to insufficient numbers of Independent Directors/ Government Nominee Directors on the Board during the period under review. Further, the Board of Directors did not comprise of six Directors, during the period from 08.11.2024 till 30.03.2025. The Board of Directors did not comprise of a Woman Director and Independent Woman Director from 08.11.2024 till 30.03.2025 and from 28.03.2026 till 31.03.2026. The appointment of Directors is not within the control of the Company being a Government Company.	The Company being a Government Company, the Composition of the Board of Directors is dependent on the direction of the Administrative Ministry and thus, the non-compliance was beyond the control of the Company. The Company had also made representation with BSE and NSE for waiver of such fines.

Monetary					
	NGRBC Principle	Name of the Regulatory/ enforcement agencies/ judicial institutions	Amount (in INR.)	Brief of Case	Has an appeal been preferred? (yes/ No)
Settlement Fees	NA	NA	NA	NA	NA
Compounding Fee	NA	NA	NA	NA	NA

Non-monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Imprisonment	None			
Punishment				

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not applicable	

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

Yes. Balmer Lawrie has incorporated anti-corruption and anti-bribery provisions within its Fraud Prevention Policy. The Policy establishes a framework for the detection, reporting and prevention of fraud and applies to all employees, including Whole-time Directors, as well as third parties associated with the Company, such as vendors, suppliers, contractors, consultants and service providers.

The Fraud Prevention Policy defines acts that constitute fraud and expressly includes bribery and corruption, including inappropriate relationships with third parties that create conflicts of interest and the acceptance or solicitation of anything of material value from contractors, vendors or other parties providing goods or services to the

Company. The Policy promotes a zero-tolerance approach to fraud and fraudulent conduct and sets out procedures for identifying, reporting and addressing suspected instances of misconduct.

The Company has also implemented a Whistle Blower Policy, which provides employees with a mechanism to report unethical behaviour and actual or suspected fraud. In addition, Balmer Lawrie maintains a Blacklisting Policy to address instances where vendors, suppliers, contractors or consultants fail to meet the expected standards of ethics, integrity or conduct. To strengthen oversight and improve the effectiveness of its vigilance framework, the Company has launched an Online Complaint Portal for reporting concerns and grievances.

Weblink: <https://www.balmerlawrie.com/governance/codes-and-policies>
The policy is available publicly at <https://www.balmerlawrie.com/governance/codes-and-policies>

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

	Current Financial Year 2025-26	Previous Financial Year 2024-25
Directors	0	0
Key Managerial Personnel (KMPs)	0	0
Employees	0	0
Workers	0	0

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

	Current Financial Year 2025-26		Previous Financial Year 2024-25	
	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. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

There were no fines, penalties, regulatory actions or judicial proceedings related to corruption or conflicts of interest against the Company during FY 2025-26. As no such instances occurred, no corrective actions were required or are currently underway.

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

	Current Financial Year 2025-26	Previous Financial Year 2024-25
Number of days of accounts payables	69.38	64.68

9. Openness 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	Current Financial Year 2025-26	Previous Financial Year 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	10.50%	11.14%#
	b. Number of dealers / distributors to whom sales are made	473	492
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	37.34%	37.08%

Parameter	Metrics	Current Financial Year 2025-26	Previous Financial Year 2024-25
Share of RPTs	a. Purchases (Purchases with related parties / Total Purchases)	1.94%	2.23%
	b. Sales (Sales to related parties / Total Sales)	0.42%	0.45%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	88.12%	90.59%
	d. Investments (Investments in related parties / Total Investments made)	91.08%	93.06%

FY 2024-25 numbers are restated

Leadership Indicators

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

Total number of awareness programmes held	Topics/ Principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes*
4	Vigilance Awareness in Public Procurement(P1)	5%

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

Yes.

Balmer Lawrie has established processes to identify and manage conflicts of interest involving members of the Board. Balmer Lawrie has put in place governance documents to identify and manage conflicts of interest involving members of the Board. The Company publishes a Code of Conduct for Board members and Designated Personnel, which applies to all Board members and senior management and is intended to support ethical and transparent management of the Company's affairs.

Balmer Lawrie also publishes a Related Party Transactions Policy. The policy sets materiality thresholds and lays down procedures to identify, review, approve, and disclose related party transactions in accordance with applicable law. The policy states that it seeks to monitor and manage potential conflicts of interest involving management, Board members, and shareholders, and to prevent abuse of related party transactions.

The Code of Conduct and its Related Party Transactions Policy also address the conflict of

interest. The Code of Conduct supports conflict-of-interest management by requiring:

- Upholding personal and professional integrity, honesty and ethical behaviour
- Avoiding actual, potential and perceived conflicts of interest
- Maintaining confidentiality of Company information
- Protecting Company assets and intellectual property
- Promoting equality, tolerance and mutual respect
- Complying with all applicable laws, regulations and governance requirements

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

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

	Current Financial Year (2025-26)	Previous Financial Year (2024-25)	Details of improvements in environmental and social impacts
R&D	0.97%	0.54%	Environmental Improvements - Increased use of renewable energy through rooftop solar installations and planned solar capacity expansion - Reduced GHG emissions through the transition from HSD/ LDO to cleaner fuels such as PNG and LPG - Improved water conservation through rainwater harvesting, water reuse and zero-liquid-discharge initiatives - Reduced wastewater discharge and environmental pollution through sewage treatment facilities and water recycling systems - Lower environmental impact from painting operations through dry-filter paint booth technology - Reduced emissions from internal logistics through battery-operated pallet trucks and planned electric vehicle deployment Social Improvements - Improved employee health through fume extraction and air purification systems that enhance workplace air quality - Enhanced employee comfort through replacement of ageing fans and air-conditioning systems with energy-efficient alternatives - Strengthened workplace safety through upgraded electrical systems, static discharge equipment, rooftop railings and safer inspection platforms - Improved material handling and storage safety through infrastructure upgrades and dedicated storage facilities
Capex	4.36%	11.33%	

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

Yes.

Balmer Lawrie strictly adheres to the broad contents of Department of Expenditure (DOE) Manuals published and updated from time to time, leading to the establishment of a robust procurement environment at its end, capable of withstanding any vicissitude. Balmer Lawrie has developed a Sustainable Procurement Policy and conducts its procurement activities in alignment with the General Financial Rules (GFR), 2017. The Company identifies and engages suppliers and contractors through the Government e-Marketplace (GeM) and other approved procurement channels. Its procurement processes incorporate key sustainability considerations, including suppliers' adherence to safe working conditions, compliance with applicable labour laws, and environmental requirements. Furthermore, Balmer Lawrie aligns its procurement practices with the Public Procurement Policy for MSEs Order, 2012 and the

Public Procurement (Preference to Make in India) Order, 2017 (as amended), thereby promoting responsible procurement, domestic sourcing, and support for micro and small enterprises.

Link to some of the policies: <https://www.balmerlawrie.com/governance/codes-and-policies>. Related provisions are included in each Tender document.

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

100% of inputs were sourced sustainably in accordance with the General Financial Rules (GFR), 2017. The Company's Sustainable Procurement Policy further reinforces responsible sourcing by integrating relevant environmental, social, and governance (ESG) considerations across its supplier ecosystem.

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

Details of improvements in environmental and social impacts	
Plastics (including packaging)	Balmer Lawrie's Greases & Lubricants (G&L) SBU is registered as a Brand Owner on the Extended Producer Responsibility (EPR) portal. The Company is currently onboarding its other Strategic Business Units (SBUs) onto the EPR portal to strengthen compliance with applicable plastic waste management requirements and fulfil its EPR obligations.
E-waste	The Company ensures that all e-waste generated from its operations is managed through authorised channels. E-waste is either handed over to certified recyclers and disposal agencies for environmentally sound processing or taken back by vendors and users under applicable take-back arrangements. Battery waste is being managed with the authorised seller of take-back and discount approach.
Hazardous waste	The Company classifies hazardous waste in accordance with applicable regulatory requirements. It sends recyclable hazardous waste to authorised end users for recovery, reuse or conversion into useful products. The remaining hazardous waste is disposed of through authorised facilities approved by the State Pollution Control Board, in compliance with applicable environmental regulations and prescribed disposal practices.
Other Waste	Balmer Lawrie manages resource circularity through defined procedures for reclaiming, recycling and disposing of end-of-life materials. The Company segregates industrial metal scrap, used MS and HDPE drums and liquidates these materials through e-auctions on the MSTC E-Commerce Portal for Government recognised recyclers and smelters.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes. SBU: G&L is registered as a brand owner for EPR-Plastic in the CPCB portal and is in compliance with the applicable requirements.

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	Product / Service % of total Turnover contributed [#]	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
73101090	MS Drum	30%	Cradle-to-gate	Yes	59.93 kg CO ₂ e per drum
34031100	Balmol SX20	0.52%	Cradle-to-gate	Yes	5.29 kg CO ₂ e per kg
27101990	Liprex EP2	1.22%	Cradle-to-gate	Yes	4.15 kg CO ₂ e per kg

**The LCA results will be communicated in Sustainability Report of 2025-26*

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
No significant social or environmental concerns or risks have been identified in relation to the production, use or disposal of products manufactured and marketed by Balmer Lawrie & Co. Ltd. The Company complies with applicable statutory and regulatory requirements and implements environmental, health and safety management practices across its operations to mitigate potential impacts associated with its products and services. The Company also has processes in place for the responsible management of waste streams arising from its operations. Plastic packaging waste is managed through compliance with Extended Producer Responsibility (EPR) requirements, e-waste is channeled through authorised recyclers and disposal agencies, and hazardous waste is handled, transported and disposed of through authorised end users and facilities in accordance with applicable regulations. These measures support the environmentally sound management of products and related waste throughout their lifecycle.		

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	
	Current Financial Year 2025-26	Previous Financial Year 2024-25
Used Oil	0.01	0.012%

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.

	Current Financial Year 2025-26			Previous Financial Year 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	1,237	-	-	1,367.9	-
E-waste	0	3	0	-	-	-
Hazardous waste	1.39	-	324.95	-	102.74	-
Other waste	-	-	-	-	-	-

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category	
	Current Financial Year 2025-26	Previous Financial Year 2024-25
Grease	0.21%	0.05%
Lubricant	0.03%	0.06%

Note: The Company reclaims plastic packaging material in accordance with EPR Guideline.

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	631	631	100%	631	100%	0	0	631	100%	0	0
Female	83	83	100%	83	100%	83	100%	0	0	0	0
Total	714	714	100%	714	100%	83	11.62%	631	88.38%	0	0
Other than Permanent employees											
Male	318	318	100%	318	100%	0	0	318	100%	0	0
Female	86	86	100%	86	100%	86	100%	0	0	0	0
Total	404	404	100%	404	100%	86	21.29%	318	78.71%	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	106	106	100%	106	100%	0	0	106	100%	0	0
Female	10	10	100%	10	100%	10	100%	0	0	0	0
Total	116	116	100%	116	100%	10	8.62%	106	91.38%	0	0
Other than Permanent workers*											
Male	The Company does not have other than permanent workers										
Female											
Total											

*Contract workers are engaged through licensed contractors and are covered under statutory benefits (ESI, EPF, CLRA welfare provisions, Central Minimum Wages etc.) administered by respective contractors. Balmer Lawrie, as principal employer under CLRA 1970, verifies statutory compliance of contractors at the time of onboarding and periodically.

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

	Current Financial Year 2025-26	Previous Financial Year 2024-25
Cost incurred on well-being measures as a % of total revenue of the company	0.04%	0.04%

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

Benefits	Current Financial Year 2025-26			Previous Financial Year 2024-25		
	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
Gratuity	100%	100%	Y	100%	100%	Y
ESI*	-	-	-	-	-	-
Others- NPS	-	-	-	-	-	-

*Contract workers are engaged through licensed contractors and are covered under statutory benefits (ESI, EPF, CLRA welfare provisions, Central Minimum Wages etc.) administered by respective contractors. BL, as principal employer under CLRA 1970, verifies statutory compliance of contractors at the time of onboarding and periodically.

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

Yes. The Company's premises are accessible to employees and workers with disabilities in accordance with the requirements of the Rights of Persons with Disabilities Act, 2016. Balmer Lawrie has taken steps to promote an inclusive and accessible workplace by providing accessibility features at its facilities, including ramps and wheelchairs, wherever required to facilitate safe and convenient movement within the premises.

The Company continues to consider accessibility requirements while maintaining and upgrading its facilities to support equal access and participation for employees, workers and visitors with disabilities.

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

Yes. As a Central Public Sector Enterprise under the Ministry of Petroleum and Natural Gas (MoPNG), Balmer Lawrie aligns its

employment practices with applicable Government of India policies, rules and guidelines, including the provisions of the Rights of Persons with Disabilities Act, 2016. The Company is committed to providing equal employment opportunities and maintaining fair and equitable employment practices across its workforce without discrimination.

Balmer Lawrie promotes an inclusive workplace by ensuring that recruitment, selection, training, career development, performance management, compensation and other employment-related decisions are based on qualifications, skills, experience and job requirements. The Company also seeks to provide a workplace that is accessible, respectful and supportive of persons with disabilities, consistent with applicable statutory requirements and Government directives.

The Company's approach to equal opportunity forms part of its broader commitment to diversity, inclusion and fair employment practices and is implemented in alignment with the policies and guidelines applicable to Central Public Sector Enterprises and Government of India organisations.

Weblink of the policy: https://www.balmerlawrie.com/storage/codes-policies/Doc_1741869355.pdf

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? Yes/No (If Yes, then give details of the mechanism in brief)f.

	Details of the mechanism in brief
Permanent Workers	Balmer Lawrie has established grievance redressal committees across its operating locations to address employee concerns in a timely and structured manner. Employees may raise concerns through designated grievance channels, which are reviewed and resolved in accordance with established procedures and the principles of natural justice.
Other than Permanent Workers	Contract workers if engaged for various services or jobs through licensed contractors, are covered under statutory provisions requiring the contractors to maintain their own grievance mechanisms as stipulated under relevant statutes. Balmer Lawrie enforces such basis its Tender documents.
Permanent Employees	The Company maintains a formal grievance redressal mechanism supported by grievance redressal committees, an open-door communication culture and established escalation procedures. Employees can raise workplace concerns through these channels for review and resolution.
Other than Permanent Employees	Non-permanent employees have access to the Company's grievance redressal mechanisms and may raise concerns about the channels designated at their respective locations.

Balmer Lawrie has established Grievance Redressal Committees across its regions and operating locations to address employee concerns in a timely and structured manner. The committees assess eligible grievances and seek to address them promptly and fairly under the procedures set out in the respective manuals. The Company circulates committee details to employees and displays them on notice boards to support access to the mechanism.

The Company follows an open-door policy that encourages employees to raise grievances proactively and seek resolution through transparent communication channels. The grievance redressal process is guided by the Principles of Natural Justice, ensuring fairness, impartiality and due consideration of concerns raised by employees.

The Company places significant emphasis on the timely resolution of grievances, which has helped foster a committed workforce and contributed to a culture of active employee participation. To strengthen workplace governance and address issues systematically, Balmer Lawrie has implemented multiple mechanisms and channels for reporting and redressal, including:

- Grievance Redressal Policy and Committee
- Internal Committee under the Prevention of Sexual Harassment (POSH) framework
- Whistle Blower Policy
- Vigilance Online Complaint Portal

These mechanisms provide employees and other eligible stakeholders with appropriate avenues to report concerns, seek redressal and raise matters relating to workplace conduct, ethics, compliance and employee welfare. Through these processes, the Company seeks to maintain a fair, respectful and inclusive work environment while strengthening organisational accountability and employee trust.

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

Category	Current Financial Year 2025-26			Previous Financial Year 2024-25		
	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	714	209	29.27%	695	152	22%
Male	631	195	30.9%	616	139	23%
Female	83	14	16.87%	79	13	16%
Total Permanent Workers	116	116	100%	147	147	100%
Male	106	106	100%	136	136	100%
Female	10	10	100%	11	11	100%

8. Details of training given to employees and workers:

Category	Current Financial Year 2025-26					Previous Financial Year 2024-25				
	Total (A)	On Health and safety measures		On Skill Upgradation		Total (D)	On Health and safety measures*		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	949	499	52.58%	698	73.55%	877	465	53%	606	69%
Female	169	61	36.09%	111	65.68%	164	54	32.9%	126	77%
Total	1,118	560	50.08%	809	72.36%	1041	519	49.8%	732	70%
Workers										
Male	106	85	80.18%	103	97.17%	160	146	91.2%	28	18%
Female	10	3	30.00%	10	100%	12	3	25%	6	50%
Total	116	88	75.86%	113	97.41%	172	149	86.6%	34	20%

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

Category	Current Financial Year 2025-26			Previous Financial Year 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	949	949	100%	877	749	85%
Female	169	169	100%	164	141	86%
Total	1,118	1,118	100%	1041	890	85%
Workers#						
Male	106	106	100%	160	160	100%
Female	10	10	100%	12	12	100%
Total	116	116	100%	172	172	100%

Balmer Lawrie applies a standard performance and career development review process to all employees and workers.

10. Health and safety management system:

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

Yes.

Balmer Lawrie has implemented an integrated Occupational Health and Safety Management System (OHSMS) aligned with the Occupational Safety, Health and Working Conditions Code, 2020 and ISO 45001:2018 requirements. The system covers all employees, workers, trainees, consultants, contractors, visitors, and other personnel engaged by the Company across its units, plants, establishments, and operational locations. It encompasses hazard identification, risk assessment, occupational health management, incident reporting, emergency preparedness and response, training and awareness, workplace monitoring, medical surveillance, contractor safety management, regulatory compliance, and continual improvement of health and safety performance.

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

Balmer Lawrie identifies work-related hazards and assesses occupational health and safety risks through a structured Occupational Health and Safety Management System (OHSMS) aligned with the OSHWC Code, 2020 and ISO 45001:2018 requirements.

The Company uses the following processes:

- **Systematic hazard identification and risk assessment** across all activities, operations, workplaces, equipment, materials, and processes to identify potential sources of injury, ill health, and environmental harm.
- **Assessment of OH&S risks and opportunities** to determine what could cause occupational injuries, illnesses or unsafe conditions, followed by prioritisation of risks and implementation of appropriate controls.

- **Routine workplace inspections, audits, and monitoring** of workplace conditions such as noise, air quality, lighting, water quality, electrical safety, and structural safety to identify emerging hazards and verify the effectiveness of controls.
 - **Periodic equipment inspections and certifications** by qualified personnel to identify equipment-related hazards and ensure safe operation.
 - **Incident, accident, near-miss, occupational illness, and injury reporting and investigation**, including root cause analysis and implementation of corrective and preventive actions to prevent recurrence.
 - **Worker consultation and participation mechanisms**, including safety committees and employee reporting channels, which enable workers to identify and report hazards, unsafe acts, unsafe conditions, and environmental concerns.
 - **Risk assessments conducted during audits, inspections, project execution, contractor management, procurement activities, and operational changes** to identify non-routine hazards and associated risks and implement suitable preventive measures.
 - **Emergency preparedness and response assessments** to identify potential emergency situations and establish controls and response measures for workplace incidents and environmental emergencies.
- c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes.

The Company has established processes for employees and workers to identify and report hazards, unsafe acts, unsafe conditions, environmental concerns, incidents, and near misses through designated reporting mechanisms. Workers can raise health and safety concerns directly or through employee representatives, safety committees, and other established channels.

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

Yes

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

Safety Incidents/ Number	Category	Current Financial Year 2025-26	Previous Financial Year 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees*	0	0
	Workers	0.57	0
Total recordable work-related injuries	Employees*	0	0
	Workers	2	0
Number of fatalities	Employees*	0	0
	Workers	1	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees*	0	0
	Workers	0	0

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

Balmer Lawrie ensures a safe and healthy workplace through its integrated Occupational Health and Safety Management System (OHSMS) and Environmental Management System (EMS). The Company undertakes systematic hazard identification and risk assessment, workplace monitoring, equipment inspections, medical surveillance, emergency preparedness, incident reporting and investigation, employee training, worker consultation, and regular audits and inspections. It also provides first-aid facilities, access to medical support and emergency transportation, maintains safe handling procedures for materials and chemicals, and integrates health and safety requirements into operational, procurement, and contractor management processes.

Employee Training: Comprehensive safety training forms a key element of the Company's injury prevention programme. The Company provides safety induction training for new joiners, toolbox talks at departmental work areas, HSE alerts to raise awareness of workplace incidents and associated learnings, and both online

and classroom-based training programmes to enhance employee and worker competence in health and safety matters.

Safety Inspections and Audits: The Company conducts safety inspections and audits at defined intervals across its sites to identify hazards, verify compliance, and determine corrective and preventive actions. Standardised inspection and audit formats are used, and records are maintained to support monitoring and continual improvement.

Regular Review Meetings: The Company holds regular safety review meetings to monitor workplace safety performance, review safety rules, discuss preventive measures, and address emerging risks. Plant safety committee meetings and departmental safety meetings are conducted periodically, and meeting records are maintained.

Health and Wellness Measures: The Company conducts periodic medical examinations and health check-ups through recognised institutions across its locations. Employees also have access to health awareness, wellness programmes, and related workshops that support employee well-being.

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

	Current Financial Year 2025-26			Previous Financial Year 2024-25		
	Filed during the year	Pending Resolution at end of year	Remarks	Filed during the year	Pending Resolution at end of year	Remarks
Working Conditions	23	2	NA	0	0	NA
Health & Safety	12	0		0	0	

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% of manufacturing plants and offices underwent external HSE audits conducted by DGFASLI.
Working Conditions	

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.

In response to Q11, following corrective Actions are taken :

- Immediate Safety Stand-Down: Suspended all working-at-height and roof access activities across the facility pending a comprehensive safety review.
- Root Cause Analysis (RCA): Initiated a formal investigation to identify operational and systemic gaps in contractor supervision and site safety enforcement.
- Permit-to-Work (PTW): Strengthen the PTW system for high-risk tasks. Mandatory fall protection strictly enforced.
- Contractor Safety Enforcement: Strengthen the contractor safety management protocols.
- Leased Premises Infrastructure: Identified the need for clearer clauses, shared accountability, and enhanced coordination with the property lessor regarding structural maintenance and safe access provisions.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes.

Balmer Lawrie provides life and accident insurance coverage to all permanent employees, workers, and fixed-term contract employees through its Group Term Life Insurance Policy and Group Personal Accident Insurance Policy.

Under the Group Term Life Insurance Policy, the nominee of a covered employee is entitled to receive an amount equivalent to 48 times the employee's last drawn basic pay in the event of death. In addition, the Company provides coverage under a Group Personal Accident Insurance Policy, which offers a sum insured of ₹18 lakh in cases of accidental death or Permanent Total Disablement (PTD).

Through these insurance programmes, Balmer Lawrie extends financial protection and support to employees, workers, and their families in the event of death or specified accident-related contingencies. The Company periodically reviews its employee welfare and

insurance arrangements in line with applicable policies and business requirements.

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

Balmer Lawrie, as a Central Public Sector Enterprise (CPSE), conducts its procurement activities in accordance with applicable Government of India regulations, GeM requirements, and procurement directives issued from time to time. Compliance with statutory and regulatory requirements forms an important criterion during supplier onboarding, vendor registration, and contractor engagement processes.

Through its Sustainable Procurement Policy and supplier management processes, the Company obtains supplier declarations and

supporting documentation relating to statutory labour and social compliance requirements, including Provident Fund (PF), Employees' State Insurance (ESI), and payment of minimum wages, where applicable. Suppliers and contractors are also required to comply with all relevant laws, regulations, and contractual obligations throughout the period of engagement.

In addition, Balmer Lawrie communicates to contractors their obligation to file Annual Returns through the Shram Suvidha Portal and requires submission of the filed returns to the Principal Employer. This process supports the verification of statutory compliance and maintenance of records demonstrating adherence to applicable legal requirements. Suppliers are also expected to support the Company's BRSR disclosure requirements by providing accurate, timely, and complete information when requested.

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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total Number of affected employees/ workers		No. of employees/ workers that are rehabilitated or whose family member have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	0	0	0	0
Workers	1	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)

Yes. As part of its employee welfare and development initiatives, Balmer Lawrie periodically conducts awareness and capacity-building programmes to support employees in planning for retirement and managing the transition from active service. These programmes cover topics such as financial planning, retirement benefits, and personal preparedness for post-retirement life.

As a Central Public Sector Enterprise (CPSE), the Company seeks to equip employees with relevant information and guidance to help them make informed decisions regarding their financial well-being and retirement planning. These initiatives support a structured and informed transition at the end of an employee's career with the Company.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100% for suppliers
Working Conditions	Balmer Lawrie assessed suppliers representing 100% of procurement value against the HSE requirements included in its tendering and onboarding processes as per the applicable Government of India, GFR and Department of Expenditure requirements. Suppliers must comply with the HSE-related tender conditions. Non-compliance may result in contractual action, including blacklisting as applicable. However, these assessments covered the upstream supply chain only. Balmer Lawrie did not assess customers during the reporting year.

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

No significant risks or concerns were identified during the reporting period through the Company's review mechanisms relating to health and safety practices and working conditions of value chain partners. Accordingly, no material corrective actions were required or initiated.

Vendors and contractors are required to comply with applicable occupational health and safety laws and regulations and maintain the necessary licences, permits, and approvals from the relevant authorities. Where non-conformities or compliance gaps are identified during the course of business, the Company may engage with the concerned vendor or contractor to seek appropriate corrective and preventive actions. The Company continues to strengthen its supplier oversight processes in line with its responsible procurement objectives.

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.

Balmer Lawrie identifies stakeholders across its operations and value chain by assessing which individuals or groups the Company affects, or could affect, and which groups may influence its operations. The Company classifies them as internal stakeholders, including employees, contract workers, management and the Board, and external stakeholders, including customers, investors, suppliers, Government bodies, regulators, local communities and media.

The Company prioritises these groups based on the scale of its actual or potential impact on them and their influence on business operations. Each Strategic Business Unit defines the purpose, scope and frequency of engagement and considers barriers that may limit participation.

The Company uses meetings, surveys, town halls, vendor interactions, regulatory dialogues, community meetings and grievance channels to understand stakeholder needs and concerns. Relevant functions review the feedback gathered through these channels and use it to inform operational, governance and sustainability decisions.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	- Satisfaction surveys - Notice Board - Conference - Social Media - Grievance redressal Email - Journals - Meetings with Employees Association and Unions - Town hall, Quarterly Communication from C&MD's desk via mail - SMS - Emails	On need basis	- Proposing measures to increase employee competency at work as well as promote work-life balance. - The Company follows an open-door policy. - Policy Communication
Customers	No	- Website - Meetings - E-mails	On need basis	- Stay in touch with customers to receive their feedback - Provide information on new products

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/	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors/ Shareholders	No	Stock Exchange intimations - Email - SMS - Newspaper Publications - Letters - Notices sent through post - Publishing of annual/ quarterly financial results and Annual General Meeting - Notice Board - Website and Annual Report	Event Based and need based	- To give update on the events / developments in the Company - To assist the shareholders in resolving their Grievances - To inform the shareholders regarding the changes pursuant to amendment in the Companies Act, 2013, SEBI (LODR) Regulations, 2015 and DPE Guidelines on Corporate Governance as and when required - To inform insiders regarding closure of trading window and compliance of the SEBI Regulations regarding Insider Trading
Government & Regulatory Bodies	No	- Email - Websites, Government Portals - Publications - Replies to Government communications - Meetings	On need basis	- Compliance to regulatory requirements/ - Policy developments/ - Ministry Directives
Communities	Yes	- Public consultations - CSR initiatives - Partnerships with local organisations	Ongoing community development projects	Infrastructure development, community welfare, education, healthcare and sanitation

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.

Balmer Lawrie consults internal and external stakeholders through meetings, surveys, town halls, vendor interactions, regulatory dialogues, community meetings, grievance channels and written communications. The relevant functional or departmental heads review feedback concerning economic, environmental and social matters. They address operational matters directly and escalate significant concerns through the appropriate governance channels.

Balmer Lawrie also conducts periodic stakeholder consultation and materiality assessment exercises. These exercises identify and prioritise economic, environmental and social topics based on stakeholder input and their relevance to the Company. Management presents the assessment outcomes to the Board, which uses them to oversee ESG priorities, performance and related risks.

Shareholders may engage directly with the Board and management at the Annual General Meeting. They may also submit representations through email, letters and other established communication channels. The responsible functions review these submissions, coordinate responses and escalate material matters to the appropriate committee or the Board.

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.

Stakeholder consultation is an integral part of Balmer Lawrie's ESG governance framework and involves the development of its sustainability policies, programmes and business decisions. The Company regularly engages with diverse stakeholder groups to understand their expectations, incorporate their feedback and align its business objectives with its environmental, social and governance commitments.

Stakeholder insights have contributed to several key initiatives, including promoting procurement from marginalised communities. In regions with significant tribal populations, the Company has supported the formation of Self-Help Groups (SHGs), enabling local enterprises to participate in its supply chain and create sustainable livelihood opportunities.

Balmer Lawrie periodically conducts stakeholder engagement and materiality assessments involving employees, customers, suppliers, investors, community representatives and other key stakeholders to identify and prioritise material ESG issues. In addition, continuous engagement through various business functions ensures that stakeholder feedback is integrated into the Company's ESG strategy, initiatives and disclosures. This ongoing dialogue strengthens stakeholder relationships, supports transparent reporting and drives continual improvement in the Company's ESG performance.

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

"The Company's CSR initiatives remain focused on inclusive development by engaging with a broad range of stakeholders, including vulnerable and marginalised communities. The CSR interventions are designed based on need assessments and stakeholder consultations to address local

socio-economic development priorities and create sustainable social impact.

Through its CSR programmes, aligned with the United Nations Sustainable Development Goals (UN SDGs), the Company undertakes need-based interventions across thematic areas such as healthcare, education, skill development, environmental sustainability, sports, sanitation and livelihood enhancement. The projects are implemented in collaboration with Government agencies, and credible implementing partners to maximise outreach and impact.

During the reporting period, the Company undertook several initiatives benefiting vulnerable and marginalized communities, including:

1. Healthcare services for geographically remote island communities in the Sundarbans through a Mobile Floating Clinic.
2. Doorstep healthcare services through Mobile Health Units in urban slum pockets.
3. Health, nutrition and rehabilitation support

for psychosocially challenged individuals in Kolkata.

4. Menstrual health initiatives for women and adolescent girls in Taloja – Maharashtra and Saykha – Gujarat
5. Education support through smart classrooms and infrastructure development in Government schools, one teacher school support etc. predominantly located in rural and tribal areas like Raigad, Maharashtra, Ranipet - Tamil Nadu, South 24 Parganas West Bengal etc.
6. Distribution of digital hearing aids to children with hearing disabilities in Chittoor, Andhra Pradesh.

The Company also maintains accessible feedback channels through its Corporate CSR Team and the respective Regional HR Teams, enabling community members and other stakeholders to raise queries or provide feedback. Further, as a Central Public Sector Enterprise (CPSE), Balmer Lawrie is covered under the provisions of the Right to Information Act, 2005, and stakeholders may also seek information through the prescribed RTI mechanism.

PRINCIPLE 5: Businesses should respect and promote human rights.

Essential Indicators

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	714	346	48.46%	695	503	72%
Other than permanent	404	22	5.45%	346	127	37%
Total Employees	1,118	368	32.92%	1041	630	61%
Workers						
Permanent	116	10	8.62%	147	57	39%
Other than permanent	NA	NA	NA	25	1	4%
Total Workers	116	10	8.62%	172	58	37%

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

Category	FY 2025-26 Current Financial Year					FY 2024-25 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	714	0	0%	714	100%	695	0	0%	695	100%
Male	631	0	0%	631	100%	616	0	0%	616	100%
Female	83	0	0%	83	100%	79	0	0%	79	100%
Other than Permanent	404	0	0%	404	100%	346	0	0%	346	100%
Male	318	0	0%	318	100%	261	0	0%	261	100%
Female	86	0	0%	86	100%	85	0	0%	85	100%
Workers										
Permanent	116	0	0%	116	100%	147	0	0%	147	100%
Male	106	0	0%	106	100%	136	0	0%	136	100%
Female	10	0	0%	10	100%	11	0	0%	11	100%
Other than Permanent*	The Company does not have other than Permanent Workers					25	0	0%	25	100%
Male						24	0	0%	24	100%
Female						1	0	0%	1	100%

*Contract workers are engaged through licensed contractors are covered under statutory benefits (ESI, EPF, CLRA welfare provisions, Minimum Wages etc.) administered by respective contractors. Balmer Lawrie, as principal employer under CLRA 1970, verifies statutory compliance of contractors at the time of onboarding and periodically

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors*	5	77,53,913.39	0	0
Key Managerial Personnel	7	77,53,913.39	1	75,58,326.22
Employees other than BOD and KMP	926	10,33,747.94	168	8,81,782.50
Workers	106	12,06,895.07	10	8,47,775.92

**For the calculation of median salary, salaries of Government Nominee Director and Independent Director have not been considered as they are not available with the Company.*

b. Gross wages paid to females as % of total wages paid by the entity.

	Current Financial Year 2025-26	Previous Financial Year 2024- 25
Gross wages paid to females as % of total wages	12.20%	12%

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

Yes. Human rights compliance and employee welfare are overseen by the Unit HR personnel, who report to the respective Unit Heads. These personnel play a key role in implementing and monitoring compliance with applicable labour, employment, and human rights requirements across the Company's operations, while also addressing employee concerns and promoting a respectful and inclusive workplace.

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

The Company ensures the protection of human rights through robust oversight of labour law compliance, with Unit HR personnel responsible for implementation at their respective locations under the supervision of the concerned Unit Heads. Additionally, every region has a Compliance Officer working under the Regional HR Head, for overseeing and monitoring Compliance related matters

which cover human rights compliances also.

In addition, the Company has established grievance redressal mechanisms under its Grievance Policy to enable employees and other stakeholders to raise concerns. The Company has constituted Grievance Redressal Committees across the Eastern, Western, Northern and Southern regions. These committees provide employees and fixed-term contract engages with a structured mechanism to raise grievances covered under the applicable HR and grievance policies. The committees assess eligible grievances and seek to address them promptly and fairly under the procedures set out in the respective manuals. The mechanism excludes performance appraisals, promotions, wage-related matters, disciplinary proceedings, discharge or dismissal, POSH matters and disputes governed by separate procedures. The Company circulates committee details to employees and displays them on notice boards to support access to the mechanism.

The Company also facilitates the hearing of public grievances through designated senior executives, who are available at specified times across major operating units.

Kolkata	Company Secretary [Company Secretary's Department] - Chairman of the Committee
Chennai	Head [Chemicals] and Regional Administrative Head - SR - Chemicals - Chairman of the Committee
Delhi	Chief Operating Officer [T&V] and Regional Administrative Head -NR - Travel & Vacations - Chairman & Convenor of the Committee
Mumbai	Head (Cold Chain) and Regional Administrative Head - WR - Cold Chain - Chairman of the Committee

Details of the public grievance mechanism are available on the Company's website. <https://www.balmerlawrie.com/governance/public-grievance>

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

	Current Financial Year 2025-26			Previous Financial Year 2024-25		
	Filed during the year	Pending resolution at end of year	Remarks	Filed during the year	Pending resolution at end of year	Remarks
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/ Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

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

	Current Financial Year 2025-26	Previous Financial Year 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/workers	0	0
Complaints on POSH upheld	0	0

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

Balmer Lawrie & Co. Ltd., a Central Public Sector Enterprise under the administrative control of the Ministry of Petroleum and Natural Gas, has established mechanisms to protect complainants from retaliation, victimisation, intimidation and other adverse consequences.

The Company has constituted committees representing employees belonging to Scheduled Castes, Scheduled Tribes, Other Backward Classes and other applicable categories. These committees address matters concerning the welfare and protection

of their respective employee categories. They also provide channels for reporting discrimination, victimisation or adverse treatment arising from a complaint.

Balmer Lawrie has duly constituted Internal Committees across its regions under the applicable workplace protection policy and legal requirements. These committees receive and examine complaints, maintain confidentiality and recommend appropriate safeguards within the prescribed framework. Also, the Company has constituted an "Internal Complaints Committee" as per Section 4 of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 to address complaints related to POSH, if any. Balmer Lawrie, as per the provisions

of the act, ensures that the identity of the aggrieved women is kept confidential.

The Company restricts complaint-related information to authorised persons, subject to applicable legal and procedural requirements. Where circumstances require protection during an enquiry, the competent authority may implement interim safeguards permitted under the relevant policy and service rules.

Employees may also raise concerns through regional grievance redressal committees and the Company's open-door mechanism. Balmer Lawrie examines reported retaliation or unfair treatment under its applicable conduct, discipline and appeal rules. Where an enquiry substantiates misconduct, the competent authority initiates action in accordance with the applicable rules and procedures.

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

Yes.

Balmer Lawrie, as a Central Public Sector Enterprise undertakes its procurements through the Government e-Marketplace portal, subject to applicable procurement rules and permitted exceptions. Vendors participating in the procurement process must accept the relevant bid conditions, contractual terms, declarations and statutory compliance requirements.

These requirements cover compliance with applicable labour laws and provisions concerning non-discrimination, workplace safety, prohibition of child and forced labour, employee welfare and protection of statutory rights, where included in the relevant bid or contract documents.

The Company has established a Policy on Blacklisting against vendors for non-compliance, according to the applicable contract terms and procurement rules, which is available at

https://www.balmerlawrie.com/storage/codes-policies/Doc_1741869440.pdf

10. Assessments for the year*:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)#
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

* Balmer Lawrie conducts internal assessment of its plants periodically on health, safety and other human right related indicators

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

NA as no significant risks/concerns were identified from the assessment.

Leadership Indicator

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

Since Human Rights grievances were not reported in the current FY, there are no significant risks / concerns identified for which corrective action is required.

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

Balmer Lawrie periodically reviews human rights-related practices across its units, and offices, including compliance with applicable

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	Balmer Lawrie did not undertake a formal assessment of value chain partners during the reporting period. However, the Company includes applicable statutory and compliance conditions in its tender documents and procurement terms on the Government e-Marketplace portal. Vendors seeking to work with Balmer Lawrie must accept and comply with these conditions.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

None

labour and occupational health and safety requirements. Applicable plants undergo periodic third-party assessments under ISO 45001:2018 for certification or renewal. These assessments cover occupational health and safety practices at these plants under assessment.

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.

Balmer Lawrie's premises and offices provide accessibility arrangements for visitors with disabilities, in line with the applicable requirements of the Rights of Persons with Disabilities Act, 2016. The Company provides accessibility features at its premises based on building design, operational requirements and applicable accessibility standards.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment
Essential Indicators

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

Parameter	Current Financial Year 2025-26	Previous Financial Year 2024-25
From 'Renewable Sources' (in Tera Joules (TJ))		
Total electricity consumption (A)	3.54	2.20
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	3.54	2.20
From 'Non-Renewable Sources' (in Tera Joules(TJ))		
Total electricity consumption (D) *	92.19	58.43
Total fuel consumption (E) *	140.57	123.93
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	232.76	182.36
Total energy consumed (A+B+C+D+E+F)	236.31	184.56
Energy intensity (TJ) per rupee of turnover (₹ In Crore) (Total energy consumed / Revenue from operations) (TJ per ₹ in Crores)	0.088	0.072
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(\$ in crores)** (Total energy consumed / Revenue from operations adjusted for PPP in Crore USD)	1.754	1.479
Energy intensity in terms of physical output***	-	
Energy intensity (optional) – the relevant metric may be selected by the entity (TJ/FTE) (Total Energy consumed in T/Full Time Equivalent)	-	

* Balmer Lawrie expanded the scope of its energy monitoring and reporting during the current reporting year to include energy consumed at its offices.

** The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2026 by IMF for India which is 20.34. The values for FY 2024-25 for energy intensity are restated.

*** Given Balmer Lawrie's diverse business activities and product portfolio, the Company cannot apply a consistent physical output measure to calculate energy intensity.

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

Not Applicable

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

Parameter	Current Financial Year 2025-26	Previous Financial Year 2024-25
Water withdrawal by source (in kilolitres, kL)		
(i) Surface water	0	0
(ii) Groundwater	9,223	3,194.29
(iii) Third party water: <i>Municipal Water</i>	15,018	63,739.58
(iv) Seawater/desalinated water	0	0
(v) Others: <i>Tankers & Water Cans</i>	72,485	0
Total volume of water withdrawal (in kilolitres)	96,726	66,933.87
Total volume of water consumption (in kilolitres) *	77,016	55,263.87
Water intensity (kL) per rupee of turnover (₹ in Crore) <i>Total water consumption(kL)/ Revenue from operations(₹ in Crore)</i>	28.53	21.44
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (kL/\$ in crores) <i>Total water consumption(kL)/Revenue from operations adjusted for PPP(\$ in crores) **</i>	728.87	442.95
Water intensity in terms of physical output ***	-	-
Water intensity (optional) – the relevant metric may be selected by the entity (Total Water Consumption/ Full Time Equivalent)		

* In current reporting year, the water discharge from the offices has been estimated using the apportionment method, based on per capita wastewater generated (36 LPCD, Page18, Manual: Greywater Management, wachhbharatmission.ddws.gov.in) for its employees and workers.

**The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2026 by IMF for India which is 20.34. The values for FY 2024-25 for water intensity are restated.

*** Given Balmer Lawrie's diverse business activities and product portfolio, the Company cannot apply a consistent physical output measure to calculate energy intensity.

4. Provide the following details related to water discharged:

Parameter	Current Financial Year 2025-26	Previous Financial Year 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface Water		
No treatment	1,282	-
With treatment- please specify level of treatment	6,146	-
(ii) To Ground Water		
No treatment	-	-
With treatment- please specify level of treatment	-	-
(iii) To Seawater		
No treatment	-	-
With treatment- please specify level of treatment	-	0
(iv) Sent to Third Parties		
No treatment *	11,106	42
With treatment- please specify level of treatment	-	-
(v) Others		
No treatment	-	768
With treatment- please specify level of treatment	1,176	10,860
Total water discharged (in kilolitres)	19,710	11,670

* In current reporting year, the water discharge from the offices has been estimated using the apportionment method, based on per capita wastewater generated (36 LPCD, Page 18, Manual: Greywater Management, wachhbharatmission.ddws.gov.in) for its employees and worker. The grey water generated is discharged to municipal drains without any treatment.

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

The Chemicals, Chennai unit is equipped with a 45 KLD of Zero Liquid Discharge (ZLD) system comprising a Multiple Effect Evaporation (MEE) plant and an Agitated Thin Film Dryer (ATFD) for the treatment and management of effluents. Additionally, most of the Company's other plants and manufacturing units operate as zero effluent discharge facilities.

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

Parameter	Please specify unit	Current Financial Year 2025-26	Previous Financial Year 2024-25
Nox	Ton/year	3.96	2.75
Sox	Ton/year	5.11	5.06
Particulate matter (PM)	Ton/year	5.48	2.10
Persistent organic pollutants (POP)		0	0
Volatile organic compounds (VOC)		0	0
Hazardous air pollutants (HAP)		0	0
Others – ODS		0	0
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.: No			

Balmer Lawrie monitors emissions from identified sources through independent laboratories accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL). During the reporting period, all measured emission parameters remained within the applicable permissible limits.

The FY 2024-25 figures are restated for uniformity in representation.

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

Parameter	Please specify unit	Current Financial Year 2025-26	Previous Financial Year 2024-25
Total Scope 1 Emissions* (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Tonnes of CO ₂ equivalent (TCO _{2e})	10,206	8,609.37
Total Scope 2 Emissions* (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Tonnes of CO ₂ equivalent (TCO _{2e})	17,297	11,798.86
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 & 2 GHG emissions TCO _{2e} / Revenue from operations ₹ in crores)	Tonnes of CO ₂ equivalent (TCO _{2e})	10.19	7.92
Total Scope 1 and Scope 2 emissions per rupee (in crores) of turnover adjusted for Purchasing Power Parity (PPP) ** (Total Scope 1 & 2 GHG emissions /Revenue from operations adjusted for PPP,\$ in crores)	Tonnes of CO ₂ equivalent (TCO _{2e})	207.24	163.57
Total Scope 1 and Scope 2 emission intensity in terms of physical output ***	Tonnes of CO ₂ equivalent (TCO _{2e})		
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Tonnes of CO ₂ equivalent (TCO _{2e})		

* Balmer Lawrie expanded the scope of its emission monitoring and reporting during the current reporting year to include emissions at its offices.

** The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2026 by IMF for India which is 20.34. The values for FY 2024-25 for emission intensity are restated.

*** Given Balmer Lawrie's diverse business activities and product portfolio, the Company cannot apply a consistent physical output measure to calculate emission intensity.

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

Yes. Balmer Lawrie has implemented and planned multiple projects to reduce greenhouse gas emissions across its Industrial Packaging (IP) facilities. The Company has invested in renewable energy through the installation of rooftop solar power systems, including a 300 kWp solar plant at the IP Talaja Navi Mumbai (NM) facility, a 200 kWp solar plant at the Chennai facility, and a 50 kWp rooftop solar system at the Silvassa facility. Balmer Lawrie has also approved additional solar capacity at IP Talaja and is evaluating further solar street lighting installations at Silvassa to increase the use of renewable electricity.

Balmer Lawrie is also pursuing fuel transition projects to reduce emissions from manufacturing operations. The IPNM facility uses Piped Natural Gas (PNG) for oven firing operations, while the Chennai facility previously converted its ovens from Light Diesel Oil (LDO) to LPG and plans to resume LPG usage once fuel supply constraints are resolved. At the Silvassa facility, Balmer Lawrie has initiated a project to convert all eight production ovens to PNG, with implementation linked to the completion of regional gas infrastructure and targeted for FY 2028-29.

Through these initiatives, Balmer Lawrie aims to reduce dependence on fossil fuel-based energy sources, increase the share of renewable energy in its operations, and lower direct and indirect greenhouse gas emissions from its manufacturing activities.

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

Parameter	Current Financial Year 2025-26	Previous Financial Year 2024-25
Total Waste Generated (in Metric Tonnes)		
Plastic Waste (A)	-	8.244
E-Waste (B)	3	0
Bio-medical Waste (C)	0	0
Construction and Demolition Waste (C&D) (D)	-	0
Battery Waste (E)	3	0
Radioactive Waste (F)	-	0
Other Hazardous Waste generated (G) (Please specify, if any)	344	102.74
Other Non-Hazardous Waste generated (H) (Please specify, if any)	180	24.41
Total Waste Generated (A+B+C+D+E+F+G+H) *	530	135.40
Waste intensity per rupee of turnover (MT/₹) ** (Total waste generated/ Revenue from operations ₹ in crores)	0.196	0.053
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (MT/\$) ** (Total waste generated/ Revenue from operations adjusted for PPP \$ in crores)	4.001	1.085
Waste intensity in terms of physical output ***	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity (Metric Tonnes/Full Time Equivalent)	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in Metric tonnes) *		
Category of Waste		
(i) Recycled	-	0
(ii) Re-used	1.39	0
(iii) Other recovery operations	15	0
Total	16.39	0
For each category of waste generated, total waste disposed by nature of disposal method (in Metric tonnes) *		
Category of Waste		
(i) Incineration	120.76	0
(ii) Landfilling	109.23	14.02
(iii) Other disposal operations	277.14	0
Total	507.3	14.02

* Balmer Lawrie expanded the scope of its waste management practices for reporting all type of waste generate, managed and disposed in its operations.

** The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2026 by IMF for India which is 20.34. The values for FY 2024-25 for emission intensity are restated.

*** Given Balmer Lawrie's diverse business activities and product portfolio, the Company cannot apply a consistent physical output measure to calculate Waste intensity.

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.

Balmer Lawrie segregates, treats and disposes of waste according to its nature and applicable Pollution Control Board requirements. The Company uses authorised recyclers, re-processors, co-processors and waste management agencies for hazardous waste.

- **SBU Logistics Infrastructure, Cold Chain, T&V:** These SBUs provide services and do not generate industrial waste. These facilities send packaging waste through authorised disposal channels. They do not use hazardous or toxic chemicals in their operations.
- **SBU Greases & Lubricants:** Plants segregate hazardous and non-hazardous waste. Authorised agencies dispose of hazardous waste according to local PCB requirements. Dust collectors capture hazardous particles generated during grease batch processing.
- **SBU Chemicals:** The business uses sulphur dioxide in producing sulphochlorination intermediates. It connected reactors in series to reuse unreacted sulphur dioxide from one reactor in the next. This change increased sulphur dioxide utilisation from 50% to 62%, reducing venting and salt generation. The business aims to increase utilisation to 79%.
- **SBU Industrial Packaging:** Facilities store paint sludge in drums and send it to Government-authorised re-processors or co-processors. Authorised agencies manage hazardous waste from paint spraying in line with relevant PCB requirements. The business uses heavy metal-free paint and improves paint and lacquer yield to reduce hazardous waste.

Industrial Packaging facilities operate Effluent Treatment Plants, Sewage Treatment Plants and in-house Zero Liquid Discharge plants. They route barrel-degreasing effluent to ZLD plants for treatment and recovery. Low-oil steel coils and optimised degreasing chemicals reduced water use from 5 litres to 3.5 litres per barrel. Belt-type oil skimmers remove oil from water used in barrel washing. The business also maintains an agreement with Bharuch Enviro Infrastructure Ltd., approved by the Gujarat Pollution Control Board, for waste disposal.

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:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Yes/No) If "No", the reasons thereof and corrective action taken, if any.
1	NA	NA	NA

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

Name and brief of the project	EIA Notification No.	Date	Whether conducted by independent agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web-link
NA					

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:

S. No.	Specify the law/ regulation/ guidelines which is not compliant	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control board or by courts	Corrective action taken, if any
NA				

Leadership Indicators

1. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres): Each facility/ plant located in areas of water stress, provide the following information:
- Name of area: Silvassa, Chennai, Hyderabad, Rai, Asaoti, Chittoor, Taloja
 - Nature of operations: IP, G&L, Chemicals, CFS, Cold Chain
 - Water withdrawal, consumption, and discharge in the following format:

Parameter*	Current Financial Year 2025-26	Previous Financial Year 2024-25
Water withdrawal by source (in kilo litres) *		
(i). Surface Water	-	-
(ii). Ground Water	9,222.93	-
(iii). Third Party Water	10,062.96	-
(iv). Seawater/ Desalinated Water	-	-
(v). Others	21,939.00	-
Total volume of water withdrawal (in KL)	41,224.89	-
Total volume of water consumption (in KL)	38,722.80	-
Water intensity (KL) per rupee of turnover (₹ in Crore) Total water consumption(KL)/ Revenue from operations(₹ in Crore)	14.35	-
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (KL/\$ in crores) <i>Total water consumption(KL)/Revenue from operations adjusted for PPP(\$ in crores)</i>	291.79	-
Water discharge by destination and level of treatment (in Kilo litres)		
(i). To Surface Water	-	-
To Surface Water - no treatment	1,260.09	-
To Surface Water - with treatment	890.00	-
(ii). To Ground Water	-	-
To Ground Water - no treatment	-	-
To Ground Water - with treatment	-	-
(iii). To Seawater	-	-
To Sea Water - no treatment	-	-
To Sea Water - with treatment	-	-
(iv). Sent to Third Parties	-	-
Sent to Third parties - no treatment	352.00	-

Parameter*	Current Financial Year 2025-26	Previous Financial Year 2024-25
Sent to Third parties - with treatment	-	-
(v). Others	-	-
Others - no treatment	-	-
Others - with treatment	-	-
Total water discharged (in KL)	2,502.09	-

* During the current reporting year, Balmer Lawrie strengthened its water management practices by including water consumption and discharge data from water-stressed locations in its assessment and reporting processes. It began reporting water withdrawal and discharge from these locations in FY 2025-26.

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

Parameter	Please specify unit	Current Financial Year 2025-26	Previous Financial Year 2024-25
Total Scope 3 Emissions (<i>Break-up of the GHG into CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, if available</i>)	<i>Metric tonnes of CO₂ equivalent</i>	Balmer Lawrie did not complete Scope 3 emissions accounting during the current reporting year. The Company plans to develop the required data collection and calculation processes for selected material categories.	NA
Total Scope 3 emissions per rupee of turnover		NA	NA
Total Scope 3 emission intensity (<i>optional</i>)- the relevant metric may be selected by the entity		NA	NA

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:

Sr. No	Initiative undertaken FY 2025-26	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Tree plantation under Corporate Environmental Responsibility	The Chemicals SBU planted 5,270 trees at two locations within a critically polluted area. The initiative aims to increase local green cover and support carbon sequestration. The estimate assumes that each mature tree will sequester 100–150 kg of CO ₂ equivalent over the plantation's lifetime.	The SBU planted 5,270 trees across two locations. Based on the stated estimate, the plantation could sequester 500–750 metric tonnes of CO ₂ equivalent over its lifetime. Actual sequestration will depend on tree survival, species, growth and maturity.

Sr. No	Initiative undertaken FY 2025-26	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
2	Resource recovery through sink reactor technology and circular scrubbing systems	The Chemicals SBU implemented indigenous sink reactor technology and circular scrubbing systems during FY 2025-26. The systems recover residual SO ₄ and Cl ⁻¹ from waste streams and return them to production processes. This change reduced raw material consumption and process gas losses.	The initiative reduced sodium dichromate consumption by 54% and SO ₄ losses by 45.69 kg per batch. The SBU reported annual savings of approximately ₹66.3 lakh through improved resource use.
3	Reuse of steam condensate and RO-treated water	The Chemicals SBU reused 1,970 kL of steam condensate and reverse osmosis-treated water during FY 2025-26. The SBU used the recovered water in ammonisation, fatliquor and syntan manufacturing, and plant cleaning. The initiative replaced fresh water with recovered water in these operations.	The SBU reused 1,970 kL of water during the year. This reuse reduced freshwater demand across the identified manufacturing and cleaning operations.

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

Yes. Balmer Lawrie has established an Emergency Response and Disaster Management Plan, an Incident Reporting System, and evacuation standard operating procedures. These systems guide the Company's preparedness and response to emergencies and disasters. Plants and units conduct onsite and offsite mock drills to test response mechanisms, improve employee awareness, and identify preparedness gaps.

Each plant and unit also maintains a dedicated Emergency Response Team comprising trained personnel who coordinate evacuation, incident control, and other emergency actions.

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.

During the reporting year, no significant adverse impact to the environment, arising from the value chain of the entity was brought into notice of Balmer Lawrie to best of the knowledge.

However, the Company is in the process of strengthening ESG disclosures of its

value chain partners in line with BRSR core requirements.

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

Balmer Lawrie assessed suppliers representing 100% of procurement value against the environmental and ESG requirements included in its tendering and onboarding processes as per the applicable Government of India, GFR and Department of Expenditure requirements. Suppliers must comply with the ESG-related tender conditions. Non-compliance may result in contractual action, including blacklisting where applicable.

However, the assessment covered the upstream supply chain only. Balmer Lawrie did not assess customers for environmental impacts during the reporting year.

8. Green credits generated or procured by the listed entity and its top 10 value chain partners.

- By the listed entity: NIL
- By the top ten (in terms of value of purchases and sales, respectively) value chain partners: NIL

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

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

11

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	The Bengal Chamber of Commerce & Industry	National
2	Confederation of Indian Industry (CII)	National
3	Confederation of Indian Industry PSE Council	National
4	Standing Conference of Public Enterprise	National
5	Indian Chemical Council	National
6	Global Compact Network (India)	National
7	All India Management Association	National
8	Public Relations Society of India	National
9	Petroleum Sports Promotion Board	National
10	Employers' Federation of India	National

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

Name of authority	Brief of the Case	Corrective action taken
Since no issue related to anti-competitive conduct has been observed by the entity, hence no corrective action is required.		

Leadership Indicators

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

Balmer Lawrie provides policy inputs to its administrative ministry, Ministry of Petroleum and Natural Gas, Government of India, as and when requested. For example, The Company submitted feedback on the Labour Codes before their implementation, focusing on provisions relevant to business operations and the industry's sustainable growth. Balmer Lawrie communicated its position through the consultation process facilitated by the Ministry.

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of Review by Board	Web Link, if available
	Not Applicable				

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.

Name and brief detail of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/No)	Relevant web-link
Not Applicable.					
As per Rule 8(3)(a) of the Companies (Corporate Social Responsibility Policy) Rules, 2014, as amended, Social Impact Assessment is mandatory only for CSR projects having an outlay of ₹1 crore or more, which have been completed not less than one year before undertaking the study, provided the Company has an average CSR obligation of ₹10 crore or more in the three immediately preceding financial years. Since these provisions were not applicable to the Company during the reporting period, no Social Impact Assessment was undertaken.					
However, as a part of its commitment to enhancing the effectiveness and impact of its CSR initiatives, the Company undertakes Social Impact Assessments of selected CSR projects on a voluntary basis from time to time					

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

S. No.	Name of the 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.)
Not Applicable						

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

Given the nature of the Company's business, this has limited applicability. However, the Company recognises its responsibility to contribute to broader social development through its Corporate Social Responsibility (CSR) initiatives. These initiatives are implemented through NGOs and other implementation partners, who work closely with the CSR team to execute projects at the grassroots level, engage with beneficiaries, collect feedback, and help ensure that initiatives address community needs effectively.

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

	Current Financial Year 2025-26	Previous Financial Year 2024-25
Directly sourced from MSMEs/ small producers	13.86%	14.4%
Sourced directly from within India	86.14%	86%

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	Current Financial Year 2025-26	Previous Financial Year 2024-25
Rural	4.8%	1.4%
Semi-Urban	2.3%	5.7%
Urban	2.1%	0.4%
Metropolitan	90.8%	92.5%

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not applicable	

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

S. No.	State	Aspirational District	Amount spent (In Lakh)
CSR Projects not undertaken in aspirational districts			

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

The Company promotes procurement from MSEs by extending the benefits available under the applicable public procurement framework (Public Procurement Policy for MSEs Order, 2012 and its subsequent amendments), including price preference wherever mandated. Balmer Lawrie also applies the purchase preference provisions available to MSEs, Scheduled Caste, Scheduled Tribe, and women entrepreneur vendors in its tender processes, in line with the relevant Government policy requirements.

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

MSEs, Scheduled Caste, Scheduled Tribe, and women entrepreneur vendors

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

MSE: 13.33%

SC/ST: 0.19%

WOMEN: 0.34%

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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit Shared (Yes/ No)	Basis of calculating benefit share
Not applicable				

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

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

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups (Tentative)
1	Support to Athletes preparing for Olympic 2028	45	20%
2	Contribution for the Skill Development Institutes (Skill development courses for needy youth)	2,400	50%
3	Skill Development program in Vadodara	100	90%
4	Mass Screening and Health Promotion in a Mobile floating clinic in Sundarbans	12,000	100%
5	Health Care Program in Silvassa	3,868	50%
6	Child and Old age health care for SC community areas in N 24 parganas, West Bengal	1,642	90%
7	Health program for slum community in Kolkata	1,200	100%
8	Health and Nutrition support for psychosocial Destitutes in Kolkata	200	100%
9	Health care through Mobile Health Unit in Slum areas of Delhi	11200	50%
10	Hearing Aids for children with hearing disability in Chittoor, Andhra Pradesh	100	100%
11	Construction of Toilet for girls Students at Chittoor Govt. High School	350	50%
12	Menstrual Health program for adolescent girls in Taloja, Maharashtra	350	50%
13	Menstrual Health program for adolescent girls and rural women in Bharuch, Gujarat	6,000	50%
14	Support to 33 One teacher School in West Bengal	674	100%
15	Setting up of Smart Class in Rural Govt. schools in Raigad, Maharashtra	700	40%
16	Construction of classroom in Govt. school, S 24 parganas, West Bengal	240	40%
17	Providing Desktop Computers, Furniture, Books & Smartboard in Govt. schools	1,980	40%
18	Civil Structural Repairs & Painting of 3 Buildings at Govt. Hr. Sec School, Manali, Tamil Nadu	720	50%
19	Shed construction work in Joka Bratachari Govt school (Miscellaneous)	200	50%
20	Support to Residential Training Centre for students with disabilities, orphans (Contingency)	50	100%
21	Medical equipment support in CACHAR Cancer Hospital (Miscellaneous)	300	100%
22	Eye care program (Safalya)	4,800	80%
23	Computer Lab at Ramkrishna math Kathamrita bhavan	50	50%
24	Plantation program (Fruit bearing sapling distribution to Rural women)- SBA	1,000	70%
25	Health camp for sanitation workers (SBA)	500	100%
		50,669	

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

Essential Indicators

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

The Company has established SBU-specific grievance redressal mechanisms to ensure the timely receipt, investigation, and resolution of customer complaints. Each Strategic Business Unit (SBU) follows a structured process tailored to its operations, enabling prompt corrective action and continuous improvement.

Chemicals SBU: Customer complaints received through the Sales Office are recorded in the SAP system for tracking and resolution. Where required, representatives visit the customer site to collect product samples, which are analysed by the Quality Control (QC) team against retained samples from the same production batch. If a quality deviation is identified, corrective measures are undertaken at the customer site wherever feasible. In cases where on-site rectification is not possible, the material is recalled for reprocessing and reuse. Appropriate corrective and preventive actions are also implemented to minimise the likelihood of recurrence.

Greases & Lubricants (G&L) SBU: Complaints received through the Sales Office are logged in SAP and assessed based on their nature. Customer interactions are conducted either through site visits or telephonic discussions to understand the issue. Product samples are evaluated in the Quality Assurance laboratory or R&D Centre and compared with retained reference samples. Where necessary, advanced elemental analysis is carried out to identify contamination or performance issues. If investigations reveal improper maintenance practices or mechanical failures at the

customer end, technical guidance is provided to address the issue. Where feasible, additives are supplied to restore product performance during use. In instances of confirmed product defects, replacement materials are provided promptly. Laboratory findings are communicated to the sales team for onward sharing with customers.

Industrial Packaging (IP) SBU: Customer complaints received through the Marketing team, Field Officers, or Sales Administration are documented in a standardised format. A joint inspection involving the Field Officer and Quality Representative is conducted at the customer site within 48 hours. If product quality deviations are identified, efforts are made to resolve the issue at the customer premises wherever possible. Otherwise, the material is returned for further corrective action. A detailed Root Cause Analysis (RCA) and Corrective and Preventive Action (CAPA) plan is prepared and shared with the customer to prevent recurrence.

Cold Chain (CC) SBU: An established escalation matrix is available to customers to ensure the prompt reporting and resolution of service-related concerns.

Logistics Infrastructure (LI) SBU: Customer complaints related to any of the Company's Container Freight Stations are primarily received via email and are immediately routed to the relevant department, including Accounts, Sales, or Operations, for resolution. Both complaint handling and customer communication are managed through email. In line with the Company's Standard Operating Procedure (SOP), all customer complaints are targeted for resolution within three working days. Timely closure of complaints is also integrated into the Key Performance Targets (KPTs) of the responsible employees to ensure accountability and service excellence.

Travel & Vacations SBU: Customers can submit feedback or complaints through a dedicated email address available on the Company's website or directly to the

concerned Branch Manager. Upon receipt, complaints are reviewed and appropriate actions are initiated to resolve the matter within 48 hours, ensuring a responsive and customer-centric grievance handling process.

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

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

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

	Current FY 2025-26			Previous FY 2024-25		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	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
Other	3,788	30	NA	2,745	75	NA

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

	Number	Reasons for recall
Voluntary recalls	0	NA
Forced recalls	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.

Yes. Balmer Lawrie does not place its Cybersecurity Policy in the public domain due to the sensitive nature of cybersecurity matters. Balmer Lawrie publishes its Privacy Policy on its website. The policy sets out how the Company handles personal information shared through the website and states that the website does not use cookies. The Privacy policy is available in the public domain, weblink:

<https://www.balmerlawrie.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.

Balmer Lawrie did not observe any data privacy or cybersecurity incidents during the financial year. The Company updated its Cybersecurity Policy and obtained approval from the competent authorities. Balmer Lawrie also conducts annual security audits to identify control gaps and implement corrective actions. These actions show that the Company focuses on prevention, periodic review, and timely risk management.

7. Provide the following information relating to data breaches:

Number of instances of data breaches:	Nil
percentage of data breaches involving personally identifiable information of customers:	Nil
Impact, if any, of the data breaches: NA	Nil

Leadership Indicators

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

Information on the Company's products and services is available through its corporate website and dedicated business websites. In addition, the Company disseminates product and service-related information through its official social media channels, enabling stakeholders to access relevant and up-to-date information.

www.balmerlawrie.com

<https://govemp.balmerlawrietravelapp.com/>

<https://www.vacationsexotica.com/>

<https://ls.balmerlawrie.com/>

<https://li.balmerlawrie.com/>

<https://www.bllogicold.com/>

<https://balmerol.com/>

<https://packaging.balmerlawrie.com/>

<https://chemicals.balmerlawrie.com/>

<https://www.balmerlawrie.com/rofs>

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

The Company promotes safe and responsible product use through informative labelling to provide guidance on proper product use and disposal. They also include recycling and water conservation information, where applicable.

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

The Company communicates with consumers via emails and phone calls in the event of any major disruption or discontinuation.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey regarding 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)

Balmer Lawrie provides product information in accordance with applicable laws, regulations and local requirements.

Consumer satisfaction survey conducted: Yes.

Balmer Lawrie conducts customer satisfaction surveys through methods suited to its products, services and business units. The Company analyses customer feedback to identify areas for improvement. Relevant teams use the findings to strengthen processes, systems and employee capabilities. The Company also monitors corrective actions to track implementation and assess their effectiveness.