

WORLD'S FIRST*

100% Green Oil-Soluble Cleanser

Galseer® DermaGreen



SOCIAL

We acknowledge the inherent link between social well-being and economic performance. Our commitment to corporate social responsibility is evident in our initiatives that promote equality, diversity and community engagement. We aim to create an inclusive environment where all stakeholders feel valued.

Our outreach programmes address critical education, healthcare and employment issues, uplifting local communities. By integrating social responsibility into our operations, we promote social equity and uphold ethical governance and human rights, all while continually engaging with stakeholders to ensure the effectiveness of our initiatives.

Key Linkages

Material Topics

- 3 Employee Health and Safety, Well-being
- 5 Labour Relations – Fair Labour Practices
- 6 Customer Privacy
- 7 Customer Complaint Resolution
- 12 Engagement with Suppliers
- 18 Diversity and Inclusion at the Workplace

Stakeholders Impacted

-  Government and Regulatory Bodies
-  Customers
-  Suppliers
-  Industry Associations and Trade Unions
-  Local Communities

SDGs





Commitment to Our People

At Galaxy, our people drive our success. We cultivate an inclusive, growth-focused workplace through engagement, learning and retention initiatives. We promote equal opportunities. We have embedded continuous development in our culture with leadership training and e-learning. Safety is paramount, reinforced by rigorous standards, digital tools and proactive initiatives. Our wellness programmes support physical and mental well-being, while

our recognition schemes celebrate the excellence and dedication of our employees.

Our Workforce

We at Galaxy deploy a globally distributed workforce across India (Taloja, Tarapur and Jhagadia), Egypt and the USA. We emphasise digitalisation and automation, leveraging and HRMS software like Darwinbox to manage the employee

lifecycle—from recruitment to retirement. We prioritise employee engagement through initiatives such as the Galaxy Premier League (inter-site sports competitions) and the Galaxy Sports Club, which cultivates teamwork and wellness. In GSL, the workforce attrition rate stands at 5.6%, significantly below the industry average of 20.5%, which can be attributed to proactive retention strategies like stay interviews and post-exit feedback mechanisms.

Total Workforce

Employee Category		Male			Female			Total Count
		>50 Total years	30-50 years	<30 years	>50 Total years	30-50 years	<30 years	
Permanent and Other Than Permanent Employees								
A	Top Management (Governance Bodies)	5	4	0	0	0	0	9
B	Senior Management	11	10	0	0	1	0	22
C	Middle Management	12	48	1	4	16	0	81
D	Junior Management	6	48	2	0	11	3	70
E	Other than Management Positions	56	433	382	5	62	113	1,051
F	Total Permanent Employees (A+B+C+D+E)	90	543	385	9	90	116	1,233
G	Total Other Than Permanent Employees	0	32	1	1	9	1	44
Workers								
H	Permanent Workers	68	586	280	0	0	0	934
I	Other Than Permanent Workers		998			35		1,033
J	Total Workers (H+I)		1,932			35		1,967
Total Workforce (F+G+J)			2,983			261		3,244

FY 2024-25		Locations		
		GSL	GCE	TRI-K
Permanents/Full-time Employees and Workers	Male	1,623	292	37
	Female	162	15	38

FY 2024-25		Locations		
		GSL	GCE	TRI-K
Temporary/Part-time Employees and Workers	Male	794	235	02
	Female	38	05	03

GRI 2-7 and 2-8



Local Hiring of Senior Management*

Percentage of senior management at significant locations of operation that are hired from the local community

74%

Define senior management in organisation's context

Upto two levels away from CEO

Define geographical definition of 'local' in organisation's context

Permanent address is in the same state of 'significant locations of operation'

Define 'significant locations of operation' in organisation's context

All the manufacturing locations and corporate offices

GRI 202-2 (a, b, c, d)

*GSL

New Hires By Age, Gender and Region

Age Group	GSL		GCE		TRI-K	
	FY 2024-25		FY 2024-25		FY 2024-25	
	Male	Female	Male	Female	Male	Female
<30	108	30	23	2	6	11
30-50	49	08	22	1	10	7
>50	01	00	0	0	2	1

Employee Attrition By Age, Gender and Region

Age Group	GSL		GCE		TRI-K	
	FY 2024-25		FY 2024-25		FY 2024-25	
	Male	Female	Male	Female	Male	Female
<30	64	30	28	1	5	12
30-50	61	6	14	1	7	8
>50	12	0	0	0	5	1



Social

Diversity, Equity and Inclusion

At the heart of our success is a commitment to cultivating a diverse and inclusive workplace where everyone has the equal opportunity to excel. Diversity strengthens our teams, drives innovation and enhances our decision-making. By promoting an environment where talent is recognised and nurtured without bias, we ensure that everyone, regardless of background, can thrive and contribute to our shared goals. We have woven our dedication to DEI into our recruitment, development and organisational practices. Our recruitment process is free from

gender bias and focuses on skills, competencies, knowledge and potential. Diversity is crucial to building a reliable talent pool. From entry-level to senior positions, our workforce reflects a merit-based promotion system. Women enjoy representation at all levels, including staff roles across our units. We are committed to tracking and reporting progress on this in future updates.

- **Gender Equity:** We aim for 25% female representation in leadership by 2030. Our job postings and policies ensure equal opportunities for all

- **Inclusive Hiring:** We promote the recruitment of people with disabilities through partnerships with the National Society for Equal Opportunities for the Handicapped (NASEOH) and the Helen Keller's Institute
- **Safe Workplace:** We enforce a zero-tolerance policy against discrimination and harassment through a dedicated Internal Complaints Committee (ICC). We also ensure psychological safety by providing access to counselling services and anonymous grievance channels

Women Representation across Workforce

Women Representation	GSL	GCE	TRI-K
In the Workforce	9%	4%	51.7%
In All Management Roles, including Junior, Middle and Top Management (As a share of Total Management Positions)	14.6%	8%	46.5%
In Top Management Roles, i.e., in Governance Bodies	0%	0%	0%
In Senior Management Roles, i.e., Maximum Two Levels Away from the CEO or Comparable Positions (as a share of Total Top Management Positions)	0%	0%	0%
In Junior Management Roles, i.e., First Level of Management (as a share of Total Junior Management Positions)	18%	13%	50%
In STEM-related Positions (as a share of Total Employees)	6%	2%	17.5%

Talent Attraction and Retention

The ongoing development of our employees is a core driver of our success. We foster a continuous learning-centric environment that enables our staff and operators to acquire the skills and knowledge needed to excel in their roles and contribute to our broader objectives. Our commitment to talent attraction and retention revolves around ensuring that employees are well-equipped from day one and supported throughout their careers.

Recruitment and Onboarding: Our recruitment process is fully digitised, allowing for a smooth and efficient experience from job posting to onboarding. We are conducting KYG (Know Your Galaxy) programme for more than 2 decades, a three-day induction for new hires that introduces them to the Company's history, values and leadership, fostering a sense of belonging and purpose.

Attrition Reduction: We focus on employees within their first three months by providing regular check-ins at 30, 60 and 90 days. Post-exit surveys conducted by third parties, which help us gather feedback to improve retention strategies.

Employee Engagement: Initiatives like the Galaxy Premier League and quarterly pulse surveys help maintain high employee engagement, satisfaction and morale.



New Hires

Particulars	Male			Female			Grand Total
	<30 Years	30-50 Years	>50 Years	<30 Years	30-50 Years	>50 Years	
Top Management	0	1	0	0	0	0	1
Senior Management	0	0	2	0	1	0	3
Middle Management	1	9	1	1	5	1	18
Junior Management	1	5	0	0	2	0	8
Trainees	50	0	0	22	0	0	72
New Hires at Non-management Level	85	66	0	20	8	0	179
Total New Hires	137	81	3	43	16	1	281

GRI 401-1

Employee Turnover

Particulars	Male			Female			Grand Total
	<30 Years	30-50 Years	>50 Years	<30 Years	30-50 Years	>50 Years	
Top Management	0	0	1	0	0	0	1
Senior Management	0	3	2	0	0	0	5
Middle Management	0	3	3	1	4	0	11
Junior Management	1	4	1	0	2	0	8
Trainees	9	0	0	9	0	0	18
Turnover at Non-management Level	87	72	10	33	9	1	212
Total Employee Turnover	97	82	17	43	15	1	255

GRI 401-1

Percentage of Employees Receiving Regular Performance and Career Development Reviews

Particulars	Male			Female		
	GSL	GCE	TRI-K	GSL	GCE	TRI-K
Regular Performance	100%	91%	89%	100%	87%	92%
Career Development Review*	93%	91%	89%	88%	87%	92%

*Applicable for confirmed employees



Learning and Development

We aim to continuously drive the professional growth of our employees by offering them tailored training opportunities at every level. From recent graduates to seasoned professionals, our development programmes ensure that employees gain the expertise needed for ensuring career progression and attaining leadership roles.

Management Development

Programmes: Our Soonicorn and Unicorn initiatives aim to sharpen leadership and management skills, supporting succession planning and creating an extensive leadership pipeline.

Data Literacy: New modules focused on data analytics and visualisation empower our employees to make more informed, data-driven decisions.

E-Learning Expansion:

Our e-learning platform has seen significant growth, with over 50 modules introduced, focusing on areas such as sustainability, waste management and behavioural skills. These modules boast a completion rate of over 55%, indicating visible employee engagement in self-paced learning.

Leadership Programmes: The Unicorn programme offers senior management personnel with two

years of in-depth leadership training, complemented by coaching and strategic off-site sessions.

Staff Development Programmes:

Our Supervisory Development Programme (SDP) and Management Development Programme (MDP) provide employees with essential skills for their supervisory and managerial roles. These training programmes saw impressive participation, with completion rates exceeding 98%.

Star Recognition Programme

Our Employee Recognition Programme stands as a testament to the excellence and commitment of our workforce, celebrating achievements across various categories such as 'Star Operators' and 'Rising Star.' These prestigious awards boost morale and motivate employees to consistently deliver their best, driving our collective success.

The programme also includes long-service awards, which honour employees for their years of dedication, reinforcing a culture of appreciation, loyalty and pride within the organisation. These awards highlight the contributions of our team, fostering an environment where hard work and perseverance are celebrated.

In addition, we proudly recognise and reward those who have spent at least two years with Galaxy, marking the milestone as a significant moment in their journey with us.





Succession Planning

Succession planning ensures the long-term success of our organisation by developing a ready pipeline of leaders. We focus on identifying and nurturing high-potential individuals, preparing them to step into key roles as needed. Our approach depends on regular talent reviews, clear career development pathways and leadership readiness programmes that equip employees with the skills and experience required for future leadership positions.

1

Talent Pipeline

To ensure leadership continuity, we conduct quarterly talent reviews to assess the readiness of potential successors at the n-1 and n-2 levels. These reviews are then presented to the Executive Board to ensure alignment with our long-term leadership needs.

2

Career Pathways

We implement Individual Development Plans (IDPs) for each employee, addressing competency gaps identified during annual performance reviews. This personalised approach helps them develop the skills required for future leadership roles, ensuring they are prepared to take on more responsibility.

3

Leadership Readiness

We prioritise leadership development through initiatives like Unicorn alongside peer-to-peer recognition programmes. These programmes seek to identify and nurture high-potential employees, providing them with the tools and experiences to step into advanced roles.

Employee Incentive Linked to Environmental Sustainability

At Galaxy, employee incentives are directly linked to contributions toward our environmental sustainability goals. We reward efforts in identifying and managing climate-related risks, improving transparency in environmental reporting and driving waste reduction through recycling and resource efficiency.

Employees are also recognised for innovations that develop low-carbon solutions and support continuous improvement through initiatives like Kaizen and Total Productive Maintenance achieving GHG reduction targets.

Water-related efforts such as ensuring safe discharge of wastewater and

enhancing water efficiency are also rewarded. The Chief Operating Officer is directly accountable for water-related risk resolution, with specific KPIs driving performance in this area. These incentives foster ownership and embed sustainability across all levels.



Social

Health and Safety

At Galaxy, we strive to ensure a safe and healthy work environment. We maintain a robust safety culture, proactively mitigating workplace risks and continually improving safety standards. We intend to create a safer workplace for all through training, technological advancements and a capable safety management system. Our significant health and safety management initiatives comprise:

Competency Assurance Programme

We recognised that most of incidents stem from non-compliance with procedures. In response, we launched the Competency Assurance Programme, which maps functional, safety and leadership competencies across various roles. This approach ensures that all employees receive on-the-job validation to adhere to safety protocols and best practices.

ISO 45001 and 14001 Certification

We are proud to maintain ISO 45001 Occupational Health and Safety Management System and ISO 14001 Environmental Management Systems certifications. These certifications reflect our ongoing commitment to meeting global safety and environmental standards.

Process Safety Management (PSM) Enhancements

- **Project Mission Shunya at Jhagadia site:** Aiming for zero harm, this 30-month-long initiative focuses on hazard identification, risk assessment and targeted training to safeguard people, infrastructure and the environment.

- **Process Hazard Analysis (PHA) and Safety Reviews:** We have enhanced our hazard assessment practices by implementing rigorous PHA studies and pre-startup safety reviews (PSSR)
- **Management of Change (MOC):** We ensure that all operational changes undergo systematic risk evaluations before implementation, reinforcing safety in every process

Safety Training and Awareness

In FY 2024-25, we achieved an average of 18.79 hours safety training hours per employee. Some of the trainings included are Safety drills, incident investigations and various site awareness programmes. We also introduced training modules, such as Barrier Health Management (BHM) and Behavioural-based Safety (BBS), to enhance our safety practices. Safety training is mandatory for all employees, including fire drills, hazard management and general workplace safety.

Incident Reporting and Digitisation

We have a digital safety portal, to streamline incident reporting, root cause analysis and corrective action tracking. Employees are encouraged

to report unsafe conditions, with a structured governance model in place to ensure timely interventions. As of FY 2024-25, two cases of lost-time injuries (LTIs) have been recorded across our operational sites.

Infrastructure and Engineering Controls

We have improved our safety systems by introducing vertical fall arrest systems for ladders, enhanced fire safety measures (such as improved sprinkler systems) and better work-at-height protection facilities.

Employee Health and Wellness Initiatives

Our wellness programme monitors and improves employee health, reduces occupational health risks and promotes overall fitness. We also provide awareness sessions on lifestyle diseases, such as cardiac health and the risks associated with tobacco use.

Centre of Excellence for Safety and Automation

Established in 2024, this initiative strives to build standardised safety protocols, enhance process automation and benchmark best practices across industries to improve our safety measures continuously.

SHE Performance

KPIs	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Fatalities	0	3	0	0	0	0
Lost Time Injury Frequency Rate (LTIFR)	0	1.11	0.52	0.41	0.39	0.22
Behaviour-based Safety (BBS) Observations*	6,14,871	15,22,179	32,79,196	54,39,750	67,63,930	46,03,445
Training man-hours	15,065	18,131	28,483	19,888	23,445	61,496
Expenses of Safety, Health and Environment (SHE) Process (₹ Cr.)	3.58	1.19	1.41	3.22	10.26	14.22

Units	Fatalities	LTI	LTIFR	MTC
	FY 2024-25	FY 2024-25	FY 2024-25	FY 2024-25
Tarapur	0	0	0	2
Taloja	0	0	0	2
Jhagadia	0	0	0	2
TTC	0	0	0	4
GCE	0	2	2.06	2
TRI-K	0	0	0	0



Labour Relation – Fair Labour Practices

At Galaxy Surfactants, we maintain a strong focus on promoting fair labour practices across all our manufacturing locations and business operations. We ensure that our workplaces uphold safety, dignity and equity, with strict compliance to applicable labour laws and international standards. Our internal policies prohibit child and forced labour, encourage equal opportunity and support fair wages and reasonable working hours. We extend these expectations to our suppliers through our Supplier Code of Conduct, reinforcing our commitment to ethical and responsible employment across the value chain.



Social

Safety Measures and Performance

We measure our safety performance using leading and lagging indicators. Leading indicators, such as training hours and audits, help us identify potential risks before incidents occur, while lagging indicators, like the lost time injury frequency rate (LTIFR), help us assess the effectiveness of our efforts. Our major safety initiatives include:

- Increased focus on Behaviour-based Safety (BBS) data to identify risk behaviours, implement spot corrections and address unsafe conditions.
- Conducting audits for high-risk activities to ensure adherence to standard operating procedures
- Maintaining a comprehensive risk register and assigning monitoring responsibilities for high-risk activities
- Strengthening our incident investigation process to gain deeper insights and implement preventive measures
- Enhancing employee engagement in safety initiatives to foster a culture of ownership and accountability

Audits and Inspections

We conduct regular safety audits and inspections to identify and mitigate potential hazards. In FY 2024-25, we implemented the following measures:

- **External Safety Audits:** Statutory audits were carried out for our Taloja and Jhagadia sites in line with IS 14489 standards
- **Internal Audits:** Our trained personnel carried out internal audits according to a defined schedule, using established checklists
- **Specialised Audits:** We conducted additional audits based on incidents that occurred to prevent future occurrences

We track the closure of identified issues through safety committee meetings.



Case Study

Safety at TRI-K

TRI-K has worked 2,837 days without an OSHA recordable incident and 3,217 days without lost time incident. In an effort to strengthen safety at TRI-K, the Company implemented several key initiatives to improve safety awareness and reduce workplace hazards:

Incident Reporting App:

Employees are encouraged to report safety observations using the incident reporting app. This has led to 87 reports in FY 2024-25, fostering proactive safety management and preventing accidents before they occur.

CPR and AED Training: In 2024, TRI-K provided on-site CPR and AED training, certifying the majority of employees at the sites to respond effectively in emergencies.

Hazardous Awareness Training:

Annual Hazardous Awareness training is provided for all personnel handling hazardous chemicals, ensuring they are equipped with the knowledge to safely manage and mitigate potential risks.



Employees and Operators Benefits

Our employees are our most valuable asset and we prioritise their health, well-being and financial stability. We provide a package with wide-ranging benefits to ensure our team members feel appreciated, respected and empowered. With

over 30 benefits on offer, we work hard to create an environment where everyone can succeed.

We make substantial contributions to support the financial security of our employees. We, the Parent

Company, contribute to EPF and ESIC for eligible employees, while our subsidiaries contribute to 401K and Social Security. We also provide gratuity following the Gratuity Act and employment agreements.

What Makes Galaxy a Great Place to Work

Compensation and Recognition

- Competitive salaries and benefit packages
- On-time salary disbursement on the 26th of every month
- Performance-based incentives and recognition programmes
- Profit-sharing bonus exceeding industry average (20% vs. 8.3%)

Health and Wellness

- Medical insurance coverage for employees and their families
- Cashless medical scheme with tie-ups with renowned hospitals
- 24/7 emergency medical support for employees and their families
- Executive health checkups for senior management
- Subsidised healthy meals provided through on-site Canteen (menu decided by operator committees)

Unique Initiatives

- Open-door policy with easily accessible suggestion boxes and direct communication channels with senior management
- Sahakari Mitras - senior operator representatives who address employee grievances and concerns
- Monthly canteen and transport committee meetings involving operators for feedback and improvement
- Celebrating retirements with personalised messages, gifts and dinners

Financial Security

- Emergency loans with quick processing and minimal interest
- Housing loan, renovation loan and vehicle loan options
- Employee trust that provides financial assistance to families of deceased employees
- Educational assistance for employees children (up to two children) pursuing higher education

Work-life Balance and Support

- Leave travel allowance to support employee vacations
- Paid leave policies, including paternity leave
- Subsidised transportation facilities
- Uniforms provided for all factory-based employees and contract workers (where applicable)
- Raincoats and umbrellas provided during the rainy season
- Employee assistance programme (EAP) for confidential counselling and support
- On-site daycare facilities (availability may vary by location)





Social



Physical and Mental Wellness

- We offer annual executive health checkups for employees aged over 35 years, with coverage for their spouses over 50. In addition, we provide quarterly sanitary checkups and nutritional guidelines in our cafeterias.
- Our partnership with psychological health institutes offers counselling services and our wellness portal provides resources on stress management and seasonal health to support mental well-being.

Parental Leaves and Return To Work

Particulars	Male	Female
Employees Entitled to Parental Leave	1,660	204
Employee Who Availed of Parental Leave	57	13
Employees Who Returned to Work after Parental Leave ended in the Reporting Period	57	13
Employees Retained for 12 Months after Resuming from Parental Leave	55	13

GRI 401-3

Gender-wise Average Training Hours

Subsidiaries	No. of Employees		Total Hours		Average Hours	
	Male	Female	Male	Female	Male	Female
GSL	1,623	162	77,012	4,280	47.45	26.42
GCE	292	15	2,870	110	9.83	7.33
TRI-K	37	38	29.15	43	0.79	1.14
Total	1,952	215	79,911	4,433	40.93	20.62

Commitment to Our Customers

At Galaxy, we prioritise building long-lasting customer relationships through trust and transparency. We achieve this by providing customers with on-demand declarations of raw material sources, empowering them to make informed choices. Our commitment to customer satisfaction is at the heart of everything we do, ensuring excellence in our business.

Customer Satisfaction

Customer satisfaction and safety are non-negotiable aspects of our development process. We go beyond operations to furnish customers with comprehensive safety data sheets (SDS) that detail the environmental and health hazards associated with our products. This crucial information is also clearly labelled on our products. The SDS provides clear instructions on safe use and proper disposal following relevant regulations.

We conduct a customer satisfaction survey (CSS) every two years to gather valuable insights. The survey covers five key areas:

- Product and packaging
- Sales support
- Order execution and logistics
- Technical services and documentation
- Sustainability initiatives

Additionally, we have a real-time feedback system where customers rate our responses to regulatory and technical documentation requests. In cases of dissatisfaction, we promptly investigate and implement corrective actions to improve service quality. To further strengthen customer engagement, we actively participate in industry events and exhibitions, which serve as valuable platforms for gathering feedback, understanding evolving needs and deepening relationships.

Product Quality and Safety

We enforce rigorous controls to assess the environmental impact of products and processes at every stage. Our products undergo thorough quality checks, with dedicated teams and top management regularly reviewing compliance with quality and cosmetic Good Manufacturing Practices (GMP). This method ensures strict adherence to operational plans and product development protocols. Supported by these practices, we reported zero incidents of non-compliance during FY 2024-25.

Zero

Instances of non-compliance in
FY 2024-25



Our business quality process ensures compliance with technical and regulatory requirements by:

- Providing technical and regulatory documents to customers
- Maintaining and updating safety data sheets (SDS) according to global standards
- Following global product safety and compliance regulations, such as Globally Harmonised System (GHS), Classification, Labelling and Packaging (CLP) and Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) regulations in Europe
- Ensuring labels comply with regional and international regulations for proper handling, transport and storage safety



Social

On-time Delivery

Timely delivery is crucial to our customers success. Our automated production monitoring systems, robust logistics network and efficient packaging solutions enable timely deliveries. By optimising batch manufacturing processes and implementing real-time tracking, we minimise delays and ensure customers receive their orders as scheduled.

- We assess order execution and logistics efficiency through the customer satisfaction survey
- Our Salesforce system tracks and manages customer requests for documents and regulatory compliance
- If delays occur in customer responses, we analyse them and implement steps to improve response times

Customer Complaints Resolution

We seek to proactively resolve customer complaints. Our dedicated team swiftly investigates concerns, conducts root cause analyses and implements corrective actions to prevent recurrences. We engage directly with customers when necessary, providing solutions and technical support. Our customer complaint handling system manages complaints globally across all sites. We categorise and address complaints under the customer

Customer Privacy

We ensure data protection and customer confidentiality. Our Business Quality Process ensures that all customer information, including product formulations and order details, is handled with the utmost security. We comply with global data protection standards and continuously enhance cybersecurity measures to protect sensitive information. Customer requests for technical and regulatory documents are handled securely via e-mail and internal Salesforce systems. We ensure compliance with regulatory requirements while maintaining confidentiality when sharing product information.

experience management process. A real-time CSS system tracks and resolves dissatisfaction by identifying areas for improvement. We follow a structured approach while investigating and rectifying complaints, including follow-ups with customers for effective resolutions. By engaging with customers, we continually enhance our value and ensure their privacy and satisfaction remain at the forefront of our initiatives.

Commitment to Our Supply Chain Partners

At Galaxy, we focus on building a resilient and responsible supply chain. We recognise the impact our sourcing decisions have on the environment and communities. Our next steps involve thoroughly evaluating the environmental risks associated with our supply chain. This comprehensive assessment will allow us to develop targeted strategies to mitigate risks, ensuring a more sustainable future for our partners and the planet.

As part of our ongoing commitment to environmental responsibility, we assessed 33 suppliers for their potential environmental impact. We remain committed to:

- **Supplier Assessment:** We evaluate and manage suppliers based on a robust set of criteria that considers not just economic aspects but also sustainability factors
- **Sustainability Integration:** We have embedded our sustainability standards into our procurement strategies and activities, ensuring responsible sourcing at every stage
- **Vendor Onboarding Excellence:** We maintain a systematic vendor onboarding process that equips new partners with the necessary knowledge and tools to excel within the Galaxy network
- **Focus on MSMEs:** We are streamlining the onboarding process for micro, small and medium enterprises (MSMEs), making it easier for them to participate in our supply chain and contribute to a more inclusive and sustainable ecosystem

50

MSME supplier engagements
(Raw materials)

17

MSME supplier engagements
(Packaging)



Supplier Screening and Audits

- **Third-party Audits:** We uphold the highest standards, conducting regular audits aligned with RSPO, VDF and ISCC+ to ensure adherence to sustainable sourcing commitments

Engaging with Key Suppliers

- **Collaborative Events:** Our annual GALSUSTAIN Forum, now in its seventh year, brings together suppliers, customers and industry experts to enable knowledge exchange
- **Grievance Mechanism:** We maintain a transparent, publicly accessible grievance system to swiftly address concerns related to deforestation, labour rights, or environmental risks

Supplier Training and Development

We empower our suppliers through capacity-building workshops on GHG accounting, circular economy principles and sustainable sourcing. This approach helps them meet evolving regulatory and customer expectations while strengthening our collective impact. We conduct regular training sessions based on supplier feedback.

Logistics and Multi-mode Transport

We continue to enhance our logistics and transportation strategy with a focus on sustainability, safety and efficiency.

- **Emission Reduction:** We prioritise rail transport for long-haul shipments and utilise ISO tank containers to reduce the number of trips, minimise CO₂ emissions and optimise load efficiency
- **GPS Tracking:** Real-time vehicle monitoring is employed to ensure greater delivery efficiency, route optimisation and supply chain transparency

- **Recognition for Excellence:** Our efforts in safety and performance were recognised with the 'Best in Class Logistics Safety Initiatives' Award at the Express Logistics and Leadership Awards
- **National Supply Chain Distinction:** We also received the prestigious SCALE (Supply Chain and Logistics Excellence) Award at the CII SCALE Awards, underscoring our leadership in sustainable and efficient logistics practices

Driving Digital Transformation in Supply Chain Management

We are also exploring IT integration for supply chain transparency, assessing real-time traceability tools like Global Forest Watch and SPOTT to mitigate risks. We aim to transition from manual tracking to an automated, software-based system that provides instant insights into supply chain performance.



Commitment to Community

At Galaxy, we are committed to making a positive impact on the communities around our operational areas. Corporate social responsibility (CSR) is not just a regulatory requirement for us; it is an integral part of our values and business philosophy. Our commitment to CSR goes beyond compliance we see it as our duty to contribute meaningfully to society. Before CSR became a mandated practice, we laid the foundation for healthcare, education, environmental sustainability and community development initiatives. By embedding social responsibility into our core strategy, we aim to drive lasting and meaningful change.

Community Upliftment

Community upliftment is about creating long-term, sustainable improvements rather than providing short-term aid. We work towards building self-reliant communities by focusing on critical areas such as healthcare, education, sanitation and skill development. Our efforts include enhancing educational infrastructure, providing medical assistance, constructing sanitation facilities and offering vocational training. By engaging directly with communities and understanding their needs, we ensure that our interventions make a tangible difference in their lives.

CSR Structure

Our CSR initiatives are structured to maximise impact and ensure accountability. Our dedicated CSR team collaborates with site-specific steering councils, each led by our factory managers. These councils are responsible for identifying community needs, proposing initiatives and overseeing implementation. Our structured approach ensures that every CSR project aligns with our corporate objectives and community requirements. Each project undergoes thorough evaluation and approval before execution, allowing us to optimise resources and create meaningful social impact.



CSR Project Domains

Health and Hygiene (Aarogya Vardheeni)

15,797 individuals have benefited from our Aarogya Vardheeni project, which focuses on improving the health and well-being of rural and tribal communities. Galaxy, through accessible and affordable healthcare initiatives, has made a significant impact in these communities, ensuring better health outcomes and enhanced hygiene practices.



Community and Rural Development (Samajik Utthan)

17,885 lives have been uplifted through our Samajeek Utthaan initiative, which aims to foster transformative change in rural and tribal communities. Through strategic support and collaborations, Galaxy has worked to improve livelihoods and contribute to sustainable development in the areas surrounding our operations.



Education (Gyan Sanjeevani)

22,623 individuals benefited from our Gyan Sanjeevani initiative, which has greatly impacted education in Maharashtra and Gujarat. Through comprehensive support to schools and communities, Galaxy has positively transformed the educational experience, particularly for 12,119 students across 90 schools.



Women Empowerment (Stree Unnati)

1,120 women and girls have benefited from our Stree Unnati initiative, which focuses on driving transformative change through education, skill development and awareness programmes. This initiative empowers women to lead independent lives, fostering self-reliance, confidence and active participation in their communities.



Environment Protection (Paryavaran Suraksha)

48,689 beneficiaries have been positively impacted by our Paryavaran Suraksha initiative, focusing on environmental protection and sustainability. Through a combination of tree plantation, renewable energy projects and water conservation, Galaxy has significantly contributed to a greener, more sustainable future.



Calamity Relief (Aapada Rahat)

Through our Aapada Rahat initiative, we have successfully provided crucial support to communities affected by natural disasters and crises, offering disaster relief and rehabilitation to those in need.





Our CSR philosophy revolves around the belief that businesses must contribute to societal development. We are proud to lead initiatives that contribute to a more sustainable and inclusive future, ensuring that our impact extends beyond our operations and into the lives of those who need it most.

Unfolding Stories of Our CSR Projects

Key Projects under Aarogya Vardheeni

Primary Healthcare Access

In partnership with Paryavaran Foundation, Galaxy operates a Primary Health Centre (PHC) in Talodara village and the surrounding areas of Bharuch, Gujarat. In FY 2024-25, the PHC provided initial treatment and medicines to 8,589 people. Our employees also played an active role, donating 866 units of blood through eight blood donation camps.

Eye Care Project

Galaxy conducted four eye checkup camps in Tarapur, Palghar, Maharashtra, screening 364 individuals. Of these, 75 cataract surgeries were successfully performed, restoring vision and improving the quality of life for the affected individuals.

Preventive Healthcare

Galaxy distributed 350 MCH Kits to expectant mothers and 75 HIV Kits to affected patients to improve their nutrition and reduce mortality rates. Additionally, our employees conducted hand hygiene awareness sessions in 28 schools, educating almost 2,000 students.

Cancer Support

Galaxy provided medical aid and shelter to cancer patients from across India, offering economic relief and ensuring they have a safe space during their treatment period in Mumbai, Maharashtra.

Child Welfare

Galaxy supported destitute children in Raigad, Maharashtra, by providing them with nutritional support and a library, promoting both health and educational development.

Safe Drinking Water

To address waterborne diseases, Galaxy installed safe drinking water facilities in two schools in Palghar, Maharashtra and Bharuch, Gujarat.

Hygiene Facilities

Galaxy constructed and renovated toilet blocks for both boys and girls in schools across Palghar, Maharashtra and Bharuch, Gujarat, promoting better hygiene practices.



Impact of the Project

- 50% reduction in disease rates within the targeted villages.
- 30% savings in community medical expenses through better healthcare access.
- 50% reduction in school absenteeism, thanks to improved hygiene facilities and nutritional support.



Community Dialogue and Risk Management

Galaxy Surfactants actively engages with local communities to understand, manage and address water-related risks and opportunities associated with its operations.

Engagement begins with ground-level need assessments and direct consultations involving gram panchayats, farmers' groups, women's self-help groups and local health workers. These dialogues help us identify critical community priorities and design appropriate interventions.

Insights from this process have guided projects such as pond rejuvenation to improve local water availability, large-scale rainwater harvesting infrastructure, and the

construction of household and institutional sanitation facilities. During project implementation, we hold relevant follow-up meetings and feedback sessions with beneficiaries and local stakeholders to monitor outcomes and address concerns.

Additionally, we collaborate with local NGOs and authorities to co-develop and adapt solutions, ensuring alignment with community expectations and ecological considerations.

This structured, participatory approach helps mitigate potential social and water-related risks, unlock shared value and strengthen long-term community resilience in our operational sites.



Case Study

'Dhristi' – Eye Care Project

In Palghar, many villagers suffer from poor vision, especially due to cataracts, but avoid treatment due to the high cost and distance to eye care facilities. With over 10,000 to 15,000 people requiring cataract surgery every year, untreated conditions often lead to blindness and financial hardships.

To tackle this, Galaxy partnered with Sri Chaitanya Healthcare for the 'Dhristi' project. In FY 2024-25, four eye checkup camps screened 364 individuals and 75 cataract surgeries were performed, restoring their vision and improving their quality of life.

One of the success stories is of Madhu Prasad, a 47-year-old from Pam, Boisar, who struggled with deteriorating vision affecting her daily life. Through the Dhristi initiative, she received cataract surgery at Bhaktivedanta Hospital, Mumbai that restored her sight and gave her a renewed sense of independence and hope.





Social

Key Projects under Gyan Sanjeevani

IT Lab Support

Galaxy supported the BMC school in Mumbai, Maharashtra through the Mukhtangan NGO, providing 25 desktops, two printers and one projector. This enabled students to access digital education, bridging the gap in technological resources.

Infrastructure Support

We provided 130 school benches to three Zilla Parishad schools (including two tribal schools) in Taloja, Maharashtra, improving seating arrangements and posture, reducing health risks for students in schools with limited infrastructure.

School Renovations

Galaxy renovated the ZP School in Ghot village, Maharashtra, which was in a dilapidated condition. The school received essential structural repairs and an electrical revamp, providing a safer and more conducive learning environment.

Classroom Construction

Agarwadi School in Palghar, Maharashtra lacked sufficient classrooms to accommodate students. Galaxy constructed seven new classrooms, addressing the space constraints and facilitating better learning conditions for students.

Science Lab Equipment

Galaxy provided science lab equipment to three Zilla Parishad schools in Taloja, Maharashtra, enabling students to gain hands-on experience and understand scientific concepts through practical learning using various science models and equipment.

Community Library

Galaxy established a Community Library cum Resource Centre in Talodara, Bharuch, Gujarat, offering access to reading materials and government schemes through improved digital infrastructure, benefitting the villagers and promoting continuous learning.

Sports Centre

In addition to the library, Galaxy built a sports centre in Talodara village, providing indoor sports facilities to youth and encouraging physical activities for their overall development.

Non-infrastructure Support

Galaxy employees distributed over 37,000 notebooks and 6,000 school kits to around 90 schools in the Maharashtra and Gujarat regions, supporting the educational needs of thousands of students.



Impact of the Project

- Improved learning infrastructure in 90 schools, enhancing student engagement and comfort.
- Access to technology and practical learning through the provision of IT labs and science lab equipment.
- Increased educational resources with the distribution of notebooks and school kits.





Case Study

Agarwadi School, Palghar, Maharashtra

The Agarwadi School in Palghar faced overcrowding issues, with 1,031 students studying from the 1st to 10th Standards. The existing facilities had insufficient classrooms, making it difficult to accommodate all students and conduct classes effectively.

To address this, Galaxy collaborated with the school and local community to identify available space

on the school premises. Galaxy proposed and successfully constructed seven new classrooms, resolving the space constraints and ensuring better learning conditions for the students. These new classrooms enhanced the overall educational experience of the students.





Key Projects under Paryavaran Suraksha

Tree Plantation

In FY 2024-25, Galaxy planted 1,02,379 trees across Maharashtra, Gujarat and Rajasthan, enriching the green cover and preserving biodiversity. We also partnered with the armed forces to enhance the green cover in Alwar, Nasirabad, Bhuj and Colaba Cantonment areas and conducted large-scale plantations at the Food Corporation of India in Panvel, Maharashtra.

Renewable Energy Projects (Ujjala Initiative)

Galaxy installed rooftop solar systems in seven schools and hostels across

Raigad, Maharashtra, Surendranagar, Gujarat and Bharuch, Gujarat. We also set up a rooftop solar system at the community centre in Talodara village, Bharuch, Gujarat and installed 100 solar streetlights in Limbdi village, Surendranagar, Gujarat, benefitting 17 villages.

Water Conservation

Galaxy has empowered hospitals with state-of-the-art sewage treatment plants, recycling nearly 90 million litres of water annually, contributing significantly to water conservation efforts in the region.



Impact of the Project

- Enhancing green cover and promoting biodiversity through large-scale tree plantations
- Mitigating climate change by absorbing carbon dioxide through plantation initiatives
- Reducing carbon footprint through renewable energy projects





Case Study

Project 'Ujjala'

In the Zilla Parishad schools across various regions, frequent power outages severely disrupted learning. Schools such as ZP School Dundre, Dundrepada, Nagzari and Morbe experienced limited power availability, ranging from two to six hours a day. This instability affected classroom activities, attendance and the use of digital learning tools. The lack of reliable electricity was hindering the overall educational experience and diminishing student participation.

Galaxy's Project 'Ujjala' aimed to address these challenges by installing rooftop solar systems and solar streetlights to provide reliable and sustainable energy. Following a comprehensive survey and site inspections, the project was implemented across the

identified schools. The outcomes were remarkable: after installation, power availability increased from 2-4 hours/day to 8+ hours/day, eliminating power outages. Student attendance improved from 30-40% to 80-95% and the use of digital tools in classrooms increased to 90%. The switch to solar energy also reduced electricity costs to zero and reduced CO₂ emissions by 9.4 metric tonnes in FY 2024-25.

The solar installations not only provided stable electricity but also improved the learning environment significantly, enabling uninterrupted education. The annual electricity savings for the schools totalled ₹80,000, showcasing the long-term financial and environmental benefits of renewable energy in underserved communities.



R.Z.P School Morbe 7 kWh



Social

Key Projects under Samajeek Utthaan

Farmer Empowerment

Galaxy collaborated with the Farmbridge NGO to implement the Farmer Empowerment Project in five villages of Bharuch, Gujarat. We provided training on modern farming techniques, farm diversification, new high-yielding seeds and new farming tools. Additionally, farmers were introduced to Hydrogel, which saves water, reduces input costs and improves soil health and productivity.

Water Supply Project

Galaxy constructed an underground storage tank with a water pumping facility in Khumbavali, Palghar, Maharashtra, providing household water to the villagers, improving access to clean water for daily use.

Aanganwadi Construction

Galaxy built an Aanganwadi in Ashwe village, Palghar, Maharashtra, benefiting expectant mothers and infants with better facilities and care.

Senior Citizens Support

Galaxy continued to support senior citizens by arranging annual expenses for them, as well as providing air coolers, beds and mattresses. We supported old age homes in Palghar, Thane, Maharashtra and Bharuch, Gujarat to ensure the well-being and comfort of the elderly.

Support for Specially-abled Children

Galaxy extended its support to five organisations working with specially-abled children by providing infrastructural support and financial assistance.



Impact of the Project

- 30% increase in agricultural productivity for farmers due to modern farming techniques and water-saving practices
- 30% rise in farmers' income through improved farming practices and support
- 50% water savings for farmers through efficient harvesting practices, enhancing sustainability





Case Study

Farmer Empowerment Project

In Limbet and Kadvapalav villages, farmers faced numerous challenges, including water scarcity, labour shortages and a lack of modern farming practices and technologies. These issues, along with financial constraints and unpredictable weather, led to reduced incomes and many farmers abandoning their lands for factory jobs in GIDC.

To address this, Galaxy, in partnership with Farmbridge Social Support Foundation, launched the 'Farmer Empowerment Project' in five villages in the Jhagadia block. The project aimed to increase incomes through sustainable farming, improve soil health with advanced technologies, enhance water management and promote eco-friendly practices, helping farmers improve productivity and sustain their livelihoods.





Social

Key Projects under Stree Unnati

Capacity Building

Galaxy supported self-help groups to encourage community engagement and promote economic independence among women. This initiative provides women with the tools to enhance their livelihoods and improve their quality of life.

Self-defence Training

Galaxy equipped women with self-defence training, providing them with essential skills for personal safety and empowerment, boosting their confidence to navigate daily life with greater security.

Awareness Programmes

Galaxy conducted awareness programmes to educate women on vital issues, fostering informed decision-making and empowering them to take charge of their lives and well-being.



Impact of the Project

- **Economic Independence:** Empowering women to achieve financial self-reliance through skill development and community-based support
- **Self-esteem and Decision-making:** Boosting confidence and encouraging women to participate actively in both personal and communal decisions
- **Community Participation:** Enhancing women's involvement in community decision-making processes, promoting leadership and representation



Key Projects under Aapada Rahat

Flood Relief

Galaxy distributed food and ration kits to flood-affected victims in Ankleshwar and Bharuch, Gujarat, ensuring that essential supplies reached those impacted by the devastating floods.

Prime Minister's Relief Fund

Galaxy actively contributes to the Prime Minister's Relief Fund, supporting national disaster management efforts to provide relief in times of crisis.

Reconstruction Assistance

Galaxy employees personally delivered rations to affected communities and assisted in the rehabilitation process, helping reconstruct damaged houses and provide long-term relief to flood victims.



Impact of the Project

- Immediate relief provided through the distribution of food and ration kits to disaster-affected communities
- Supporting frontline workers with essential supplies during the pandemic
- Reconstruction efforts and long-term rehabilitation for flood victims

