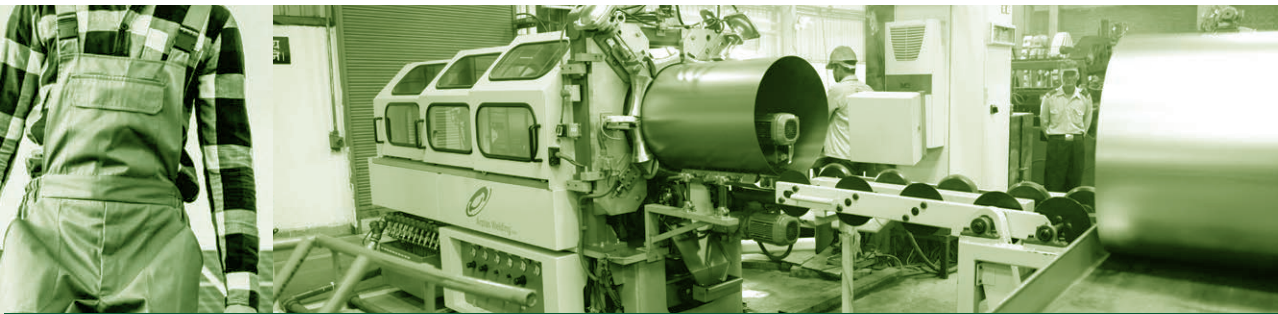
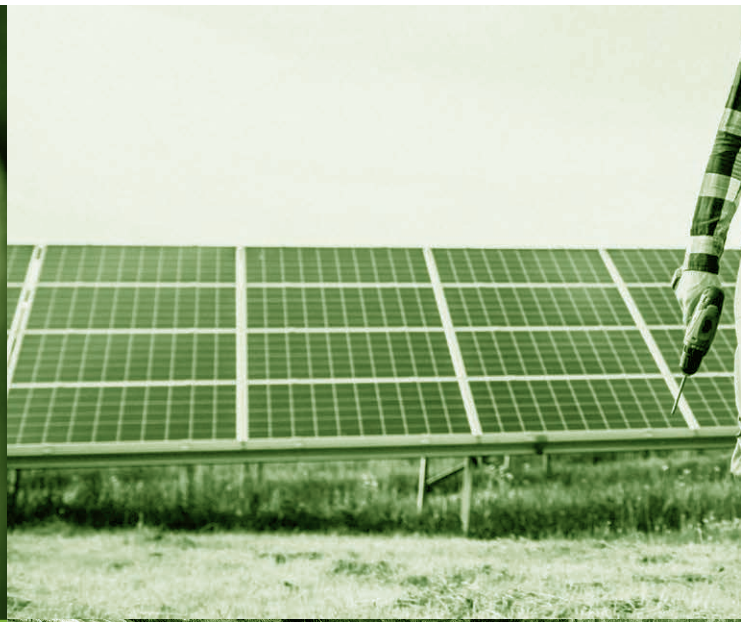




बामर लॉरी एण्ड कं. लिमिटेड
(भारत सरकार का एक उद्यम)
Balmer Lawrie & Co. Ltd.
(A Government of India Enterprise)

**Resilient
Responsible
Reliable**





Vision

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



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Report Profile

The 4th Sustainability Report of the Company with its registered office at 21, Netaji Subhas Road, Kolkata -700 001 (India), covers the sustainability performance for the period April 1, 2019 to March 31, 2020. Balmer Lawrie reports its performance on an annual basis and the last Sustainability Report was published during FY 2019-20.

Balmer Lawrie's Sustainability Report 2020 has been prepared as per Global Reporting Initiative (GRI) Standards "In Accordance - Core" criteria. This report presents Environment, Social & Governance performance of 6 business verticals including Industrial Packaging, Greases & Lubricants, Leather Chemicals, Refinery & Oil

Field Services, Travel & Vacations, Logistics (Services and Infrastructure). Data from Joint Ventures and subsidiaries is not reported unless otherwise stated. It contains disclosure for the prioritized material topics.

Balmer Lawrie has strong internal assurance mechanisms to ensure the reliability of the data and information disclosed in this report. Therefore an independent 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 2020, audited by independent External Auditors.

Contact Point

For any clarifications and suggestions, please reach out to:
adika.rs@balmerlawrie.com



ESG Performance highlights

01

Cumulative generation of Solar Energy was

4,69,522

units in FY 2019-20. Preventing 800 tons of Carbon Dioxide emissions from the manufacturing cold chain operations.

02

Zero effluent

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

03

Zero lost time injury

for the third consecutive year.

04

₹ 514.36 Lakhs

was spent during FY 2019-20 towards various CSR activities.



Message from Chairman & Managing Director

Dear Stakeholders,

In continuation with our commitment towards being a responsible corporate citizen, I have great pleasure in presenting the 4th edition of Balmer Lawrie's Sustainability Report. It highlights our performance on Environment, Social and Governance parameters for FY 2019-20.

Today, Balmer Lawrie is a much-respected transnational diversified conglomerate with presence in both manufacturing and service sectors. It is a market leader in Steel Barrels, Industrial Greases & Specialty Lubricants, Corporate Travel and Logistics Services. It also has significant presence in most other businesses it operates, viz, Leather Chemicals, Logistics Infrastructure etc. In its 153 years of existence, Balmer Lawrie has been successfully responding to the demands of an ever-changing environment, leveraging every change as an opportunity to innovate and emerge as a leader in the industry. In the process, we have ensured a growth path that is sustainable and inclusive.

“Our sustainability strategy gives us strength in pursuing a path to augment growing environmental and social values. We ensure a two-tier organizational structure to drive CSR and Sustainability initiatives in the Company.”

The Coronavirus pandemic has impacted the global economy substantially. We can see the impacts that it had on the lives and livelihoods across the world and on the Indian economy but with the reforms and strategies adopted by the Government of India, we together will be able to bring the economy back on its feet. The pandemic has renewed the focus on sustainability issues including climate change, driving decision makers to adopt a more sustainable approach in their business decisions. During these testing times, our employee health and safety is our top priority and to ensure the same, we have been following all the guidelines issued by the Government of India.

During FY 2019-20, we recorded net turnover of Rs.1612 Crores, registering a decrease of approximately 13% as compared to last year and a Profit Before Tax of Rs.232 Crores as against Rs.280 Crores in FY 2018-19.

As we are expanding, the need to become more dynamic, efficient and safe has become even more important. 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 leading to lesser Carbon emissions. We have a long-term strategy to utilize alternate sources of energy including solar energy to reduce our emissions and simultaneously, the impact it has on climate.

In addition to being an environmentally conscious organization, we at Balmer Lawrie understand our social responsibility and are constantly working towards creating value not only for our shareholders but also the society at large. Employees are one of our most critical stakeholders. As an organization, 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 organization. There is no compromise when it comes to ensuring a healthy and safe workplace for our employees. I am proud to state that during FY 2019-20, there were no fatalities across any of our business units.

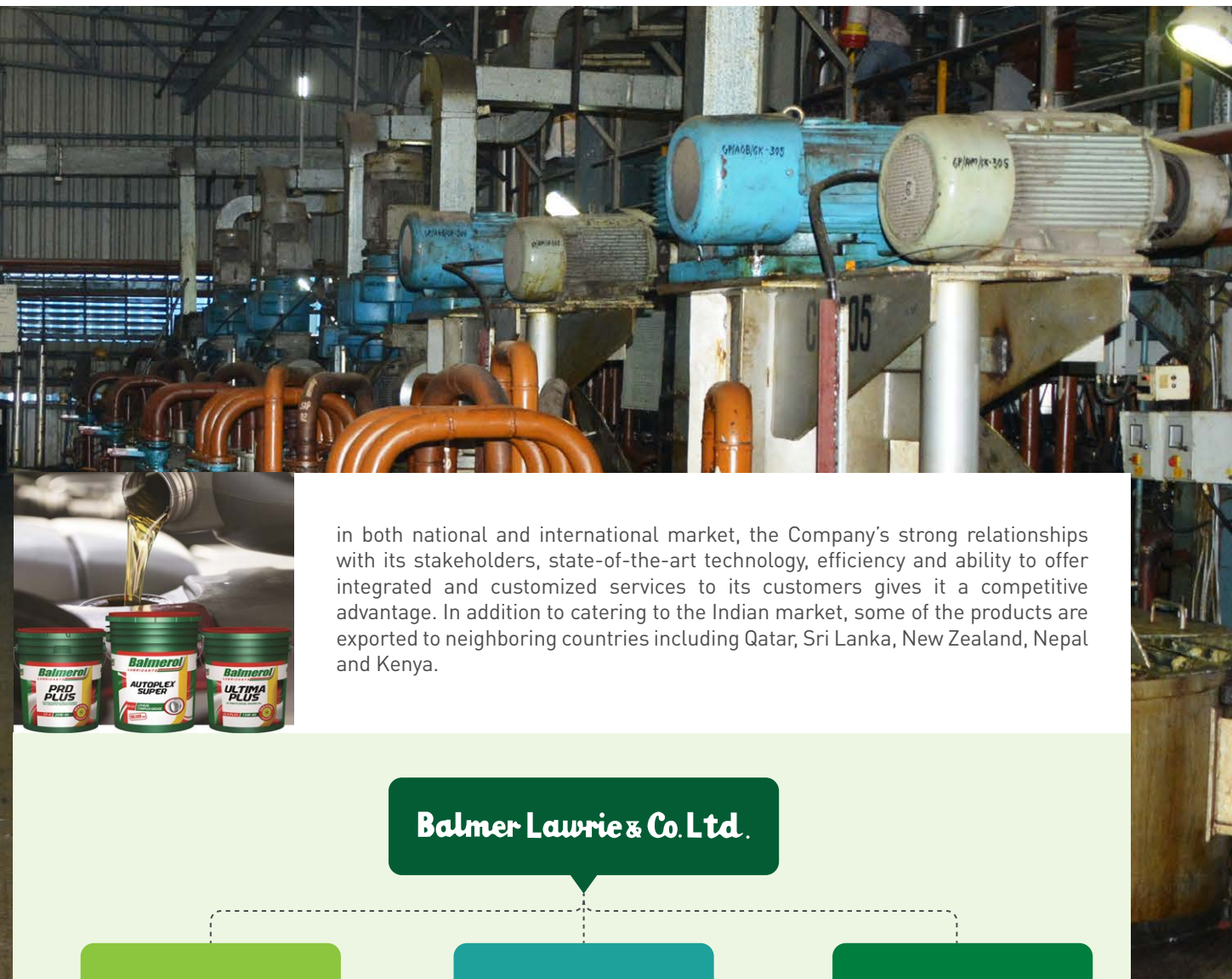
We are a customer-centric organization where customers are at the core of our business strategy. All our initiatives are directed towards delivering high quality superior products and services. As a result, we have a loyal base of customers which has increased over the years. Our focus on continuous improvement, quality assurance, innovation and sustainability has given us a competitive advantage. We have been able to bring together a unique set of value proposition to our customers. With the changing business landscapes where customers are now focused on more environment-friendly products, we are constantly working to provide them with these solutions.

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. For us CSR is a tool for value creation rather than an act of philanthropy.

We will continue to monitor, manage and communicate our sustainability performance.

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.

Prabal Basu
Chairman & Managing Director



in both national and international market, the Company's strong relationships with its stakeholders, state-of-the-art technology, efficiency and ability to offer integrated and customized services to its customers gives it a competitive advantage. In addition to catering to the Indian market, some of the products are exported to neighboring countries including Qatar, Sri Lanka, New Zealand, Nepal and Kenya.

Balmer Lawrie & Co. Ltd.

Balmer Lawrie is a Miniratna - I Public Sector Enterprise under the Ministry of Petroleum and Natural Gas, Govt. of India. The Company has been in existence for the past 153 years. The core competency of the Company lies in its ability to handle multiple diversified businesses in a manner to keep the top and bottom line healthy, despite adverse fluctuations in the business segments.

Balmer Lawrie has presence in both manufacturing and service sectors. With its 6 strategic business units, 5 joint ventures and 2 subsidiaries, the Company has been able to register growth year after year by successfully responding to the demands of today's dynamic business environment. It is the first PSU among the top 500 companies in India which has the unique distinction of making profits every year since its inception in 1867. In addition to its presence

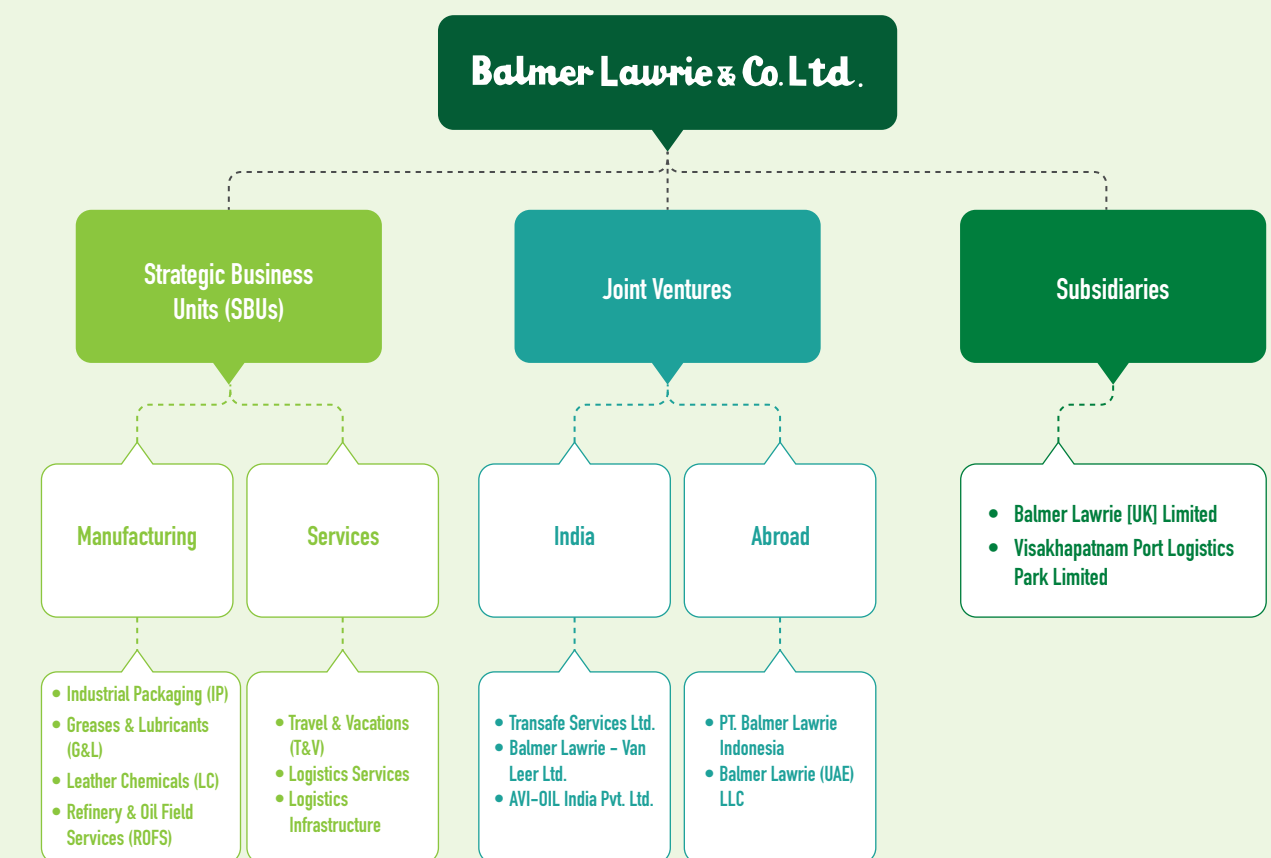
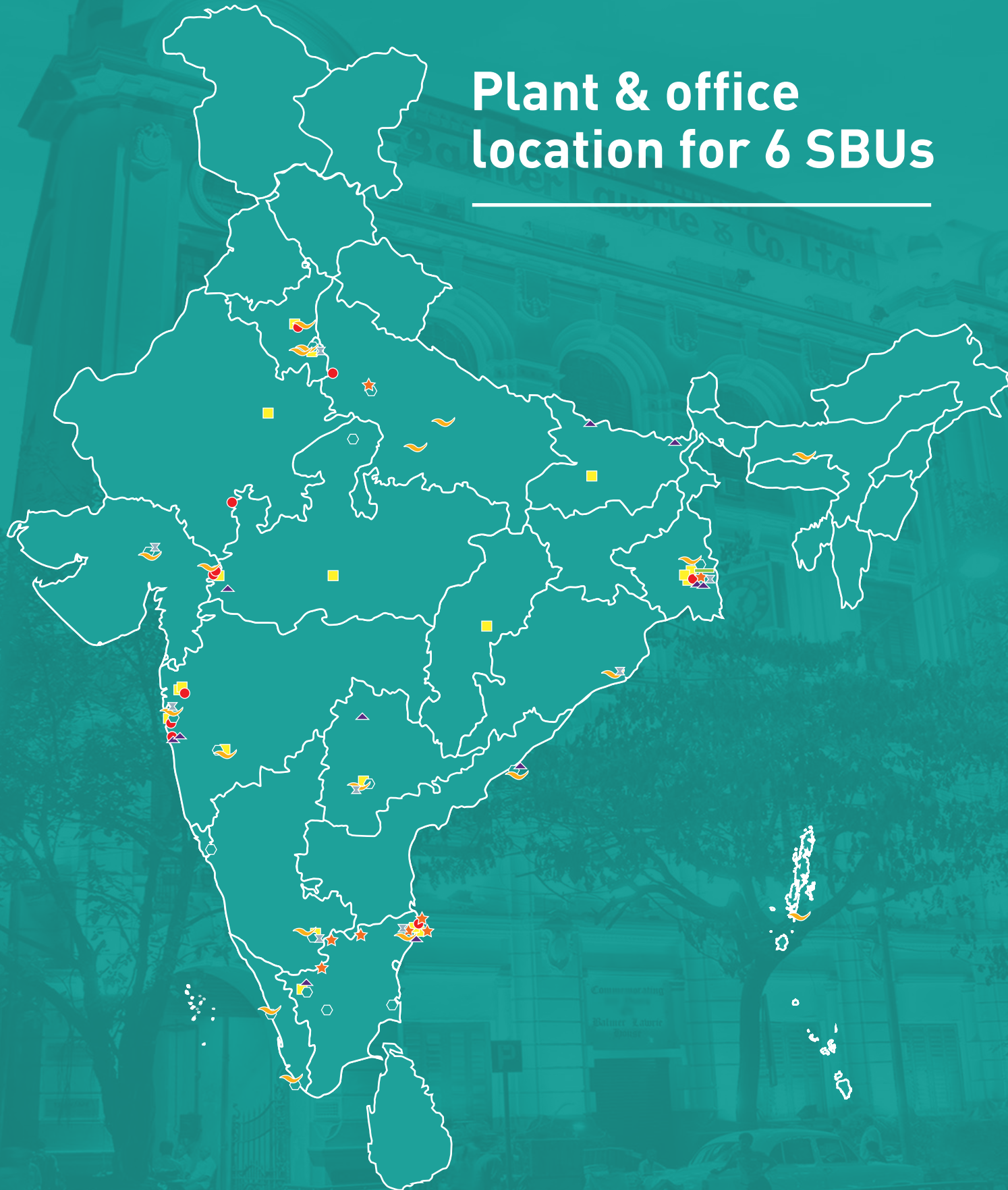


Figure 1: Business at a glance



Plant & office location for 6 SBUs



Name of the business	Location	Location	Location	Location	Location
■ Greases & Lubricants	Manufacturing Units	Marketing Offices	▲ Logistics Infrastructure	Container Freight Station	Warehousing & Distribution
	Chennai Kolkata Silvassa	Bengaluru Bhopal Chandigarh Chennai		Chennai Kolkata Navi Mumbai	Coimbatore Kolkata AMTZ
	Applications Research Laboratory			Temperature Controlled Warehouse	Integrated Check Post
	Kolkata	Coimbatore Gurugram Hyderabad Jaipur Kolkata Mumbai New Delhi Patna Pune Raipur Silvassa Vadodara		Medchal Village, Telangana Rai Patalganga	Jogbani Raxaul
			— Refinery & Oil Field Services		
				Kolkata	
● Industrial Packaging	Manufacturing Units	SBU Offices	↘ Travel		
	Chennai Kolkata Silvassa Chittoor Asaoti Navi Mumbai Vadodara	Mumbai Sales Office Vadodara Gurugram		Ahmedabad Bengaluru Bhubaneswar Chennai Delhi Gurugram Guwahati Hyderabad Kanpur	Kochi Kolkata Lucknow Mumbai New Delhi Port Blair Pune Thiruvananthapuram Vadodara Visakhapatnam
★ Leather Chemicals	Manufacturing Units	SBU Offices			
	Chennai Technical Service Centers Ambur & Vaniyambadi Kanpur Kolkata Ranipet	Chennai Product Development Centre Chennai	✂ Vacations		
				Ahmedabad Bengaluru Bhubaneswar Chennai	Hyderabad Kolkata Mumbai New Delhi
◆ Logistics Services					
	Ahmedabad Bengaluru Chennai Coimbatore Goa Gwalior Hyderabad Kanpur Karur	Kochi Kolkata Mumbai New Delhi Pune Thiruvananthapuram Tuticorin Visakhapatnam			



Balmerol[®]
LUBRICANTS



Balmer Lawrie
INDUSTRIAL PACKAGING

Environment-friendly lubricants meeting all tribological needs.

Balmer Lawrie is a pioneer in grease manufacturing in India. With about eight decades of manufacturing experience 'Balmerol' greases are the leaders in their categories. It is one of the most trusted and experienced brand in the domain of industrial and automotive lubricants. Catering to the needs of the core sectors of Indian economy such as railways, defence, steel, mining etc., all the products are manufactured using superior technology. The plants are certified with quality management, environment management and occupational health & safety management systems.

Offers UN certified products and also drums confirming to BIS.

Balmer Lawrie is the market leader in manufacturing of MS Drums in India with more than 32% market share. The Company has been able to retain this position through technological innovations, advanced manufacturing, stringent quality control and distributed manufacturing infrastructure. The customer segments include PSU Oil, MNC Oil, Local Oil, Transformer Oil, Chemicals, Additives, Agrochemicals, Bitumen and Bitumen emulsion, Food & Fruit Pulp companies and Exports.

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.



State-of-the-art Product Development Center at Chennai is fully equipped with all modern facilities to develop and evaluate leather chemicals.

Balmer Lawrie is the market leader in fatliquor segment. Since 1983, when the Company entered into the business of manufacturing leather chemicals, Balmer Lawrie has utilized indigenous technology along with the technological advancements to develop superior products catering to the needs of the market.

The manufacturing plant is with a state-of-the-art Zero Liquid Discharge facility (ZLD), certified with ISO 9001:2015, ISO 14001 :2015 and ISO 45001:2018.



Amongst India's leading ocean cargo operators with services that include non-vessel operating common carriers (N.V.O.C.C), multi-modal transport operation, vessel chartering, door-to-door movement for breakbulk, project cargo logistic management and turnkey execution.

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

LI comprises of three major segments : Container Freight Stations (Kolkata, Mumbai & Chennai), Warehouse & Distribution (Kolkata & Coimbatore), Temperature Controlled Warehouse (Hyderabad, Rai, Patalganga). SBU-LI has also been managing Integrated Check Posts at Jogbani & Raxaul along with AMTZ on Build, Operate, Manage & Maintain (BOMM) basis at Andhra Pradesh. New TCW facility coming up at Bhubaneswar shall further strengthen the Company's strategic presence in the country. 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 & project cargo movement. SBU-LS being an accredited IATA Agent has specialized & 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 manifolds.



Balmer Lawrie
TRAVEL & VACATIONS

Vacations Exotica
Collect Stories



Balmer Lawrie is an authorized ticketing agent of Government of India.

Balmer Lawrie is India's foremost travel and vacations Company. It caters to the end-to-end needs of today's traveler. Apart from corporate travel, the Company offers customized holiday packages under brand "Vacations Exotica" for both domestic and international travelers. Its services includes travel planning, ticketing, foreign exchange, hotels, inbound & outbound tourism and MICE (meeting, incentive, conference & exhibition) related services. Balmer Lawrie's online travel portal, Flylikeking.com caters to the retail segment.

Balmer Lawrie
REFINERY & OIL FIELD SERVICES

Environment-friendly services for hydrocarbon recovery

Balmer Lawrie is a pioneer of Mechanized Oily Sludge processing in India. The Company specializes in providing value added technical services focusing on the oil & gas industry with an emphasis on pollution prevention & recovery of hydrocarbon from waste.

For more details on products from each strategic business unit, please refer to 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



Kolkata Best Employer Brand Awards 2019

Balmer Lawrie was one of the recipients of the Kolkata Best Employer Brand Awards 2019 given away by World HRD Congress at a function held in November 2019. During the award function a special award was given to Mr. A Ratna Sekhar, Director [HR & CA].



IGMC Awards 2019

The state-of-the-art Industrial Packaging plant at Taloja, Navi Mumbai secured the Gold Category in the Indian Green Manufacturing Challenge held in December 2019.



The Economic Times Best Brands 2019

"Balmerol Lubricants" was recognized as one of 'The Economic Times Best Brands 2019'. The award was given away during the mega conference, The Economic Times (ET) Best Brands Carnival held in Mumbai.



HR Leadership Award

Mr. Adika Ratna Sekhar, Director [Human Resources & Corporate Affairs] received the HR Leadership Award (101 HR Super Achievers-India) at the World HRD Congress, the most iconic event focusing on HRD issues.



In FY 2020, the new state-of-the-art Finishing Chemical plant with cutting-edge technology was commissioned at Chennai.

Leveraging Technology

In its endeavor to become a market leader, delivering high value to its customers and growth that is sustainable in nature, Balmer Lawrie has placed technology and innovation at the core of its business strategy.

With the changing business landscapes, where the customer demands are constantly changing, it becomes important for the organization to have a competitive advantage in terms of product quality and efficiency. Technology plays an important role in delivering superior value to the customers. 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. In FY2019-20, the new state-of-the-art Finishing Chemical plant with cutting-edge technology was commissioned at Chennai.

Research & Innovation

As a responsible organization, Balmer Lawrie is constantly working towards developing environment-friendly and biodegradable products and services. The main focus of

the R&D department remains the manufacturing business of the organization with a special focus on Greases & Lubricants and Leather Chemicals Business. In G&L, the focus is on applied research in Industrial Packaging whereas in Leather Chemicals the thrust is not only on developing import substitutes for the leather processing industry but also to develop more green and environment friendly products.



Greases & Lubricants - Applications Research Laboratory (ARL)



It is focused on developing high-performance fire-resistant Greases for the Steel Industry, Fire Resistant Synthetic based Hydraulic Oil for Metal Industry (Steel & Aluminum), High Performance Grease for Traction Motor Bearing in Electric Locos of Indian Railways, Import Substitute Specialty Greases for Defence Equipment and Aircraft applications.



Leather Chemicals - Product Development Centre



It is focused on developing "Finishing Chemical Ranges" to increase its product basket. Protein binder and wax emulsion have been successfully developed. Other varieties namely lacquers, acrylic binders will be launched shortly.



Industrial Packaging - Technology and Product Development (T&PD) Centre



The centre plays a pivotal role in enabling quality upgradation, product innovation & diversification keeping pace with changing technology. Automated drum manufacturing technology is being used to stabilize production. World-class plant and equipment have been imported by the SBU and is in the process of launching new products.



Corporate Governance

At Balmer Lawrie, Corporate Governance philosophy stems from the belief that corporate governance is an integral element in creating value for the stakeholders as well as enhancing investor confidence. The Company stands tall on the following 5 pillars of Corporate Governance:

- High accountability to the stakeholders on the affairs of the Company.
- Absolute transparency in the reporting system and adherence to disclosure and compliances.
- High ethical standards in the conduct of the business with due compliance of laws and regulations.
- Enhancement of stakeholders' value on a consistent basis.
- Enriching the life of the community through discharge of Corporate Social Responsibility and promotion of Sustainable Development.

We have a strong value system driven by ethics and integrity that emanates from the top leadership down through the organization to the various stakeholders. The robust corporate governance mechanism enables it to operate more efficiently, improve access to capital, mitigate risk and safeguard stakeholders.

Balmer Lawrie is spearheaded by a group of diligent and knowledgeable Board of Directors who work under the guidance of the Ministry of Petroleum & Natural Gas. Besides Board of Directors, the Chief Operating Officers and SVPs of each business unit play an instrumental role in managing the Company. As on March 31st 2020, the Board of the Company consisted of twelve Directors. Since Balmer Lawrie is a public sector undertaking (PSU), therefore according to Article 7A of the Articles of Association of the Company

stipulates that so long as it remains a Government Company, the President of India shall have the right to appoint one or more Directors on the Board of the Company to hold office for such period and upon such terms and conditions as the President may from time to time decide.

During the reporting period, the Board of Directors met eight (8) times. The intervening time span between any two board meetings was within the period recommended under the Companies Act, 2013, SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and DPE Guidelines on Corporate Governance.



Board of Directors

As on 31st March 2020



Shri Prabal Basu
Chairman and Managing
Director, Executive Director



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

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



Shri Adhipnath Palchaudhuri
Director (Service Businesses)

- 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)



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

- Nomination and Remuneration
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)
- Stakeholders Relationship 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)



Shri Arun Kumar
Independent Director

- Corporate Social Responsibility
Committee (Chairperson)
- Risk Management Committee
(Member)



Shri Anil Kumar Upadhyay
Independent Director

- Corporate Social Responsibility Committee (Member)
- Stakeholders Relationship Committee (Member)
- Nomination and Remuneration Committee (Member)
- Risk Management Committee (Member)

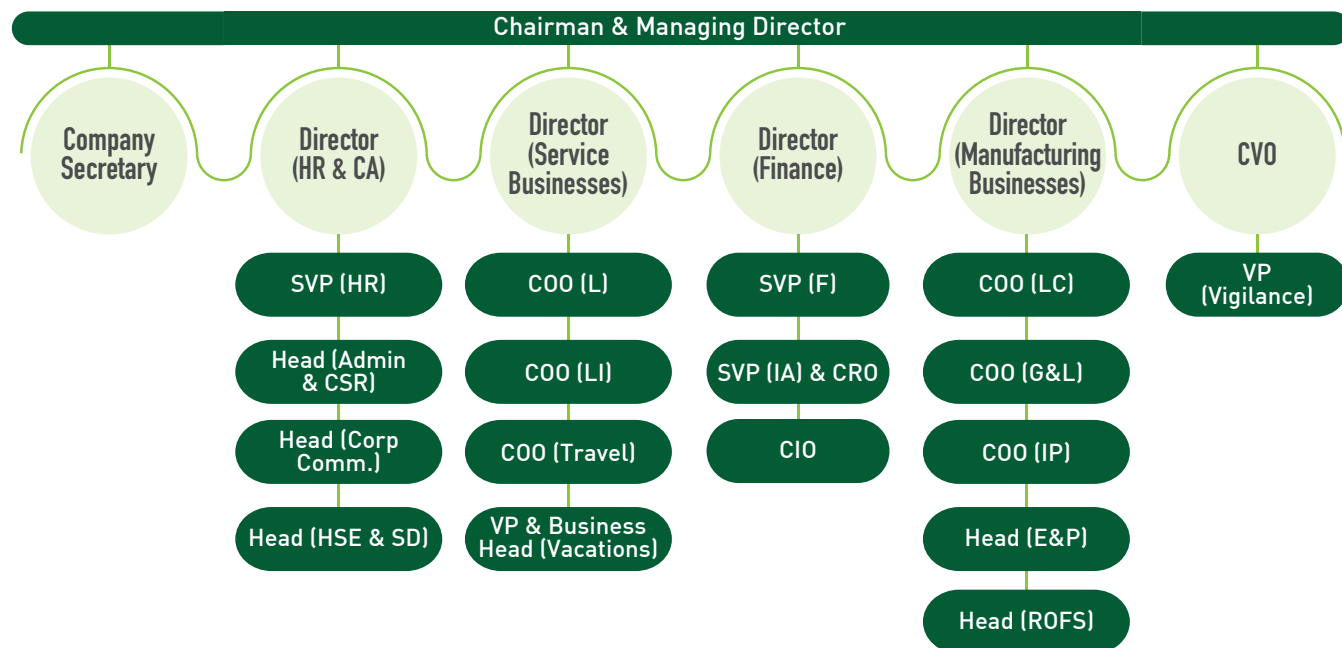


Shri Bhagawan Das Shivahare
Independent Director

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



Organogram



The Board has constituted various committees at the Board level to ensure that every activity or issue is addressed with utmost importance within the stipulated time. Each committee is formed with a specific purpose and responsibility. For details please refer page 81 of Annual report FY 2019-20.

We maintain highest level of ethical standards while conducting our business. We have a Code of Conduct guiding our Directors & Senior Management. To ensure that employee behaves in an ethical manner, "conduct, discipline & review rules 2020" is put in place. These rules are applicable to executives and non-unionized supervisors. In addition, certain policies such as CSR and Sustainability policy, whistleblower policy, sexual harassment at workplace etc. govern all our activities and performance.

These policies and codes strengthen the Company's commitment towards fostering a culture that promotes integrity, accountability and transparency. They ensure compliance with laws and regulations, a guidance tool for decision-making and to streamline internal processes.

Vigilance Mechanism

Balmer Lawrie, over time, has instituted various policies, systems and procedures to ensure that all official dealings and transactions are undertaken and conducted in an honest, ethical and transparent manner without any favor, bias or mala fide. In this endeavor, not only has the Company introduced a number of operational and financial policy manuals but has also put in place mechanism such as complaint / grievance handling procedure, whistle blower policy etc. to facilitate effective adherence to the laid down system & procedures of the Company conforming to its values and the norms of corporate governance. To further increase the vigil, the Company has implemented a Fraud Prevention policy to provide a system for detection, reporting and prevention of fraud, whether committed or suspected.

The vigilance department under Chief Vigilance Officer ensures investigations against complaints received from individuals, CVC, MoPNG and other sources. During the financial year 2019-20 no complaint of corruption was received.



Compliance Management System

Balmer Lawrie maintains high ethical standards in the conduct of business with due compliance of laws and regulations. It is ensured that the Company is complying with the applicable laws and regulations. The Board Level Audit Committee is responsible to ensure compliance with listing and other legal requirements related to financial statements. During the FY 2019-20 there has been no case of non-compliance to environmental laws and regulations.

Risk Management System

Being a conglomerate, Balmer Lawrie thrives in a dynamic business environment, where it is exposed to various kinds of risks and opportunities arising from different sources including regulatory reforms, customer expectations, technological changes, national and international operating environment, climate change etc. Therefore it becomes imperative for the organization to establish and implement a robust risk management system critical to sustainable growth. Balmer Lawrie has a robust risk management framework, guided by the enterprise risk management policy. The Chief Risk Officer ensures that risks are identified and mitigated through a defined framework.

Risk Assessment Process





Engaging with the Stakeholders

At Balmer Lawrie stakeholder engagement is a continuous process which is conducted with an objective to strengthen stakeholder relationships. It is a critical process as it facilitates improvement in communication between parties, creates and maintains support for the organization, gathers information, reduces the potential for conflict, enhances trust and ultimately, acts as a valuable source of input in decision-making by the organization.

Our stakeholders are given various opportunities through different platforms to raise their legitimate needs and concerns. Some of the platforms include vendor meets, investor meetings, community discussions, town hall with employees etc. Suggestions and concerns

received are discussed and an action is taken within stipulated amount of time. Also the Stakeholders' Relationship Committee examines and addresses the stakeholder grievances.

Balmer Lawrie has a robust stakeholder engagement process. During the reporting period, apart from the existing mechanisms of engagement, we prioritized and engaged with specific group of stakeholders to map their concerns for prioritizing the material aspects to be included in the Sustainability Report. Customized online questionnaires were circulated amongst the key stakeholders. The questionnaires

were prepared keeping in mind the relevant material topics that can create negative as well as positive impacts on the value chain of Balmer Lawrie and the ones that can substantively influence the decisions of stakeholders. The employee engagement questionnaire was launched across all the business verticals and corporate offices of Balmer Lawrie. The team also circulated the online survey amongst the customers and suppliers. The responses received were analyzed and then discussed within the corporate sustainability team.

Stakeholder Engagement Process



The stakeholders were prioritized based on the internal discussions within the team. The team identified regulatory bodies, employees, suppliers / vendors, customers and local communities as significant stakeholders. The details of engagement are as follows:

Conducted specifically for sustainability reporting



Regulatory bodies

Mode of Engagement:
BL signs an MOU with MOPNG (Annually); Review Meetings (Quarterly)

Key Concerns Identified:
Climate change, Environmental issues & Community development



Employees

Mode of Engagement:
Individual performance appraisal (Annually); Town Hall Meetings (Quarterly); Online survey (Annually)*

Key Concerns Identified:
Training & development, Occupational health & Safety



Suppliers and Vendors

Mode of Engagement:
Product development meetings (Monthly); Pre-bid and post-bid meetings (Quarterly)

Key Concerns Identified:
Health & Safety



Local Communities

Mode of Engagement:
Public hearing (Annually)

Key Concerns Identified:
Infrastructure development; Community development



Customers

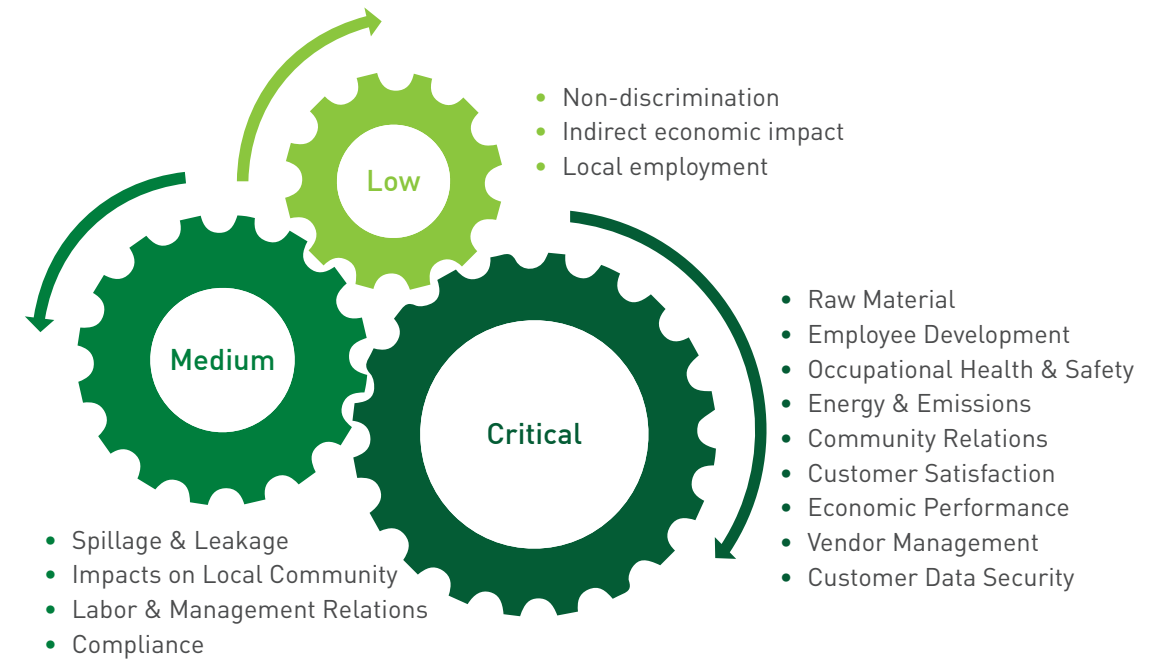
Mode of Engagement:
Customer / Dealer meet (Annually); In person meet with key customers (Quarterly)

Key Concerns Identified:
Regular feedback from customers



Materiality Assessment

Balmer Lawrie implemented a streamlined process to identify the material topics. The process commenced with the identification of a list of topics which might have a positive or negative impact on the business. The list included risks & opportunities, megatrends, externalities and stakeholder input etc. The topics which reflected the organization's significant economic, environmental and social impacts or those that substantively influence the assessments and decisions of stakeholders were prioritized as material topics. These were prioritized after discussions with senior management and the stakeholders. The entire process was based on the principle of Materiality. The most significant topics identified are as follows: Raw Materials, Compliance, Employee development, Occupational Health and Safety, Energy efficiency, Community relations, Economic Performance, Vendor Management and Customer Satisfaction.



Material topic boundary

	Industrial Packaging	Greases & Lubricants	Leather Chemicals	Travel & Vacations	Logistics	Refinery & Oil Field Services
Economic Performance						
Community Relations						
Employee Development						
Occupational Health & Safety						
Vendor Management						
Customer Data Security						
Energy & Emissions						
Raw Material						
Customer Satisfaction						



Economic Performance

The FY 2019-20 has been challenging. The pace of global economic activity has been sluggish in 2019. Manufacturing and allied activities have contracted drastically. In addition, increasing trade and geopolitical tensions have created an uncertainty about the future of the global trading system and international cooperation.

In its 153 years of existence, Balmer Lawrie has responded very well to the ever-changing business environment and untirelessly and continuously strived for growth and expansion across multiple sectors. Despite overwhelming odds, today, Balmer Lawrie is a leading player in steel barrels, industrial greases & specialty lubricants, corporate travel and logistics services. It also has a significant footprint in leather chemicals and logistics infrastructure.

During FY 2019-20, despite being a disadvantageous business environment, the Company was able to arrest the decline in

net turnover to approximately 13% compared to FY 2018-19. Further, the Company recorded a Profit Before Tax of ₹ 232 Crores in Financial Year 2019-20 as against ₹ 280 Crores in Financial Year 2018-19.

SBU: Industrial Packaging (IP)

It is the market leader in 210 Ltr. Mild Steel (MS) drum industry with a market share of more than 32% across India.

The SBU has managed to be the market leader in the segment despite intense competition in the business vertical.

The SBU operates through seven manufacturing plants on pan-India basis catering to diverse industry segments. The SBU is acclaimed for superior product quality, high reliability in supplies, modern manufacturing systems and excellent servicing. Despite adverse market situation

during the current year, the SBU has been able to better the profitability as compared to previous year. The SBU improved its overall efficiency through operational excellence across various manufacturing units.

SBU: Greases & Lubricants (G&L)

Due to overall slowdown in the manufacturing sector and sluggish demand from auto industry, the lubricant market has witnessed a growth challenge in FY 2019-20.

The deaccelerating effect is further amplified by intense competition in the segment. The SBU has witnessed a de-growth in its overall performance in terms of production and sales as well as the top-line as compared to last year, resulting in a consequent drop in its bottom line.

The SBU has re-evaluated its positioning in the changed



market scenario and worked out strategies to meet the market challenges in future.

SBU: Leather Chemicals (LC)

The SBU holds considerable market share in wet end operations segment of leather sector in India. The SBU has also diversified into Beam House chemicals segment this year. The SBU has also launched a range of finishing chemicals. This has helped the SBU to cater to wider base of customers with its wider product basket. The SBU plans to tap into the Syntan segment of the leather industry with both existing and new products.

The SBU has well equipped 'Technical Service Centers' in all the major leather manufacturing clusters in India that facilitate the tanneries in the cluster with high quality technical service. Despite of volatile market conditions, the SBU managed to make profits continuously for the fifth year through OPEX initiatives, process improvements, proactive sales and marketing activities.

SBU: Logistics Infrastructure (LI)

During Financial Year 2019-20, container handling at the top 12 Ports in India grew by 4.61% which is lower than the last year's growth of 8.98%.

The sales value for the current year has been lower than the previous year. However, the SBU continued to earn profits by process improvement and Operational Excellence initiatives.

SBU: Logistics Services (LS)

The SBU is active in International Air / Ocean Import / Export Freight Forwarding and Project Cargo movement. Air freight services although impacted by the reduced volume continues to be the largest contributor to the overall topline of SBU.

SBU: Travel & Vacations (T&V)

The year 2019-20 was a tumultuous year for the travel industry in the wake of overall economic slowdown. The situation was further compounded by COVID-19 crisis in which the tourism and hospitality sector has taken the maximum hit. For the industry and the SBU, it may take 2-3 years to reach its pre-COVID-19 levels.

Despite the challenges, the SBU has been able to increase its bottom line by virtue of delivering superior service to its customers. The ticketing vertical has grown its profits by over 6% on the basis of continued efforts to control costs such as manpower, interest and other overheads costs. During testing COVID-19 times, the Vacations Vertical has researched and accordingly planned strategic actions to grab the market once it opens.

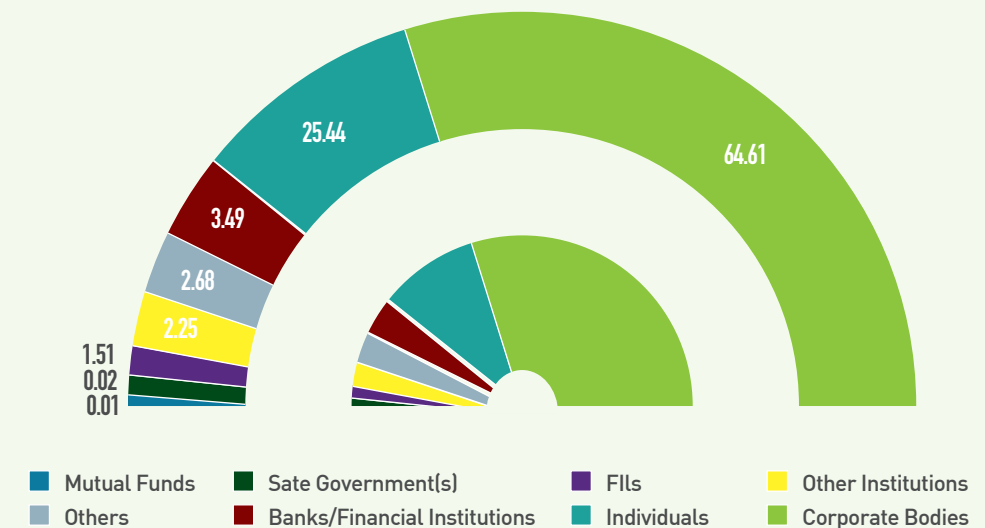
SBU: Refinery & Oil Field Services

The SBU is engaged in the activity of Mechanized Oily Sludge Processing and Hydrocarbon Recovery from Crude Oil Storage tanks and lagoons. This continues to

be a niche industry and the Company is a pioneer and the market leader with market share of above 60%. In

Financial Year 2019-20, the SBU has been able to achieve its targeted Turnover and Profit

Share holding pattern



Particulars	2018-19 (In Crores)	2019-20 (In Crores)
A. Direct Economic Value Generated		
Revenues from operations	1,775.20	1,529.77
Revenues from other sources	78.55	82.39
Total	1,853.75	1,612.16
B. Economic Value Distributed		
Operating expenses (excluding employee wages & benefits)	1,355.62	1,157.61
Employee wages and benefits	212.47	214.12
Payment to providers of Capital	5.56	7.99
Payment to government: Dividends*	NIL	NIL
Total	1,573.65	1,379.72
Economic Value Retained (A-B)		
Profit Before Tax	280.10	232.44
Profit After Tax	188.50	177.17
Earnings per share (INR) (Restated for FY 2018-19)	11.02	10.36



Environment

Respect for environment is one of the Balmer Lawrie's non-negotiable values. Being a conglomerate with diverse businesses, the Company monitors and measures the environmental impacts caused by each of its Strategic Business Units. The objective is to minimize the negative impacts and maximize the use of renewable and alternative materials.

Each SBU is responsible for the impacts caused by its respective operations and strategically works towards minimizing the same. A number of initiatives have been implemented across the businesses of Balmer Lawrie. All plants and major establishments of the Company are certified to environment standards ISO 14000. The Company has in place a comprehensive long-term Integrated Sustainability Plan which lays down the sustainability policy, program framework, governance structure, communication etc. A two tier

Organizational structure has been put in place to drive CSR & Sustainability initiatives in the Company.

The Company adheres to the applicable environmental compliances such as the disposal of hazardous waste is done as per Hazardous Waste and Other Waste Rules, 2016, air emission norms are strictly followed as per the Environment Protection Act, 1986. In addition other areas such as pollution control, treatment and disposal of effluents conform to the statutory requirements.

For Balmer Lawrie, environment protection is not limited to mere compliances. The Company has taken a step forward and has implemented a number of other programmes such as the use of renewable energy, energy efficient equipments, state-of-the-art technology, research and innovation to develop biodegradable and environment friendly products etc.

Environment management is a continuous process and the Company is committed to working towards the same in the future. The focus areas will remain measuring and monitoring carbon footprint, water footprint, waste footprint and reducing the dependence on non-renewable sources of energy.



Energy

Balmer Lawrie is dependent on both fuel and electrical energy for its operations. Energy being a major input in the processes, it becomes imperative to use this natural resource judiciously. Improving energy efficiency has been a priority throughout. Every year, the Company is implementing various programmes to increase energy efficiency. Use of renewable energy such as solar energy is another medium to reduce carbon emissions and subsequently, the impact on climate.

During the reporting period the total energy consumption (direct and indirect) is 110761.60 GJ of which 79,691.70 GJ is from direct sources (fuels) and 31,069.89 GJ is from indirect sources (electricity / solar). The below table gives details on the energy consumed during FY 2019-20:

Business	Electricity (GJ)	HSD (GJ)	FO(GJ)	LDO (GJ)	PNG (GJ)	Solar (GJ)
Greases & Lubricants	7,269.37	901.82	-	15,131.60	-	-
Leather Chemicals	3,084.72	401.97	12,220.07	4,662.92	-	327.97
Industrial Packaging	13,851.17	17,874.94	-	20,639.65	11.68	761.15
Logistics	5,749.17	7,847.05	-	-	-	26.34
Total	29,954.43	27,025.78	12,220.07	40,434.17	11.68	1,115.46

During the reporting period. The Temperature Controlled Warehouse at Patalganga commissioned Solar Plant of 33 kWp capacity for in-house consumption taking the total installed capacity to 526 kWp. The Leather Chemicals unit at Manali, Chennai has Solar Power Plant of 200 kWp

capacity, generating on an average 500 units per day. Cumulative generation of Solar Energy was 4,69,522 units in FY 2019-20. As a result, 800 tons of Carbon Dioxide emissions were prevented from the manufacturing / cold chain operations.

Energy Conservation

SBU: Greases & Lubricants

G&L has implemented various energy conservation initiatives during the reporting period such as using energy efficiency lighting including LEDs, occupancy sensors and automatic lighting controls. In addition, the business unit has also upgraded the technology of pouch filling and sealing machine. As a result the business unit has been able to conserve 29050 units of electricity per year.

SBU: Industrial Packaging

This business is heavily dependent on energy for its machines and is proactive in implementing energy conservation initiatives. SBU: IP has achieved significant savings by initiatives such as installation of Insulated-Gate Bipolar Transistor controlled welding machines, installation of three phase welding machines, active harmonic filters at auto welder, synchronization of conveyors for reduction of idle running time in various plants. IP units replaced many conventional lamps with LED lamps at its different units thus conserving electrical energy.

SBU: Leather Chemicals

As a measure to monitor its energy consumption, SBU: LC undergoes an energy audit process periodically. This audit is conducted to ascertain the energy efficiency of its various equipment and to reduce adverse use of energy and or its wastages.

The business unit has installed energy efficiency motors for its processes, Variable Frequency Drive (VFD) for higher rating motors. At its plants and offices, conventional light fittings have been replaced with LED light fittings to conserve electrical energy.

Emissions

Balmer Lawrie is constantly working towards reducing its carbon emissions through various initiatives including use of alternate sources of energy, energy efficient technology etc. In its endeavor to reduce its carbon footprint, various SBUs have implemented a no. of initiatives. SBU: Industrial Packaging (IP) has installed LPG gas station at IP-Kolkata plant. The plant is now using LPG in place of HSD as fuel for baking oven operations, which has led to better fuel economy and reduction in rate of emission.

Balmer Lawrie maintains a carbon inventory to measure and monitor its Scope 1 and Scope 2 emissions. During the reporting period total GHG emissions are 398506.3 tCO2.

*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

Energy conservation and emission reduction

- 1 G&L Silvassa replaced 12 nos 800W lamps at High Mast Lighting tower by 350W LED light. Carbon emission reduced by 19T. Power consumption reduced by 23650 units (approx.). The unit has also planted 33 trees in its premises.
- 2 G&L Manali is using a dust collector at Lithium Hydroxide Dosing area at Kettle and has reduced emission of LIOH dust particles in the plant. This improves air quality of the plant significantly.
- 3 SBU: Industrial Packaging (IP) has installed LPG gas station at IP-Kolkata plant. The plant is now using LPG in place of HSD as fuel for baking oven operations, that has led to better fuel economy and reduction in rate of emission.



Water

Water finds its extensive use in 3 business units of Balmer Lawrie i.e. Industrial Packaging, Greases & Lubricants and Leather Chemicals. It is used for both industrial and domestic purposes. The Company understands the scarce availability of this natural resource and makes efforts to use it judiciously. Various programmes have been implemented to reduce, recycle and reuse water in the processes such

as installation of ETPs (Effluent Treatment Plant), STPs (Sewage Treatment Plant), RO systems, Atomizer tap controller etc. In addition, the Company also conducts various awareness sessions for employees encouraging them to conserve water.

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

Water consumption

Business	Location	Source of water	Water Consumption (KL)
Industrial Packaging	Chennai	Municipal water supplies	3544
	Chittoor	Ground water	332
	Silvassa	Ground water	5489.02
	Kolkata	Surface water	
	Asaoti	Ground Water	2014.29
	Navi Mumbai	Tanker & RWH collected and stored	
Greases & Lubricants	Chennai	Municipal water supplies	990.3
	Kolkata	Municipal water supplies	22852
	Silvassa	Ground water	2003.1
Leather Chemicals	Chennai	Municipal water supplies	

Water Conservation Initiatives

1

IP-Silvassa has installed RO System to process and reuse of ETP treated water in drum manufacturing process. This reduces the water consumption of the plant significantly.

2

Many plants of Balmer Lawrie installed atomizer tap controller thus reducing water consumption of the plants significantly.

3

The industrial packaging unit at Taloja, Navi Mumbai has implemented rain water harvesting at its state-of-the-art barrel manufacturing plant to ensure that the ground water level is maintained.

4

IP-Vadodara, LC-Chennai, G&L-Chennai, IP-Chittoor, IP-Chennai, IP-Navi Mumbai and CFS-Navi Mumbai are zero effluent discharge facilities.

Waste

Balmer Lawrie has an efficient waste management system. Different types of waste including both biodegradable and non-biodegradable such as paper, plastic, polythene, rubber etc., metallic waste such as off-cuts of steel tubes, plates and turning and borings of tubes and bars and nonferrous metallic scraps, contaminated waste including oil / grease impregnated cotton waste, biomedical waste including medicines, first-aid kits, packaging, unused bandages and dressings, infusion kits, discarded gloves etc. are generated. Both hazardous and non-hazardous waste

is managed and disposed in a responsible manner to authorized recyclers. Disposal of hazardous waste is done strictly as per Hazardous Waste and Other Waste Rules, 2016. The focus is always on reducing the recycling of waste.

During the reporting period 190.76 MT of waste was generated (107.66 MT hazardous waste and 83.1 Non-hazardous waste). The details are as follows:

Business	Category	Type of Waste	Quantity in MT
Greases & Lubricants	Hazardous Waste	Spent solvent, ETP Sludge, Sludge & Filter contaminated with Oil, Jute / Cotton containing Oil, Lithium / Caustic Contaminated bag, Oil Contaminated flexi Poly bag etc.	56.314
	Non-Hazardous Waste	Cardboard / waste paper, Plastic waste, Used HDPE Bags.	44.64
Leather Chemicals	Hazardous Waste	Mixed Salts	
	Non-Hazardous Waste	Steel Castings, MS scrap	
Industrial Packaging	Hazardous Waste	Wastes and residues - Paint sludge, Chemical sludge from waste water treatment (ETP Sludge)	51.35
	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	38.46
Logistics	Non-Hazardous Waste	Cardboard / waste paper, Plastic waste, Used HDPE Bags, Wood Waste, Others (food waste / garden waste)	

Waste Management Initiatives

1

IP-Manali uses water-based grease in its processes and collects and reuse Paint Sludge thus reducing the generation of hazardous waste.

2

IP-Taloja has constructed a separate area for storage of hazardous waste in its plant.



Human Capital

Balmer Lawrie credits its success to its diverse and capable workforce which is working diligently to take the organization forward. It is their dedication and commitment which has facilitated the growth of the organization. The Company takes pride in its workforce and is constantly working towards their development.

Human capital at Balmer Lawrie is known for its diversity not only in terms of age, gender, race or cultural background but for different sets of skills and experience that fosters creativity and offers a range of perspectives and ideas. The Company nurtures a strong value system where each employee is given equal opportunity to grow and realise their potential as professionals and individuals. Their contributions are respected and valued.

The Company has a dedicated human resource department with an objective to enhance the human capital of the organization through continuous upgradation of professional competence and individual wellbeing. In FY 2019-20, the human resource department focused on the following 4 areas:

Focus areas for FY 2019-20





As on March 31st 2020, 1076 talented individuals (100 female and 976 Male) including 16 employees with special abilities are a part of Balmer Lawrie family. The extended family includes 615 employees on

contractual and out-sourced basis (467 male and 148 female). During the year, 109 employees joined the organization and 31 bid adieu. The details are as follows:

Employee Strength as on March 31st, 2020

Employee Category	Male	Female
Senior Management	41	1
Middle Management	115	13
Junior Management	265	46
Non- unionized Supervisors	209	26
Unionised Cadre	333	14
Contractual / outsourced	467	148
Differently abled Employees	14	2

Employee Strength: SBU Wise

Employee Category	Executives	Officers	Unionized employees	Total
Industrial Packaging	65	55	69	189
Greases & Lubricants	84	32	80	196
Leather Chemicals	34	7	27	68
Logistics Services	93	35	12	140
Logistics Infrastructure (Inclu. TCW)	43	36	62	141
Travel & Vacations	51	35	14	100
Refinery & Oil Field Services	10	9	-	19
Others / Administrative	114	26	83	223

New Employee turnover

Category	Gender	Joined	Left
New Hire <30	M	30	6
	F	12	0
30-50	M	63	21
	F	3	1
>50	M	1	3
	F	0	0

Despite of the businesses including work on the shop floor, the Company has 9.29% regular women employees. The Company has created an atmosphere conducive for women employees to join and build a career in this organization. Balmer Lawrie is an equal opportunity employer and promotes women empowerment and further encourages women to join and build a career in this organization. In accordance with 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. In FY 2019-20, no complains under the said act was filed.

Balmer Lawrie understands the pivotal role that employee unions or associations play. Therefore, the Company has recognized the Supervisor's Association for non-unionised staff and trade unions for unionised staff respectively at regional levels. 54.09% of employees are members of recognized employee associations.

Employee Welfare

To motivate and raise the productivity levels of each employee, Balmer Lawrie has implemented various policies promoting employee welfare. One such policy promoting the work life balance is maternity policy. During the year, 6 employees availed maternity leave. The details are as follows:





Employees availing Paternity Leave



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 / insurance coverage etc.

Further to keep employees and their families motivated and connected, various activities are organized throughout the year including annual sports day, cultural evening, womens day celebration etc. This year, Balmer Lawrie celebrated its 154th Foundation Day. The celebrations were organized in all units and establishments across the country.

Training & Development

Balmer Lawrie invests in its employees. The Company lays special emphasis on upgrading skills, knowledge and competence of its workforce. Various training programmes are conducted throughout the year with a focus on enhancing both the technical and soft skills of employees. Areas including Company policies, human rights, health & safety, career development, sustainable development etc. are covered through various programmes. 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. During FY 2019-20, Balmer Lawrie also invested in e-learning content. In all, 1285 man-days of

training were achieved including in-house and external programmes including workshops, conferences, seminars, virtual sessions and class-room training programmes for all categories of employees. During the year the Company has also tied up with IIM Lucknow to design and deliver customised modular management development program for the junior, middle and senior management levels which covered around 13.16% of the executive manpower strength. It is a sustained initiative for building managerial capability in the Company which will be in place for 3 financial years starting FY 19-20. During the reporting period avg. hrs of training provided per employee is as follows:

Gender	Category	No. of Employees	Total Training Hrs.	Avg. Training hours / Employee
Male	Permanent	315	9433.5	2.96
Female		47	1492.5	31.75
Male	Contractual	4	31.5	7.87
Female		5	21	4.2

Another medium adopted by Balmer Lawrie to improve employee skills is through a constructive feedback mechanism. The Company has implemented a Competency Linked Performance Appraisal System for its executives. To ensure transparency, accessibility and speed of execution, the process has been enabled for executives upto grade E-8. The Company has maintained 100% online submission of ACR / APAR in respect of all Executives (E0 and above) along with

compliance of prescribed timelines w.r.t writing of ACR / APAR during FY19-20. To augment the Leadership Development process the Company during FY 19-20 had reviewed the Competency Framework for all Executives in Grades E4 and above and had conducted Assessment-Development Centers for around 50 executives who are likely to move into leadership roles in years to come.



Health & Safety

At Balmer Lawrie, safety is integrated in the DNA of the organization. It is a culture which is promoted by the senior management and percolates down the organization. Balmer Lawrie is committed to operate in a safe manner and all the initiatives are directed towards an accident-free workplace. The Company has also implemented the HSE and sustainability policy across the organization and each employee is expected to abide by the same.

Considering the nature of the business, where the employees are exposed to various safety and health

hazards including working with heavy machinery, exposure to hazardous chemicals, handling large cargos, etc. it becomes imperative to ensure that employees are following safe working practices. The Company has established an integrated occupational health and safety management system across the organization. Major plants / branches are OHSAS as per Factories Act 1948. In addition, an HSE manual has been published as a guidance document for the plants and other establishments of the Company.

Balmer Lawrie has implemented effective control and monitoring mechanisms. As a proactive organization, the Company identifies the hazards and risks associated with each operation / process and subsequently has developed an action plan to mitigate the same. In addition, HSE audits are conducted for all manufacturing units, container freight stations and TCWs as per the HSE audit protocol. Balmer Lawrie has leveraged technology to improve safety aspects of its various processes.



During the reporting period, Balmer Lawrie is proud to achieve ZERO Lost time injury. This is the third consecutive year that the Company has achieved a zero LTI.

Safety Trainings

In addition to technical training programmes related to safety such as fire safety, material handling, working at height etc. various programmes w.r.t. behavioral based safety are carried out for all Plant managers, Maintenance managers and Operational

managers. Workshops in the areas related to electrical safety, HSE awareness, defense driving etc. are also conducted. During the reporting period percentage of employees that were given safety training is as follows:

Employee Category	%age of employees that were given safety training
Permanent Employees	58.92
Outsourced / Contractual Employees	86.77
Permanent Women Employees	14.00
Employees with Disabilities	43.75

Safety Week celebrations

In the year 2019-20, the Company celebrated 49th National Safety week from 4th to 10th March 2020 in all units / establishments across locations. The week commenced on 4th March, 2020 which was observed as National Safety Day, with the administering of the

safety pledge and reading out of C&MD's message. In line with the theme, various programs were organized over the week. The programs included extempore, quiz, skit, spot the hazard contest, mock drills, safety slogan & essay writing competitions.

Safety Initiatives at SBUs

During the FY 2019-20, various initiatives were taken at each SBU to improve their safety performance. Some of them are as follows:

- IP-Silvassa installed Inverter based 3 phase welding m/c replacing old 2 phase welding m/c. Power consumption reduced from 250A to 80A.
- IP-Taloja installed 120A capacity Active Harmonics Filters at Auto welder to mitigate the harmonics. This reduces electrical energy consumption and carbon footprint of the plant.
- IP-Chittoor installed IGBT type welding machine controller reducing power consumption of welding machine by 40%.
- G&L Silvassa replaced 12 nos. 800W lamps at High Mast Lighting tower by 350W LED light. Carbon emission reduced by 19T. Power consumption reduced by 23650 units (approx.).





Customer Relations

Balmer Lawrie is a customer-centric organization 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 focuses 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 2019-20, 475 complaints were received across the 6 strategic business units and each complaint was resolved up to the satisfaction of 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 w.r.t. 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.



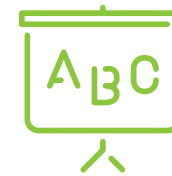
Corporate Social Responsibility

Balmer Lawrie is a firm believer of inclusive growth and equitable development of all. The Company is committed for the upliftment of the disadvantaged and marginalized sections of the communities in line with the government intent of "Sabka Saath Sabka Vikas". It has a well-defined and robust CSR policy and undertakes various programmes and projects around the year. The Company's CSR projects aim at transforming the lives of the under-privileged and enhance collective community well-being around its establishments.

The 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. The Company believes in inclusive approach in implementation of CSR activities and implements the same in partnership with a local authorities or NGOs. Balmer Lawrie's CSR initiatives operate under two Flagship Programs namely Balmer Lawrie Initiative for Self-Sustenance [BLISS] and Samaj Mein Balmer Lawrie [SAMBAL]. In line with the requirements of

New Companies Act 2013, Schedule 7, an amount of ₹ 514.36 Lakhs was spent during FY 2019-20 towards various CSR activities. The Company also continuously monitors the impacts of its projects on the society. Tata Institute of Social Sciences has done the impact assessment study of some of the CSR initiatives. The focus areas of the Company's CSR interventions are:



Primary Education



Health and Nutrition



Swachh Bharat Abhiyan



Skill Development & Sustainable Livelihood



Health & Nutrition

Balmer Lawrie had entered into an agreement with HelpAge India in May 2010 to sponsor running of Mobile Medical Unit. The outreach of this project is in and around Manali, Thiruvallur District, Tamil Nadu with an objective of providing quality medical care services to the disadvantaged old persons. Through the Mobile Medical Unit which caters to 13 villages in that area, people above 55 years of age are provided free medical consultation and treatment. We have also given donation to corpus fund of Narayana Hospital and Saroj Gupta Cancer Research Institute in Kolkata, West Bengal.



Primary Education

Balmer Lawrie is associated with the Indian Institute of Cerebral Palsy (IICP) and has sponsored two classes of students suffering from cerebral palsy in IICP. The total project cost has been around ₹ 20 lakhs. Also, in partnership with Integrated Tribal development Agency, the Company has worked for the development of Aanganwadis. Further, Balmer Lawrie is also sponsoring education of tribal children in West Bengal. The total cost of this project is ₹10 lakhs.



Skill Development & Sustainable Livelihood

Since Balmer Lawrie is a member Company of MoPNG, the Company has contributed ₹ 300 Lakhs towards operation of Skill Development Institutes at Ahmedabad, Rae Bareilly, Guwahati, Bhubaneswar, Kochi and Visakhapatnam which are fully operational.



Swachh Bharat Abhiyan

The Company understands the importance of cleanliness and designates utmost importance on raising awareness on cleanliness and sanitation through its CSR initiatives. Balmer Lawrie is working on various Swachh Bharat Abhiyan related activities on pan-India basis along with organizations like Pragati Sangha of Dara, Rotary club of Panvel, Swadeep and Madras College of Social work etc. with total project cost of ₹ 62.06 lakhs. Further, the Company is also contributing in maintenance of School Toilets constructed under "Swachh Vidyalayas" during the year 2015-2016 through Pragati Sangha of Dara with a cost implication of ₹ 17.74 lakhs.



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	Page 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	Page 50-51
Principle 4: Labour Businesses should uphold the elimination of all forms of forced and compulsory labour	Disclosure 409- 1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Not Reported
Principle 5: Labour Businesses should uphold the effective abolition of child labour	Disclosure 408-1 Operations and suppliers at significant risk for incidents of child labor	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 53
Principle 7: Environment Businesses should support a precautionary approach to environmental challenges	GRI 302: energy 2016	Page 42-45
	GRI 303: Water 2016	Page 46-47
	GRI 305: emissions 2016	Page 42-45
Principle 8: Environment Businesses should undertake initiatives to promote greater environmental responsibility	GRI 307: environmental compliance 2016	Page 30-31 Page 42-49
	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 26-31 Annual Report page 55



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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	Inter-governmental 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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