

**Balmer Lawrie & Co. Ltd.**  
(A Government of India Enterprise)

# SUSTAINABILITY REPORT



2018-19



## OUR VISION

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“ 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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Salmer Lawrie & Co. Ltd.

Commemorating



## ABOUT THIS REPORT

Balmer Lawrie recognizes the importance of performing responsible business and implements several initiatives to improve its triple bottomline performance. This is the third annual sustainability report of Balmer Lawrie in its endeavour to communicate the Company's sustainability performance and management practices to its stakeholders. This report can be accessed on our Company website. This report highlights the initiatives and systems implemented in FY 2018-19. The sustainability report for FY 2017-18 can be viewed on [www.balmerlawrie.com](http://www.balmerlawrie.com)

This sustainability report has been prepared in accordance with the GRI Standards: Core option. The reporting principles of GRI Standards have been used for defining report content and quality. Wherever estimates are made, the assumptions and methodologies have been specified.

The information and statements disclosed in this report relate to and include all Balmer Lawrie's core operations and processes. Data from Joint Ventures and subsidiaries is not reported unless otherwise stated. The performance data provided in this report covers the reporting period from 1st April 2018 to 31st March 2019 and presents information about the six business verticals. There have been no restatements of information made in this report. There have also not been any significant changes regarding the material topics identified and its boundaries.

Balmer Lawrie participates in regular and active engagements with its key internal and external stakeholders to understand their needs, concerns and feedback. These inputs play a crucial role in determining the material topics that support the articulation of this report.

The financial details of the entities that form a part of our organization is available in our annual report which can be viewed on [www.balmerlawrie.com](http://www.balmerlawrie.com)

The Company believes that constructive feedback is a foundation to continuous improvement and constantly seeks views from its stakeholders. To send in your views, please reach out to:

**[adika.rs@balmerlawrie.com](mailto:adika.rs@balmerlawrie.com)**

Balmer Lawrie & Company Limited  
21, Netaji Subhas Road,  
Kolkata, West Bengal – 700001



## MESSAGE FROM THE CHAIRMAN AND MANAGING DIRECTOR

Dear Stakeholders,

Since its inception, Balmer Lawrie has left an impressionable mark at every step of its corporate journey. Today, we continue to successfully respond to changing demands and regulations and grow into a more sustainable organization. In our evolution as a Company, we have always incorporated sustainability in our business practices and strategy. We continue to deliver strong geographically balanced revenue growth and shared stakeholder value in line with our organization's vision.

The challenge to attain a secured sense of sustainability is what we work towards at Balmer Lawrie. The path towards our sustainability goals and the effort induced into our initiatives are showcased in our Business Responsibility Reports and Sustainability Reports since 2016-17. This report brings

about an essence of how sustainability is core to what we do and integral to our strategy and long-term success. With this report, we showcase commitment towards sustainability in our operations through delivered programs and initiatives that center around higher standards of ethical conduct, supporting economic performance, enhancing health and safety, acquiring and developing talent, managing energy and climate change impacts, to deliver holistic sustainable value to our stakeholders. As a responsible corporate citizen and founding member of the UN Global Compact in India, our commitment towards our mantra of "doing well by doing good" remains strong and congruous to institute a balance between people, planet and profits.

In presenting our Sustainability Report 2018-19, we deliver a transparent and voluntary disclosure of the Company's triple bottomline



## MESSAGE FROM THE CHAIRMAN AND MANAGING DIRECTOR

performance. It encapsulates our abiding commitment to meaningfully contribute to India's pursuit of sustainable and inclusive development. We are deeply encouraged by the accolades received for the Company's commendable commitment in integrating environmental and social parameters into our operational practices.

With climate change mitigation strategies now gaining secured and swift momentum, Balmer Lawrie will continue to ensure effective measures and actionable changes towards a more sustainable and inclusive future. With every small initiative and change towards our business operations, there is an effort to contribute towards a shared horizon of sustainable progress and prosperity.

Though we have numerous initiatives in place to address sustainability challenges for the Company, we also understand that our people are our greatest asset and ensure that the knowledge of sustainability is communicated through regular training and awareness programs to sensitize our employees.

In envisioning our sustainability initiatives, we have established a comprehensive long-term Integrated Sustainability Plan which lays down the sustainability policy, program framework,

governance structure, communication etc. Our sustainability strategy gives us strength in pursuing a path to augment growing environmental and social value. We ensure a two-tier organizational structure to drive CSR and Sustainability initiatives in the Company. In our endeavor to augment our commitment to cogent sustainability performance, our future strategic initiatives target renewable energy, responsible waste management, driving water conservation and energy efficiency at various manufacturing units of the organization.

In order to monitor the implementation, progress and challenges of our sustainability initiatives and our long-term strategy, we have CSR and Sustainable Development Committees formed at Corporate and Regional levels. We also ensure constant technological upgradation in our manufacturing processes to aid in minimalistic environmental impact from our operations. For this purpose, The Applications Research Laboratory at Balmer Lawrie has made significant progress in diversifying our product line by developing more sustainable products.

**Prabal Basu**  
Chairman & Managing Director





CORPORATE  
GOVERNANCE

ENVIRONMENTAL  
PERFORMANCE



STAKEHOLDER  
ENGAGEMENT

ECONOMIC  
PERFORMANCE



SOCIAL  
PERFORMANCE

WORKFORCE  
MANAGEMENT

ABOUT  
**BALMER LAWRIE**

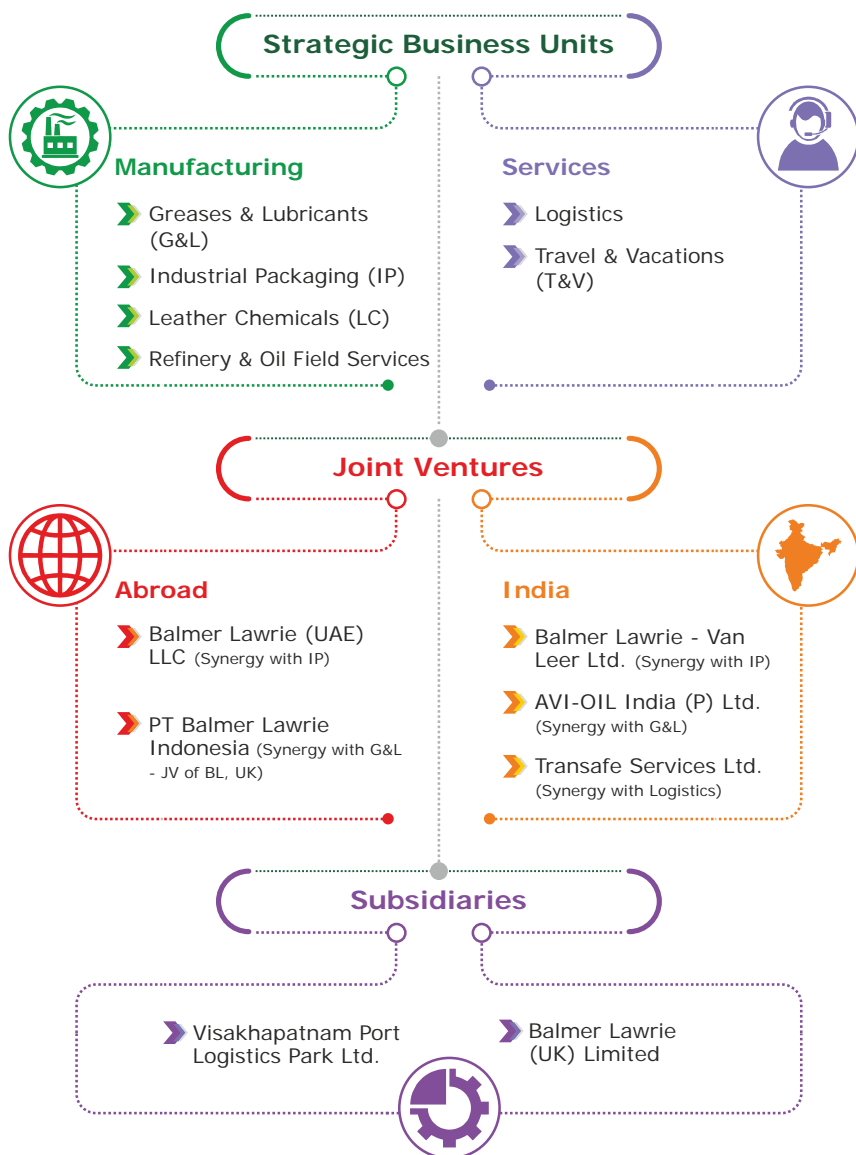


# ABOUT BALMER LAWRIE

Balmer Lawrie & Co. Ltd. started its corporate journey as a Partnership Firm in 1867, and today is a Miniratna - I Public Sector Enterprise under the Ministry of Petroleum and Natural Gas (MoPNG), Govt. of India. The Company is headquartered at Kolkata and has operations spread across the country. Balmer Lawrie generated a turnover of ₹1857 Crores and a profit of ₹ 280 Crores in the current financial year.

Along with its five Joint Ventures and two subsidiaries in India and abroad, today it is a much-respected transnational diversified conglomerate with a presence in both manufacturing and service sectors. Balmer Lawrie also has a national presence and some of the products are exported to neighboring countries including Nepal, China, Sri Lanka, South Korea, Iran, Kenya and Ethiopia.

## World of Balmer Lawrie



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 150 years



## CORPORATE MEMBERSHIPS

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
- Employees Federation of India



Being a pioneer in grease manufacturing in India, Balmer Lawrie is a market leader in specialty greases & lubricants. Our lubricants are produced under the brand "Balmerol" serving the core sectors of the Indian economy including railways, defense, steel, mining and automotive. All plants of SBU: Greases & Lubricants are ISO 9001 (Quality Management System), ISO 14001 (Environment Management System) and OHSAS 18001 (Occupational Health and Safety Management System) certified.



Balmer Lawrie is the largest manufacturer of MS Drums in India and is the market leader in the industry with over 34% market share. We manufacture high quality products ranging from Open-Head, Tight-Head, Plain, Lacquered, Composite, Galvanized, Tall, Necked-In and Conical Drums which are utilized for packaging additives, chemicals, lubricants, food & fruit pulp, edible oils and various liquid and semi liquid substances. This SBU operates through seven manufacturing plants on pan India basis which include a state-of-the-art facility at Navi Mumbai.

The Technology & Product Development Centre located at Industrial Packaging, Kolkata plays a pivotal role in product innovation & diversification, enabling quality up-gradation and keeping pace with changing technology.





Since 1983, Balmer Lawrie has been a manufacturer of synthetic fatliquors in Chennai. Balmer Lawrie has been able to provide cost effective solutions to the leather industry by indigenizing the manufacturing of leather chemicals which were hitherto imported. The Company offers a basket of synthetic tanning agents, synthetic/ semi-synthetic high performance fatliquors and beam house chemicals under the brands "Balmol", "Balsyn" and "Balzyme". This SBU is a member of Leather Working Group and the manufacturing plant has a state of the art Zero Liquid Discharge facility (ZLD), certified with ISO 9001, 14001 and OHSAS 18001.

## Balmer Lawrie

REFINERY & OIL FIELD SERVICES

Balmer Lawrie is one of the pioneers of Mechanized Oily Sludge processing in India and maintains leadership position with around 70% market share. Having successfully executed projects with all major refineries & oil installations in the country, SBU: ROFS also specializes in providing value added technical services focusing on the oil & gas Industry. In this domain, the emphasis is on providing services, centered on pollution prevention & recovery of hydrocarbon from wastes.







Balmer Lawrie is one of the leading Travel Management companies in India catering to a large section of Government and PSU customers with 12 IATA branches across the country. Balmer Lawrie Travel & Vacations provides end-to-end domestic and international travel services including ticketing, tourism and MICE related services to its clients. The Company has launched the revamped online ticketing portal, now rebranded as “FlylikeKing” with the objective of substantially enhancing the operation level of the B2C portal (flylikeking.com).

Balmer Lawrie ventured in Logistics Services as early as the 19th Century and since then offers a wide range of seamless logistics solutions to clients. The Company has three Container Freight Stations (CFS) at Kolkata, Mumbai and Chennai along with warehousing facilities. Further, the Company has set up three temperature controlled warehouses at Medchal area in Hyderabad, Rai in Haryana and Patalganga in Mumbai. All the CFSs are accredited to ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 certification. Balmer Lawrie is an accredited IATA agent, and handles both inbound and outbound cargo including normal, over dimensional, perishable, temperature sensitive and dangerous consignments. Balmer Lawrie is today among India’s leading ocean cargo operators with services that include non-vessel operating common carriers, multi modal transport operation, vessel chartering, door to door movement for break bulk, project cargo logistics management and turnkey execution.





## PLANT AND OFFICE LOCATIONS

Name of the business	Location	Location
<b>Greases &amp; Lubricants</b>	<b>Manufacturing Units</b>	<b>Marketing Offices</b>
	Chennai	Bengaluru
	Kolkata	Bhopal
	Silvassa	Chandigarh
	<b>Applications Research Laboratory</b>	Chennai
	Kolkata	Coimbatore
		Gurugram
		Hyderabad
		Jaipur
		Kolkata
		Mumbai
		New Delhi
		Patna
		Pune
	Raipur	
	Silvassa	
	Vadodara	
<b>Industrial Packaging</b>	<b>Manufacturing Units</b>	<b>SBU Office</b>
	Chennai	Mumbai
	Kolkata	
	Silvassa	<b>Sales Office</b>
	Chittoor	Vadodara
	Asaoti	Gurugram
	Navi Mumbai	
Vadodara		
<b>Leather Chemicals</b>	<b>Manufacturing units</b>	<b>SBU Office</b>
	Chennai	Chennai
	<b>Technical Service Centers</b>	<b>Product Development Centre</b>
	Ambur & Vaniyambadi	
	Kanpur	Chennai
	Kolkata	
Ranipet		



Name of the business	Location	Location
<b>Logistics Services</b>		
	Ahmedabad	Kochi
	Bengaluru	Kolkata
	Chennai	Mumbai
	Coimbatore	New Delhi
	Goa	Pune
	Gwalior	Thiruvananthapuram
	Hyderabad	Tuticorin
	Kanpur	Visakhapatnam
	Karur	
<b>Logistics Infrastructure</b>	<b>Container Freight Station</b>	<b>Warehousing &amp; Distribution</b>
	Chennai	Coimbatore
	Kolkata	Kolkata
	Navi Mumbai	
	<b>Temperature Controlled Warehouse</b>	<b>Multimodal Logistics Hub</b>
	Navi Mumbai	Visakhapatnam
	Rai	<b>Integrated Check Post</b>
	Medchal-Village - Telangana	Jogbani
		Raxaul
<b>Refinery and Oil Field Services</b>		
	Kolkata	
<b>Travel</b>		
	Ahmedabad	Kochi
	Bengaluru	Kolkata
	Bhubaneswar	Lucknow
	Chennai	Mumbai
	Delhi	New Delhi
	Gurugram	Port Blair
	Guwahati	Pune
	Hyderabad	Thiruvananthapuram
	Kanpur	Vadodara
		Visakhapatnam
<b>Vacations</b>		
	Ahmedabad	Hyderabad
	Bengaluru	Kolkata
	Bhubaneswar	Mumbai
	Chennai	New Delhi

## AWARDS AND RECOGNITIONS



- Balmerol Lubricants has been recognized as one of 'The Economic Times Best Brands 2019'.
- The Travel branch of SBU: T&V at Kolkata was recognized and awarded by Air India for securing the second position in Passenger Sales.
- SBU: Greases & Lubricants received the Best Lubricants Supplier Award from Tata Motors Ltd., Spare Parts Division.
- TCW, Hyderabad was awarded the 1st prize for "Best Practices in Cold Storage" in the 3rd Edition of CII - Cold Chain Awards.
- IP, Asaoti received Silver Award for the year 2018-19 in National Award for Manufacturing Competitiveness.
- Balmer Lawrie received Ecovadis Silver rating on the organization level in December 2018.
- LC, Chennai received 4-star rating for Commitment to EHS practices from CII in December 2018.



**STAKEHOLDER  
ENGAGEMENT  
AND MATERIALITY  
ASSESSMENT**





# STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

Being a public sector enterprise, Balmer Lawrie aims to achieve long term business sustainability through effective stakeholder engagement. We actively seek feedback from our stakeholders to improve our processes, understand their expectations and to communicate the Company's performance and future outlook. We engage with our stakeholders through numerous platforms throughout the year such as vendors and

suppliers meet, meeting with shareholders & investors, informal dialogue with the community etc.

These stakeholders were prioritized based on the influence they have on our operations and discussions with the internal team. To involve various stakeholder groups associated with our business verticals, the following steps were followed to prioritize the stakeholders:



Five key stakeholder groups that have a significant influence in our organization are Government of India, employees, customers, suppliers and NGOs have been prioritized in consultation with the core team of Balmer Lawrie. Focus group discussions have been conducted at various locations

across the organization to engage with these prioritized stakeholders. We have developed a stakeholder framework that schematically represents the mode and frequency of engagement and key concerns raised by stakeholder groups shown below:

Stakeholder Group	Mode of Engagement	Frequency of Engagement	Key Concerns Identified
<b>Regulatory bodies</b>	<ul style="list-style-type: none"> <li>MOU with MoPNG</li> <li>Monthly review meetings</li> </ul>	<ul style="list-style-type: none"> <li>Annually for signing</li> </ul>	<ul style="list-style-type: none"> <li>Climate Change</li> <li>Environmental Issues</li> <li>Community Development</li> </ul>
<b>Suppliers and Vendors</b>	<ul style="list-style-type: none"> <li>Product Development Meetings</li> <li>Pre-bid and Post-bid Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Monthly product development meetings</li> <li>Before and after tendering</li> </ul>	<ul style="list-style-type: none"> <li>Health &amp; Safety</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>Individual Performance Appraisal</li> <li>Town Hall Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Half yearly</li> <li>Annual</li> </ul>	<ul style="list-style-type: none"> <li>Training &amp; Development</li> <li>Occupational Health &amp; Safety</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>Customers / Dealers meet</li> <li>In-person meetings with key customers</li> </ul>	<ul style="list-style-type: none"> <li>Monthly meets with customers/ dealers</li> <li>Quarterly in person meetings</li> </ul>	<ul style="list-style-type: none"> <li>Regular feedback from customers</li> </ul>
<b>NGO</b>	<ul style="list-style-type: none"> <li>Review meeting</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly meeting</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring of project progress and challenges during implementation</li> </ul>

The Stakeholders' Relationship Committee examines and addresses shareholder grievances. The CSR governance structure comprising of the CSR Committee of the Board and CSR Regional Committees has been put in place to obtain feedback from beneficiary communities while on field visits. Various grievance cells are also set up with our Company to resolve concerns of our employees.

Based on engagement with our key stakeholders, and key concerns raised, we were able to list topics relevant to our organization based on Guidance for Defining Content in the GRI Standards Sustainability Reporting Framework.

## Materiality

### Identification of material topics

Materiality assessment is one of the most crucial aspects of sustainability reporting with the potential to significantly affect sustainability performance of a Company. To understand the material topics for our Company, a universal list of material topics was compiled based on peer reviews, analyst reports, macro business environment, media articles and GRI sector guidelines. The responses from multiple internal and external stakeholder groups on the specific questionnaires developed for them were

recorded. These issues are linked to Balmer Lawrie’s long-term strategy and important for our future endeavours.

### Prioritization of material topics

The identified topics were prioritized based on relevance to the organization and stakeholders after interactions with the senior management and external stakeholders. The ranking of the economic, social and environmental issues was based on critical parameters like revenue, reputation, business continuity and operational efficiency.

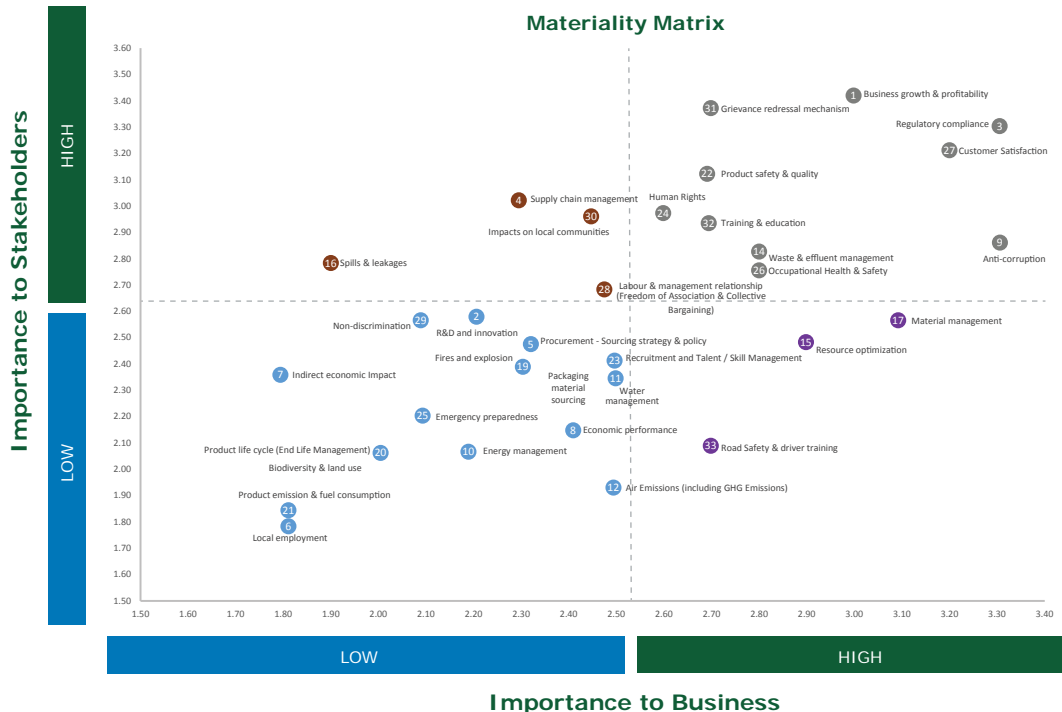
## Top Material Issues





**Material Issues**

- |  |  |
|--|--|
| 1 Business growth & profitability          | 19 Fires and explosion   |
| 2 R&D and innovation                       | 20 Product life cycle (End Life Management)  |
| 3 Regulatory compliance                    | 21 Product emission & fuel consumption   |
| 4 Supply chain management                  | 22 Product safety & quality  |
| 5 Procurement - Sourcing strategy & policy | 23 Recruitment and Talent / Skill Management   |
| 6 Local employment                         | 24 Human Rights  |
| 7 Indirect economic Impact                 | 25 Emergency preparedness  |
| 8 Economic performance                     | 26 Occupational Health & Safety  |
| 9 Anti-corruption                          | 27 Customer Satisfaction   |
| 10 Energy management                       | 28 Labour & management relationship (Freedom of Association & Collective Bargaining) |
| 11 Water management                        | 29 Non-discrimination  |
| 12 Air Emissions (including GHG Emissions) | 30 Impacts on local communities  |
| 13 Biodiversity & land use                 | 31 Grievance redressal mechanism   |
| 14 Waste & effluent management             | 32 Training & education  |
| 15 Resource optimization                   | 33 Road Safety & driver training   |
| 16 Spills & leakages                       |  |
| 17 Material management                     |  |
| 18 Packaging material sourcing             |  |











**CORPORATE  
GOVERNANCE**





# CORPORATE GOVERNANCE

## Driving Balmer Lawrie's governance

Our philosophy at Balmer Lawrie is based on the essential foundation of building a strong institution through astute execution of ethical and transparent business practices. Our governance philosophy pushes the boundaries of legal and regulatory requirements to address our key stakeholder concerns. Through this we also ensure that our governance structure fulfills and goes beyond stakeholder expectation through the five fundamental principles stated below:

- 1) High accountability towards stakeholders on the affairs of the Company.
- 2) Absolute transparency in the reporting system and adherence to disclosure & compliance.
- 3) High Ethical standards in the conduct of the business with due compliance of the laws and regulations.
- 4) Enhancement of stakeholders' value on a consistent basis.
- 5) Contributing to the enrichment of quality of life of the community through discharge of corporate social responsibility and promotion of sustainable development.

As a Public Sector Enterprise, we at Balmer Lawrie believe that addressing the needs of the society requires an organizational culture that unfailingly contributes to the resolution of economic, social and environmental issues through the creation of products and services, whilst ensuring ethical and fair business activities.

## Governance Structure

Being a Government Organisation, the provisions under Article 7A of the Articles of Association of the Company, the Directors including the Independent Directors are nominated by the Government of India. The right to nominate one or more Directors on the Board of the Company is held by the President of India. The Company also ensures that the composition of the Board is in line with the SEBI LODR (Listing Obligations and Disclosure Requirements) Regulations, 2015 and the applicable Guidelines on Corporate Governance for Central Public Sector Enterprises.

As on 31st March 2019, the Board of the Company consisted of 11 Directors and met eight times during FY 2018-19. 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.

Our Board constituency is represented below:



**Shri Prabal Basu**  
Chairman and Managing  
Director, Executive Director



**Shri D. Sothi Selvam**  
Director (Manufacturing  
Businesses), Executive Director.

- Risk Management Committee (Member)
- Audit Committee (Member)



**Shri Kalyan Swaminathan**  
Director (Service Businesses)  
Executive Director

- Stakeholders' Relationship Committee (Member)
- CSR Committee (Member)
- Risk Management Committee (Member)



**Shri Shyam Sundar Khuntia**  
Director (Finance) & Chief  
Financial Officer, Executive  
Director and  
Non-executive Director - Balmer  
Lawrie Investments Limited

- Audit Committee (Member)
- Stakeholders' Relationship Committee (Member)
- CSR Committee (Member)
- Risk Management Committee (Member)



**Shri Ratna Sekhar Adika**  
Director (Human Resource &  
Corporate Affairs)  
Executive Director

- Stakeholders' Relationship Committee (Member)
- CSR Committee (Member)



**Ms. Atreyee Borooh  
Thekedath**  
Independent Director  
Non-executive Director

- Audit Committee (Chairperson)
- Nomination and Remuneration Committee (Chairperson)
- Stakeholders' Relationship Committee (Chairperson)
- CSR Committee (Chairperson)
- Risk Management Committee (Member)



**Shri Sunil Sachdeva**  
Independent Director  
Non-executive Director

- Audit Committee (Member)
- Nomination and Remuneration Committee (Member)
- Stakeholders' Relationship Committee (Member)
- CSR Committee (Member)
- Risk Management Committee (Member)



**Shri Vikash Preetam**  
Independent Director  
Non-executive Director

- Audit Committee (Member)
- Nomination and Remuneration Committee (Member)



**Shri Arun Tandon**  
Independent Director  
Non-executive Director

- *Audit Committee (Member)*
- *Nomination and Remuneration Committee (Member)*



**Shri Vijay Sharma**  
Government Nominee Director,  
Non-executive Director

- *Nomination and Remuneration Committee (Member)*
- *Stakeholders' Relationship Committee (Member)*
- *CSR Committee (Member)*
- *Risk Management Committee (Member)*



**Ms. Perin Devi Rao**  
Government Nominee Director  
Non-executive Director

- *Nomination and Remuneration Committee (Member)*

### Our Board's committees and functions

In order to monitor specific operations of the Company, we have set up several committees to address the current and future functions of our business. This includes the Audit Committee, Stakeholders' Relationship Committee, Nomination & Remuneration Committee, Internal Complaints Committee and CSR Committee. The CSR committee is responsible to plan, monitor and evaluate the Company's sustainability and CSR activities.

In view of the nature of our business operations, we aim to be a pioneer in developing business ethics. We consistently ensure that our business operates with an underlying ethics-based system that aims at showcasing our values of transparency, equity and fair play. Balmer Lawrie has set in place a robust vigil mechanism that empowers employees to report unethical behavior, actual or suspected fraud or violation on management instances that violate the Company's code of conduct. The responsibility for dealing with such cases lies with the Chief Vigilance Officer of the Company.

### Our approach to enhancing ethical business practices

At Balmer Lawrie, we make efforts to ensure that our standards of ethics, Code of Conduct

and policies affirm that integrity and ethical business practices are well-integrated with the organization and its subsidiaries' operations. The Code of Conduct is applicable to the Board Members of the Company and its Senior Management to ensure ethical and transparent processes in managing the affairs of the Company. This strengthens our long-standing legacy of ethical and transparent behavior to build sustainable and trusted stakeholder and customer relationships. To monitor responsible business conduct and adherence to our core values, we have instituted an internal committee at each project location.

A Fraud Prevention Policy has been established for detection, reporting and prevention of fraud. This policy extends to all types of frauds – committed or suspected and is applicable to whole-time Directors and other stakeholders such as vendors, suppliers, contractors, service providers, consultants or any other external agency or person having business relationship and is associated with the Company. The Whistle Blower Policy brings forth our first value of transparency in our operations and ensures translation of this commitment towards the abolishment of corrupt practices in our organization. It is applicable to employees from Managerial, Executive, Supervisory and Unionized Employees categories. It also





covers other category of employees (e.g. outsourced, contractual, temporary, trainees, retainers, etc.) during their tenure of association with the Company. These policies are communicated to all the employees of the Company, whole-time directors and other external stakeholders from time to time. The weblink to view these policies is [https://www.balmerlawrie.com/static/codes\\_&\\_policies](https://www.balmerlawrie.com/static/codes_&_policies). Balmer Lawrie has put in place adequate communication mechanisms for dissemination of information about such policies to all employees and exclusive trainings on these are imparted to them.

The required monitoring of vigilance in our organization is implemented through a robust governance system, enhancing managerial effectiveness and efficiency. The anonymity of the whistle blower is also ensured in our governance system. In addition to providing advice on areas of improvement in systems for the Company, the vigilance department conducts surveillance inspections and ensures investigations against complaints received from individuals, CVC, MoPNG and other sources. It undertakes studies of prevalent systems and procedures and recommends improvement for various systems in the Company.

Our Chief Vigilance Officer has a role of an advisory to the Chairman and Managing Director for vigilance matters and acts as

a point of contact between Balmer Lawrie and external agencies. This enhances trust across the Company for all stakeholders by maintaining a high degree of integrity and morality. As per the directives of Central Vigilance Commission, the Vigilance Awareness Week was observed by the Company this year with the administration of pledge in locations pan India. Seminars were organized at different locations, where eminent Speakers were present and gave their valuable insights by sharing their practical experiences with meaningful suggestions for the betterment of the organization. A vendors' meet was held, and integrity pledges were also taken by the vendors. Balmer Lawrie's focus on its commitment to honesty, integrity, transparency and mutual trust has resulted in no cases of unfair trade practices, irresponsible advertising or anti-competitive behavior in the last five years.

In order to ensure greater transparency in respect of all procurement actions through tendering, all tenders are now hosted on Company's website. Presently, all procurements above ₹ 2 lakhs are carried out through the e-procurement mode. A Handbook on "Public Procurement" was published by the Vigilance Department in April 2013, with the aim of assisting all Executives in understanding the procurement process well.



## Grievance Redressal Mechanism

Grievance procedures give the organization a clear picture of the difficulties faced by its stakeholders. We attribute high priority to any grievance raised by our employees' and stakeholders' grievances and ensure they are addressed in a fair and reasonable manner. We thus ensure awareness among our employees of the mechanisms available to raise their concerns.

For the redressal of our employee grievances, we have reconstituted an Internal Complaints Committee in all four regions namely Eastern, Western, Northern and Southern Region of the country under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The committees hold inquiry into the complaints of sexual harassments, as far as practicable in accordance with the procedure laid down in these rules.

The whistle blower policy promotes responsible grievance redressal and protects employees who report serious irregularities within the Company. Investors can lodge their complaints at [blsharegrievance@balmerlawrie.com](mailto:blsharegrievance@balmerlawrie.com), if any. Our Stakeholders' Relationship Committee addresses complaints received from investors and the status of these complaints is mentioned below:

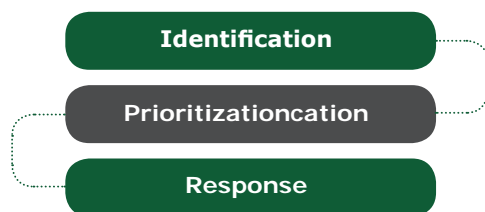
Complaints received during FY 2018-19	261
Complaints disposed of during FY 2018-19	261
Complaints remaining unresolved as on 31st March, 2019	NIL
Complaints not solved to the satisfaction of shareholder	NIL

In lieu of grievances of the public on matters related to the Company, our senior executives ensure redressal towards these concerns at dedicated timings. However, the addressal of these grievances does not require any prior appointment. Customers can reach out to the Government for addressing their feedback or

grievances related to Oil & Gas Sector through the MoPNG e-Seva, an integrated grievances redressal platform. A team of Nodal Officers from Oil Companies and Allied Services have been formed to address these issues on real-time basis. While Oil Companies continue to do regular redressal through their respective channels. The MoPNG e-Seva is an exclusive integrated portal that handles queries received on the official social media handles of Petroleum Minister, Petroleum Ministry and MoPNG e-Seva.

## Effective Risk Management

We have set in place an effective risk management framework to administer organizational risks that are related to Products, Markets, Strategy, Operational & HR, Financial and Compliance. The implementation of this framework ensures timely identification of risks to enable effective mitigation planning, through a precautionary approach. To manage and curb challenges arising due to our diverse strategic business units of the Company, Balmer Lawrie has developed and implemented an effective Risk Management Policy. We adopt a three-step approach through our robust risk management system to enable timely identification of internal and external risks which includes:



The identified risks are presented as a risk identification report that is presented to the SBU Head and Senior Vice President (Finance) for corporate office. It is also shared with the concerned Director in charge of the SBU and Director (Finance). Post inclusion of the suggestions received, the concerned Director evaluates the findings and then presents the report to the Chairman and Managing Director. The compilation of the overall Risk



Identification Report for the entire Company is taken up by the Chairman and Managing Director and then submitted to the Board of Directors for their action. This entire process has a specific duration and the presentation to the Board is carried out on annually by the Chairman and Managing Director.

Various policies and procedures have been laid down by the Company for the employees of the organisation to comply with. We have also implemented various manuals such as Conduct, Discipline & Review Rules, Credit Control Manual, Accounting Manual, Forex Risk Management Policy, Project Control Manual, Standard Operating and Maintenance Manuals among others to limit internal and external risks. We have a well-established internal audit system which has mandated that during an audit, the Internal Audit Reports should focus on internal checks of business processes, evaluation of effectiveness of the control systems and provision of recommendations in the interest of better Risk Management. These reports are presented to the Audit Committee on a regular basis.

All mandatory requirements of applicable provisions of the SEBI (LODR) have been complied with except for sufficient number of Independent Directors on the Board as required under the Companies Act, 2013, SEBI (LODR) Regulations, 2015 and Guidelines on Corporate Governance for Central Public Sector Enterprises.

### Regulatory Compliance

We consider compliance to play a crucial role in ensuring organizational adherence to laws, regulations and guidelines relevant to our business operations and services. Balmer Lawrie has various policies and frameworks in place to implement a systematic approach in ensuring relevant compliance procedures. These policies include:

- HSE Progressive Disciplinary Policy
- Related Party Transactions Policy
- Dividend Distribution Policy
- CSR and Sustainability Policy
- Fraud Prevention Policy
- Health, Safety, Environment and Sustainability Policy
- Policy for Determining Material Subsidiary
- Whistle Blower Policy
- Record Retention Schedule of Human Resource Documents
- Policy for Preservation of Documents
- Enterprise Risk Management Policy
- Policy on Blacklisting





Balmer Lawrie is fully committed to uphold its responsibility towards the environment and society at large. Through our HSE & Sustainability Policy, we adhere to applicable environmental legislations to minimize the environmental impacts of our operating sites which include manufacturing, sales and distribution, research laboratories and offices. This policy is also applicable to our contractors and suppliers. Our HSE manual, based on all applicable statutory provisions, lays down procedures that must be followed for daily operations, and all the activities carried out by our Company & contractors that have significant impact on the environment. The implementation of this is done with the support of the Leadership, Business Head, Corporate Function Head, Unit Head and every employee of the Company. The performance for each site is closely monitored

through documentation systems based on the requirements of ISO 14001, OHSAS 18001, IMS etc. against targets, risks, compliance, audit results, accidents or major incidents. In order to ensure that the site continues to comply with all relevant legislation and requirements, the site HSE representative along with operational managers review the compliance on half yearly basis and send a compliance status report to corporate HSE. Where changes in legislation have a significant impact on the business, the appropriate register is revised in line with the periodic reviews. The employees are given sufficient training providing them with the knowledge to ensure legal compliance. During the reporting year, there has been no case of non-compliance to environmental laws and regulations.



# FINANCIAL STEWARDSHIP





# FINANCIAL STEWARDSHIP

India continues to remain the fastest growing major economy in the world during 2018-19 despite a slight moderation in the GDP growth from 7.2% in 2017-18 to 6.8% in 2018-19. The macroeconomic stability was maintained by containing inflation within 4% and manageable current account deficit to GDP ratio. Balmer Lawrie is contributing to the Indian economy and acting as the base elements for building the nation. Strong financial performance boosts stakeholder trust and helps in achieving long-term sustainable growth. The core competency of the Company lies in its ability to handle multiple diversified businesses in a manner to keep the top and bottomline healthy, despite adverse fluctuations in the business segments.

Balmer Lawrie recorded a net turnover of ₹ 1,857 Crores during 2018-19 as against ₹ 1,796 Crores in 2017-18 registering an increase of approximately 3% above last year. The Profit Before Tax of ₹ 280.10 Crores in 2018-19 as against ₹ 261.11 Crores in 2017-18, the increase being attributable to improved performance of various SBUs, particularly, SBUs: Travel & Vacations, Greases & Lubricants and higher dividend income earned.

**SBU: Industrial Packaging (IP)** is the market leader in this industry with a market share of more than 34%. Despite the shrinking of almost 15% addressable market due to MSME guidelines/Government regulations, the SBU has managed to increase its volumes over the last few years. Over the years, the SBU has shown consistent growth in volume and turnover.

**SBU: Greases & Lubricants (G&L)** small pack sales registered a growth over FY 2017-18 and it increased the number of Retail Outlets selling Balmerol brand, which contributed in increasing profitability. The SBU has witnessed a de-growth in its overall production, sales volume as well as topline. The bottomline of the SBU, however, has seen a significant growth mainly due to the change in strategy of shifting from volume driving aggressively priced tender businesses to profitable non-tender businesses, focusing on select segments to strengthen the Retail and Channel Sales.

**SBU: Leather Chemicals (LC)** was able to better its financial performance compared to last year through proactive customer engagement and addressing their needs through better manufacturing practices.



Despite a lower sales volume than the previous year, the SBU continued to make profits through process improvement and Operational Excellence initiatives.

**SBU: Logistics Infrastructure (LI)** continues to drive the bottomline of the Company. Loaded Import arrivals to our CFS were down by 12% compared to the previous fiscal. However, export has grown by 27%. This brought down the SBU's turnover by 8% and the profits by 9% over last year levels.

**SBU: Logistics Services** recorded a growth of 1% in turnover which came on the strength of higher billing to private sector clients. There was an approx.10% growth in business from Private Sector and a 10% growth on Ocean Freight movements. However, the SBU's topline was flat as compared to the previous fiscal. The bottomline of the SBU was about 10% down compared to the previous year due to reduction in gross margins.

**SBU: Travel & Vacations (T&V)** has continued to perform well and shown remarkable consistency both in turnover & profit for the past two years. The ticketing vertical achieved 14% growth in travel volumes during the year 2018-19 and an increase of 6% in net sales over the last year. Vacations vertical achieved a breakeven for the first time since its acquisition. The business grew in FY 2018-19 in volumes, revenues and earnings due to uniformity in pricing across branches, introduction of new products as per market trends, winning new corporate and Government business and a focused approach on limited but effective distribution partners.

**SBU: Refinery & Oil Field Services** is the pioneer in mechanized oily sludge processing in India and maintains leadership position with around 70% market share. The SBU achieved the targeted turnover and profit for FY 2018-19. To maintain its competitive edge in the market, the SBU is focused on technology upgradation to stay at par with global standards.



The shareholding pattern of the Company is as follows:-

Category & Name of Shareholders	%(on the total equity holding)
<b>Bodies Corporate</b>	
i) Indian	i) 64.91
ii) Overseas	ii) 0.00
<b>Banks / Financial Institutions</b>	7.71
<b>FII s</b>	1.57
<b>Central Government / State Government(s)</b>	0.02
<b>Others</b>	25.79

Particulars	2016-17 (₹ in Crores)	2017-18 (₹ in Crores)	2018-19 (₹ in Crores)
<b>A. Direct Economic Value Generated</b>			
Revenues from operations	1,706.36	1,725.07	1,775.20
Revenues from other sources	73.09	70.93	81.52
<b>Total</b>	<b>1,779.45</b>	<b>1,796.00</b>	<b>1,856.72</b>
<b>B. Economic Value Distributed</b>			
Operating expenses (excluding employee wages & benefits)	1,317.30	1,328.28	1,353.43
<b>Employee wages and benefits</b>	<b>199.37</b>	<b>197.99</b>	<b>212.47</b>
Payment to providers of Capital	4.54	4.23	5.56
Payment to Government: Dividends	NIL	NIL	NIL
Community investments (including CSR Expenditure)	4.13	4.38	5.16
<b>Total</b>	<b>1,525.34</b>	<b>1,534.88</b>	<b>1,576.62</b>
<b>Profit Before Tax</b>	<b>254.11</b>	<b>261.12</b>	<b>280.10</b>
<b>Profit After Tax</b>	<b>170.42</b>	<b>184.82</b>	<b>188.50</b>
<b>Earnings per share (₹)</b>	<b>14.95</b>	<b>16.21</b>	<b>16.53</b>







# ENVIRONMENTAL PERFORMANCE





# ENVIRONMENTAL PERFORMANCE

At Balmer Lawrie, high importance is placed on the impact on the environment due to our operations across our manufacturing sites. We strongly believe, that the only method to deal with rising environmental risks is by taking firm steps towards improving energy efficiency, conservation of resources, reducing emissions to air, water and land using best available technology, to thereby address climate change.

We work with various stakeholders to mitigate the environmental impacts of our product life cycle and supply chain, as well as to preserve the ecological balance in our areas of operations. We ensure constant review of our systems and processes and adhere to environmental standards & applicable environmental legislations. Implementing the best practices towards the achievement of our sustainability goals, we have made investments towards lowering the carbon footprint of our establishments.

Treatment & disposal of effluents conform to statutory requirements and all our major plants and establishments are certified to environment standards ISO 14001. Air emissions norms strictly adhere to the norms laid down in the Environment Protection Act, 1986 and the disposal of hazardous waste is done as per Hazardous Waste and Other

Waste Rules, 2016. Our Environmental Management System and Sustainable Development Committees at Corporate & Regional levels helps in monitoring and reducing our environmental footprint. An environmental expenditure of ₹ 1.22 Crore was spent on treatment and disposal of wastes, air pollution control, stack monitoring and effluent treatment. Considering the diverse nature of our six business verticals, the material boundary for each environmental aspect varies for different businesses.

## Energy

As an energy efficient and socially responsible entity, over the years, Balmer Lawrie has taken various measures to not only reduce the consumption of energy through use of energy efficient equipment but has also focussed on renewables as a source of alternate energy thereby reducing the load of carbon emissions.

## Greases & Lubricants business

SBU: G&L has adopted installation of variable frequency drives, automatic controls/ sensors for cooling tower fans, high mast lights and soft starters, automatic power factor control panel, T-5 & LED lights replacing conventional systems at its plant locations.

**Industrial Packaging business**

**SBU:** IP has achieved significant power savings by energy conservation initiatives such as installation of variable frequency drives, installation of energy saver panel, installation of automatic power factor control system and synchronization of conveyors for reduction of idle running time in various plants. Mercury lamps of 46.96 kW has been replaced with 17.50 kW LED lights.

**Leather Chemicals business**

**SBU:** LC has taken various energy efficiency measures to ascertain the energy efficiency of various equipment and to reduce the adverse use of energy. While procuring new equipment, priority is accorded towards acquiring star rated/energy efficient motors, lighting systems and inverter ACs. Equipment running hours are regularly monitored and any wastage of energy is controlled. The LC plant has also installed Variable Frequency Drives for high capacity motors and a harmonic filter

system which has resulted in the increase in the energy efficiency. The capacity of captive power generation has been optimized leading to considerable savings in petroleum fuels.

**Service businesses (Logistics, T&V and ROFS)**

The three service businesses consume less amount of energy and do not have high energy intensity. However, awareness programmes on energy conservation are periodically conducted where the use of LED bulbs, reduction in paper and electricity consumption are encouraged.

We depend on direct and indirect sources to meet the energy demands of our organization. The total energy consumption (direct and indirect) is 1375143.4 GJ of which 1325807 GJ is from direct sources (fuels) and 49336.4 GJ is from indirect sources (electricity/solar). The below table gives details on the energy consumed during FY 2019-19:

Business	Electricity (GJ)	HSD (GJ)	F.O. (GJ)	LDO (GJ)	PNG (GJ)	Solar (GJ)
Greases & Lubricants	7684.3	1051.9	0	18081.7	6.3	26.8
Leather Chemicals	3496.1	621.3	13988.5	7520.7	0	1178.7
Industrial Packaging	22638.9	1245263.8	0	11045.2	16342.5	898.3
Logistics	13413	11740.7	0	0	144	0
<b>Total</b>	<b>47232.4</b>	<b>1258677.8</b>	<b>13988.5</b>	<b>36647.7</b>	<b>16492.8</b>	<b>2103.8</b>





The total installed capacity of our solar plants is 493 kWp across four different sites - Asaoti, Navi Mumbai, Chennai and Rai. Of this, 33 kWp solar power plant has been commissioned in the current financial year at TCW Rai. This has helped us to offset 750 tons of carbon dioxide per year from our manufacturing and cold chain operations.

## Emissions

Balmer Lawrie is committed towards transitioning its growth by reducing its carbon footprint. On account of this, we are constantly adopting mitigation measures through energy

conservation, energy efficiency, renewable energy, tree plantation etc. across our operating locations. LC Manali has installed an Automated Emergency Scrubber System with control systems while handling Sulphur Di-Oxide and Chlorine which reduces unwanted leakage of hazardous gases.

The emissions from our operations are generated by natural gas and diesel which forms our scope 1 emissions and electricity consumption forming our scope 2 emissions. The total GHG emissions during FY 2018-19 is 108750.1 tCO<sub>2</sub>.

Emissions	tCO <sub>2</sub>
Scope 1	97991.5
Scope 2	10758.5

*\*The standards, methodologies and assumptions (based on operational control) used to calculate are obtained from the Intergovernmental Panel on Climate Change (IPCC) Guidelines for National Greenhouse Gas Inventories – 2006, Central Electricity Authority (CEA) - CO<sub>2</sub> Baseline Database for Indian Power Sector-Version 13.0, June 2018*

## Water

Water is an important resource for our LC, IP and G&L businesses that employ utilities such as boilers, thermic fluid heaters and cooling towers for their operations. In addition to this, water is also used for domestic purposes such as drinking, sanitation, cleaning, gardening, etc. During the reporting period, 102409 KL of freshwater has been consumed across our businesses. The sources of water include municipal water, tanker water and ground water.

Balmer Lawrie recognizes the value of water and works to manage and limit its use. Conservation of this resource is encouraged by organizing awareness sessions among our

employees on the economic use of water and focus on recycling and reuse of this resource.

A steam condensate recycling system is installed in the Leather Chemicals plant at Chennai resulting in reduction of 20 KLD water usage. IP-Chittoor, IP-Asaoti, CFS-Navi Mumbai reuse and recycle the process water thereby reducing water consumption in various processes. There has also been a reduction in water consumption of up to 70% by treating and reusing process water by installing a zero effluent discharge unit at IP-Vadodara.

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



Business	Location	Source	Water Consumption (KL)
Greases & Lubricants	Silvassa	Ground water	1874.8
	Chennai	Municipal water	1557
	Kolkata	Municipal water	25619
Leather Chemicals	Chennai	Municipal water	24662
Industrial Packaging	Asaoti	Tanker water	2227
	Kolkata	Municipal water	287
	Navi Mumbai	Tanker water	4254
		RWH collected and stored	
	Silvassa	Tanker water	6810
		Ground water	
	Chittoor	Ground water	412
Chennai	Municipal water	4626	
Logistics	TCW Rai	Ground water	4725
	TCW Hyderabad	Ground water	5926.5
	CFS Kolkata	Municipal water	12861
	CFS Mumbai	Municipal water	3398
		Tanker water	
	CFS Chennai	Municipal water	3170

### Waste

Balmer Lawrie strives to reduce the waste generated from its operations and improve waste management practices. Towards this end, precautionary measures have been put in place for storage, collection and disposal of hazardous wastes. We ensure responsible treatment, recycling and disposal of wastes generated from our LC, IP, G&L, Logistics and

ROFS businesses conforming to the standards laid down by the regulatory authorities. The HSE manual also sets guidance for the proper generation, collection and disposal of waste produced by Balmer Lawrie. The amount and quality of hazardous and non-hazardous waste is monitored through stringent internal systems. The table below describes the methods used for disposal of various types of wastes:



Type of waste	Materials included	Method of disposal
<b>Biodegradable waste</b>	Paper waste, wood waste, cotton waste, and cardboard packets	Used for landfill or sold to vendor through auction
<b>Non-Biodegradable waste</b>	Plastic, polythene, rubber, concrete debris, glass	Sold through auction for recycling
<b>Contaminated waste</b>	Oil/grease impregnated cotton waste	Incinerated through authorized vendors
<b>Metallic waste</b>	Off-cuts of steel tubes, plates and turning and borings of tubes and bars, and nonferrous metallic scrap like aluminum, copper and bronze coming out of maintenance	Sold through auction
<b>Old machinery</b>	Outdated equipment	Disposed off through open auction
<b>Hazardous waste</b>	Empty paint containers, paint sludge, empty dye penetrant cans, used lubricants, used cutting oil, used transformer oil, ETP sludge & asbestos waste generated out of shop floor roof sheets and rain water pipes of roof sheds	Disposed through approved recyclers or approved disposers of Central/State Pollution Control Board
<b>Biomedical waste</b>	Medicines, first-aid kits, packaging, unused bandages and dressings, infusion kits, discarded gloves	Sent to Medical Centre for disposing by deep burial method

The total waste generated during FY 2018-19 is 6247 MT of which hazardous waste generated is 1119 MT and non-hazardous

waste generated is 5128 MT. The waste generated by each business vertical along with the type of waste is mentioned below:

Business	Category	Types of waste	Quantity in (MT)
<b>Greases &amp; Lubricants</b>	Hazardous Waste	Spent solvent, ETP Sludge, Sludge & Filter contaminated with Oil, Jute/ Cotton containing Oil, Lithium/Caustic Contaminated bag, Oil Contaminated flexi Poly bag, Oil Contaminated 200 g to 18 Ltr/ Kg HDPE Jar, Slope oil from wastewater, Used/Spent Oil, Oil Contaminated 210/182 Kg metal Drum (18 kg/drum), Oil Contaminated 210/182 Kg HDPE Drum (8.89 kg/drum), Oil Contaminated 20 to 100 Ltr/Kg Drum (1 kg/Drum)	1080
	Non-Hazardous Waste	Cardboard/waste paper, Plastic waste, Used HDPE Bags	34

Business	Category	Types of waste	Quantity in (MT)
<b>Leather Chemicals</b>	Hazardous Waste	Mixed Salt	11.4
	Non-Hazardous Waste	Steel castings, MS scrap	67.4
<b>Industrial Packaging</b>	Hazardous Waste	Wastes and residues - Paint sludge, Chemical sludge from waste water treatment (ETP Sludge)	27.5
	Non-Hazardous Waste	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	4895.9
<b>Logistics</b>	Non-Hazardous Waste	Cardboard/ waste paper, Plastic waste, Used HDPE Bags, Wood Waste, Others (food waste/garden waste)	130.7

Floor Cleaning Machines are being used to clean the floor of G&L-Silvassa and IP-Taloja, thus reducing the use of contaminated cotton waste. IP-Silvassa has installed a solvent extractor system, which is able to extract fresh solvent from flushed out solvent, which is then re-used in the painting process ultimately reducing hazardous waste generated. G&L-Kolkata, CFS-Navi Mumbai, IP-Kolkata & Chittoor have demarcated and constructed separate areas for storage of hazardous waste and non-hazardous waste in the manufacturing plants.

In our endeavor to do away with plastic, the Manali complex in Chennai comprising manufacturing units of LC, G&L, IP and CFS has been declared as a Plastic Free Zone and use of any kind of plastic bags, cups etc. inside the premises has been abandoned. In addition to this, CFS-Kolkata has also started

using paper cups and plates instead of plastic ones to reduce plastic usage.

### Effluents







The effluents generated from all the Greases & Lubricants plants are treated in fully functional Effluent Treatment Plants. It is ensured that our activities do not significantly affect water sources due to effluent discharge. During the reporting period, 35,624 KL of wastewater has been discharged across our business operations. Wastewater discharged by Balmer Lawrie is not used by any other organization.

IP-Vadodara, LC-Chennai, G&L-Chennai, IP-Chennai, IP-Navi Mumbai and CFS-Navi Mumbai are zero effluent discharge facilities. All the effluent is treated in-house and used for domestic consumption, vehicle washing and gardening.

### **World Environment Day**

World Environment Day was observed with much fervour at various units/establishments of the Company on 5th June 2018. An online quiz on Environment was organized on an all India basis. 3988 saplings having a survival rate of 82% have been planted in various units and establishments to increase the green cover and reduce carbon footprint.

### **Supply Chain Sustainability**

We consistently make efforts in implementing sustainability throughout our value chain.

The vendor selection process at Balmer Lawrie includes criteria on abstinence from child labour, forced labour, health & safety compliance and non-discrimination among others. Adherence to these terms is mandatory for all contractors appointed by the Company. The vendors or suppliers situated within 50 km radius of the plants' location are issued contracts for items such as consumables, stationeries and contract services such as maintenance, labour, etc. to encourage local procurement.

Our Industrial Packaging plants at Asaoti, Silvassa and Navi Mumbai are now qualified TFS [Together for Sustainability] units. Moreover, the Asaoti plant has received a Silver Rating from Eco Vadis – a global solution provider which partners with 300+ leading multinational organizations to reduce risk across the supply chain and drive innovation in their sustainable procurements.

We have also launched the Government e-Marketplace (GeM) Procurement Manual to facilitate online procurement of commonly used goods & services. GeM aims to enhance transparency, efficiency and speed in public procurement. It provides the tools of e-bidding, reverse e-auction and demand aggregation to facilitate users to achieve the best value for their money.





# CONTRIBUTION TO COMMUNITIES

पंचायत समिति  
महाराष्ट्र  
महाराष्ट्र  
महाराष्ट्र  
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## CONTRIBUTION TO COMMUNITIES

We, at Balmer Lawrie believe that social performance builds relationships with our people and communities while addressing their priorities and concerns. As a responsible corporate citizen, this is essential in delivering our commitment towards our organizational strategy and values at a community level. Our CSR projects aim at transforming the lives of the under-privileged and enhance collective community well-being around our work centers.

We have a CSR and Sustainability Policy to strategically ensure the implementation of our CSR activities in conformity with section-135 of Companies Act, 2013, the Companies Rules, 2014, Guidelines on Corporate Social Responsibility and Sustainability for Central Public Sector Enterprises, (DPE Guidelines, 2014). This also serves as a robust framework for impact assessment of CSR activities and a governance structure for our organization.

**For FY 2018-19,  
Balmer Lawrie spent  
₹ 516 lakhs towards  
CSR activities.**

### CSR vision

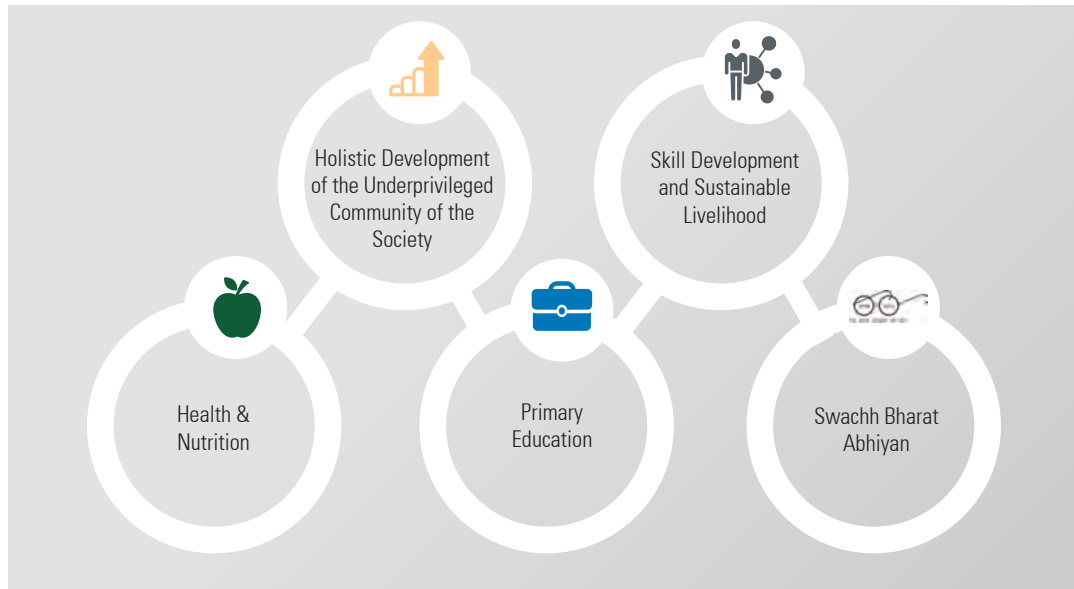
“ We are committed to serve the community by empowering it to achieve its aspirations and improving its overall quality of life.”

Our CSR committee ensures that the activities at Balmer Lawrie are undertaken 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. Our CSR initiatives operate under two Flagship Programs, Balmer Lawrie Initiative for Self Sustenance [BLISS], which aims to enhance the economic sustenance of the underprivileged over the long term and Samaj Mein Balmer Lawrie [SAMBAL], which aims to uplift the standard of living and quality of life of the community in and around our Company's work-centers.

Our activities and initiatives are implemented through partnerships with local authorities or NGOs, which ensure the commitment and



addressal of the needs of the community. Our prime CSR focus areas are:



### Swachh Bharat Abhiyan

Balmer Lawrie lays utmost importance on raising awareness on cleanliness and sanitation through its initiatives. 330 toilets have been constructed for students of primary government schools in the states of West Bengal, Assam, Andhra Pradesh, Chhattisgarh, Maharashtra, Tamil Nadu and Haryana. In addition to this, we ensured our commitment towards maintaining these toilets for at least five years in West Bengal, Andhra Pradesh and Haryana.

As part of the Swachh Bharat Abhiyan, there is continuous effort towards development work being carried out at Sayli Village in Silvassa



under SAMBAL. We have also sponsored the construction of a water tank to provide clean drinking water, benefitting 5000 villagers. A similar project has been carried out at Padghe village in Taloja, Maharashtra near our IP Plant, benefitting at least 10,000 villagers.

We have installed a composting unit to convert organic waste into manure at Victoria Memorial, Kolkata, a heritage site and also sponsored the beautification of three ghats along the Hoogly river. In association with Kolkata Port Trust and Times of India, the beautification of the Bagbazar Ghat, Moti Seal Ghat and Ram Krishnapur Ghat under the 'Ghat Kahon' project was carried out. To spread awareness on cleanliness and the importance of planting trees, 800 saplings were distributed with Times of India in Kolkata during the Swachh Bharat Pakhwada.

### Education and Child Sustenance

Balmer Lawrie is associated with the Indian Institute of Cerebral Palsy (IICP) and SOS Children's Village as part of the BLISS initiative. Currently, two classrooms are sponsored under the "Corporate Leverage and Support Scheme" of IICP for supporting



30 differently abled children suffering from cerebral palsy. From the testimonials received, we are very grateful to have assisted children surpass their educational goals and dreams, whilst also helping their families. We extend support for the upliftment of tribal students along with Friends of Tribal Society known as EKAL Vidyalayas and have sponsored ₹ 10 Lakhs contribution towards tribal populace.

### Health

Based on an assessment of the requirements of a hospital in Ranipet, Tamil Nadu, we donated a sonography machine that would benefit the people residing in the vicinity of the hospital. We also sponsor the operation of a Mobile Health Van run by Helpage India at Chennai which provides medical care, especially to the elderly, catering to 12,000 people annually.

An eye-check up camp was organized for the

local community in Sayli Village near Silvassa that covered 248 people, including workmen, their families and local villagers. Through this project, 138 spectacles were distributed to the local villagers.

Training sessions and workshops on health and hygiene were carried out at Sayli village in Silvassa in the Anganwadis and primary schools. We also distributed personal hygiene kits, sanitation kits, dustbins and Anganwadi vessel kits. These activities were in alignment with the UN SDGs of quality education, good health and well-being and clean water and sanitation.

### Skill Development

As a member Company of the MoPNG, Balmer Lawrie contributed ₹ 225 Lakhs towards Skill Development Institutes at Ahmedabad, Rae Bareilly, Guwahati, Bhubaneswar, Kochi and Visakhapatnam which are fully operational.







# WORKFORCE MANAGEMENT





# WORKFORCE MANAGEMENT

We at Balmer Lawrie, value our highly skilled workforce and understand their role towards sustainable growth and accounting for our environmental & social impact. Our journey of more than 150 years with an enriched and acclaimed history has only been possible due to our employees' hard work and determination as well as our stakeholders' acumen and leadership.

With our commitment towards developing our employees' personal and professional growth, we ensure dedicated skill and capacity development. Encouraging maternity leave also encourages a sustained balance between our employees' personal and professional lives.

Category	Number of Employees
Employees entitled to parental (maternity) leave	150
Employees that took parental (maternity) leave	12
Employees who returned to work in the reporting period after parental (maternity) leave ended	10
Employees who returned to work after parental (maternity) leave ended that were still employed 12 months after their return to work	10

Since 1867, our organization has been supported by the dedication and commitment of every employee. We have established

systems in place to attract, retain, develop and motivate our existing manpower with prudent planning and qualitative execution.

Category	<30 years	30-50 years	>50 years	Male	Female
Employees joined	9	22	0	27	4
Employees resigned	5	24	2	28	3

As on 31st March 2019, we have 742 employees, with 3 differently abled employees, 164 Male contractual employees and 97 Female contractual employees.

During FY 2018-19, 31 employees joined our organization and 31 employees resigned.

Our workforce constitution by cadre, age and gender is represented in the table below:

Total Workforce as on 31.03.2019				
Employee category	Gender	<30 years	30-50 years	>50 years
Senior Management	Male	0	15	37
	Female	0	0	1
Middle Management	Male	0	65	56
	Female	0	6	7
Junior Management	Male	20	147	75
	Female	4	22	11
Contractual Labour	Male	38	126	9
	Female	43	54	3
Differently abled Employees	Male	0	3	0
	Female	0	0	0
Total Employees		105	438	199

\*We also have 327 workers forming a part of our organization as of 31st March 2019\*

### Enhancing employee well-being

Implementing sustainable operations requires a talented workforce at its best. To promote employee well-being, we provide several wellness benefits to our full-time employees such as life insurance, health care medical scheme, disability and invalidity coverage, parental leave, maternity leave, Employees' State Insurance Corporation, Provident Fund and Superannuation Fund as per statutory provisions. We also offer post-retirement medical benefits that are undertaken on

a contributory and voluntary basis. The applicability of this medical benefit is for all employees who retire after satisfactory long service and includes dependent, spouse, parents and children as per the respective rules.

### Employee engagement and performance management

The sustainable future we envision requires exemplary productivity from our employees who play an essential role towards this strategy



and form the backbone of our organizational success. Incorporating belief, sincerity and understanding in all our engagements between our employees and the organization also helps encourage transparency and productivity in our relationship with them.

The modes of engagement that we undertake for our employees include Bloom, our monthly online bulletin; Blog, our quarterly house journal; Foundation Day, Annual Meet, Sports & Cultural events, Yoga Day, Hindi Diwas Celebration, BL Recreational Clubs and Govt. Initiated Engagement Programs such as Swachh Bharat Abhiyan etc. During FY 2018-19, six townhall meetings were conducted which provide a valuable way to encourage a sense of belonging and provide an open-house platform for our employees to interact with Whole-time Directors and voice their respective concerns.

We have a Competency Linked Performance Appraisal System in place for our executives, implementing objectivity in assessment and encouraging employee motivation and performance orientation. We have also established a Performance Management System (PMS) that aims to enhance employee performance, through the alignment of individual and organizational goals. This system brings about the identification of strengths and areas of improvement for an individual to help refine their skill sets. We also ensure post appraisal feedback discussions as it is integral to the process, involving an appeal and review mechanism. During the reporting period, all our permanent employees received performance and career development reviews.

### **Labour & Management Relationship**

Balmer Lawrie recognizes the importance of dignity of work and ensures that there is total freedom of association and no discrimination in matters of employment. Efficient management of labour relations enables the development of a harmonious environment within the organization to ensure effective

achievement of organizational goals and targets. We ensure safe and healthy working conditions and pay competitive wages much above the minimum level and at times, best in the industry or region we operate in.

For all matters pertaining to our Labour & Management Relationship, we follow conventions adopted by the International Labour Organisation. We adopt a no tolerance approach towards forced or bonded labor and that all statutory requirements are met while employing any contractual labor which is governed by the Contract Labour Act, 1970 and Industrial Disputes Act 1947. We make sure that knowledge of significant operational changes in the organization are communicated to our employees. During the reporting period, no complaints related to Child Labour, Forced Labour and Involuntary Labour was reported. We also continue to follow the policy of non-discrimination of bargaining agents based on political affiliation or any other immaterial considerations.

In lieu of ensuring worker participation in decision making, worker unions give their members the freedom to express their opinions and thus instill a sense of confidence that their rights and concerns are well represented in the organization. Balmer Lawrie has six trade unions, one non-unionized Supervisors Association and one executive association that allows for the expression of employee opinions through their representatives. 100% of our unionized employees are members of recognized trade unions and non-unionized supervisors constitute the membership of the supervisor association. Membership of the executive association constitutes 70% of executives. For the unionized category remuneration is decided based on a five-year settlement period where the terms are decided based on collective bargaining.

### **Training and Development**

Continuous learning is essential for employees to develop new skills, refine existing ones,



encourage leadership and boost performance & productivity. In order to develop qualitative career progression, we promote capacity building of our employees that enhance their skills and equip them with the ability to keep pace with the ever-changing market scenario through our various training programs as well. The training and development programs focus on skill upgradation, technical trainings, behavioral trainings, leadership and career development.

Leadership transformation is often seen to drive organizational transformation. To augment our effort towards developing functional and leadership competencies, we provide extensive training programs for employees with our organizational strategic business requirements, in the areas of

general management and specialist skill development. This enables us to drive focus, enhance competency and technical knowledge of our leadership opportunities. The BLCOMPASS exercise, a structured leadership development framework has been put in place under the BOLD (BL Organisational Leadership Development) initiative to help develop leaders to meet the succession and changing needs of the Company.

We organize various training programs depending on the needs identified and relevance to our employees that cover technical, applied, corporate and civil spheres. At Balmer Lawrie, we achieved a total of 4792 training manhours for FY 2018-19. Some of the trainings conducted are as follows:

Technical Trainings	Non-Technical Trainings
UAT for Payroll / PMS / ESS	Behaviour Based Safety
ESS-SAP Procedure Training	People Capability Maturity Model
IT Sampark	CPSE regarding HR, RTI Act, Estd. Rule
CPDP on Total Quality in Vigilance	National Apprenticeship Promotion Scheme
Lead Auditor Training on ISO 9001:2015	Enterprise Risks Management
Vigilance Aspect on Purchase Procedure	Emotional Intelligence Learning
DGR Training	
E-Audit Training	
Managing Electrical Safety Risks	

Employee category	% Employees that were given safety training	% Employees that were given skill up gradation training
Permanent Employees	42.9%	32.8%
Casual/ Temporary/ Contractual Employees	90.8%	16.1%
Permanent Women Employees	12.2%	42.2%
Employees with Disabilities	23.0%	15.3%



## Human Rights

Human rights are inter-linked with every aspect of a Company's operations; it is the language of our employees and forms an essence of sustainability. Balmer Lawrie makes continued efforts to encourage an environment that supports diversity & inclusion in the organization. We do not practice any discrimination in the areas of recruitment, perquisites, remunerations, compensation, promotion and training based on religion, caste, region, political affiliation or sex, excepting positive discrimination in hiring of employees to give effect to constitutional guarantees for socially backward/ underprivileged groups like SC, ST, OBC, minorities and persons with disability.

The presence of Committees at the Corporate Office and the Regional offices to promote and preserve an atmosphere that is rid of physical or psychological threat, abuse or sexual harassment ensures a healthy organizational relationship with our employees. These committees hold quarterly review meetings can be approached by women employees in case of any harassment. During the reporting year, one complaint was received under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, which was later withdrawn by the aggrieved person and accordingly disposed. There was no complaint pending as on 31st March 2019.

In matters pertaining to employment, we ensure that the age of all candidates is verified at the time of recruitment. Our Company Policy does not permit employment

of any person below the age of 18 directly, or through contractor, for any of our businesses. We do not purchase any goods/products from agencies involved with child labour nor deal with any party with history of human rights abuse. For FY 2018-19, there have been no stakeholder complaints concerning the violation of human rights.

Employment opportunities available at the organization are on sole discretion of the employees. Employees are free to terminate the contract of employment by giving notice as stipulated in their appointment letters. All forms of employment are governed by Letters of Appointment and are subject to acceptance by the prospective employees.

At Balmer Lawrie, to ensure implementation of our commitment to promoting a diverse and inclusive work environment, we identify positions for recruitment of persons with disabilities. This is also in compliance with Persons with Disabilities [Equal Opportunities, Protection of Right and Full Participation] Act, 1995.

## Woman's Day Celebrations at Balmer Lawrie

On March 8th, 2019, International Women's Day was celebrated by women employees of the Company. Senior dignitaries addressed the women employees during the inaugural function with a small session on role of Internal Committee and the Sexual Harassment of Women at Workplace, followed by a presentation on 'Awareness about emotional wellbeing and stress management at work place'. The celebrations concluded with games and a quiz for all women employees.



## APPROACH TOWARDS SAFETY

INSTRUCTIONS

MODEL 4.5 KGS. (ST-10 lbs.)

DRY CHEMICAL FIRE EXTINGUISHER

FIRE DATA

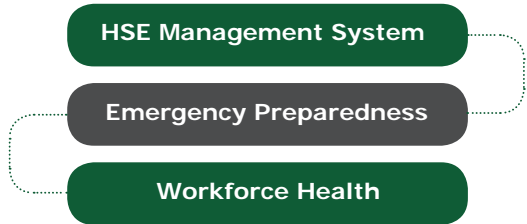




# APPROACH TOWARDS SAFETY

Balmer Lawrie's workforce is an asset and contributing to the Company's long-term growth and sustenance. We at Balmer Lawrie believe that a safe and healthy work environment is a basic requirement and make continuous efforts to enhance our occupational health & safety practices.

The three pillars of safety at Balmer Lawrie are:



We ensure that Environment, Health and Safety (EHS) standards at all Units are continuously ahead of legislation and benchmarked with the best international practices and standards. The performance of operating units is monitored on a monthly basis. This data is collected, validated and consolidated at Corporate level. The corporate team provides all management level insights with necessary information to take early action if deviations from targets occur. There

is a corporate level HSE & Sustainability Policy which aims to adhere to best standards of HSE and contribute to the overall betterment of our employees, communities and other stakeholders.

Balmer Lawrie is committed to operating in a safe manner and work towards an accident free workplace by:

- 01** Providing Health & Safety training across all levels of organizational hierarchy.
- 02** Abiding by applicable OHS regulations & maintaining a positive culture of health & safety.
- 03** Identifying and mitigating occupational health and hygiene hazards.

Actively engaging with contractors, suppliers and business partners for safe performance of their part of responsibility.

04

05

Reporting and investigating all incidents to prevent recurrence.

Integrating health & safety with all business decisions.

06

07

Periodically auditing & reviewing progress for continual improvement.

Internal safety audits are conducted twice a year which includes annual audit based on detailed audit protocol and mid-year HSE walk through of all our manufacturing sites. We have developed scoring mechanism depending on the HSE performance of individual manufacturing units. To prevent unsafe conditions and occupational disease, we have introduced engineering controls like automation, better ventilation, barriers between man and machine and administrative controls like rotation of manpower. Regular awareness sessions are conducted on hazards and use of personal protection equipment. These preventive measures and quality controls have contributed in ensuring that no case of occupational disease is recorded in the reporting year.

### HSE Management System

Our organization follows an HSE management system in all operations. HSE audits for all manufacturing and Container Freight Stations

as per the HSE audit protocol of the manual are carried out. We have also introduced HSE MIS system for all manufacturing and CFS units. Every plant/CFS unit submits a monthly HSE MIS to Corporate Office enabling the concerned authorities to take corrective steps. Our major plants at Kolkata, Mumbai, Chennai, Asaoti and Silvassa are OHSAS 18001:2007 certified. All Occupational Health & Safety Standards are adhered to as per The Factories Act, 1948.

### Workforce Health

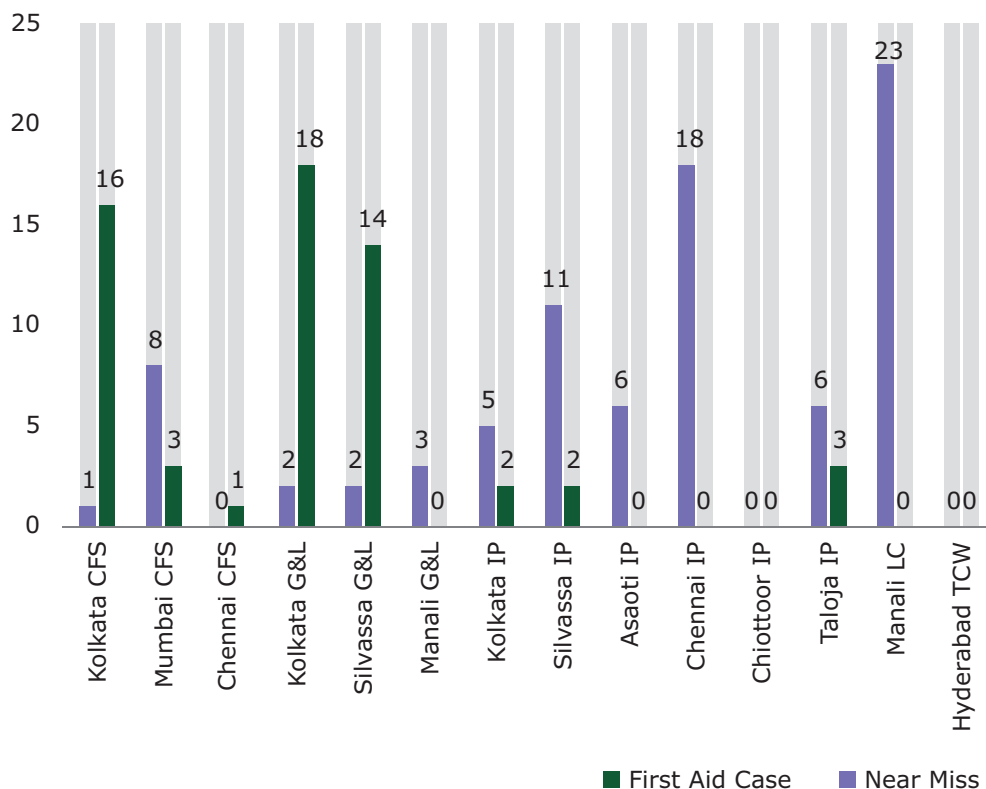
All our employees undergo compulsory periodic medical examination depending on age and work profile. We also conduct health, education, awareness sessions and diagnostic camps for employees, truck crew and contract workmen at different locations. In these check-ups, the workmen are also made aware of their current health status and are advised suitable measures to maintain normal health and avoid illness.

### Safety Performance

At Balmer Lawrie we believe that reporting a near miss can ensure that future incidents and injuries are avoided. This helps us to reduce the costs associated with workplace incidents, such as medical expenses, workers' compensation payments, time lost due to injury, accident investigation costs and equipment replacement costs.

We were able to achieve Zero Lost Time Injury (LTI), Injury Frequency Rate and Lost Days during FY 2018-19 across all our operations in both Manufacturing and Service Businesses. Reduction in first aid cases can be attributed to several training programmes related to awareness about workplace hazards, critical safety guidelines, handling specific chemicals, first aid and emergency response. Balmer Lawrie achieved Zero LTI for the last two consecutive financial years from 1st April 2017 till 31st March 2019. A total of 6987 man-hours of safety trainings have also been conducted in the reporting year.

### Near Miss and First Aid Case



### Safety Committee

Balmer Lawrie has a Safety Committee active at every location which has equal representation of management and non-management employees. An effective mechanism has been adopted by the Committees to address near miss incidents by getting feedback from the workforce, thus identifying the gaps and safety risks.

### National Safety Week Celebration

The 48th National Safety Week was observed from 4th to 10th March 2019 in all establishments across locations. The week commenced on 4th March, observed as National Safety Day, with the administering of the safety pledge. In line with the theme, various programs were organized over the week which included quiz, skit, spot the hazard contest, mock drills and safety slogan.







**CUSTOMER  
SATISFACTION  
AND PRODUCT  
STEWARDSHIP**



# CUSTOMER SATISFACTION AND PRODUCT STEWARDSHIP

Balmer Lawrie lays prime focus on developing best in class products that deliver high performance. In line with our vision to deliver value to all stakeholders, we ensure that our products are safe, have minimal environmental impacts and enhance customer satisfaction. We understand the importance of customers and product safety & quality in our value chain which can significantly impact our operational performance. The relationships with our customers and business partners is a core area of our business strategy and we make efforts to meet their demands and expectations. Customer satisfaction surveys are conducted across Industrial Packaging, Greases and Lubricants, Logistics Infrastructure and Leather Chemicals businesses that provide us with feedback on service quality and consistency, delivery commitment, complaint resolution and quality of technical services. For our Logistics Infrastructure business, nearly all the customers surveyed rated Balmer Lawrie between Good to Excellent on every parameter. The results of our Eastern Region Market delivered customer satisfaction of about 87%, while the GL business unit indicated a score of about 71%. In order to improve our organization's products and services, we also make sure to identify action points or areas of improvement through these surveys.

Balmer Lawrie follows all mandatory laws & regulations related to product information and labelling. We disclose information relating to the safe use of our products to improve customer awareness. Safety information regarding our products is also communicated through guidelines on product-handling methods, including Material Safety Data Sheets. Our company's products also comply with the Legal Metrology Act, 2009. We provide information on product characteristics, properties, application, storage, safety, etc. along with technical data sheets for our 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.

The Applications Research Laboratory of SBU: Greases & Lubricants has made significant progress in developing several biodegradable lubricants and environment friendly tribological solutions.

The Technology & Product Development Centre of SBU: Industrial Packaging at Kolkata plays a pivotal role in enabling quality up gradation, product innovation &

diversification keeping pace with changing technology. Our plants are ISO certified and conform to safety, health and environment norms. To ensure right product quality we source our major raw materials from leading domestic as well as reputed global suppliers of steel, fittings, paint and lacquer.

All the products for SBU: Leather Chemicals are manufactured at the state-of-the-art plant in Chennai. Balmer Lawrie's manufacturing expertise in this segment is backed by excellent technical services, provided by a team of experienced & highly qualified Leather Technologists. Most of the products comply with REACH norms and are Eco-friendly.







**OUR COMMITMENT  
TO THE UNITED  
NATIONS GLOBAL  
COMPACT**





# OUR COMMITMENT TO THE UNITED NATIONS GLOBAL COMPACT

With sustainability challenges at the forefront of our present and future generation, encouraging existing partnerships and building new ones will help deliver a strong step towards building a resilient future for our people and the planet. With our commitment to the UNGC, we aim to address the 10 principles of the Global Compact through various initiatives and projects of our organization. Balmer Lawrie remains committed to uphold the cause of Human Rights in all our businesses. We ensure that neither the Company, nor any of our partners partake in any human rights violation and are complicit in human rights abuse. We have established internal committees at our organization to address compliance requirements for the same as well as ensure

periodic review and quarterly meetings to deliver a positive work environment, free from physical or psychological threat. In matters pertaining to Labour, we ensure the need to respect the dignity of labour and commit ourselves to providing a workplace with total freedom of association and no discrimination in matters of employment. With respect to the environment, Balmer Lawrie gives the high weightage to ensure the implementation of precautionary measures and encourages innovation towards the development of environmentally friendly technologies. Transparent policies and systems have been established to eliminate corrupt practices, thereby boosting our commitment to holistic sustainability.

UNGC Principle	Category	Description	Page No.
1	Human Rights	Businesses should support and respect the protection of internationally proclaimed human rights	44, 50, 52
2	Human Rights	Businesses should make sure that they are not complicit in human rights abuses	44, 52
3	Labour	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	50



UNGC Principle	Category	Description	Page No.
4	Labour	Businesses should uphold the elimination of all forms of forced and compulsory labour	52
5	Labour	Businesses should uphold the effective abolition of child labour	52
6	Labour	Businesses should uphold the elimination of discrimination in respect of employment and occupation	52
7	Environment	Businesses should support a precautionary approach to environmental challenges	41
8	Environment	Businesses should undertake initiatives to promote greater environmental responsibility	38, 41
9	Environment	Businesses should encourage the development and diffusion of environmentally friendly technologies	38, 41-42, 58
10	Anti-Corruption	Businesses should work against corruption in all its forms, including extortion and bribery	24, 26-27, 29



# GRI CONTENT INDEX

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GRI Standard	Disclosure	Page Number / Direct Answer	Omissions / Exclusions
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	102-46 Defining report content and topic boundaries	1	
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	102-48 Restatements of information	1	
	102-49 Changes in reporting	1	
	102-50 Reporting period	1	
	102-51 Date of most recent report	1	
	102-52 Reporting cycle	1	
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	102-54 Claims of reporting in accordance with the GRI Standards	1	
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GRI Standard	Disclosure	Page Number / Direct Answer	Omissions / Exclusions
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GRI Standard	Disclosure	Page Number / Direct Answer	Omissions / Exclusions
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# GLOSSARY

BL	Balmer Lawrie
BLISS	Balmer Lawrie Initiative for Self Sustenance
BOLD	BL Organisational Leadership Development
CEA	Central Electricity Authority
CFS	Container Freight Stations
CII	Confederation of Indian Industry
CSR	Corporate Social Responsibility
CVC	Central Vigilance Commission
EHS	Environment, Health and Safety
ETP	Effluent Treatment Plant
GeM	Government e-Marketplace
GHG	Greenhouse Gases
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
IMS	Integrated Management System
IP	Industrial Packaging
IPCC	Intergovernmental Panel on Climate Change
KL	Kilolitres
KLD	Kilolitres per day
kW	Kilowatt
kWh	Kilowatt Hour
kWp	Kilowatt peak
LC	Leather Chemicals
LODR	Listing Obligations and Disclosure Requirements
LTI	Lost Time Injury
MICE	Meetings, incentives, conferences and exhibitions
MoPNG	Ministry of Petroleum and Natural Gas



MSME	The Ministry of Micro, Small and Medium Enterprises
MT	Metric Tonnes
OHS	Occupational Health and Safety
PMS	Performance Management System
PSU	Public Sector Undertaking
ROFS	Refinery and Oil Field Services
SAMBAL	Samaj Mein Balmer Lawrie
SBU	Strategic Business Unit
SDG	Sustainable Development Goals
SEBI	Securities Exchange Board of India
TCW	Temperature Controlled Warehouse
TfS	Together for Sustainability
T&V	Travel and Vacations
UN	United Nations
UNGC	United Nations Global Compact





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