



बामर लॉरी एण्ड कं. लिमिटेड
(भारत सरकार का एक उद्यम)
Balmer Lawrie & Co. Ltd.
(A Government of India Enterprise)

GOING STRONG GROWING STRONG

Sustainability Report 2020-21



Vision

To be a leading diversified corporate entity having market leadership in the chosen business segments, consistently delivering value to all stakeholders, with environmental and social responsibility.

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Report Profile



Sustainability is an integral part of Balmer Lawrie. The Company publishes its Sustainability Report annually with the aim of disclosing its performance on triple bottom line to its stakeholders. In addition, the Company maintains a strong commitment to uphold sustainability and managing risks in all its businesses.

The Company has been publishing its Sustainability Report since 2017. This is the fifth Sustainability Report of the Company and the reporting period considered is from 1st April 2020 to 31st March 2021. The report is based on the material issues identified through streamlined stakeholder engagement process. The report has been developed as per Global Reporting Initiative (GRI) Standards "In Accordance - Core" criteria. The report highlights the Environment, Social & Governance performance of six Strategic Business Units – Industrial Packaging, Greases

& Lubricants, Chemicals, Travel & Vacations, Logistics and Refinery & Oil Field Services. Data from Joint Ventures and subsidiaries is not reported unless otherwise stated.

Balmer Lawrie has strong internal assurance system in place that has ensured reliability of the data and information disclosed in this report. Therefore, external third-party assurance has not been conducted. However, the financial data included in the economic performance section of the report is excerpted from the Company's Report & Accounts 2021, audited and verified by independent External Auditors.

For your suggestions and feedback,
kindly write to Balmer Lawrie at
adika.rs@balmerlawrie.com





ESG Performance highlights

Cumulative
generation of
Solar Energy was

5,87,355.20 units in
FY 2020-21. Preventing 800 tons of
Carbon Dioxide emissions from the
manufacturing cold chain operations.



Zero effluent

discharge facilities
(C-Chennai,
G&L-Chennai,
IP-Vadodara,
IP-Chittoor,
IP-Chennai,
IP-Navi Mumbai and
CFS-Navi Mumbai).

₹ 514.15 Lakhs

was spent during
FY 2020-21
towards various
CSR activities.





Message from Chairman & Managing Director



“ We have aligned our priorities with the national priorities and have contributed towards various Government of India’s social initiatives such as the “Swachh Bharat Abhiyan”. We work for the unprivileged and disadvantaged sections of the society and all our CSR programmes are designed to provide them with necessary skills and sustainable livelihood opportunities.”

Dear Stakeholders,

I have great pleasure in presenting the 5th edition of Balmer Lawrie’s Sustainability Report. It highlights our performance on Environment, Social and Governance parameters for FY 2020-21.

Balmer Lawrie is a Miniratna-I Public Sector Enterprise, under the Ministry of Petroleum and Natural Gas, Government of India. We have six Strategic Business Units – Industrial Packaging, Greases & Lubricants, Chemicals, Travel & Vacations, Logistics and Refinery & Oil Field Services, with offices spread across the country and abroad. We have grown enormously in the last 154 years and has become the market leader in Steel Barrels, Industrial Greases & Specialty Lubricants, Corporate Travel and Logistics Services. Right from the inception, we have been successfully retorting to the demands of an ever-changing environment, leveraging every change as an opportunity to innovate and emerge a

leader in the industry. In the process, we have ensured a growth path that is sustainable and inclusive for all stakeholders.

We all know that the COVID-19 pandemic has impacted lives & livelihoods and economy across the world in an unprecedented manner. In the Indian context also, we can see the impacts that it had on the lives & livelihoods and on the Indian economy. The pandemic has given a punitive wakeup call to all for focusing on sustainability issues including climate change, driving decision makers to adopt a more sustainable approach in everything including business decisions. We, as a company, are committed to be sustainable in every manner, with interests of all stakeholders as one of the major factors considered in every decision taken.

During FY 2020-21, we recorded a turnover of ₹1592.76 Crores, and were able to arrest the drastic decrease in the turnover 1.2% compared to last financial year despite the unprecedented conditions owing to the COVID-19 pandemic; due to relentless efforts of our employees. The Profit Before Tax of ₹156.64 Crores was registered in FY 2020-21.

To be successful in today's business scenario and the competition, continual innovation & improvement and adoption of latest technologies have become more important than ever. We have integrated state-of-the-art technologies into our systems and processes. Even the new plants that are coming up are technologically advanced. This has further helped us in reducing our energy consumption and thereby reducing carbon emissions. We have a long-term strategy to utilize alternate sources of energy including solar energy etc. to reduce our emissions and simultaneously the impact it has on climate.

In addition to being an environmentally conscious organisation, we at Balmer Lawrie understand that it is imperative to create value for all the stakeholders and uplift society at large. Our employees are one of our

most critical stakeholders. As an organisation, we are focused on employee welfare and development. They are encouraged to acquire new skills through various training programmes. Their health & safety is a prime focus area for the organisation. There is no compromise when it comes to ensuring a healthy and safe workplace for our employees.

We are a customer centric organisation where customers are at the core of our business strategy. We strive towards delivering high quality superior products and services; as a result, we have a loyal base of customers which has increased over the years. Our focus on continuous improvement, quality assurance, innovation and sustainability has given us a competitive advantage. With everchanging business landscapes, where customers are now focused on more environment friendly products, we are constantly working to provide them with these solutions.

We believe that CSR is tool for value creation for marginalised stakeholders. Our CSR initiatives are directed towards the holistic development of the society. We have aligned our priorities with the national priorities and have contributed towards various Government of India's social initiatives such as the "Swachh Bharat Abhiyan". We work for the unprivileged and disadvantaged sections of the society and all our CSR programmes are designed to provide them with necessary skills and sustainable livelihood opportunities. We will continue our efforts in building self-reliant communities in the years to come.

I thank our stakeholders for supporting us in our journey towards sustainability. We seek your continued support to enable us to achieve our goals and look forward to your feedback to improve our performance.

Adika Ratna Sekhar
Chairman & Managing Director

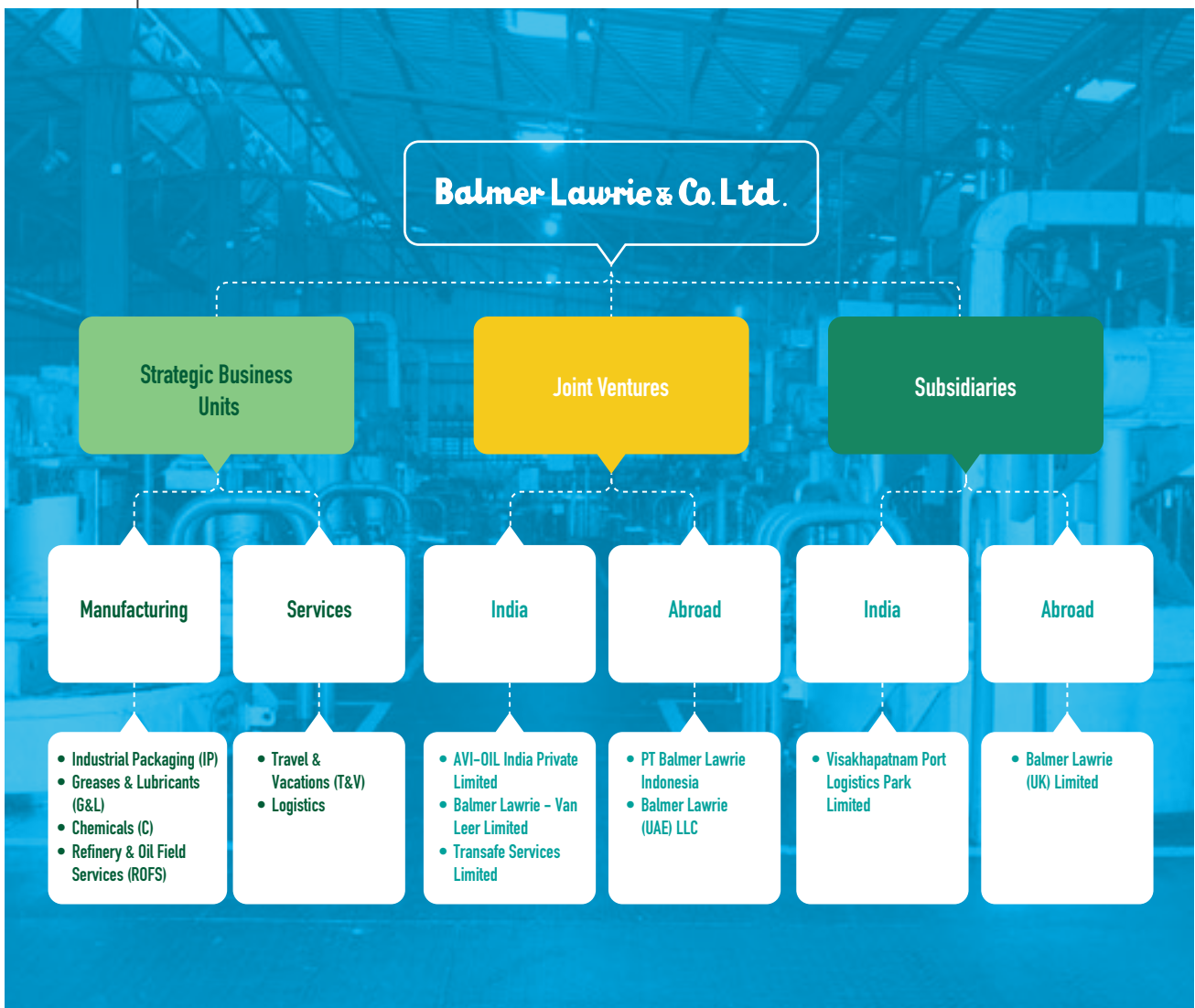


Balmer Lawrie & Co. Ltd.



Balmer Lawrie & Co. Ltd is a Miniratna-I Public Sector Enterprise under the Ministry of Petroleum and Natural Gas, Govt. of India. The Company has a remarkable journey of 154 years since its inception in 1867. Headquartered at Kolkata, India, the Company operates six diversified businesses maintaining a robust bottom line and a healthy top line with pan India presence. Balmer Lawrie is the first PSU among the top 500 companies in India which has the unique distinction of making profits every year for the last 154 years, that represents its consistent business performance & adaptability with the changing business dynamics and industry requirements.

Balmer Lawrie has significant presence in both manufacturing and service sectors. The Company has three joint ventures and one subsidiary in India. Additionally, it has one subsidiary in the United Kingdom (as on 31.03.2021) and two joint ventures abroad. With strong presence in national and international markets, the Company strives for excellence in providing and delivering outstanding products and services to its customers. In addition to serving the Indian market, many of the Company's products are exported to countries including Qatar, Sri Lanka, New Zealand, Nepal, Kenya, China and Bangladesh.





Plant & office location for SBUs



Name of the business	Location	Location			
Greases & Lubricants	Manufacturing units	Marketing Offices	Logistics Infrastructure	Container Freight Station	Warehousing & Distribution
	Chennai	Bengaluru		Chennai	Coimbatore
	Kolkata	Chennai		Kolkata	Kolkata – Hide Road Complex
	Silvassa	Coimbatore		Navi Mumbai	Kolkata – Sonapur
	Applications Research Laboratory	Hyderabad			
	Kolkata	Jaipur		Temperature Controlled Warehouse	Multimodal Logistics Hub
		Kolkata		Navi Mumbai	Visakhapatnam
		Mumbai		Rai- Haryana	Central Warehousing Andhra Pradesh Medtech Zone (AMTZ)
		New Delhi		Medchal-Village - Telangana	Visakhapatnam
		Pune			
	Raipur				
	Vadodara				
Industrial Packaging	Manufacturing units	SBU Office		Integrated Check Post	
	Asaoti	Mumbai		Jogbani	
	Chennai	Sales Office		Raxaul	
	Chittoor	New Delhi			
	Navi Mumbai	Vadodara			
	Silvassa	Stock Point			
Vadodara	Kolkata				
Chemicals	Manufacturing units	SBU Office	Refinery and Oil Field Services		
	Chennai	Chennai		Kolkata	
	Technical service Centers	Product Development Centre			
	Ambur & Vaniyambadi	Chennai			
	Kanpur	Marketing office			
	Kolkata	Chennai			
	Ranipet				
Logistics Services			Travel & Vacations	Ahmedabad	Kolkata
	Kolkata	Chennai		Bengaluru	Lucknow
	Ahmedabad	Coimbatore		Bhubaneswar	Mumbai
	Goa	Hyderabad		Chennai	Port Blair
	Mumbai	Karur		New Delhi	Thiruvananthapuram
	Pune	Kochi		Hyderabad	Vadodara
	Gwalior	Thiruvananthapuram		Kanpur	Visakhapatnam
	Kanpur	Tuticorin			
	New Delhi	Visakhapatnam			
	Bengaluru				



Balmerol[®]
LUBRICANTS

Balmer Lawrie has proud history of pioneering grease manufacturing in India in 1934. Today, the "Balmerol" brand of the Company is amongst the market leaders and has been one of the most trusted brands in the domain of industrial and automotive lubricants since last eight decades. Made with superior technology, having quality and efficient performance, Balmerol greases and lubricants are preferred by Indian Defense, Railways and Mining, major industries like Steel, Cement, Non-Ferrous Metals, Coal, Sponge Iron, Jute, Sugar, Engineering and Automobile companies etc. All products are made in state-of-the-art manufacturing plants that are ISO 9001, ISO 14001 and OHSAS 18001 certified.



Balmer Lawrie

INDUSTRIAL PACKAGING

Balmer Lawrie is the largest manufacturer of MS Drums in India and is the market leader in the industry with over 34% market share. The Company has a unique portfolio in the market due to its advanced manufacturing practices, stringent quality control and distributed manufacturing infrastructure. The Company caters to value chain services such as supply of drums, filling and transportation. It operates in the Semi-Bulk packaging industry and offer products such as the 156 / 200 / 210 / 250 liters capacity MS drums.

The Company caters to both national and international markets. The customer segments include PSUs, Transformer Oil, Chemicals, Additives, Agrochemicals, Bitumen and Bitumen emulsion, Food & Fruit Pulp companies and Exports.





Balmer Lawrie entered into the Leather chemicals business segment in 1983 and since its beginning, the Company has achieved many milestones. Along with being a market leader in the fat liquor segment, the Company is serving cost effective solutions to the leather industry. The products are developed using indigenous technology along with latest technological advancement. The Company has a state-of-the-art Product Development Center at Chennai, which is well equipped with all modern facilities to develop and evaluate leather chemicals.

Balmer Lawrie manufactures end-to-end leather chemicals under the brand "Balmol", "Balsyn", "Balchem" and "Balfin". The manufacturing plant has a state-of-the-art Zero Liquid Discharge facility (ZLD), and is certified with ISO 9001:2015, ISO 14001 :2015 and ISO 45001:2018.

Apart from the leather chemicals business, the SBU is also entering into other synergy chemicals such as textile chemicals and intermediate for agro chemicals business.





Balmer Lawrie
TRAVEL & VACATIONS



Balmer Lawrie with its travel and vacations business segment delight customer by providing excellent services. The Company covers domestic and international travel planning, ticketing, foreign exchange, hotels, inbound & outbound tourism and MICE (meeting, incentive, conference & exhibition) related services. The Company is providing end-to-end tailor made travelling solutions under brand "Vacations Exotica". The major customer base of the Company includes Government Ministries and Public sector Undertakings / Enterprises. The Company also serves the private sector. The Company is providing travel services to the retail segment through its online travel portal, www.vacationsexotica.com. The Company has also developed Self Booking Tool for corporates which is extensively been marketed and used by major Public Sector Undertakings / Enterprises.





The Logistics segment is considered as a backbone of Indian Economy contributing to 14% of the country's GDP which is expected to expand significantly in the coming years. Balmer Lawrie with its SBU:Logistics Infrastructure (LI), Logistics Services (LS) and Cold Chain (LOGICOLD) has marked its strong presence in this segment.

LI comprises of Container Freight Stations (Kolkata, Mumbai & Chennai), Warehouse & Distribution (Kolkata & Coimbatore), Integrated Check Posts at Jogbani & Raxaul along with AMTZ on Build, Operate, Manage & Maintain (BOMM) basis at Andhra Pradesh. SBU:LI with its diversified service range, pan India presence, technology led customer intimacy, knowledgeable resources is expected to reach new heights in coming time.

LS has presence in International Air / Ocean import / export, freight forwarding and project cargo movement. SBU:LS being an accredited IATA Agent has specialized and marked its presence in the niche category of logistics services like over-weight over dimensional cargo, perishable & temperature sensitive, dangerous consignments, aircraft chartering, air / ocean lifting of sensitive defense equipment. With its wide array of services and its competitive edge, SBU:LS has been aspiring to grow manifold.

SBU:Cold Chain (LOGICOLD) comprising of Cold Chain Units (Chilled, Frozen & Ambient) and Temperature Control Vehicles (TCV) spread across Hyderabad, Rai and Patalganga is a niche business unit catering to end-to-end cold chain solutions and services to the customers. A new Cold Chain Unit coming up at Bhubaneswar shall further strengthen the Company's strategic presence in the country. The brand LOGICOLD has marked its presence across various categories of perishable products like fish, frozen meat, fruits & vegetables, dairy products and pharma industry for storage and distribution of vaccines across India.



Balmer Lawrie

REFINERY & OIL FIELD SERVICES

Balmer Lawrie is pioneer in mechanized oily sludge processing in India. With team of incredible professionals, the Company has successfully executed projects with all major refineries and oil installations in India. The Company is focused on providing services on pollution prevention and recovery of hydrocarbon from wastes. The Company continuously strives to expand its business portfolio to emerge as the forerunner in the field of providing additional value-added services to chosen sectors of business activity.

For more details on products from each strategic business unit, please refer the website www.balmerlawrie.com

Membership of association and external initiatives

Balmer Lawrie is a part of various industrial and trade associations some of which are listed below:

- Confederation of Indian Industry
- The Bengal Chamber of Commerce and Industry
- Standing Conference of Public Enterprises
- Founder member of United Nations Global Compact
- Employee's Federation of India





Awards & Recognitions



The Cold Chain Unit at Rai, Haryana won the Cold Chain Award given away by Confederation of Indian Industry (CII). The Cold Chain Unit was awarded for its outstanding performance in the category “Best Practices in Cold Storage”. The award was presented during CII’s 5th Cold Chain Award function on 17th February 2021 over the virtual platform.



Integrated Check Post (ICP), Jogbani received a ‘Certificate of Appreciation’ from Customs Jogbani on the 69th International Customs Day. This commendation recognised the unstinted support and valuable contribution in achieving the goal of Indian Customs towards trade facilitation between India and Nepal and also for providing uninterrupted services to normalise trade flow during COVID - 19.



Balmer Lawrie won the “Business Strategy aligned L&D” Award and Mr. Adika Ratna Sekhar, then Director [HR & CA] and C&MD [Additional Charge] was conferred with the “Learning leader of the year” Award given away by ASCC and IIPA during the summit. The Award recognises outstanding contribution of the individual, which made a real difference in terms of best practices, innovation and excellence in Learning and Development.



Mr. Adika Ratna Sekhar, Director [HR & CA] and C&MD [Additional Charge] received the ‘Sustainable HR Leaders (PSU)’ Award given away by World HRD Congress during the 29th Edition of the World HRD Congress & Awards function.



Balmer Lawrie won the “WEST BENGAL BEST EMPLOYER BRAND AWARDS 2021” given away by World HRD Congress in a virtual event on 18th March 2021.



SBU: Greases & Lubricants (G&L) won the ‘ALL INDIA BEST SUPPLIER LUBRICANTS/DEF WEST (2020-21)’, given away by Tata Motors Ltd. as part of Tata Genuine Parts Vendor Impact Programme ‘21, the first virtual annual Vendor’s Meet held on 26th May 2021. SBU: G&L was recognised for their exceptional performance in maximising aspirations and growth. This is the third time that G&L has won this award.



Industrial Packaging (IP): Asaoti plant was rated in Silver category in the National Green Manufacturing Challenge 2021



Balmer Lawrie IP retained Silver Rating from Ecovadis – a global solutions provider, which partners with 300+ leading multinational organisations to reduce risk across the supply chain and drive innovation in their sustainable procurements



Leveraging Technology



In today's competitive business environment where the customer demands are constantly changing, it becomes important for the organisation to have a competitive advantage in terms of its quality of products and efficiency while putting equal emphasis on sustainability in various dimensions of the business. Balmer Lawrie understands that technology plays an important role in delivering superior value to the customers and has, therefore, put technology and innovation at the core of its business strategy. Keeping abreast with new

technological developments taking place in its business segment, the Company over the years has adopted various technologies which led to automation, increase in speed and efficiency of systems & processes, energy conservation, emission reduction, enhanced safety, fast analysis and decision making etc. Even the new plants or manufacturing facilities that are being set up as a part of the expansion plan are using latest technologies.





Corporate Governance

Balmer Lawrie's approach towards Corporate Governance endeavors to foster accountability, transparency, ethical behavior and strives to be at the pinnacle of legal and regulatory compliance, while creating value for stakeholders. The Company's Corporate Governance practices are guided by following five principles that encompass within them the very essence of responsible governance:

- High accountability towards stakeholders on the affairs of the Company
- Absolute transparency in the reporting system and adherence to disclosure & compliance
- High Ethical standards in the conduct of the business with due compliance of the laws and regulations
- Enhancement of stakeholders' value on a consistent basis

- Contributing to the enrichment of quality of life of the community through discharge of Corporate Social Responsibility and promotion of Sustainable Development

Being a public sector enterprise, The President of India holds the right to nominate one or more Directors on the Board of the organisation. The composition of the Board is in line with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and the applicable Guidelines on Corporate Governance for CPSEs.

As on 31st March 2021, the Board of the Company comprises of 10 Directors and met seven times during the reporting period. The intervening time span between any two board meetings was within the period recommended under the Companies Act, 2013, SEBI (LODR) Regulations, 2015 and DPE Guidelines on Corporate Governance.





Board of Directors

As on 31st March, 2021



Shri Adika Ratna Sekhar
Chairman & Managing Director
(Additional Charge),
Director (Human Resource
& Corporate Affairs) and
Director (Manufacturing Businesses)
(Additional Charge)
CSR Committee - Member
Stakeholder & Relationship
Committee - Member



Shri Adhip Nath Palchaudhari
Director [Service Businesses]
CSR Committee - Member
Risk Management Committee - Member



Shri Sandip Das
Director [Finance] &
Chief Financial Officer
Audit Committee- Member
CSR Committee - Member
Stakeholder & Relationship
Committee - Member



Shri Vikash Preetam
Independent Director
Risk Management Committee - Chairperson
Audit Committee - Member
Stakeholder & Relationship Committee - Member
Nomination and Remuneration Committee - Member



Shri Arun Tandon
Independent Director
Nomination and Remuneration
Committee - Chairperson
Risk Management Committee - Member
Audit Committee- Member



Shri Arun Kumar

Independent Director
CSR Committee - Chairperson
Nomination and Remuneration
Committee - Member
Risk Management
Committee - Member



Shri Anil Kumar Upadhyay

Independent Director
Stakeholder & Relationship
Committee - Chairperson
Audit Committee - Member
CSR Committee - Member
Nomination and Remuneration
Committee - Member



Shri Bhagwan Das Shivhare

Independent Director
Audit Committee - Chairperson
CSR Committee - Member
Risk Management Committee - Member



Smt. Perin Devi

Government Nominee Director
Stakeholder & Relationship
Committee - Member
Nomination and Remuneration
Committee - Member
Risk Management
Committee - Member

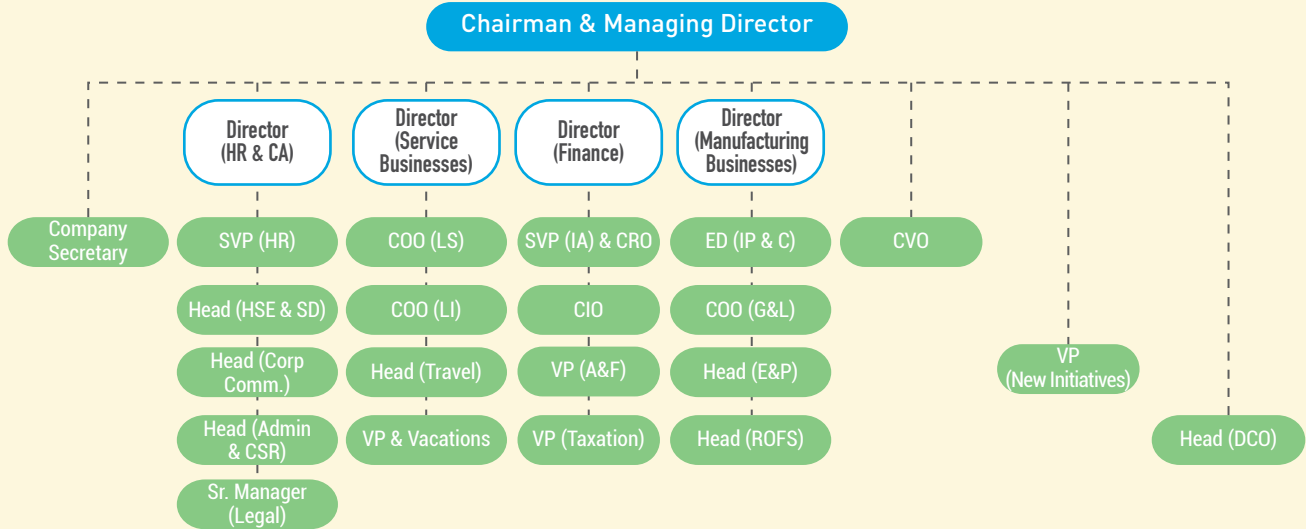


Shri Kushagra Mittal

Government Nominee Director



Organogram



Board's committees and functions

The Board consists of various committees to monitor, analyze and evaluate the specific operations of the Company, including Risk Management Committee, Audit Committee, Stakeholders Relationship Committee, Nomination & Remuneration Committee, Internal Complaints Committee and CSR Committee.

The Board ensures that the business operations are being executed with highest level of ethical standards. We strive to maintain the highest ethical standards, as encompassed by our Business Principles, Code of Conduct and other internal policies. We have implemented employee training, protocols and reporting mechanisms to help prevent behavior that is not in line with our Business Principles, Code of Conduct and other internal standards.

Ethical Business practices

Ethics are essential components of sustainable business success and growth. Balmer Lawrie's Policies and Code of Conduct provide clear guidance on how we always conduct business and applies to everyone who works with us. "Conduct, Discipline & Review Rules 2020" define ethical and disciplined approach of the Company to maintain ethical and disciplined

environment. These rules are applicable to executives and non-unionized supervisors. In addition, Enterprise Risk Management policy, CSR and Sustainability policy, HSE policy, Whistleblower policy, Prevention of Sexual Harassment at workplace policies regulate our activities and help us to achieve our sustainability goals. The defined policies and Code of Conduct represent Company commitment for operating the business activities with highest level of ethics.

Grievance redressal

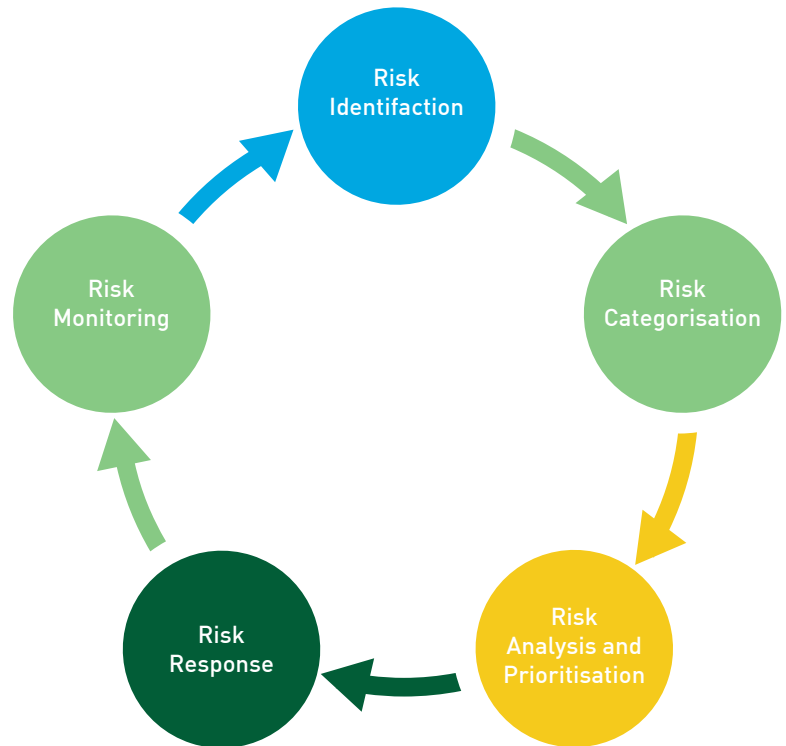
Balmer Lawrie operates the business with the principles of transparency, equity and fair play. The Company has a robust vigil mechanism that empowers employees to report management instances of unethical behavior, actual or suspected fraud or violation of the Company's Code of Conduct. The Company provides channels for all of its stakeholders to raise concerns about any violation of the Code or other behavior that falls short of the high standards demanded by the Company. The Company prohibits retaliation against any individual who reports a concern or assists with an inquiry or investigation. The responsibility lies with the Chief Vigilance Officer (CVO).



Effective Risk Management

Being a diversified conglomerate Balmer Lawrie is exposed to various kinds of risks including strategic, operational & HR, financial, technological changes, climate change and compliance. A well-defined risk management approach is followed in the Company to address internal and external risks. Robust risk management framework is defined to effectively identify, analyze, evaluate and control the risk.

The Risk Management Committee sets the direction for the risk management process. The Audit Committee provides direction and evaluates the operation of the risk management program and reviews risk assessments. The Chief Risk Officer is responsible to provide inputs and recommend mitigation controls.





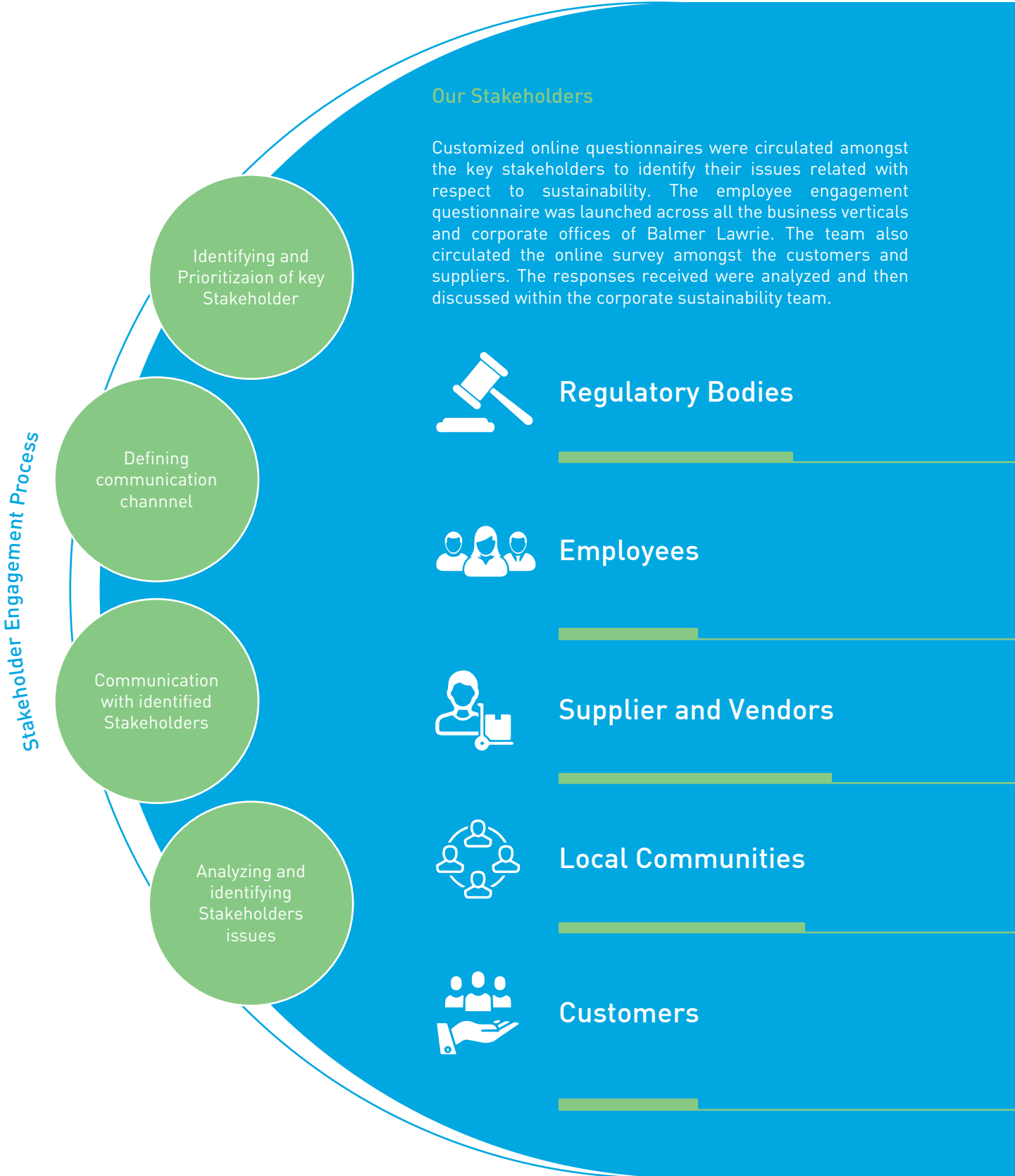
Engaging with the Stakeholders



Balmer Lawrie collaborates with its stakeholders to identify key material topics. A streamlined stakeholder engagement process is in place in the Company for direct & detailed consultation with different stakeholder groups, helping better understand their expectations and to identify areas of improvement. The Company's stakeholders are given opportunities to raise their legitimate needs and concerns. Various communication channel such as employee engagement activities, supplier/vendor meet, investor meetings, and informal dialogues with the community are used to engage with stakeholders. Stakeholder engagements provides the Company with an opportunity to realign its business approaches with the latest industry trends and best practices keeping in centerstage the expectations of the stakeholders.

Balmer Lawrie has all-inclusive stakeholder engagement process. During the reporting period, apart from the existing mechanisms of engagement, specific group of stakeholders were engaged to map their concerns for prioritizing the material aspects to be included in the Sustainability Report. Keeping in view the operational protocols due to COVID-19 pandemic, online questionnaires were circulated amongst the key stakeholders. The stakeholder engagement exercise played a critical role in identifying and prioritizing material issues pertaining to the environmental, social and governance aspects to better understand their expectations and to identify areas of improvement.





Engagement Channel:

BL signs an MOU with MOPG (Annually); Review Meetings (Quarterly)

Identified Issues:

Environment Issues, Climate Change

Engagement Channel:

Individual Performance Appraisal (Annually); Town Hall Meetings (Annually);
Online survey (Annually)

Identified Issues:

Health and Safety, Work Satisfaction, Human Rights, Training & Development

Engagement Channel:

Product Development Meetings (Monthly); Pre-bid and post-bid meetings (As on when required)

Identified Issues:

Health & Safety

Engagement Channel:

Public hearing (Annually)

Identified Issues:

Community Development and Relationship

Engagement Channel:

Customer / Dealer meet (Annually); In person meet with key customers (As on when required)

Identified Issues:

Product Safety & Quality, Customer Relationship



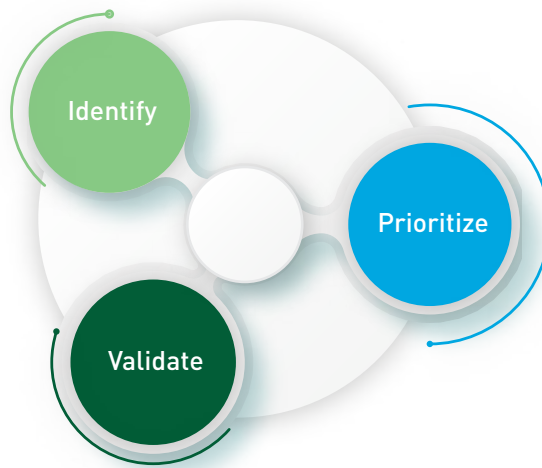
Materiality Assessment



We conduct a comprehensive materiality assessment exercise to evaluate and prioritize our material issues. The material issues of the industry peers are also referred to while identifying the issues. We engage

with our stakeholders through various communication channels such as employee engagement activities, supplier / vendor meet and informal dialogues with the community.

- Identifying a list of material issues through industry research and peer review
- Utilizing sources such as GRI Sustainability Topics
- Validating the identified and prioritized issues by the senior most management
- Preparing the materiality matrix



- Engaging with stakeholders to narrow down the list of material aspects
- Prioritizing the material issues as Low, Medium and High

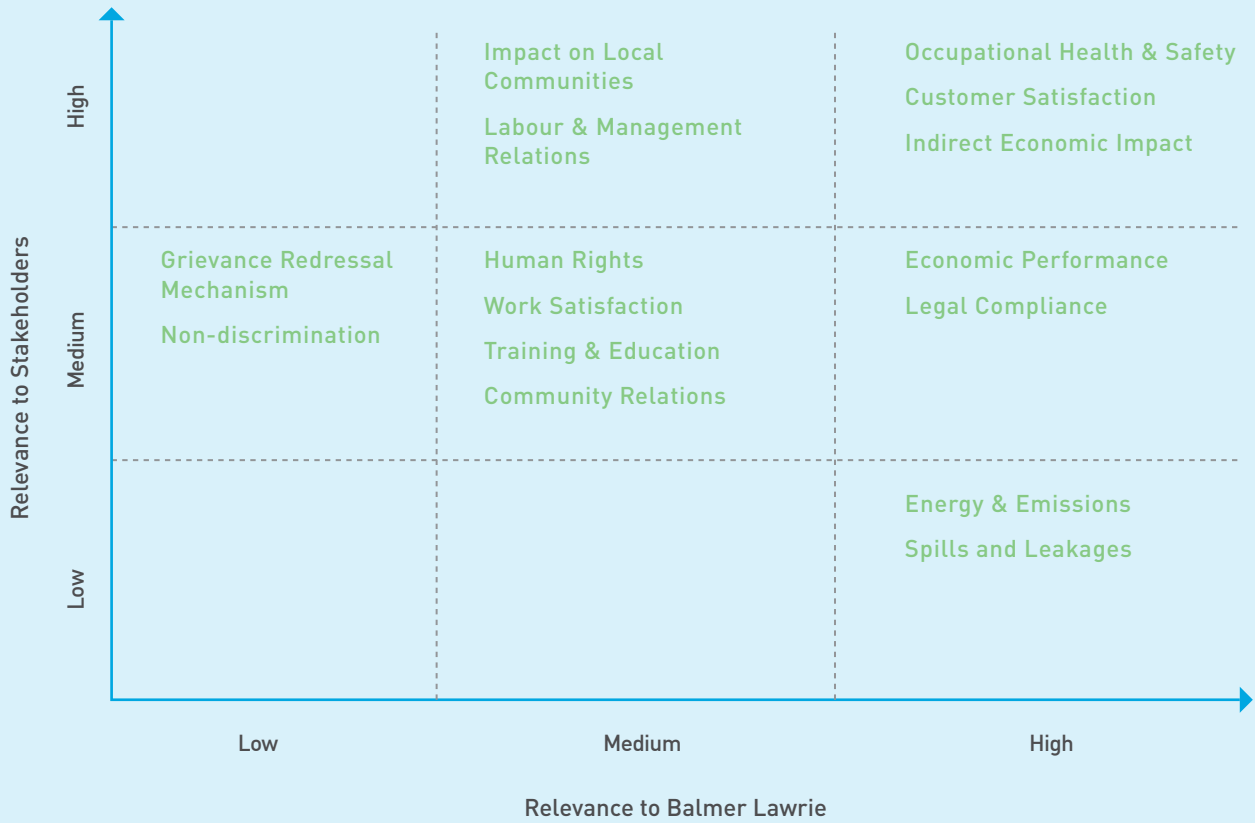




Material topic boundary

	Industrial Packaging	Greases & Lubricants	Chemicals	Travel & Vacations	Logistics	Refinery & Oil Field Services
Economic Performance						
Occupational Health & Safety						
Impact on Local Communities						
Customer Satisfaction						
Labour & Management Relations						
Legal Compliance						
Effluent & Waste						
Work Satisfaction						
Human Rights						
Training & Education						
Grievance Redressal Mechanism						
Energy & Emissions						
Non-discrimination						
Indirect Economic Impact						
Community Relations						
Spills and Leakages						

Materiality Matrix





Economic Performance



Balmer Lawrie is continuously growing and expanding in multiple business segment with intention to do sustainable business. The Company has internal financial control system that help to operate the business efficiently, safeguard company assets, and detect the financial risk at incipient stage. The Risk Management Committee oversees risk assessment and prioritize key risks which can act as hindrance in achievement of organisations strategic business objectives. Healthy economic performance increases the trust of the Company's stakeholders and helps to achieve long terms sustainable goals. Despite of challenges of fiscal year 2020, the Company achieved positive results on multiple fronts. During FY 2020-21, the Company recorded turnover of ₹1592.76 Crores, and were able to arrest the decrease in the turnover to approximately 1.2% compared to last financial year despite the unprecedented conditions. The Profit Before Tax of ₹156.64 Crores was registered in FY 2020-21. Decrease in petroleum prices, disruption in supply chain & reduced demand during worldwide lockdown due Covid 19 pandemic were among the major factors that impacted the economic performance of the Company.

SBU: Industrial Packaging (IP)

With 34% market share, Balmer Lawrie is market Leader in the Industrial Packaging industry. COVID-19 pandemic led to overall compressed demand across industry segments with sales volumes under pressure. Despite the challenging market condition, the SBU was able to have healthy profits in FY 2020-21. The SBU expects recovery of business in FY 2021-22. The SBU anticipates significant growth in the coming years with the biggest drivers being the chemicals, transformer oils and lubes segments. The SBU has plans to aggressively expand in the Exports segment.

SBU: Greases & Lubricants (G&L)

SBU has witnessed over all 30% hike in channel sales as compared to last reporting period despite of challenging conditions due to Covid-19 pandemic. With the increase in retail outlets of Balmerol brand, the SBU has registered better profitability as compared to FY 2019-20. Expanding its presence among geographies, the Balmerol brand was launched in the Nepal market and SBU aims to sell 300 KL in FY 2021-22 in this market.





SBU: Chemicals (C)

With a positive brand image, backed by strong technical service team, SBU was able to reach 97% volume in sales as compared to previous reporting period, in spite of low demand of leather products due to Covid-19 pandemic. Under Beam house segments, the Company has introduced new range of chemical like Wetting agents, Basic Chrome Sulphate (BCS), etc. SBU also launched synergy products like textile binder, wetting agents, etc. thereby forayed into the textile chemical business segment.

SBU: Logistics Services (LS)

The logistics industry in India, considered to be the lifeline of the country, holds immense significance as it connects various markets, suppliers and customers dotted across the country, and has now been firmly embedded as an integral part of the national GDP value chain. The Global Freight Forwarding market contracted by 8.7% in 2020 recording its worst year since the financial crisis as a result of the pandemic. Despite the segment being highly fragmented with a large number of unorganised players, Balmer Lawrie's credibility as a PSE, strong pan India presence, worldwide network of Associates, robust technology and the transition of customers towards organised players with skills, expertise and financial strength, shall help it to remain entrenched in the market and carry the brand of most reliable service provider.

With downfall of 8.7% the global freight forwarding market hit its worst financial performance due to pandemic. The SBU achieved top line and bottom-line growth of around 40% and 38% respectively as compared to the previous reporting period. The Company is now focusing on air export and targeting business of handling project cargo of private customers. The unit is now geared up to scale its business in the segment of over dimension / weight cargo.

SBU: Logistics Infrastructure (LI)

The logistics industry is considered a crucial sector to boost international trade as a consequence of digitalisation and globalisation.

Logistics, being the backbone of Indian economy, is witnessing transformation in terms of digitalisation and advanced technologies to ensure quick, efficient and economical transport of goods.

Logistics Infrastructure comprises of Container Freight Stations (CFS) typically set up in the vicinity of Ports, Warehousing & Distribution (W&D), Cold Chain Units and Integrated Check Post (ICP). Currently the Company has three state-of-the art CFSs located at Nhava Sheva, Chennai and Kolkata. The Company's Warehousing and Distribution facilities are fully operational at Kolkata and Coimbatore locations. The SBU has three Cold Chain Units operating at Hyderabad, Rai (Haryana) and Patalganga (Maharashtra). The Company has almost completed setting up a Cold Chain Unit at Bhubaneswar (Odisha) which shall be operational by FY 2021-22.

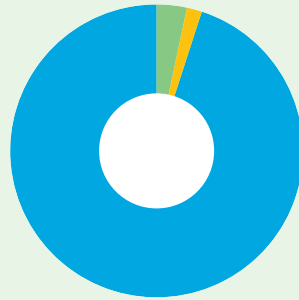
SBU: Travel & Vacations (T&V)

The COVID-19 pandemic has made a massive dent on the travel industry in FY 2020-21 and the situation is yet to normalize for this business segment. Analyzing the next 3-5 years' business operations, growth potential and as a part of corporate restructuring, the Company created 4 regional Operational HUBs for lean and efficient business operations. Corporate restructuring helped the Company to save infrastructure and other fixed overheads by ₹ 3.40 crores on annual basis. Further as a part of the business strategy, the SBU has planned to create one HUB (Centralized) at Delhi to bring more efficiency in business operations and enhance customer relationship.

SBU: Refinery & Oil Field Services

The SBU holds approximately 60% market share in oil sludge processing segment in India. By modern technology upgradation and incorporating new technologies for reducing processing time and manual intervention in sludge processing, the Company aims to maintain market leadership in sludge processing. The COVID-19 pandemic decreased the demand for sludge processing services in FY 2020-21 along with additional factors including downfall in demand for petroleum products and low crude prices in the international market.

Share Holding Pattern



■ Promoters & Promoters Group 0%	■ Mutual Funds 0.02%	■ Financial Institutions/Banks 3.48%	■ Foreign Portfolio Investors 1.71%
■ Insurance Companies 0%	■ Central Government/State Government/President of India 0.02%	■ Others 94.77%	

Particulars	FY 2019-20 (Rupees in crores)	FY 2020-21 (Rupees in crores)
A. Direct Economic Value Generated		
Revenues from operations	1,529.72	1,522.09
Revenues from other sources	82.43	70.67
Total	1,612.16	1,592.76
B. Economic Value Distributed		
Operating expenses (excluding employee wages & benefits)	1,157.61	1,213.24
Employee wages and benefits	214.12	217.59
Payment to providers of Capital	7.99	5.29
Payment to government: Dividends	NIL	NIL
Total	1,379.72	1,436.12
Economic Value Retained (A-B)	232.44	153.74
Profit Before Tax	232.44	156.65
Profit After Tax	177.17	116.45
Earnings per share (INR)	10.36	6.81



Environment



At Balmer Lawrie, preserving the Environment and operating the business with minimum negative impacts is one of the core values. The Company endeavors to operate the business in such a manner that there is minimum negative impact on environment and measures & monitors environmental performance on continual basis to review and revise the environmental goals.

All plants and major establishments of Balmer Lawrie are certified with ISO 14001 Environment Management system that through “plan-do-check-act” approach helps the Company in proactively reducing the risk of non-compliance and in holistically improving the operations, thus leading to continual business improvement. The Company has implemented number of environmental initiatives across all

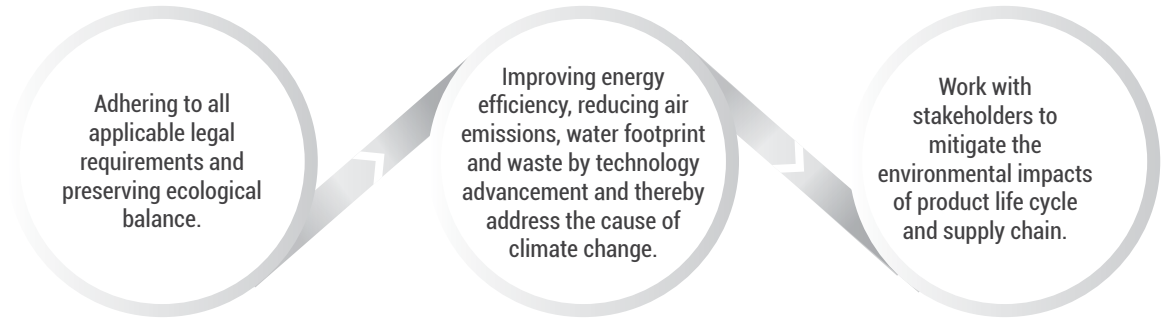
business segments to achieve the sustainable environment goals across all business operations. The Company follows stringent compliance with all applicable environmental laws and regulations across all areas of operations.

In all the plants and establishments of Balmer Lawrie, effluent treatment and disposal confirms to statutory requirements and air emissions norms laid down in the Environment Protection Act, 1986 and Air (Prevention and Control of Pollution) Act, 1981 are being adhered to. Wastewater management is done in accordance with Environment Protection Act, 1986 and Water (Prevention and Control of Pollution) Act, 1974. The storage and disposal of hazardous waste is done as per Hazardous & other wastes (management and transboundary movement) Rules, 2016.





Environment Management Pillars



Energy Management

Energy is the primary resource in operating our business processes. We use energy resources very responsibly considering the sustainable development. Technological advancement has been done in business processes to use the

energy resources efficiently. Additional efforts have been taken to reduce the use non-renewable energy source like installation of solar panel and thereby reducing carbon emission.

Business	Electricity (GJ)	HSD (GJ)	FO(GJ)	LDO (GJ)	PNG (GJ)	Solar (GJ)
Greases & Lubricants	6,817.40	707.058	123.012	13,935.14	-	-
Chemicals	3,368.42	352.44	11,714.98	4,006.14	-	495.58
Industrial Packaging	17,492.64	1,002.201	-	8,530.50	6,723.07	1,374.66
Logistics	9,493.25	896.46	-	-	-	244.24
Total	37,171.71	2,958.159	11,837.99	26,471.78	6,723.07	2,114.48

Energy Conservation

Following initiatives were taken across Balmer Lawrie to conserve energy and use it efficiently:

1. Greases & Lubricants (G&L) has taken number of energy conservation initiatives such as installation of LED lights, occupancy sensors and automatic lighting controls to save the energy. At G&L - Silvassa, 50 KWp solar panels were installed.
2. The Industrial Packaging (IP) business is majorly depending upon the electricity and fuel sources for its process operations. At IP - Silvassa, 50 KWp solar panels were installed. IP - Asaoti installed 3 phase auto welding machine replacing the old 2 phase welding

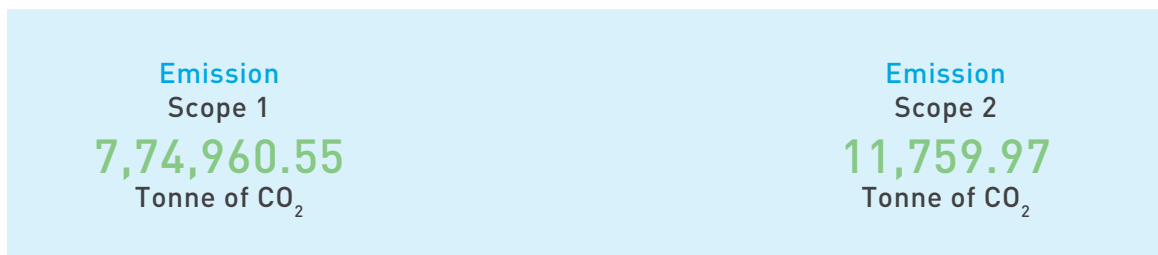
machine which has helped in reducing power consumption from 400A to 72A. Conventional type light fittings at the units had been replaced by LED type lights.

3. Chemicals has adopted various energy efficiency measure to reduce the energy consumption. The R&D team of the unit after due study improved the reaction efficiency from 55% to 85% by modifying kettle type reaction system to series reaction system.
4. CFS - Kolkata replaced conventional HPSV floodlights of all seven High Mast Lighting Towers with LED lights and installed energy efficient air conditioners.

Emissions

Balmer Lawrie is committed towards sustainable development and continuously works on reducing, controlling the carbon emission by adopting energy efficient processes, technology advancement, using renewable energy source, tree plantation etc. The Company has till date installed solar plants

with a total capacity of 626 KWp in seven different sites at Asaoti, Navi Mumbai, Chennai, Patalganga, Rai and Silvassa (two locations). The Company also maintains carbon emission inventory to measure and monitor its scope 1 and scope 2 emission.

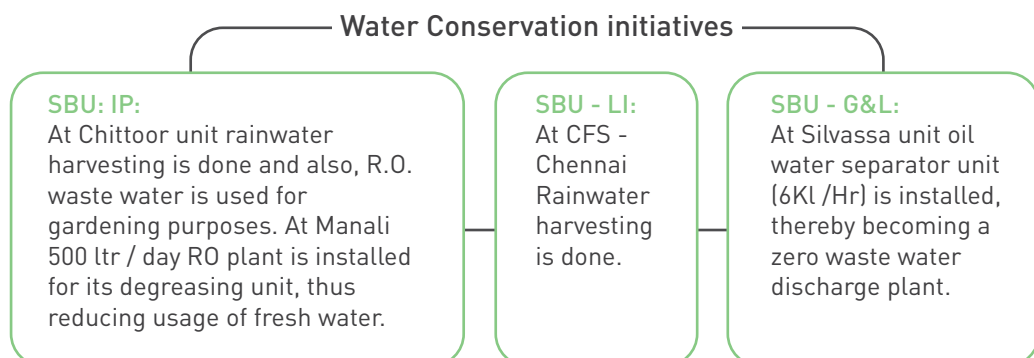


*The standards, methodologies and assumptions (based on operational control used to calculate are obtained from the Inter-Governmental Panel on Climate Change (IPCC) Guidelines for National Greenhouse Gas Inventories- 2006, Central Electricity Authority (CEA)-CO2 Baseline Database for Indian Power Sector-Version 13.0, June 2018

Water

Water is one of the most valuable natural resources available on the earth. Water is the basic essential resource for 3 business units of Balmer Lawrie i.e. Industrial Packaging, Greases & Lubricants and Chemicals. The Company is continuously working towards reducing its water footprint. Various water resources conservation initiatives has been initiated by the Company. Water conservation

goals have been achieved through recycling and reuse of water in addition to continual improvements in manufacturing processes. The water conservation programs include but not limited to installation of ETPs (Effluent Treatment Plant), STPs (Sewage Treatment Plant), RO systems, Atomizer tap controller and rainwater harvesting etc.





The source wise water consumed across our sites have been listed below:

Business	Location	Source	Water Consumption (KLD)
CCFS	CFS Chennai	Municipal Water	3160.00
	CFS Kolkata	Municipal Water	2947.00
	CFS Navi Mumbai	Municipal water	643.10
GL	Grease and Lubricants (GL) Kolkata	Municipal Water	27788.00
	Grease and Lubricants (GL) Manali	Municipal Water	745.27
	Grease and Lubricants (GL) Silvassa	Ground water	2132.50
IP	Industrial Packaging (IP) Asaoti	Ground water	1352.88
	Industrial Packaging (IP) Chittoor	Ground water	346.00
	Industrial Packaging (IP) Manali	Municipal Water	3235.00
	Industrial Packaging (IP) Silvasa	Ground water	4471.20
	Industrial Packaging (IP) Taloja	Tanker & RWH collected and stored	3085.30
	Industrial Packaging (IP) Vadodara	GIDC Water	2898.00
C	Chemicals Chennai	Municipal Water	21023.00
TCW	TCW Hyderabad	Municipal Water Supplies	2445.00
	TCW Patalganga	MIDC Water	4820.00
	TCW Rai	HSIIDC water	6397.00



Tree plantation on the occasion of World Environment Day



Health check-up at TCW Hyderabad



Surprise Mock Drill has been done at CFS Navi Mumbai during the HSE Annual Audit



Fire drill carried out at TCW Hyderabad



IP Taloja organised a training program on "Safe Vehicle Movements"



Fire Fighting training and Demonstration given to Security Guards at IP Vadodara

Waste

At Balmer Lawrie generated waste is managed effectively through systematic handling, treatment and disposal of waste. Sound waste management practices are followed to minimize the waste generation. The Company has effective mechanism in place for waste collection, storage and disposal at all operational sites. It proactively monitors and measures waste generation.

Designated separate storage area has been defined to store hazardous and non-hazardous waste. Various types of wastes like hazardous waste, non-hazardous waste including biodegradable and non-biodegradable and bio-medical waste is generated from sites which are managed as per statutory norms.

Business	Category	Type of Waste	Quantity in MT
Greases & Lubricants	Hazardous	Spent solvent, ETP Sludge, Sludge & Filter contaminated with Oil, Jute / Cotton containing Oil, Lithium / Caustic Contaminated bag, Oil Contaminated flexi Poly bag etc	136.37
	Non-Hazardous	Cardboard / waste paper, Plastic waste, Used HDPE Bags	67.82
Chemicals	Hazardous	Mixed Salts	51.98
	Non-Hazardous	Steel Castings, MS scrap HDPE bags and carbouys	4.014
Industrial Packaging	Hazardous	Wastes and residues - Paint sludge, Chemical sludge from waste water treatment (ETP Sludge)	43.90
	Non-Hazardous	Cotton waste, Others (food waste / garden waste), Waste sand, Wood Waste, Plastic Waste / Used HDPE bags, Cardboard / Waste paper, Steel castings, MS scrap, 20/ 25/ 30/ 35 Ltr Drums, Normal steel scrap, MS Scrap - corner cuttings, MS Scrap of Finished goods-Rejected barrels, Damaged Drop tested, MS Scrap of semi-Finished goods-Lids & Shells, Paint, lacquer, other cans, MS Scrap - Process rejection-Off Cut & Side Trimming, MS Scrap - others-GI, MS, sundry, Miscellaneous scrap	54.35
Logistics	Non-Hazardous	Cardboard / waste paper, Plastic waste, Used HDPE Bags, Wood Waste, Others (food waste / garden waste)	

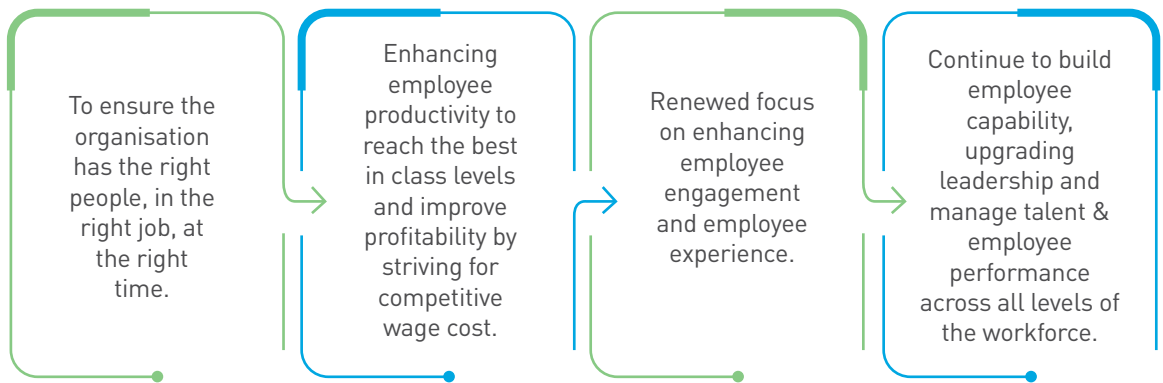


Human Capital



Balmer Lawrie has diverse workforce that brings together best of all cultures while contributing to the growth of the Company. It is the unrelenting determination, dedication and hard work of the employees that has kept the Company going strong even in the pandemic year of FY 2020-21. The Company understands the importance of its workforce, takes pride in its workforce and is constantly working towards their development.

Balmer Lawrie has a workforce with different sets of skills and experience along with diversity in age, culture, religion, and gender. The Company provides each employee an equal opportunity for professional and personal development. The Company has well established human resource practices applicable to all employees with objective to enhance human capital of the Company. In FY 2020-21, the locus foci of human resource department of the Company are following:





Balmer Lawrie had 989 employees on permanent rolls for FY 2020-21. These included 888 male employees and 101 female employees including 16 employees with special abilities. 547 employees are associated with the Company on outsourced / direct contract / fixed

term contract basis with 443 male and 104 female employees. During FY 2020-21, 44 (Forty-Four) Executives and 7 (Seven) Officers (Non-Unionized Supervisors) have been inducted in the Company and 23 (Twenty-Three) bid adieu. The breakup of employee strength is as follows:

Table 1: Employee Strength as on 31st March, 2021

Employee Category	Male	Female
Senior Management (E6 to E8)	53	1
Middle Management (E3 to E5)	175	23
Junior Management (E0 to E2)	211	38
Non-unionised Supervisors (O1 to O2)	193	25
Unionised workers	253	14
Outsourced/ Direct contract/ Fixed term contract	443	104
Differently abled Employees	14	2

Table 2: Employee Strength: SBU Wise as on 31st March, 2021

Row Labels	Executive	Officer	Unionised	Total
Greases & Lubricants	92	32	64	188
Industrial Packaging	67	51	28	146
Leather Chemicals	37	6	23	66
Logistics Infrastructure	39	34	56	129
Logistics Services	92	33	6	131
Others / Administrative	118	21	78	217
ROFS	13	8	0	21
Travel & Vacations	46	33	12	91
Grand Total	504	218	267	989

Table 3: New Employee turnover

Category			
New Hire	Gender	Joined	Left
<30	M	15	2
	F	3	1
30-50	M	29	17
	F	3	1
>50	M	1	1
	F	0	1

Balmer Lawrie has 10.2% of female employees despite it being majorly a manufacturing company. The Company is an equal opportunity employer with particular emphasis on women empowerment. The Company encourages women to join and build a career. Many women employees are at decision making positions in the Company. As per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, an internal committee has been constituted in all four regions namely Eastern, Western, Northern and Southern Region (separate ICs have been constituted in Bengaluru, Hyderabad and Chennai) of the country.

Balmer Lawrie has Supervisor's Association for Non-Unionised staff and trade unions for Unionised staff respectively at regional level. 49.03% of employees are members of recognized employee associations.

Employee Welfare

For Balmer Lawrie employee welfare is of paramount importance and it has implemented various policies promoting employee welfare. One such policy promoting the work life balance is maternity leave policy. During the year, 6 (Six) employees availed parental leave. The details are as follows:

Table 4: Employees availing Maternity Leave

Category	Number of Employees
Employees entitled to parental (maternity) leave	158
Employees that took parental (maternity) leave	6
Employees who returned to work in the reporting period after parental (maternity) leave ended	6
Employees who returned to work after parental (maternity) leave ended that were still employed 12 months after their return to work	5



In addition, the Company provides certain benefits to full time employees including life insurance, health care medical scheme, disability and invalidity coverage, Provident Fund and Superannuation Fund, post-retirement medical benefits. etc.

For the engagement of the families of the employees with the Company, 155th Foundation Day was celebrated in all units and establishments across the country in FY 2020-21.

Health Supports

a. Corona Kavach [COVID] insurance: The Group Insurance Policy for Corona Kavach has been currently extended for all permanent employees and Fixed Term Contract engagees. Insured are permitted to avail the services as prescribed by the medical practitioner. Cashless or reimbursement facility shall be offered under home care expenses subject to claim settlement policy disclosed in the website.

b. BL participated in National Vaccination Movement by extending Company driven COVID vaccination of employees and other key stakeholders.

Training & Development

Balmer Lawrie is a firm believer of continual improvement and learning. The Company believes in continuous upgradation of skills and knowledge of its workforce. Various training programmes were conducted in a year with a focus on enhancing both the technical and soft skills of employees.

The areas including general management programs, company policies, human rights, health & safety, career development, sustainable development etc. are covered through various training programmes conducted by Balmer Lawrie. In addition to in-house programmes organized by the human resource department, employees are also encouraged to attend external programmes as per their job requirements.



The Company also administered e-learning content for its employees during the year, covering topics like Managing Conflict, Delegation Essentials, Stress Management, Presentation Skills, COVID-19, Building Peer Relationship, Communication Skills, Finance for Non-Finance Managers, Listening Skills and Customer Service Skills. Leveraging the digital platform in such a scale has been a first of its

kind initiative in Balmer Lawrie.

As a reinforcement of this learning, snippets on each of these modules were also shared with all participants for quick read and recap. Information and feedback were also gathered through the post-course feedback forms for improving similar offerings in future.

The details of the total training man-days are as follows:

Gender	Category	No. of Employees	Avg. Training hours
Male	Permanent	106	1008
Female		63	571
Male	Contractual	27	79
Female		22	73



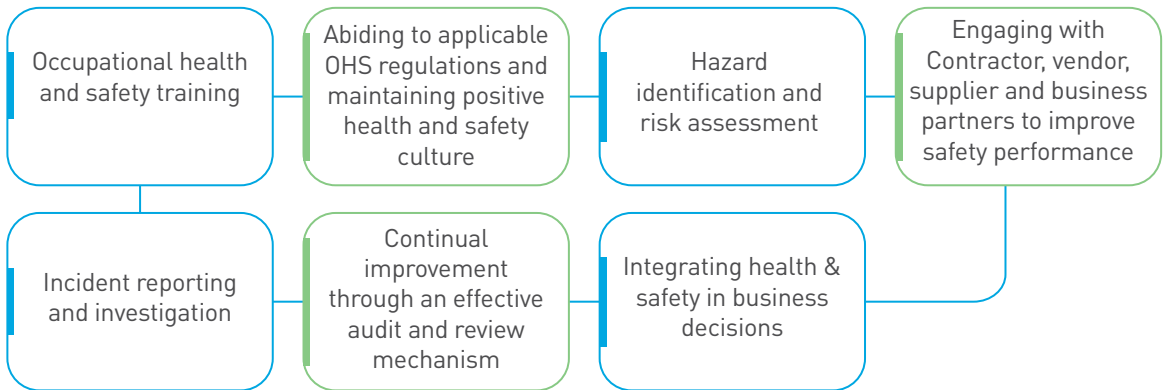
Health & Safety



At Balmer Lawrie ensuring health, safety and well-being of employees is a key priority across all business segments. The Company maintains and operates its plants, equipment and facilities in compliance with all required occupational health & safety protocols with various checks and balances in place. The Company regards the health and safety of employees' paramount and vital for business continuity and constantly strives to have continual improvement in occupational health and safety performance.

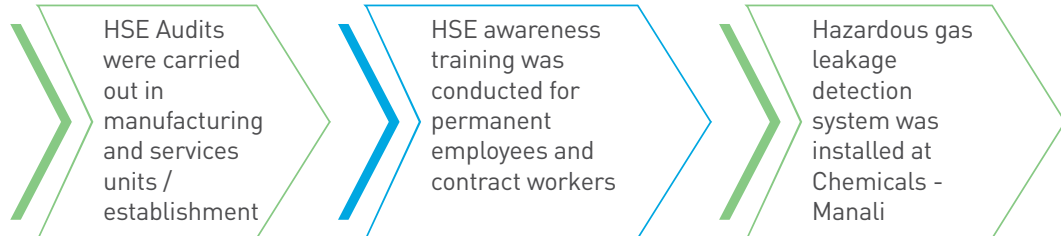
The Company endeavors to strengthen its culture by enforcing safe behaviors and working conditions through periodical trainings and ensures compliance of the occupational health & safety protocols and course correction of required by onsite visits and HSE audits.

Balmer Lawrie is committed to best standards of HSE management system in its entire operations. The Company has seven pronged approach to achieve this as listed below:





Safety initiatives by SBU's in FY 2020-21



Safety Trainings

Balmer Lawrie has a robust training and skill upgradation system in place. In addition to technical trainings and skill upgradation sessions, various health and safety trainings were conducted in the reporting period to enhance knowledge of employees with respect

to occupational health and safety. The training topics included but were not limited to fire safety, material handling, work at height, emergency preparedness, electrical safety, defensive driving etc.

During the reporting period percentage of employees that were given safety training is as follows:

Employees category	% of Employees that were given safety training
Permanent Employees	62.72%
Contractual Employees	90.89%
Permanent Women Employees	40.00%
Employees with Disabilities	50.00%



Safety Week celebrations

Balmer Lawrie celebrated the 50th National Safety Week from 4th to 10th March 2021 in all its units / establishment. The week commenced on 4th March, 2021 which is observed as National Safety Day, with the administering of the safety pledge and reading out of message of C&MD. In line with the theme, various programs were organized over the week. The programs included extempore, quiz, spot the hazard contest, mock drills, safety slogan and essay writing competitions.

Incident Reporting Management

It is important for the organisation to have robust incident reporting and investigation system for accident prevention. We at Balmer Lawrie analyze each health and safety incident to improve our health and safety performance. Employees are encouraged to report the incident related to health and safety, so that control measure can be adopted to avoid the recurrence of the reported incident. Effective incident management system helped us to save direct and indirect cost resulting from accident occurrence.

Safety committee

Safety committee is formed at every location of Balmer Lawrie, that comprises of equal representation of management and non-management employees. Issues related to occupational health and safety is discussed in safety committee. Occupational health and safety performance of the sites are tracked by site specific safety committee. An effective incident reporting mechanism has been adopted by committees to address near miss incidents and to assess them, so that the occurrence of accidents can be avoided.



Online awareness program on COVID-19 on PAN India basis



Customer Relations



Balmer Lawrie is a customer centric organisation with a focus on delivering superior value to its customers. With best in class service and reliable & high quality environment friendly products, the Company has carved a place for itself in the industry. It has a strong base of loyal customers.

The focus of each SBU is on customer satisfaction and strengthening customer relations. Customers are engaged through various platforms such as one-on-one meetings, online surveys etc. The surveys that are conducted focus on parameters such as service quality, consistency, delivery commitment, complaint resolution and quality of technical services. A constructive feedback is always appreciated and facilitates in improving the quality of the product.

Customer grievances are taken seriously and each grievance is resolved within stipulated time. During the FY 2020-21, 566 complaints were received across the strategic business units and each complaint was resolved up to the satisfaction the customer.

Balmer Lawrie lays special emphasis on data privacy and security. During the reporting period

there were no cases of breach of customer privacy and loss of customer data.

Customer Health & Safety

Customer health & safety is a top priority for Balmer Lawrie. The Company is transparent with respect to the contents of the product and follows all mandatory laws & regulations related to product information and labelling. The Company provides information about product, usage instructions and precautions on product packaging.

Safety information regarding the products is also communicated through guidelines on product-handling methods, including Material Safety Data Sheets. The Company's products also comply with the Legal Metrology Act, 2009. It provides information on product characteristics, properties, application, storage, safety, etc. along with technical data sheets for the customers. During the reporting year, there have been no incidents of non-compliance with regulations or voluntary codes concerning product and service information and labelling during their life cycle.





Corporate Social Responsibility



Balmer Lawrie believes in growth of all the stakeholders and equitable development of all. The Company is tirelessly working for growth of disadvantaged and marginalized sections of the communities. "Sabka Saath Sabka Vikas" is the guiding principle of all CSR activities of the Company and it is tirelessly working to transform the lives of the underprivileged and enhance collective community well-being. The Company has a well-defined CSR policy and robust implementation system. The Company undertakes many CSR programmes and projects around the year. Despite FY 2020-21 being impacted adversely by COVID-19 pandemic, the Company stood firm to its commitment towards the upliftment and well-being of the disadvantaged, vulnerable and marginalized stakeholders which is one of key underlying principles of the CSR policy of the Company.

All CSR activities undertaken by Balmer Lawrie are done in consultation with the community and are in alignment with national priorities and various programs initiated by the Government of India like the Clean India Mission and Skill Development program.

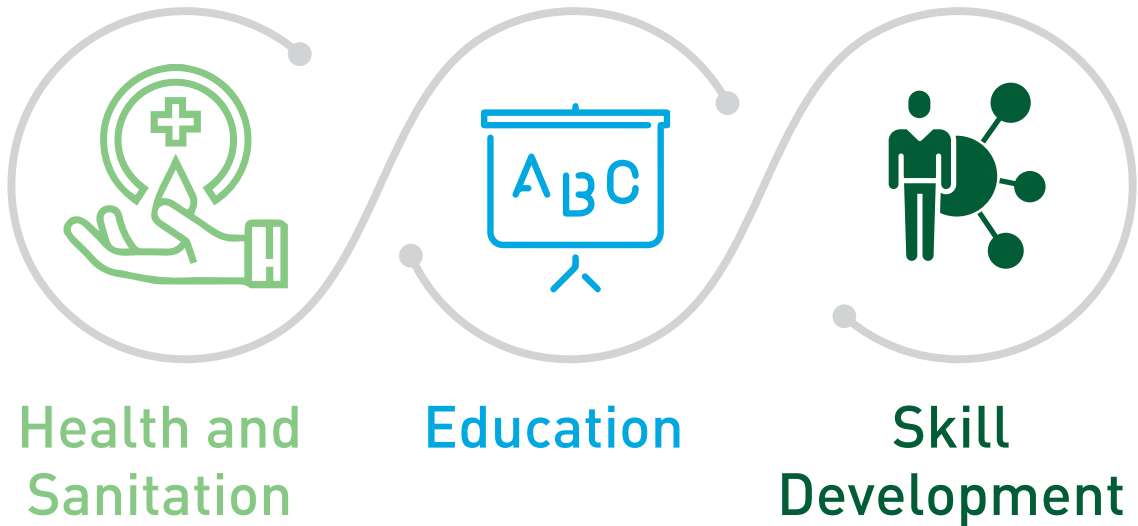
The Company implements its CSR activities in partnership with a local authorities / NGOs. The Company's CSR initiatives operate under two Flagship Programs namely Balmer Lawrie Initiative for Self-Sustenance [BLISS] and Samaj Mein Balmer Lawrie [SAMBAL]. The major partners of the Company in these initiatives are:

- Indian Institute of Cerebral palsy (IICP)
- Integrated Tribal Development Agency (ITDA)
- Ekal Vidyalayas, One Teacher Schools (OTS) by Friends of Tribal society
- Calcutta Rescue, West Bengal
- Ramakrishna Mission
- Saksham Foundation, Navi Mumbai
- Skill Development Institutes - Bhubaneswar, Vishakhapatnam, Rae Bareli, Kochi, Ahmedabad and Guwahati
- Helpage India
- Swadeep Shikshan Sansthan
- Habitat for Humanity





Despite FY 2020-21 being a pandemic ravaged year, the Company spent ₹ 514.15 Lakhs towards various CSR activities. The focus areas of the Company's CSR interventions are:



Health & Sanitation

Health & sanitation is of paramount importance for everybody specially in COVID-19. Balmer Lawrie designates utmost importance on raising awareness on health & sanitation through CSR initiatives. The Company is working on various Swachh Bharat Abhiyan related activities on pan India basis along with organisations like Habitat For Humanity, Rotary club, Lions Club, Swadep Sikshan Vikash Sanstha etc. with a total project cost of ₹ 57 lakhs.

Further, Balmer Lawrie has contributed ₹ 40 lakhs for creation of Model Aanganwadi Kendra with assistance of Integrated Tribal Development Agency.

Balmer Lawrie has been one of the first corporate responder to the threat of COVID-19 and issued ₹ 20 lakhs for construction of COVID-19 quarantine hall implemented by Ramakrishna Mission. The Company has also sponsored mobile health van for door-to-door treatment of the elderly people. The total contribution of the Company is ₹ 29 lakhs, and it is running this initiative with HelpAge India.

Balmer Lawrie has provided fund of ₹ 23 lakhs for cardiac care ambulance to DNH Medico Association and ₹ 20 lakhs to Ramakrishna Mission for ultrasound machine. Through Saksham Foundation, the Company has implemented a project on Water Resource Management, Health & Hygiene based on Sustainable Development Goals with a total project cost of ₹ 11.11 lakhs. Along with Calcutta Rescue, the Company has implemented street medicine program in slum areas with total financial contribution of ₹ 5.47 lakhs.





Education

Balmer Lawrie has sponsored two classes of students suffering from cerebral palsy in IICP. The total project cost has been around ₹ 15 lakhs. Also, the Company engaged Friends of Tribal Society to operate Ekal Vidyalayas, One Teacher Schools (OTS) for providing education to the doorsteps of the tribal populace along with monetary contribution of ₹ 10 Lakhs



Skill development

Balmer Lawrie has contributed ₹ 175 Lakhs towards operation of Skill Development Institutes at Bhubaneswar, Visakhapatnam, Kochi, Rae Bareli and Guwahati.



United Nations Global Compact

Balmer Lawrie subscribes to the 10 principles of United Nations Global Compact and has committed to communicate its sustainability performance on those principles.

Global Compact Principles	GRI Standard Disclosures	Page No.
Principle 1: Human Rights: Businesses should support and respect the protection of internationally proclaimed human rights	Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs	60-63
Principle 2: Human Rights Business should make sure they are not complicit in human rights abuses	Disclosure 414-1 new suppliers that were screened using social criteria	Not reported
Principle 3: Labour Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	102-41 collective bargaining agreements	50-51
Principle 4: Labour Businesses should uphold the elimination of all forms of forced and compulsory labour	Not Reported	Not Reported
Principle 5: Labour Businesses should uphold the effective abolition of child labour	Not Reported	Not Reported
Principle 6: Labour Businesses should uphold the elimination of discrimination in respect of employment and occupation	102-7 Scale of the organization	Page 10-19
	102-8 Information on employees and other workers	Page 50-53
	GRI 401: Employment 2016	Page 48-52
	GRI 404: Training and education 2016	Page 52-53
Principle 7: Environment Businesses should support a precautionary approach to environmental challenges	GRI 302: energy 2016	Page 44-45
	GRI 303: Water 2016	Page 45-46
	GRI 305: emissions 2016	Page 45
Principle 8: Environment Businesses should undertake initiatives to promote greater environmental responsibility	GRI 307: environmental compliance 2016	Page 42-47
	GRI 308: Supplier environmental assessment 2016	Not reported
Principle 9: Environment Businesses should encourage the development and diffusion of environmentally friendly technologies	Environmental Protection Expenditure	Not reported
Principle 10: Anti-corruption Businesses should work against corruption in all its forms, including extortion and bribery	102-16 Values, principles, standards, and norms of behavior	Page 24-29 Annual Report page 56



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	102-4	Location of operations	Page 12-13
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	102-16	Values, principles, standards, and norms of behavior	Page 24-29 Annual Report page 56
GOVERNANCE			
	102-18	Governance structure	Page 24-29 Annual Report Page 56
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	102-40	List of stakeholder groups	Page 32-33
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	102-51	Date of most recent report	Page 4-5

	Disclosure	Disclosure	Page no.
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Glossary

BL	Balmer Lawrie
BLISS	Balmer Lawrie Initiative for Self Sustenance
C	Chemicals
CEA	Central Electricity Authority
CFS	Container Freight Stations
CII	Confederation of Indian Industry
CSR	Corporate Social Responsibility
CVO	Central Vigilance Officer
ETP	Effluent Treatment Plant
FY	Financial Year
GJ	Gigajoules
GRI	Global Reporting Initiative
G&L	Greases and Lubricants
HSE	Health, Safety and Environment
IATA	International Air Transport Association
IICP	Indian Institute of Cerebral Palsy
IP	Industrial Packaging
IPCC	Inter-governmental Panel on Climate Change
ITDA	Integrated Tribal Development Agency
KL	Kilolitres
KLD	Kilolitres per day
kW	Kilowatt
kWh	Kilowatt Hour
kWp	Kilowatt peak
LI	Logistics Infrastructure
LODR	Listing Obligations and Disclosure Requirements
LS	Logistics Infrastructure
LTI	Lost Time Injury
MICE	Meetings, Incentives, Conferences and Exhibitions
MOU	Memorandum of Understanding

MPNG	Ministry of Petroleum and Natural Gas
MS	Mild Steel
MT	Metric Tonnes
OHS	Occupational Health and Safety
PSU	Public Sector Undertaking
ROFS	Refinery and Oil Field Services
SAMBAL	Samaj Mein Balmer Lawrie
SBU	Strategic Business Unit
SD	Sustainable Development Goals
SEBI	Securities Exchange Board of India
TCW	Temperature Controlled Warehouse
T&V	Travel and Vacations
ZLD	Zero Liquid Discharge

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