

# Business Responsibility and Sustainability Report

2023-24



# Business Responsibility and Sustainability Report

At Galaxy Surfactants Limited (GSL), sustainability is more than just a responsibility – it is the foundation for creating a thriving future for all. We are committed to making a positive difference for the environment, our communities, and the economy, guided by a deep respect for people and the planet. This BRSR transparently communicates our performance on Environmental, Social, and Governance (ESG) factors, demonstrating our dedication to creating a future where success benefits all stakeholders.

Galaxy supports inclusive growth as a responsible business citizen, aiming to improve living standards across all socioeconomic classes. By fostering this growth, the Company aspires to accelerate India's transition to a knowledge economy and add significant value to the country. This report not only meets the requirements of the Ministry of Corporate Affairs (MCA), India's Social, Environmental, and Economic Responsibilities of Business

(NGRBC), and the Securities & Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations but also voluntarily adopts the BRSR Core framework. This voluntary adoption demonstrates Galaxy's genuine commitment to advancing sustainability and underscores our seriousness about Transforming the Future Sustainably.

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PRINCIPLE 1:

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

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PRINCIPLE 2:

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

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PRINCIPLE 3:

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

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PRINCIPLE 4:

Businesses should respect the interests of and be responsive to all its stakeholders.

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PRINCIPLE 5:

Businesses should respect and promote human rights.

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PRINCIPLE 6:

Businesses should respect and make efforts to protect and restore the environment.

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PRINCIPLE 7:

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

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PRINCIPLE 8:

Businesses should promote inclusive growth and equitable development.

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PRINCIPLE 9:

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

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## Section A

# GENERAL DISCLOSURES

An outline of the company is provided in this part, together with information on the markets it serves, its financial performance, important employee data, and a risk and opportunity map.

## Key Highlights

**5**

facilities within India

**2**

facilities outside India

**80+**

Global Markets



## Our Approach

Galaxy adopts a holistic approach aimed at creating a positive social and environmental impact while bolstering our core business. We prioritise sustainable sourcing practices, collaborating with suppliers committed to ethical labour practices and resource sustainability, reducing environmental impact and supply chain risks. Our focus on developing eco-friendly products resonates with the environmentally conscious consumer segment, enhancing market share and fostering brand loyalty. Investing in community programmes underscores our commitment to societal well-being and strengthens our social licence to operate. Transparency and collaboration with stakeholders drive positive change throughout our value chain, establishing trust and reinforcing our reputation as a responsible business entity.





Business Responsibility and Sustainability Report

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity: L39877MH1986PLC039877
2. Name of the Listed Entity: Galaxy Surfactants Limited
3. Year of Incorporation: Tuesday, May 20, 1986
4. Registered Office Address: C-49/2, TTC Industrial Area, Pawne, Navi Mumbai, Maharashtra – 400703
5. Corporate Address: C-49/2, TTC Industrial Area, Pawne, Navi Mumbai, Maharashtra – 400703
6. E-mail: investorservices@galaxysurfactants.com
7. Telephone: +91-22-2761 6666
8. Website: https://www.galaxysurfactants.com/
9. Financial Year for which Reporting is being done: April 1, 2023 to March 31, 2024
10. Name of the Stock Exchange(s) where Shares are Listed: Equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11. Paid-up Capital: ₹ 35.45 Cr
12. Name and contact details (Telephone and E-mail Address) of the person who may be contacted in case of any queries on the BRSR:

Name: Mr. Harshal Thakare  
Telephone: +91-22-2761 6666  
E-mail: sustainability@galaxysurfactants.com

13. Reporting Boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together):

Disclosures of Galaxy Surfactants Limited under this report are made on a Standalone basis.

14. Name of Assurance Provider: Bureau Veritas (India) Private Limited

15. Type of Assurance Obtained: Reasonable Assurance

II. Products/Services

16. Details of Business Activities (Accounting for 90% of the Turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1	Manufacture of chemicals and chemical products	Manufacturing of speciality organic chemicals for Home and Personal Care industry	100

17. Products/Services sold by the Entity (Accounting for 90% of the Entity’s Turnover)

S. No.	Product/Service	NIC Code	% of Total Turnover Contributed
1	Speciality Organic Chemicals for Home and Personal Care	2023*	100

\* As per the National Industrial Classification – Ministry of Statistics and Programme implementation

III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	5	4	9
International	2*	1	3

\*Subsidiary Plants

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan-India
International (No. of Countries)	80+

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

Export turnover is 44.16% of the total turnover for FY 2023-24.

c. A brief on types of customers

Galaxy Surfactants Ltd. has a diverse customer base, including leading multinational corporations and small and medium-sized enterprises. Galaxy customers are primarily in the home and personal care sector. Galaxy’s customer base spans over 80 countries, including India, the United States, Europe, and Asia-Pacific. In recent times, Galaxy has been exploring the emerging markets of Africa, the Middle East and Turkey. Our products provide some of the critical functional characteristics of consumer-centric personal care and home care products, including shampoos, conditioners, body wash formulations, soap bars, liquid soaps, laundry detergents, and dishwashing products. Our customers maintain strict qualification and/or certification procedures, which typically result in a high degree of collaboration for proficient product development.

IV. Employees

20. Details as at the end of the financial year:

a. Employees and workers (including differently-abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1	Permanent (D)	890	730	82	160	18
2	Other than Permanent (E)	37	30	81	7	19
3	Total Employees (D + E)	927	760	82	167	18
Workers						
4	Permanent (F)	872	872	100	0	0
5	Other than Permanent (G)	748	726	97	22	3
6	Total Workers (F + G)	1620	1598	99	22	1

b. Differently-abled employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1	Permanent (D)	4	3	75	1	25
2	Other than Permanent (E)	0	0	0	0	0
3	Total employees (D + E)	4	3	75	1	25
Workers						
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	0	0	0	0	0
6	Total Workers (F + G)	0	0	0	0	0



Business Responsibility and Sustainability Report (Contd.)

21. Participation/inclusion/representation of women

	Total (A)	No. and Percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	1	10
Key Management Personnel	2	0	0

22. Turnover rate for permanent employees and workers

(Disclose trends for the past three years)

	Turnover Rate in FY 2023-24			Turnover Rate in FY 2022-23			Turnover Rate in FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Board of Directors	15%	16%	15%	15%	20%	24%	13%	19%	23%
Key Management Personnel	6%	0%	6%	7%	0%	7%	8%	0%	8%

V. Holding, subsidiary and associate companies (including joint ventures)

23. Names of holding/subsidiary/associate companies/joint ventures

S.no	Name of the Holding/Subsidiary/Associate Companies/Joint Ventures (A)	Indicate whether Holding/Subsidiary/Associate Companies/Joint Ventures	% of Shares Held by the Listed Entity	Does the Entity Indicated in Column A, Participate in the Business Responsibility Initiatives of the Listed Entity? (Yes/No)
1	Galaxy Chemicals Inc*	Subsidiary	100	Yes
2	Galaxy Holdings (Mauritius) Ltd.	Subsidiary	100	Yes
3	Galaxy Chemicals (Egypt) S.A.E.	Subsidiary	100	Yes
4	Rainbow Holdings GmbH	Subsidiary	100	Yes
5	TRI-K Industries Inc	Subsidiary	100	Yes
6	Sorion Solar Private Limited	Associate Company	28.49	No

\*The Board in its meeting held in the month of May 2024 has decided to revive the Company.

VI. CSR details

24 (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013:

Yes

(ii) Turnover (in ₹)

₹ 2,730.64 crores

(iii) Net worth (in ₹)

₹ 1,405.52 crores

VII. Transparency and disclosure compliance

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

Stakeholder Group from Whom Complaint is Received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide Web-link for Grievance Redressal Policy)	FY 2023-24			FY 2022-23		
		Number of Complaints Filed during the Year	Number of Complaints Pending Resolution at the Close of the Year	Remarks	Number of Complaints Filed during the Year	Number of Complaints Pending Resolution at the Close of the Year	Remarks
Communities	Yes	Nil	NA	-	Nil	NA	-
Investors (Other than Shareholders)	Yes	Nil	NA	-	Nil	NA	-
Shareholders	Yes	Nil	NA	-	3	Nil	-
Employees and Workers	Yes	1	Nil	-	2	Nil	-
Customers	Yes	NA	NA	-	NA	NA	-
Value Chain Partners	Yes	Nil	Nil	-	Nil	Nil	-
Others (Please Specify)	NA	-	-	-	-	-	-

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

S. No.	Material Issues Identified	Indicate Whether Risk or Opportunity (R/O)	Indicate Whether Risk or Opportunity (R/O)	In Case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
1.	Employee safety, health, and well-being	Risk and Opportunity	<ul style="list-style-type: none"><li>Risk - Process safety hazard</li><li>Opportunity - Aim to achieve and sustain an incident-free organisation"</li></ul>	<ul style="list-style-type: none"><li>Launched a Behaviour-Based Safety (BBS) programme to rejuvenate employees' knowledge of safety behaviours.</li><li>Implementation of ISO 14001:2015 and ISO 45001:2018 at our manufacturing locations.</li><li>Safety performance is reviewed by higher management in monthly safety meetings and by the Board on quarterly basis.</li><li>Regularly train employees and contract workers on behavioural safety, fire safety, SCBA, MSDS, EMS, OH&amp;S standards and Responsible Care.</li><li>Established a dedicated team for Process Safety.</li></ul>	Focusing on employee safety, health, and well-being will help us in achieving zero accidents and operate manufacturing plants efficiently and effectively for budgeted hours, helping to meet targeted financial goals and objectives.
2.	Water stewardship	Risk and Opportunity	<ul style="list-style-type: none"><li>Risk - water scarcity</li><li>Opportunity - water disclosure</li></ul>	<ul style="list-style-type: none"><li>All our manufacturing units in India are Zero Liquid Discharge facilities.</li><li>We have taken a multifaceted approach for water conservation, incorporating a variety of projects such as recycling, condensate recovery, steam recovery, and numerous water stress adaptation projects both within and outside our boundaries.</li><li>Some of the initiatives related to water stewardship are rainwater harvesting, water conservation projects, drinking water availability, rejuvenation of wells, proper sanitation facilities, check dam creation, desilting of water bodies, and installation of Kedia Farm Pattern (patented) rainwater harvesting structures in farmers' fields.</li><li>Established mechanisms for monitoring water intake and consumption.</li></ul>	We are water-positive at the corporate level and have an opportunity to be water-positive at individual sites. Freshwater supply is essential to us for manufacturing of home and personal care products. Water scarcity can affect our operations, which may impact revenue generation.



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S. No.	Material Issues Identified	Indicate Whether Risk or Opportunity (R/O)	Indicate Whether Risk or Opportunity (R/O)	In Case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
3.	Waste management	Opportunity	Opportunity - Focuses on waste elimination, recycling, and optimum utilisation of resources	<ul style="list-style-type: none"><li>We continually improve our waste monitoring mechanism.</li><li>We adopted total productive maintenance (TPM) in 2003.</li><li>We implemented CEPs (Cost Efficiency Projects) and WESAP (Waste Elimination and Suggestion Award Programme).</li><li>We send hazardous waste to authorised waste management agencies and non-hazardous waste to authorised recyclers for recycling.</li></ul>	Effective waste management practices can yield valuable materials for reuse, saving costs. Waste also holds significant value that we can harness through innovative recycling and upcycling practices. Proper waste management can also mitigate risks associated with regulatory fines and reputational damage due to environmental harm.
4.	Renewable source of electrical power and energy	Risk and Opportunity	<ul style="list-style-type: none"><li>Risk - Climate change</li><li>Opportunity - Shifting towards reduction of emissions</li></ul>	<ul style="list-style-type: none"><li>We are implementing ISO 50001:2018 energy management system at our manufacturing sites.</li><li>We undertake cost-efficiency projects to implement initiatives that enhance our energy efficiency.</li></ul>	<ul style="list-style-type: none"><li>Using renewable energy yields significant long-term cost savings by reducing energy bills and minimising exposure to volatile energy prices.</li><li>Using renewable energy enhances our brand reputation, attracts environmentally-conscious customers, and creates opportunities for market differentiation.</li></ul>
5.	Sustainable palm oil derivatives	Opportunity	Opportunity - Customer demands for RSPO (MB) finished goods	<ul style="list-style-type: none"><li>We have been RSPO (Mass Balance) certified since 2014 and have witnessed the growth of the RSPO (Mass Balance) certified finished goods year on year.</li><li>Since 2016, we have been carrying out palm oil traceability, and our palm oil traceability to mill level is more than 97%.</li></ul>	RSPO (MB) certification has increased our access to markets that demand RSPO-certified sustainable palm oil. This increase in demand for RSPO MB-certified finished goods led to increased sales and revenues. The RSPO-certified Mass Balance model allows the mixing of RSPO-certified and non-RSPO-certified palm oil across the supply chain. Proactive adherence to RSPO certification and palm oil traceability made us more attractive to investors and customers who prioritise sustainability.
6.	Customer complaints and resolutions	Risk and Opportunity	<ul style="list-style-type: none"><li>Risk - Negative customer feedback</li><li>Risk - Loss of customers lead to loss of revenues</li><li>Opportunity - Drives towards the scope of improvement</li></ul>	<ul style="list-style-type: none"><li>We follow the 8D (eight disciplines) technique, a rigorous and structured tool for responding to customer complaints and preventing recurrence.</li><li>We devised an interim containment plan, identifying and verifying root causes and implementing long-term solutions.</li></ul>	Addressing customer complaints and resolutions can improve customer satisfaction and loyalty, increasing customer retention and lifetime value. Moreover, it can reduce transaction costs, as satisfied customers buy more frequently. Negative customer feedback and customer loss can lead to a decrease in revenues. However, these risks also present an opportunity for improvement. We can enhance our reputation, improve customer satisfaction, and increase our market share.

S. No.	Material Issues Identified	Indicate Whether Risk or Opportunity (R/O)	Indicate Whether Risk or Opportunity (R/O)	In Case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
7.	Risk management	Risk and Opportunity	<ul style="list-style-type: none"><li>Risk - Reputational risk</li><li>Opportunity - Strategic decision-making</li></ul>	<ul style="list-style-type: none"><li>We have Risk Management Committee to review and assess risks, ensuring the institutionalisation of control systems and vigilance mechanisms.</li><li>We take a proactive approach to identify, assess, and mitigate potential risks.</li><li>We encourage employees and stakeholders to use the 'Speak-up Box' placed at designated locations to report concerns, wrong practices, or any actions directly to the top management.</li></ul>	<ul style="list-style-type: none"><li>Risk management enables us to grow our market share and capture new opportunities.</li><li>Process optimisation, supply chain efficiencies or energy management result in cost savings for us identified through risk management.</li></ul>
8.	Digitalisation	Risk and Opportunity	<ul style="list-style-type: none"><li>Risk - Cybersecurity threats</li><li>Opportunity - Aim to streamline processes, enhance collaboration, and facilitate seamless data exchange across our Company</li></ul>	<ul style="list-style-type: none"><li>We have significantly invested in strengthening our security infrastructure.</li><li>We have partnered with technology experts and implemented 24-hour surveillance systems to promptly detect and respond to potential security breaches.</li></ul>	Streamlining processes can significantly lower operational costs by identifying and eliminating unnecessary steps, redundancies, and inefficiencies. Harnessing emerging opportunities can lead to transformative outcomes and improve decision-making and revenues.

Disclaimer: Third-party BRSR audit was conducted for FY 2023-24, and the BRSR reported figures for FY 2022-23 have been revised and reported accordingly.





## Section B

# MANAGEMENT AND PROCESS DISCLOSURES

Responsible business conduct ensures stakeholders are considered in company planning. By following these guidelines, businesses can better align their goals with broader development objectives.

## Key Highlights

**19.21%**

Renewable energy share has been achieved till March 31, 2024

**95.25%**

of waste circularity achieved as of FY 2023-24

**73,648**

trees have been planted till March 31, 2024



### An Integrated Approach to Sustainable Growth



## Our Approach

At Galaxy, we demonstrate a strong commitment to Integrated ESG, embedding environmental, social, and governance considerations throughout our operations. Our approach is evident in our comprehensive policies, adherence to international sustainability standards, and ambitious Mission 2030 goals. Our three-tiered Sustainability Cell, with Board-level oversight, ensures coordinated implementation and regular performance reviews. This integrated approach positions our Company for long-term success while fostering a positive impact on society and the environment.



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	Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1.	a. Whether your Entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the Policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	Policies available on Galaxy's website: <a href="https://www.galaxysurfactants.com/about/our-policies.aspx">https://www.galaxysurfactants.com/about/our-policies.aspx</a> <a href="https://www.galaxysurfactants.com/investor-relations/corporate-governance.aspx">https://www.galaxysurfactants.com/investor-relations/corporate-governance.aspx</a>								
2.	Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the Enlisted Policies Extend to your Value Chain Partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Name of the National and International Codes/Certifications/Labels/Standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your Entity and Mapped to each Principle.	1. We have adopted international standards like ISO 9001, ISO 45001, ISO 14001, ISO 50001, ISO 10002 and ISO 14064. 2. We follow Global Reporting Initiative (GRI) standards for measuring and reporting our sustainability performance and reports to the Carbon Disclosure Project (CDP) on Climate Change, Water Security, and Forest Disclosure. 3. We are a member of the Roundtable on Sustainable Palm Oil (RSPO) and is a signatory to the Responsible Care Global Charter (RCGC). 4. We are certified as a Great Place to Work.								
5.	Specific Commitments, Goals and Targets set by the Entity with Defined Timelines, if any.	Our Mission 2030 is a focused approach to climate change, circular economy, and water stewardship, which entails the following goals: <ul style="list-style-type: none"><li><b>Climate Change:</b><ul style="list-style-type: none"><li>Achieving a 100% renewable energy share by 2030.</li><li>Implementation of energy management system (ISO 50001:2018) at all India locations by 2025.</li><li>Planting one lakh trees by 2030.</li></ul></li><li><b>Circular Economy:</b><ul style="list-style-type: none"><li>Achieving 100% waste circularity by 2030.</li><li>Ensuring zero waste to Incineration.</li></ul></li><li><b>Water Stewardship:</b><ul style="list-style-type: none"><li>Achieving net water-positive status at all manufacturing sites in India by 2030.</li></ul></li></ul>								
6.	Performance of the Entity against the Specific Commitments, Goals and Targets along with Reasons in Case the Same are not Met.	Our performance against the goals mentioned in Question 5 of Section B: <ul style="list-style-type: none"><li><b>Climate Change:</b><ul style="list-style-type: none"><li>Achieved 19.21% renewable energy share in FY 2023-24.</li><li>Implemented energy management system (ISO 50001:2018) at our Taloja unit.</li><li>Planted 73,648 trees till March 31, 2024.</li></ul></li><li><b>Circular Economy:</b><ul style="list-style-type: none"><li>Achieved 95.25% of waste circularity for FY 2023-24.</li><li>Diverted 62% of waste from incineration as compared to the base year (FY 2020-21).</li></ul></li><li><b>Water Stewardship:</b><ul style="list-style-type: none"><li>Retained water positivity.</li></ul></li></ul>								

Governance, leadership, and oversight

7. Statement by Director responsible for the Business Responsibility Report, highlighting ESG-related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

Galaxy's journey towards sustainability is a proactive commitment in pursuit to ensure better world for future generation. We have set ambitious targets to reduce our carbon footprint, increase renewable share of energy, conserve water, greener supply chain and increase waste circularity. We have made significant progress towards sustainability in FY 2023-24 here are key achievements:

1. Climate change
  - Renewable electrical energy - 19.21%, by sourcing solar electrical power.
  - 7,148 tCO<sub>2</sub>e emissions avoided due to use of solar power.
  - Received CDP- Climate change rating of "B".
  - Honoured with "Best Sustainable Performance in Renewable Energy" Award at Indian Sustainability Conclave.
2. Water stewardship
  - Organisation is water-positive.
  - 25% of recycled water used in operations.
  - Rainwater harvesting within fence - 13,396 cubic metres.
  - Received CDP - Water Security rating of "B".
  - Honoured with 'Best Water Company of the Year' Award at the Indian Sustainability Conclave.
3. Waste circularity
  - Waste circularity - 95.25%.
  - 62% of waste diverted from incineration as compared to base year (2020-21).
  - Honoured with 'Best Green 4 R's (Reduce, Reuse, Recycling and Recovery)' Award at Indian Sustainability Conclave.
4. Green supply chain
  - Sourced 37% of our palm based raw material is RSPO (MB) certified.
  - GHG emissions avoided due to use of RSPO (MB) certified RM - 75,000 tCO<sub>2</sub>e approximately.
  - Palm oil traceability till mill level 97%.
  - Honoured with 'Best Sustainable Initiative to Improve Green Supply Chain' Award at the Indian Sustainability Conclave.
5. People
  - 9% of women in workforce.
  - 12% of new hires in FY 2023-24 are women.
  - Investment of ₹ 10.26 crore in Safety, Health, and Environment.
  - CSR expenditure- ₹ 4.90 crore.

Along with the achievements we have also faced several challenges towards sustainability in FY 2023-24. Following are some key challenges:

1. Limitations on purchase of renewable electrical power for manufacturing sites.
2. Limited availability of alternative green source for petrochemical-based raw material.
3. Limited avenues for water conservation projects beyond fence in the vicinity of manufacturing sites.
4. Regulatory restrictions.
5. 100% Palm oil traceability till plantation level.
6. Palm oil small holder engagement projects.





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8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy/ies

Name of the Highest Authority	Mr. K. Natarajan
Designation	Managing Director (DIN 07626680)

9. Does the entity have a specified committee of the board/director responsible for decision-making on sustainability-related issues? (Yes/no). If yes, provide details.

Yes, sustainability at Galaxy is driven through a three-tier structure called the Sustainability Cell. Our Sustainability Cell has a steering committee at the apex comprising the Board of Directors, the working pillars comprising process heads and process leaders, and working teams to carry out projects. The sustainability cell meets quarterly to review and evaluate our sustainability and business responsibility performance.

10. Details of review of NGRBCS by our Company:

Subject for Review	Indicate whether Review was Undertaken by Director/Committee of the Board/any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above Policies and Follow-up Action									
Compliance with Statutory Requirements of Relevance to the Principles, and, Rectification of any Non-compliances					Yes				

Subject for Review	Frequency (Annually/Half yearly/Quarterly/Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above Policies and Follow-up Action									
Compliance with Statutory Requirements of Relevance to the Principles, and, Rectification of any Non-compliances				Quarterly					

11. Has the entity undertaken independent assessment/evaluation of the working of its policies by an external agency? (Yes/no). If yes, provide name of the agency.

Yes or No  
(If Yes), Name of Agency

Yes  
Great Place to Work

12. If answer to question (1) above is 'No' i.e. Not all principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)						NA			
It is planned to be done in the next financial year (Yes/No)									
Any other reason (Please Specify)									

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**Principle 1**

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

Ethical business practices mitigate environmental and societal impacts while supporting human well-being, striking a balance between business needs and responsibilities to stakeholders and the environment.

**Key Highlights**

**97%**  
of KMPs were covered by the awareness initiative

**80%**  
of employees completed training and awareness on various topics

Zero Disciplinary Actions: Against any Director, KMP, employee or worker during the reporting period

**Our Approach**

Galaxy recognises the pivotal role of leadership in upholding responsible business practices. Through our programme 'Leadership Skill Set - Alchemy Value Sensitisation', we ensure all levels of leadership understand and embody these values. With 100% completion by our Board of Directors and substantial participation from Key Managerial Personnel (97%) and employees (80%), we foster a culture of commitment to these principles. Moreover, specific awareness programmes for workers engage 76% of our workforce, ensuring comprehensive alignment throughout the organisation.





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Essential Indicators

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

Segment	Total Number of Training and Awareness Programmes held	Topics/Principles Covered under the Training and its Impact	Percentage of Persons in Respective Category Covered by the Awareness Programmes
Board of Directors	2	Leadership Skill Set - Alchemy Value Sensitisation	100
Key Managerial Personnel	63	<ul style="list-style-type: none"><li>13<sup>th</sup> Annual Pharma IPR India, Mumbai</li><li>13<sup>th</sup> Edition CX Strategy &amp; Awards 2023</li><li>24<sup>th</sup> Course on Double Taxation Avoidance Agreements</li><li>Alchemy - Leadership</li><li>Asian Chemicals Forum (ACF) conference</li><li>Awareness Session on EY Spotmentor Platform Assessment Process</li><li>Goal-setting</li><li>Breast Cancer Awareness Session</li><li>Building Trust and Stakeholder Management</li><li>Career Development Program</li><li>Case Study: Cynthia Carroll at Anglo-American (A)</li><li>CCPS Safety Boot Camp</li><li>Cybersecurity Training</li><li>Darwinbox Attendance Webinar</li><li>Dress to Impress: Empowering your Image!</li><li>eLCM Training</li><li>Essentials of Leadership</li><li>FIT/IBFD December Conference</li><li>Handling Workplace Allegations and Conduction Investigations</li><li>Investigations and Audit under Customs Law Organised by the Institute of Business Laws</li><li>Know Your Galaxy</li><li>Managerial Development Workshop</li><li>Mastering Effective Appraisal and Developmental Conversation</li><li>Behavioural Interview Skills Training Programme</li><li>Occupational Health and Safety Audit</li><li>POSH Training for IC Committee Members</li><li>RESPONSIBLE CARE (RC-KPI) WORKSHOP</li><li>Seminar on TDS and TCS Provisions</li><li>Session on FTB and Customs</li><li>SOONICORN - Leadership</li><li>Strategic Thinking and Problem Solving</li><li>Sustainability Frameworks and Reports</li><li>The Factory Act 1948 - Introduction</li><li>Unicorn Masterclass - Leadership</li><li>Unlock Insights in Accounting and Fraud with Industry Leaders</li><li>Value Sensitisation Workshop</li><li>Wellness Galaxy - Tilt to Change</li><li>Winning From Within: Cultivating Learning Experience</li></ul>	97

Segment	Total Number of Training and Awareness Programmes held	Topics/Principles Covered under the Training and its Impact	Percentage of Persons in Respective Category Covered by the Awareness Programmes
Employees other than BoD and KMPs	24 mapped training location-wise training depending upon the needs and requirements (~175 on-the-job training sessions per location)	<ul style="list-style-type: none"><li>Career Development Programme - Personal Mastery</li><li>Get Set Grow</li><li>Goal Setting</li><li>Supervisory Development</li><li>Cancer Awareness</li><li>Building Trust and Stakeholder Management</li><li>Competency Mapping and Assessment</li><li>Cyber Security Awareness</li><li>Goal Setting</li><li>Galaxy Policy Awareness</li><li>ISO Mandate Training</li><li>MS Projects</li><li>Wellness - Tilt to Change</li><li>Safety Induction</li><li>Know Your Galaxy</li><li>Train the Trainer</li><li>Power your Presence</li><li>Me2We Induction</li><li>Mastering Effective Appraisal and Development</li><li>Behavioural Interview Skills Training</li><li>Occupational Health and Safety Audit</li><li>POSH Training</li><li>On the Job Training</li><li>Self-paced Learning Modules on LMS</li></ul>	80
Workers	~300	On-the-job training: Safety, technical, behavioural, functional, plant operations, TPM, inductions, emergency procedures, MSDS, and sustainability	76

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (note: the entity shall make disclosures on the basis of materiality as specified in regulation 30 of sebi (listing obligations and disclosure obligations) regulations, 2015 and as disclosed on the entity’s website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine			Nil		
Settlement					
Compounding Fee					
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment			Nil		
Punishment					



Business Responsibility and Sustainability Report (Contd.)

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
	Nil

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

No, Galaxy does not have an anti-bribery or anti-corruption policy. However, Galaxy has a whistle-blower and code of conduct policies that contain clauses related to anti-bribery practices. These policies are available at Galaxy website:

Web Link <https://www.galaxysurfactants.com/investor-relations/corporate-governance.aspx>

	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2023-24		FY 2022-23	
	Number	Remark	Number	Remark
Number of Complaints Received in Relation to Issues of Conflict of Interest of the Directors	There were no complaints regarding conflict of interest.	-	There were no complaints regarding conflict of interest.	-
Number of Complaints Received in Relation to Issues of Conflict of Interest of the KMPs	There were no complaints regarding conflict of interest.	-	There were no complaints regarding conflict of interest.	-

7. Provide details of corrective action taken or underway on issues related to fines/penalties/actions taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest

No non-disputed fines/penalties were imposed on our business by regulatory and judicial institutions, and no complaints/cases of corruption and conflicts of interest were registered during the year. The Board of Directors and senior management are subject to the provisions of the Code of Conduct, which is available on the website of our Company at the following link:

<https://www.galaxysurfactants.com/pdf/corporate-governance/policies/Code-of-Conduct-for-Board-Members-and-Senior-Management.pdf>

	FY 2023-24	FY 2022-23
Number of Days of Account Payables	67.6	58.8

9. Open-ness of business

Provide details of the concentration of purchases and sales with trading houses, dealers, and related parties, along with loans, advances, and investments with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from Trading Houses as % of Total Purchases	43	46
	b. Number of Trading Houses where Purchases are Made from	85	84
	c. Purchases from the Top 10 Trading Houses as % of Total Purchases from Trading Houses	87	88
Concentration of Sales	a. Sales to Dealers/Distributors as % of Total Sales	6	5
	b. Number of Dealers/Distributors to Whom Sales Are Made	4	4
	c. Sales to Top 10 Dealers/Distributors as % of Total Sales to Dealers/Distributors	6	5
Share of RPTs in	a. Purchases (Purchases with Related Parties/Total Purchases) %	0.92	0.73
	b. Sales (Sales to Related Parties/Total Sales) %	15.46	16.86
	c. Loans & Advances (Loans & Advances Given to Related Parties/Total Loans & Advances) %	0.95	1.52
	d. Investments (Investments in Related Parties/Total Investments Made) %	89.05	100.00

Leadership Indicators

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

Total Number of Awareness Programmes Held	Topics/Principles Covered under the Training	%age of Value Chain Partners Covered (by Value of the Business Done with Such Partners) under the Awareness Programmes
2	GHG Accounting & LCA	More than 50% on value terms

2. Does the entity have processes in place to avoid/manage conflicts of interest involving members of the Board? (Yes/No) if yes, provide details.

In the case of a director, every Director discloses his/her interest at the beginning of the year. If there is any change in Directorship, the concerned Director informs the same to the Board. The Board of Directors and senior management are subject to the provisions of the Code of Conduct. Please refer to the following link for more information:

Web link <https://www.galaxysurfactants.com/investor-relations/corporate-governance.aspx>





## Principle 2

## Businesses should provide goods and services in a manner that is sustainable and safe

Ethical firms must adopt low-carbon, safe, and efficient technology to produce goods and services sustainably, enhancing lives while safeguarding natural resources.

## Key Highlights

90%

Supplies (by value) come from suppliers adhering to sustainable standards

8%

of total R&D investment were made in specific technologies to improve the environmental and societal impacts of product and processes.



## Our Approach

Galaxy recognise that continuous innovation is key to achieving long-term business success while minimising environmental and social impacts. Our investment in Sustainable R&D ensures the rigorous evaluation of ideas, focusing on green products, safe workplaces, renewable energy sources, and expanding lab facilities. Sustainable Sourcing Practices involve stringent evaluations of potential vendors and adherence to our Supplier Code of Conduct, with over 90% of supplies sourced sustainably. Looking ahead, we aim to implement a formal product take-back programme, increase the use of recycled materials, and broaden Life Cycle Assessments to further integrate sustainability into our operations, contributing to a more sustainable future.

## An Integrated Approach to Sustainable Growth





Business Responsibility and Sustainability Report (Contd.)

Essential Indicators

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

	FY 2023-24	FY 2022-23	Details of Improvements in Environmental and Social Impacts
R&D	8	16.14	We at Galaxy understand that 'Innovation' is a vital component of our business strategy, providing the organisation with a sustainable and longterm competitive advantage. We have adopted an innovation funnel model comprising various stages wherein we screen ideas as they progress through different developmental stages before becoming a successful business. We invest to enhance our R&D capabilities and scale new products. Significant improvements include developing green products, safe workplace and emergency preparedness, consumables for the synthesis of natural and benign products, and lab expansion for the study of green and natural products.
Capex	16	20	
2. Details on sustainable sourcing

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

Yes, we at Galaxy have defined internal procedures for sustainable sourcing. Before vendor registration, we evaluate vendors on environmental, social, safety, and quality parameters. We ask the suppliers to endorse the supplier Code of Conduct containing the organisation's approach to quality, environment, and occupational health and safety management systems. We are RSPO MB Certified organisation since 2014. We hold a highest level of membership at RSPO titled as 'ordinary membership'. RSPO - Ordinary members have a voting power during the AGM of RSPO. RSPO -MB certification empowered us to increase business multi-fold in last decade. Over 90% of Galaxy's supplies (by value) are from suppliers adhering to internal or external sustainability standards/codes/policies. These standards/codes/policies include international standards like RSPO, REACH, ISO standards, suppliers' internal standards, and adherence to our supplier code of conduct. We are a signatory to the Responsible Care Global Charter (RCGC) and are permitted to use the Responsible Care® logo for manufacturing units in India till January 2025. We adhere to the framework's 'Distribution Code and Product Stewardship Code' requirements to ensure safe and sustainable transportation.

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

37% of palm-based raw material is RSPO Mass Balance-certified material purchased on volume basis.
3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposal at the end of life for

(a) Plastics (including packaging)	NA
(b) E-waste	NA
(c) Hazardous waste	NA
(d) Other waste	NA
4. Whether extended producer responsibility (EPR) applies to the entity's activities (Yes/No). If yes, is the waste collection plan in line with the extended producer responsibility (EPR) plan submitted to pollution control boards? If not, provide steps taken to address the same.

Yes, the Extended Producers Responsibility (EPR) applies to our Company. As our Company is engaged in the B2B manufacturing of 'Speciality Chemicals', we supplier the raw materials used in manufacturing home and personal care products. As per the Plastic Waste Management (Amendment) Rules, 2022, we fulfil our EPR targets by purchasing recycling credits from plastic waste processors.

Leadership Indicators

1. Has the entity conducted life cycle perspective/assessments (LCA) for any of its products (for the manufacturing industry) or for its services (for the service industry)? If yes, provide details in the following format?

Yes, Galaxy has conducted lifecycle perspective/assessments for the products. Some of these products are listed below:
- | NIC Code | Name of Product/ Service        | % of Total Turnover Contributed | Boundary for Which the Life Cycle Perspective/ Assessment Was Conducted | Whether Conducted by Independent External Agency (Yes/No)                   | Results Communicated in Public Domain (Yes/No) If Yes, provide the web-link |
|----------|---------------------------------|---------------------------------|---|---|---|
| 2023     | Galaxy 790 MFG                  | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy CAPB SB                  | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy LES 370                  | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy MW 287                   | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | 2-Phenoxyethanol                | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Lauryl Chloride (Only Internal) | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy MW 251                   | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy MW 252                   | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy LES 70                   | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | GALSOFT SCI 85(P, G)            | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galsoft SLT                     | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy CAPB Plus                | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy BKC                      | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy LABSA                    | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galsoft SLG PLUS                | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galsoft SLGL PF                 | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy LAPAO                    | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy CAPAO                    | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galsilk 700                     | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy ESS                      | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy LSS P                    | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galsilk 7                       | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy LAO                      | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |
| 2023     | Galaxy LES 170                  | -                               | Cradle-to-gate  | Yes, the first study was performed in collaboration with an external agency | Results are shared with the relevant stakeholders                           |





Business Responsibility and Sustainability Report (Contd.)

NIC Code	Name of Product/Service	% of Total Turnover Contributed	Boundary for Which the Life Cycle Perspective/Assessment Was Conducted	Whether Conducted by Independent External Agency (Yes/No)	Results Communicated in Public Domain (Yes/No) If Yes, provide the web-link
2023	Galaxy LES 370	-	Cradle-to-gate	Yes, the first study was performed in collaboration with an external agency	Results are shared with the relevant stakeholders
2023	Galaxy CAPB SB	-	Cradle-to-gate	Yes, the first study was performed in collaboration with an external agency	Results are shared with the relevant stakeholders
2023	Galaxy CAPB	-	Cradle-to-gate	Yes, the first study was performed in collaboration with an external agency	Results are shared with the relevant stakeholders
2023	Galaxy 610	-	Cradle-to-gate	Yes, the first study was performed in collaboration with an external agency	Results are shared with the relevant stakeholders
2023	Galaxy 689-Granules	-	Cradle-to-gate	Yes, the first study was performed in collaboration with an external agency	Results are shared with the relevant stakeholders

Results are not showcased in the public domain but are shared with the relevant external and internal stakeholders.

2. If there are any significant social or environmental concerns and/or risks arising from the production or disposal of your products/services, as identified in the life cycle perspective/assessments (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same

Name of Product/Service	Description of the Risk/Concern	Action Taken
Nil	NA	NA

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate Input Material	Recycled or Reused Input Material to Total Material	
	FY 2023-24	FY 2022-23
Nil	Nil	Nil

4. Of the products and packaging reclaimed at the end of life of products, the amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2023-24			FY 2022-23		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	Nil	Nil	Nil	Nil	Nil	Nil
E-waste	Nil	Nil	Nil	Nil	Nil	Nil
Hazardous waste	Nil	Nil	Nil	Nil	Nil	Nil
Other waste	Nil	Nil	Nil	Nil	Nil	Nil

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

Indicate Product Category	Reclaimed Products and Their Packaging Materials as % of Total Products Sold in the Respective Category
Nil	Nil





### Principle 3

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

Fair treatment of employees within value chains ensures health, safety, and dignity. Comprehensive policies support equitable opportunities, fair conditions, compensation, and professional growth.

### Key Highlights

**100%**  
of permanent female employees are covered under maternity benefits

**91%**  
High Retention Rates

**100%**  
of our permanent employees returned to work after parental leave



### An Integrated Approach to Sustainable Growth



### Our Approach

At Galaxy, we prioritise creating a safe, healthy, and inclusive work environment for all employees and workers. We offer comprehensive benefits packages, ensuring financial security and well-being. Investment in employee and worker well-being initiatives reflects our commitment to this area. Additionally, we promote equal opportunity, work-life balance, and provide robust grievance redressal mechanisms. Our focus on training, performance management, and health and safety underscores our dedication to employee and worker welfare. Looking ahead, we aim to enhance benefits, accessibility, and diversity initiatives to foster a positive and productive work environment.





Business Responsibility and Sustainability Report (Contd.)

Essential Indicators

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

Category	Total (A)	% of Employees Covered By									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	730	730	100	730	100	NA	NA	730	100	NA	NA
Female	160	160	100	160	100	160	100	NA	NA	160	100
Total	890	890	100	890	100	160	100	730	100	160	100
Other Than Permanent Employees											
Male											
Female	100% of other than permanent employees are covered under accident insurance and day care facilities.										
Total											
All permanent workers are covered under Medclaim or ESIC											

b. Details of measures for the well-being of workers:

Category	Total (A)	% of Workers Covered By									
		Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	872	872	100	872	100	NA	NA	872	100	NA	NA
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	872	872	100	872	100	Nil	Nil	872	100	Nil	Nil
Other Than Permanent Workers											
Male	100% of all other than permanent workers are covered under accident insurance and day care facilities.										
Female											
Total											
All permanent workers are covered under mediclaim or ESIC											

c. Spending on measures towards the well-being of employees and workers (including permanent and other than permanent) in the following format:		
Category	FY 2023-24	FY 2022-23
Cost Incurred on Well-Being Measures as a % of the Total Revenues of the Entity	0.22	0.16

2. Details of retirement benefits, for current financial year and previous financial year.

Benefits	FY 2023-24			FY 2022-23		
	No. of Employees Covered as a % of Total Employees	No. of Workers Covered as a % of Total Workers	Deducted and Deposited with the Authority (Y/N/NA)	No. of Employees Covered as a % of Total Employees	No. of Workers Covered as a % of Total Workers	Deducted and Deposited with the Authority (Y/N/NA)
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	Yes	100	100	Yes
ESI	NA	NA	NA	NA	NA	NA
Others – Please Specify	NA	NA	NA	NA	NA	NA

3. Accessibility of workplaces

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

Our corporate office is accessible to employees and workers with disabilities, and we are in the process of creating infrastructure at manufacturing sites to make premises/offices accessible to differently-abled persons (employees/ contractual workers/visitors, etc.) visiting the premises/offices.

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

We at Galaxy aim to provide equal opportunity and strongly endorse the right of equal opportunity for potential candidates, irrespective of disabilities.

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

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	100%	91%	100%	97%
Female	100%	100%	Nil	Nil
Total	100%	91%	100%	97%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

	Yes/No	(If Yes, Then Give Details of the Mechanism in Brief)
Permanent Workers	Yes	Yes, we constituted an EWC (Employee Welfare Council) in manufacturing units as a monthly platform for employees to voice their concerns and grievances to management. We encourage employees to provide feedback and have set up anonymous speak-up box mechanisms for sharing their concerns and grievances. Galaxy Parivar Bane Surakshit (GPBS) programme helps employees (staff and operator) and contract workers report safety observations across all manufacturing units.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

7. Membership of employees and worker in association(s) or unions recognised by the listed entity:

Category	FY 2023-24			FY 2022-23		
	Total Employees/ Workers in Respective Category (A)	No. of Employees/ Workers in Respective Category, Who Are Part of Association(s) or Union (B)	% (B/A)	Total Employees/ Workers in Respective Category (C)	No. of Employees/ Workers in Respective Category, Who Are Part of Association(s) or Union (D)	% (D/C)
Total Permanent Employees	We do not have a union or association of employees or workers. We respect employees' right to freedom of peaceful association and collective bargaining.					
Male						
Female						
Total Permanent Workers						
Male						
Female						

8. Details of training given to employees and workers:

	Total (A)	FY 2023-24				Total (D)	FY 2022-23			
		On Health and Safety Measures		On Skill Upgradation			On Health and Safety Measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	730	621	85	637	87	656	568	87	554	84
Female	160	136	85	142	89	151	84	56	73	48
Total	890	757	85	779	88	807	652	81	627	78
Workers										
Male	872	673	77	635	73	861	652	76	627	73
Female	Nil	Nil	-	Nil	-	Nil	Nil	-	Nil	-
Total	872	673	77	635	73	861	652	76	627	73



Business Responsibility and Sustainability Report (Contd.)

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

	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	730	636	87	656	584	89
Female	160	132	83	151	113	75
Total	890	768	86	807	697	86
<b>Worker</b>						
Male	872	833	96	861	804	93
Female	Nil	Nil	-	Nil	Nil	-
Total	872	833	96	861	804	93

100% of all the eligible employees have undergone performance and career development reviews.

10. Health and safety management system:

- a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage such system?**  
Yes, Galaxy has implemented an occupational health and safety management system (45001:2018) at all manufacturing locations.
- b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**  
We undertake periodic risk assessment studies such as HAZOP, Hazard Area Classification (HAC), Job Safety Analysis (JSA), Permit to Work, Pre-startup Safety Review (PSSR), weekly/monthly inspections, Aspect/Impact and Hazard Identification and Risk Assessment (HIRA), cross-functional safety audits, external safety audits, and workplace monitoring studies.
- c. **Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Yes/No)**  
Yes, we have Galaxy Parivar Bane Surakshit (GPBS), a behaviour-based safety programme. This programme enables reporting safety observations, including unsafe acts and unsafe conditions. Workers also raise concerns about hazardous conditions in monthly Safety Committee and Weekly Safety Circle meetings.
- d. **Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)**  
Yes, we cover all employees and operators under Mediclaim and ESIC schemes. All employees and workers are thoroughly cared for, whether due to medical exigencies or otherwise. We have a fully equipped OHC for the primary treatment of all employees. We also arrange medical examinations every six months.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per One Million-Person Hours Worked)	Employees	0.15	0.16
	Workers	0	0.16
Total Recordable Work-Related Injuries	Employees	3	1
	Workers	3	1
No. of Fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High Consequence Work-Related Injury or Ill-Health (excluding Fatalities)	Employees	0	1
	Workers	0	1

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

The Board reviews the safety performance quarterly and provide their inputs for improvement. Our senior management reviews safety performance at manufacturing sites during the monthly safety meetings. The site Head and Safety incharge chair the monthly meeting of the Joint safety committee. Staff and operators are the members attending this meeting, and we have separate committee meetings for contract worker categories. We train permanent and contract employees on behavioural safety, first aid, fire safety, emergency preparedness, SCBA, MSDS, EMS, OHSMS standards, and Responsible Care. We have also conducted various emergency drills and training to enhance safety awareness among employees and contractors. We conduct preliminary health checkups and induction training through STK (Safety Training Kiosk) for everyone, including visitors, drivers, contractors and recruits. Sensitisation is ensured by announcing Safety Anthem every shift through the public address system at our manufacturing units. A software portal system is available for reporting any near-miss incident and any incident, including incident investigation and recommendations. The software system helps track incident investigations and the closure of recommendations. ECC (Emergency Control Centre) is available and well-equipped with all communication infrastructures like walkie-talkies and emergency contacts with important telephone numbers.

We follow the periodical internal and external training system, including induction training through the STK (Safety Training Kiosk) online module. We undertake Periodic Risk Assessment studies like HAZOP, HAC (Hazard Area Classification), JSA, PSSR, weekly/monthly inspections, Aspect/Impact and HIRA, cross-functional safety audits, external safety audits, and workplace monitoring studies. Our well-equipped OHC (Occupational Health Centre) operates round the clock. All the employees, including contract employees, undergo periodic medical checkups, and we maintain health records. The frequency of medical checkups of employees is twice a year from DISH (Directorate of Industrial Safety and Health) approved medical practitioners.

FMO conducts periodic training and guides on lifestyle diseases. We have certified First Aiders and Firefighters present at the site. We also have an on-site emergency plan for handling any emergency at the site. We have launched cross-functional Project Abhayatam – A Fearless, New Beginning. This project comprises an eight-step review mechanism by a team of subject specialists to strengthen and enhance the design, operations, safety, and skill levels of all our plant personnel across the organisation and enable us to identify the areas requiring improved safety. We based this project on various pillars like design review, P&ID, SOP/BMR review, Aspect/Impact and HIRA review, MSDS training and maintenance management, and the subsequent findings forward for improvement. We conducted a weekly ‘Safety Circle’ meeting with all relevant processes, capturing their safety-related recommendations.

- Workforce engaged and involved in workplace safety programmes and their well-being.
- Safety Induction, Safety rules, Cardinal rules, workplace safety and associated risks helped to sustain and excel the safety culture at Galaxy.
- We established a robust process for identifying the hazards and risk assessment and put control measures in place.
- Employees continuously carry out Safety observation, Job safety analysis, why-why analysis to improve the workplace condition. This active participation helps identify and eliminate potential or existing hazards, ensuring a safer work environment.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending Resolution at the End of Year	Remarks	Filed during the Year	Pending Resolution at the End of Year	Remarks
Health and Safety	Nil	Nil	-	Nil	Nil	-
Working Conditions	Nil	Nil	-	Nil	Nil	-





Business Responsibility and Sustainability Report (Contd.)

14. Assessments for the year:

	% of Your Plants and Offices That Were Assessed (by Entity or Statutory Authorities or Third Parties)
Health and Safety Practices	100
Working Conditions	100

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.

- The various systems implemented after the incident investigation, such as
- a. Strengthen and simplify HIRA to quickly understand and improve shopfloor employees’ involvement.
  - b. Strengthen Electrical safety by providing arc flash aprons for all electrical employees and detailed study of arc flash study
  - c. All the changes (temporary/permanent) underwent change management with risk assessment and PSSR.
  - d. We have digitised the platform on the incident managing application.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of the death of (a) employees (Y/N) (b) workers (Y/N)?

Employees	Yes
Workers	Yes

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

We ensure that statutory dues applicable to all transactions are deducted and deposited as per regulations. We are in the process of carrying out an assessment related to the statutory dues of our value chain partners.

3. Provide the number of employees/workers having suffered high consequence work-related injury/ill-health/fatalities (as data needed in q11 of essential indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total No. of Affected Employees/Workers		No. of Employees/Workers That Are Rehabilitated and Placed in Suitable Employment or Whose Family Members Have Been Placed in Suitable Employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

No, there are no policies or transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

5. Details on assessment of value chain partners

	% of Value Chain Partners (by Value of Business Done with Such Partners) That Were Assessed
Health and Safety Practices	Raw material: 36 Packaging material: 50
Working Conditions	Raw material: 36 Packaging material: 50

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

To mitigate this risk, we conduct physical audits of supplier facilities. Moreover, our supplier code of conduct is duly signed by suppliers and includes clauses related to human rights, safety, health, and the environment.





#### Principle 4

Businesses should respect the interests of and be responsive to all its stakeholders

Sustainable enterprises prioritise stakeholder interests, especially marginalised groups. They uphold accountability, ensuring decisions and actions maximise positive impacts on stakeholders.

#### Key Highlights

Multi-Channel Approach (We build bridges with stakeholders through multi-channel engagement - meetings, surveys, website updates, and supplier feedback)

5

Key stakeholder groups identified



#### An Integrated Approach to Sustainable Growth



#### Our Approach

At Galaxy, we dwell on open and transparent communication with stakeholders. We identify key stakeholders based on their dependency and our responsibilities towards them, engaging in regular materiality assessments to address pertinent issues. Through tailored communication channels, we engage with stakeholders, including customers, investors, government bodies, suppliers, employees, and local communities, addressing concerns and gathering feedback. Our commitment extends to supporting vulnerable groups through CSR initiatives, emphasising development and inclusion programmes. Looking ahead, we aim to enhance stakeholder engagement by exploring new communication channels and increasing engagement frequency, recognising its significance for our long-term success and sustainability.





Business Responsibility and Sustainability Report (Contd.)

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Our process for identification of stakeholders revolves around the following attributes:

- a) Dependency—Stakeholders who directly affect or are affected by an organisation’s activities, products, or services or on whom the organisation is dependent to operate.
  - b) Responsibility—Stakeholders toward whom the organisation has legal, commercial, operational, or moral/ ethical responsibilities.
- Our key external stakeholders include investors, government regulators, customers, local communities, suppliers, and transporters, while our key internal stakeholders comprise our employees, contractual employees, and senior management.
- Identifying key material issues important to our organisation. We identify key issues by conducting materiality assessments. During materiality assessments, we actively engage with our stakeholders, seeking their valuable input. Materiality assessment diverse engagement is a testament to the importance we place on stakeholders’ feedback.

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

Stakeholder Group	Whether Identified as Vulnerable and Marginalised Group (Yes/No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, and Others)	Frequency of engagement (Annually/Half-yearly/ Quarterly/Others – Please Specify)	Purpose and Scope of Engagement including Key Topics and Concerns Raised During Such Engagement
Customers	No	E-mails, regular business reviews with key customers, customer satisfaction surveys and feedback, customer audits and customer questionnaires, technical flash cards, meetings, and phone calls	Quarterly and need-based	<ul style="list-style-type: none"><li>To resolve customers’ service-related commercial and technical issues.</li><li>To provide better service to customers and address their commercial and technical issues.</li><li>To improve customer experience, product and service quality.</li><li>To seek feedback with suggestions for improvement and know market trends.</li></ul>
Investors	No	<ul style="list-style-type: none"><li>Annual general meeting</li><li>Annual reports</li><li>Investor meets, and investor call is arranged after the declaration of financial results every quarter</li><li>Media releases</li><li>E-mails</li><li>The Company’s website</li></ul>	<ul style="list-style-type: none"><li>Annually (AGM)</li><li>Quarterly (event-based investor conferences)</li><li>One-on-one investor meetings</li></ul>	<ul style="list-style-type: none"><li>To keep investors updated about the organisation’s performance and developments.</li><li>To know queries and feedback from investors to understand their requirements.</li></ul>
Government and regulatory bodies	No	<ul style="list-style-type: none"><li>Website/Portal</li><li>E-mails</li><li>Statutory and legal compliance filings</li></ul>	Annually and need-based	<ul style="list-style-type: none"><li>To ensure compliance and seek approval wherever necessary.</li></ul>
Suppliers and vendors	No	<ul style="list-style-type: none"><li>Supplier workshops and annual suppliers meet</li><li>Suppliers’ consultation and auditing</li><li>Communicate suppliers/ vendors through a feedback mechanism/ e-mail/website</li><li>Supplier/ vendor assessment questionnaire</li></ul>	Half-yearly and need-based	<ul style="list-style-type: none"><li>To improve service levels from/to the suppliers/ vendors and address their commercials issues.</li></ul>

Stakeholder Group	Whether Identified as Vulnerable and Marginalised Group (Yes/No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, and Others)	Frequency of engagement (Annually/Half-yearly/ Quarterly/Others – Please Specify)	Purpose and Scope of Engagement including Key Topics and Concerns Raised During Such Engagement
Transporters	No	<ul style="list-style-type: none"><li>E-mails</li><li>Telephone</li><li>Transporter consultation and auditing and feedback</li></ul>	Annually and need-based	<ul style="list-style-type: none"><li>To resolve transport-related commercial and technical issues of the transporter.</li><li>To improve the transporter’s understanding of road safety, driver health and safe consignment delivery to customers and implement them through driver management.</li></ul>
Employees (employee and contract employees)	Yes	<ul style="list-style-type: none"><li>E-mails</li><li>SMS/Calls</li><li>Meetings</li><li>Letters and speak-up-boxes</li><li>Website and internal portals</li><li>Meetings and training</li><li>Employee engagement surveys</li><li>360-degree feedback</li><li>One-on-one communication with the senior management</li></ul>	Need based and quarterly	<ul style="list-style-type: none"><li>To understand employee needs and opinions.</li><li>To inform employees about the organisation’s plans, procedures and policies.</li></ul>
Community	Yes	<ul style="list-style-type: none"><li>Meetings</li><li>Focus group discussions</li><li>Field visits by CSR teams</li><li>Information and knowledge sharing on</li><li>Website including social media</li></ul>	Need based and quarterly	<ul style="list-style-type: none"><li>To assess the development and need of projects.</li><li>Training and capacity building of communities.</li><li>Monitoring, reviewing and learning.</li></ul>

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.
- We delegate all consultations with stakeholders on economic, environmental, and social topics to the respective process/department within the organisation, which is responsible for regularly engaging with stakeholders. The sustainability cell meetings provide an opportunity to communicate feedback with the Board about these consultations.
2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.
- Yes, we consider stakeholder consultation through stakeholder engagement meetings and assessments, which we consider in identifying and managing materiality assessments related to ESG topics. We have incorporated these topics into our Mission 2030. We have provided the details of the same in the link: <https://www.galaxysurfactants.com/sustainability/sustainability-report.aspx>
3. Provide details of instances of engagement with and actions taken to address the concerns of vulnerable/ marginalised stakeholder groups.
- Our CSR team engages with the communities around the operations and helps develop vulnerable and marginalised stakeholder groups. The team also provides various avenues for women’s financial and social inclusion and includes relief materials for people affected by natural calamities.

We have provided further details on instances of engagement and actions taken to address the concerns in the link: <https://www.galaxysurfactants.com/sustainability/csr.aspx>

**Principle 5**

**Businesses should respect and promote human rights**

Businesses must operate ethically, respecting everyone's fundamental rights. International principles and national laws like the UN Guiding Principles and Indian Constitution guide this concept.

**Key Highlights**

**100%**

ensured permanent and other than permanent employees receive more than minimum wages

**Zero**

Tolerance i.e. no complaints on child labour, forced labour for FY 2023-24



**An Integrated Approach to Sustainable Growth**

**Our Approach**

Galaxy prioritise creating a safe, healthy, and inclusive work environment for all employees and workers. We offer comprehensive benefits packages, including health insurance and retirement benefits, ensuring financial security and well-being. Investment in employee and worker well-being initiatives accounts for a significant portion of our budget, reflecting our commitment to this area. Additionally, we promote equal opportunity, work-life balance, and provide robust grievance redressal mechanisms. Our focus on training, performance management, and health and safety underscores our dedication to employee and worker welfare. Looking ahead, we aim to enhance benefits, accessibility, and diversity initiatives to foster a positive and productive work environment.





Business Responsibility and Sustainability Report (Contd.)

Essential Indicators

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

	FY 2023-24			FY 2022-23		
	Total (A)	No. of Employees/Workers Covered (B)	% (B/A)	Total (C)	No. of Employees/Workers Covered (D)	% (D/C)
Employees						
Permanent	890	757	85	807	698	86
Other than Permanent	37	28	76	Nil	Nil	Nil
Total Employees	927	785	85	807	698	86
Worker						
Permanent	872	610	70	861	411	48
Other than Permanent	748	524	70	Nil	Nil	Nil
Total Workers	1620	1134	70	861	411	48

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	730	Nil	-	730	100	656	Nil	-	656	100
Female	160	Nil	-	160	100	151	Nil	-	151	100
Other than Permanent										
Male	30	Nil	-	30	100	44	Nil	-	44	100
Female	7	Nil	-	7	100	15	Nil	-	15	100
Workers										
Permanent										
Male	872	42	5	830	95	861	27	3	834	97
Female	Nil	Nil	-	Nil	-	Nil	Nil	-	Nil	-
Other than Permanent										
Male	726	450	62	276	38	550	372	68	178	32
Female	22	14	64	8	36	20	13	65	7	35

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

a. Median remuneration/wages:

	Male		Female	
	Number	Median Remuneration/ Salary/Wages of Respective Category	Number	Median Remuneration/ Salary/Wages of Respective Category
Board of Directors (BoD)	9	23.25 lakhs	1	21 lakhs
Key Managerial Personnel	2	77.1 lakhs	Nil	Nil
Employees Other Than BoD and KMP	726	11.2 lakhs	160	8.7 lakhs
Workers	872	4.08 lakhs	Nil	Nil

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Category	FY 2023-24	FY 2022-23
Gross Wages Paid to Females as % of Total Wages	9.94	10.03

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

Yes, the people energy process (human resource department) is responsible for addressing human rights impacts or issues.

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

We have established human rights and whistle-blower policies that we communicate to every employee. We encourage employees to provide feedback and have set up anonymous speak-up mechanisms for sharing their concerns and grievances. We have developed a human rights checklist to improve human rights reporting across our units.

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

	FY 2023-24			FY 2022-23		
	Filed During the Year	Pending Resolution at the End of Year	Remarks	Filed During the Year	Pending Resolution at the End of Year	Remarks
Sexual Harassment	1	Nil	NA	2	Nil	NA
Discrimination at the Workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/ Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other Human Rights-related Issues	Nil	Nil	NA	Nil	Nil	NA

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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	2
Complaints on POSH as a % of Female Employees/Workers	0.6	1.2
Complaints on POSH Upheld	0	0

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

We have established a whistle-blower policy, POSH policy and Code of Conduct. We take preventive measures to ensure no adverse consequences to the complainant in discrimination and harassment cases. We have strict protocols to maintain the confidentiality and anonymity of the complainant throughout the investigation process. This strategy involves pseudonyms, limiting access to personal information, and emphasising the need for discretion among all the parties involved. We strictly prohibit the IC committee members from revealing/discussing information regarding the cases during and after their tenure with our Company.

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

Yes, human rights requirements do form part of business agreements and contracts. The human rights clause and policy are part of our code of conduct.

10. Assessments for the year:

	% of Your Plants and Offices That Were Assessed (by Entity or Statutory Authorities or Third Parties)
Child Labour	100
Forced/Involuntary Labour	100
Sexual Harassment	100
Discrimination at the Workplace	100
Wages	100
Others – Please Specify	NA

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

We have implemented various corrective measures at Galaxy to mitigate the substantial risks and concerns identified in our assessments. This mechanism includes annual employee POSH training sessions through mandatory e-learning modules. Additionally, we conduct in-person POSH training for our contract-based staff and yearly sessions for the IC Committee members led by an external diversity and inclusion consultant. Furthermore, we have introduced a provision for male complainants to register grievances through the HR committee.



Leadership Indicators

1.

Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.  
Not applicable.
2.

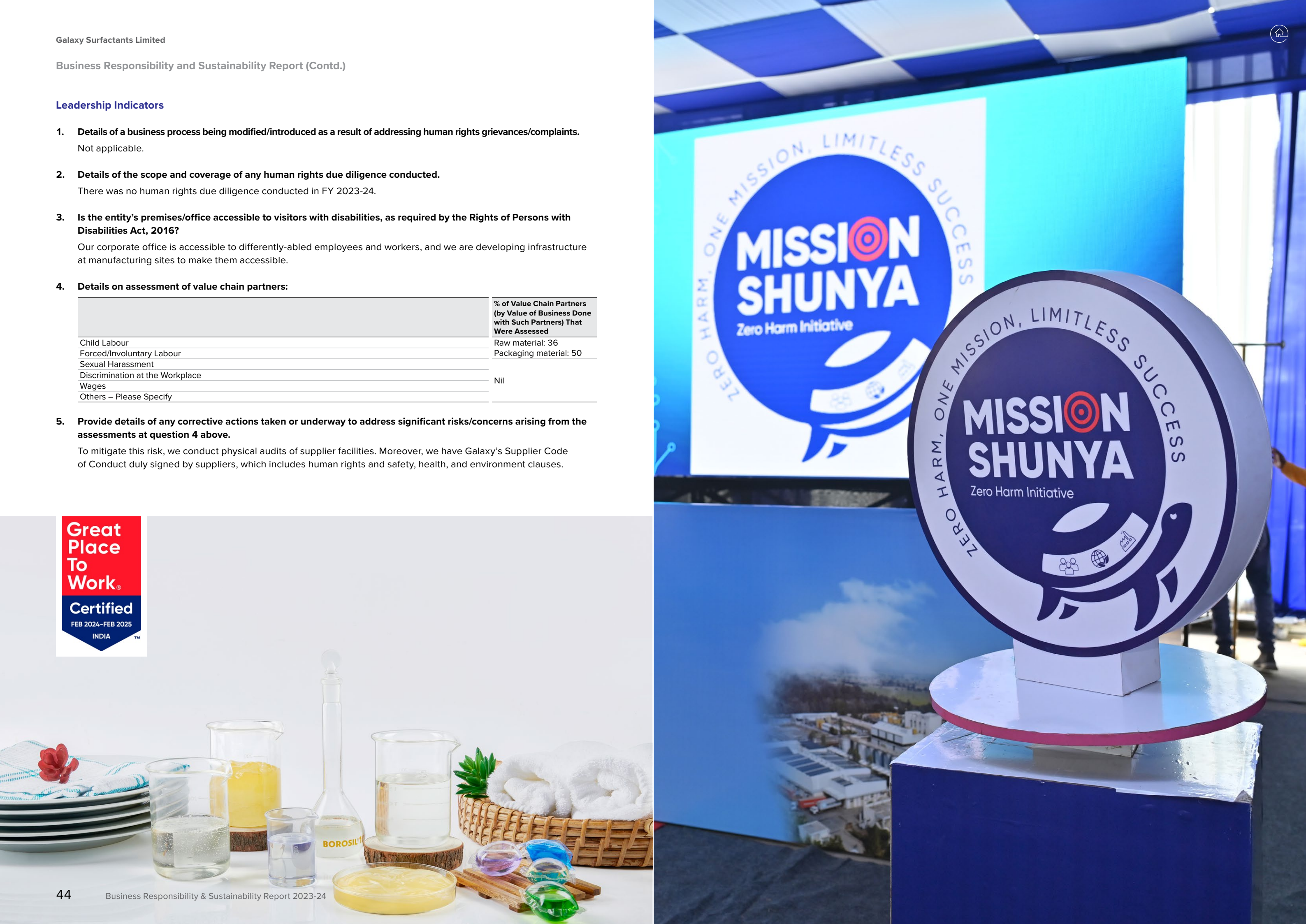
Details of the scope and coverage of any human rights due diligence conducted.  
There was no human rights due diligence conducted in FY 2023-24.
3.

Is the entity's premises/office accessible to visitors with disabilities, as required by the Rights of Persons with Disabilities Act, 2016?  
Our corporate office is accessible to differently-abled employees and workers, and we are developing infrastructure at manufacturing sites to make them accessible.
4.

Details on assessment of value chain partners:

	% of Value Chain Partners (by Value of Business Done with Such Partners) That Were Assessed
Child Labour	Raw material: 36
Forced/Involuntary Labour	Packaging material: 50
Sexual Harassment	
Discrimination at the Workplace	Nil
Wages	
Others – Please Specify	
5.

Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at question 4 above.  
To mitigate this risk, we conduct physical audits of supplier facilities. Moreover, we have Galaxy's Supplier Code of Conduct duly signed by suppliers, which includes human rights and safety, health, and environment clauses.





### Principle 6

Businesses should respect and make efforts to protect and restore the environment

Sustainable practices throughout the value chain are essential for companies to mitigate negative environmental impacts, including waste management, emissions, and water conservation, fostering economic progress and societal success.

### Key Highlights

**1.21 GJ/MT**

Energy Intensity in Terms of Physical Output

**1.06 KI/MT**

Water intensity in terms of physical output



### An Integrated Approach to Sustainable Growth



### Our Approach

Galaxy is committed to minimising its environmental impact throughout its operations and supply chain. We strive to use resources efficiently, reduce emissions and waste, and conserve biodiversity. Our efforts include tracking energy consumption, implementing renewable energy sources, managing water usage, and ensuring Zero Liquid Discharge systems. We also focus on air emissions and waste management, complying with environmental laws, and fostering responsible practices in our supply chain. Looking ahead, we aim to further invest in energy-efficient technologies, reduce water consumption and waste generation, and promote sustainability across our value chain.





Business Responsibility and Sustainability Report (Contd.)

Essential Indicators

1. Details of total energy consumption (in joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24	FY 2022-23
<b>From Renewable Sources (Gigajoules)</b>		
Total Electricity Consumption (A)	31,313	30,688
Total Fuel Consumption (B)	0	0
Energy Consumption through Other Sources (C)	0	0
<b>Total Energy Consumed from Renewable Sources (A+B+C)</b>	<b>31,313</b>	<b>30,688</b>
<b>From Non-renewable Sources (Gigajoules)</b>		
Total Electricity Consumption (D)	1,31,674	1,18,307
Total Fuel Consumption (E)	2,05,170	210856
Energy Consumption through Other Sources (F)	0	0
<b>Total Energy Consumed from Non-Renewable Sources (D+E+F)</b>	<b>3,36,844</b>	<b>3,29,163</b>
<b>Total Energy Consumed (A+B+C+D+E+F) (in GJ)</b>	<b>3,68,157</b>	<b>3,59,851</b>
<b>Energy Intensity per Rupee of Turnover</b> (Total Energy Consume/Revenues from Operations in GJ/₹ Crores)	134.11	113.23
Energy Intensity per Rupee of Turnover Adjusted for Purchasing Power Parity (PPP) (Total Energy Consumed/Revenues from Operations Adjusted for PPP) (GJ/USD)	0.00030	0.00025
<b>Energy Intensity in Terms of Physical Output (GJ/MT)</b>	1.21	1.34
<b>Energy Intensity (Optional)</b> – the Relevant Metric May Be Selected by the Entity (GJ/Employee)	208.94	215.74
Note: Indicate If Any Independent Assessment/Evaluation/Assurance Has Been Carried Out by an External Agency? (Y/N) If Yes, Name of the External Agency	Yes, Bureau Veritas provided Independent Assurance of BRSR Report w.r.t. the BRSR Core parameters for FY 2023-24.	Yes, Bureau Veritas assured energy consumption as part of our sustainability report for FY 2022-23.

2. Does the entity have any sites/facilities identified as designated consumers (dcs) under the performance, achieve and trade (pat) scheme of the government of India? (Y/N) if Yes, disclose whether targets set under the pat scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable.

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

Parameter	FY 2023-24	FY 2022-23
<b>Water Withdrawal by Source (in Kilolitres)</b>		
(i) Surface Water	13,396	11,916
(ii) Groundwater	0	0
(iii) Third-party Water	3,13,424	3,01,102
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
<b>Total Volume of Water Withdrawal (in Kilolitres) (i + ii + iii + iv + v)</b>	<b>3,26,820</b>	<b>3,13,018</b>
<b>Total Volume of Water Consumption (in Kilolitres)</b>	<b>3,24,221</b>	<b>3,11,373</b>
<b>Water Intensity per Rupee of Turnover</b> (Water Consumed/Revenues from Operations) (KI/₹ Crores)	118.1	97.98
<b>Water Intensity per Rupee of Turnover Adjusted for Purchasing Power Parity (PPP)</b> (Total Water Consumption/Revenues from Operations Adjusted for PPP) (KL/USD)	0.00026	0.00022
<b>Water Intensity in Terms of Physical Output (KI/MT)</b>	<b>1.06</b>	<b>1.16</b>
<b>Water Intensity (Optional)</b> – the Relevant Metric May Be Selected by the Entity (KI/Employee)	184.01	186.67
Note: Indicate If Any Independent Assessment/Evaluation/Assurance Has Been Carried Out by an External Agency? (Y/N) If Yes, Name of the External Agency	Yes, Bureau Veritas provided Independent Assurance of BRSR Report w.r.t. the BRSR Core parameters for FY 2023-24.	Yes, Bureau Veritas assured water accounting as part of our sustainability report for FY 2022-23.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
<b>Water Discharge by Destination and Level of Treatment (in KI)</b>		
<b>(i) To Surface Water</b>		
No Treatment	0	0
With Treatment – Please Specify Level of Treatment	0	0
<b>(ii) To Groundwater</b>		
No Treatment	0	0
With Treatment – Please Specify Level of Treatment	0	0
<b>(iii) To Seawater</b>		
No Treatment	0	0
With Treatment – Please Specify Level of Treatment	0	0
<b>(iv) Sent to Third-parties</b>		
No Treatment	0	0
With Treatment – Please Specify Level of Treatment (Tertiary Treatment)	2,599	1,645
<b>(v) Others</b>		
No Treatment	0	0
With Treatment – Please Specify Level of Treatment	0	0
<b>Total Water Discharged (in KI)</b>	<b>2,599</b>	<b>1,645</b>
<b>Note: Indicate If Any Independent Assessment/Evaluation/Assurance Has Been Carried Out by an External Agency? (Y/N) If Yes, Name of the External Agency</b>	Yes, Bureau Veritas provided Independent Assurance of BRSR Report w.r.t. the BRSR Core parameters for FY 2023-24.	Yes, Bureau Veritas assured water accounting as part of our sustainability report for FY 2022-23.

5. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation.

Yes, all the manufacturing sites in India have zero liquid discharge units.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	Tonnes	24.21	11.68
SOx	Tonnes	16.28	21.89
Particulate Matter (PM)	Tonnes	10.83	13.57
Persistent Organic Pollutants (POP)	Units	-	-
Volatile Organic Compounds (VOC)	Units	-	-
Hazardous Air Pollutants (HAP)	Units	-	-
Others – Please Specify	Units	-	-
Note: Indicate If Any Independent Assessment/Evaluation/Assurance Has Been Carried Out by an External Agency? (Y/N) If Yes, Name of the External Agency.		Yes, Bureau Veritas assured air emissions as part of our sustainability report for FY 2023-24.	Yes, Bureau Veritas assured air emissions as part of our sustainability report for FY 2022-23.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format:

Parameter	Please Specify Unit	FY 2023-24	FY 2022-23
<b>Total Scope 1 Emissions</b> (Break-Up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , If Available)	Metric tonnes of CO <sub>2</sub> equivalent	15,877	17,124
<b>Total Scope 2 Emissions</b> (Break-Up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , If Available)	Metric tonnes of CO <sub>2</sub> equivalent	30,102	26,619
<b>Total Scope 1 and Scope 2 Emission Intensity per Rupee of Turnover</b> (Total Scope 1 and Scope 2 GHG Emissions/ Revenues from Operations)	tCO <sub>2</sub> e/INR crores	16.75	13.76
<b>Total Scope 1 and Scope 2 Emission Intensity per Rupee of Turnover Adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG Emissions/Revenues from Operations Adjusted for PPP)	tCO <sub>2</sub> e/USD	0.000038	0.000031
<b>Total Scope 1 and Scope 2 Emission Intensity in Terms of Physical Output</b>	tCO <sub>2</sub> e/MT	<b>0.15</b>	<b>0.16</b>
<b>Total Scope 1 and Scope 2 Emission Intensity (Optional)</b> – the relevant metric may be selected by the entity	tCO <sub>2</sub> e/employee	26.09	26.22





Business Responsibility and Sustainability Report (Contd.)

Parameter	Please Specify Unit	FY 2023-24	FY 2022-23
<b>Note: Indicate If Any Independent Assessment/Evaluation/Assurance Has Been Carried Out by an External Agency? (Y/N) If Yes, Name of the External Agency.</b>			
		Yes, Bureau Veritas provided independent verification and validation for Scope - 1 and Scope - 2 emissions per ISO 14064 for FY 2023-24.	Yes, Bureau Veritas provided independent verification and validation for Scope - 1 and Scope - 2 emissions per ISO 14064 for FY 2022-23.

8. Does the entity have any project related to reducing green house gas emission? If yes, then provide details.

Yes, we have aligned ourselves with global goals of emission reductions. By utilising energy management systems, renewable energy, and clean fuels, we are committed to reducing our emissions.

- Reduction in energy consumption: All our manufacturing units strive for continual improvement in the process to reduce energy consumption having a direct impact on the carbon emissions. We are committed to energy conservation, and our Taloja unit is ISO 50001 EnMS certified.
- Renewable Electrical Solar Power: Renewable Electrical solar power is a focused area for emission reduction. Currently, renewable electricity share accounts for 19.21% of the total electricity share of FY 2023-24, and we aim to increase the renewable electricity power share in upcoming years to 100% by 2030.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste Generated (in MT)		
Plastic Waste (A)	414	331
E-waste (B)	2.9	8.68
Biomedical waste (C)	0.039	0.019
Construction and Demolition Waste (D)	5260	6382
Battery Waste (E)	10.58	9.29
Radioactive Waste (F)	0	0
Other Hazardous Waste. Please Specify, If Any. (G)	4,545	6,129
Other Non-hazardous Waste Generated (H). Please Specify, If Any. (Break-up by Composition, i.e. by Materials Relevant to the Sector)	1,407	1,436
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>11,640</b>	<b>14,296</b>
<b>Waste Intensity per Rupee of Turnover</b> (Total Waste Generated/Revenues from Operations) (MT/₹ Crores)	4.24	4.5
<b>Waste Intensity per Rupee of Turnover Adjusted for Purchasing Power Parity (PPP)</b> (Total Waste Generated/Revenues from Operations Adjusted for PPP) (MT/USD)	0.000009	0.00001
<b>Waste Intensity in Terms of Physical Output (MT/MT of Product)</b>	0.038	0.053
<b>Waste Intensity (Optional)</b> – the Relevant Metric May Be Selected by the Entity (MT/Employee)	6.61	8.57
<b>For Each Category of Waste Generated, Total Waste Recovered through Recycling, Reusing or Other Recovery Operations (in MT)</b>		
<b>Category of Waste</b>		
(i) Recycled	4,713.00	4,395.00
(ii) Reused	6398	8,299.00
(iii) Other Recovery Operations	0	435
<b>Total</b>	<b>11,111</b>	<b>13,129</b>
<b>For Each Category of Waste Generated, Total Waste Disposed by Nature of Disposal Method (in Metric Tonnes)</b>		
<b>Category of Waste</b>		
(i) Incineration	58	100.00
(ii) Landfilling	472	476
(iii) Other Disposal Operations	0	592
<b>Total</b>	<b>530</b>	<b>1168</b>
<b>Note: Indicate If Any Independent Assessment/Evaluation/Assurance Has Been Carried Out by an External Agency? (Y/N) If Yes, Name of the External Agency.</b>		
	Yes, Bureau Veritas provided Independent Assurance of BRSR Report w.r.t. the BRSR Core parameters for FY 2023-24.	Yes, Bureau Veritas assured waste accounting as part of our sustainability report for FY 2022-23.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

We have implemented projects that have reduced waste and improved production yield. We follow the ‘3R’ (Reduce, Reuse and Recycle) strategy for waste management. We follow legally prescribed procedures and apply environmentally sound techniques for disposing of hazardous waste, whereas we sell non-hazardous waste to authorised recyclers. World-class practices such as TPM have been adopted at our manufacturing sites since 2003, which helps increase productivity by minimising waste.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones) where environmental approvals/clearance are required, please specify details in the following format:

S.No	Location of Operations/Offices	Type of Operations	Whether the Conditions of Environmental Approval/ Clearance Are Being Complied with? (Y/N) If No, the Reasons Thereof and Corrective Action Taken, If Any
Not Applicable			

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

Name and Brief Details of Project	EIA Notification No.	Whether Conducted by Independent External Agency (Yes/No)	Results Communicated in Public Domain (Yes/No)	Relevant Web link
Not Applicable				

13. Is the entity compliant with the applicable environmental law/regulations/guidelines in india; such as the water (prevention and control of pollution) act, air (prevention and control of pollution) act, environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes, we are compliant with all the applicable environmental laws. We comply with the relevant environmental laws/ regulations/guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act, and Rules.

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in KL):

For each facility/plant located in areas of water stress, provide the following information:

(i) Name of the area

Jhagadia

(ii) Nature of operations

Manufacturing

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23
<b>Water Withdrawal by Source (in Kilolitre)</b>		
(i) Surface Water	0	0
(ii) Groundwater	0	0
(iii) Third-party water	1,34,911	1,21,246
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
<b>Total Volume of Water Withdrawal (in KL) (i + ii + iii + iv + v)</b>	<b>1,34,911</b>	<b>1,21,246</b>
<b>Total Volume of Water Consumption (in KL)</b>	<b>1,34,911</b>	<b>1,21,246</b>
<b>Water Intensity per Rupee of Turnover</b> (Water Consumed/Turnover) (KL/₹ Crores)	118.82	96.85
<b>Water Intensity (Optional)</b> – the relevant metric may be selected by the entity (KL/MT)	1.17	1.28



Business Responsibility and Sustainability Report (Contd.)

Parameter	FY 2023-24	FY 2022-23
<b>Water Discharge by Destination and Level of Treatment (in Kilolitre)</b>		
(i) To Surface Water		
No Treatment	0	0
With Treatment – Please Specify Level of Treatment	0	0
(ii) To Groundwater		
No Treatment	0	0
With Treatment – Please Specify Level of Treatment	0	0
(iii) To Seawater		
No Treatment	0	0
With Treatment – Please Specify Level of Treatment	0	0
(iv) Sent to Third-parties		
No Treatment	0	0
With Treatment – Please Specify Level of Treatment	0	0
(v) Others		
No Treatment	0	0
With Treatment – Please Specify Level of Treatment	0	0
<b>Total Water Discharged (in KI)</b>	<b>0</b>	<b>0</b>
Note: Indicate If Any Independent Assessment/Evaluation/Assurance Has Been Carried Out by an External Agency? (Y/N) If Yes, Name of the External Agency	Yes, Bureau Veritas provided Independent Assurance of BRSR Report w.r.t. the BRSR Core parameters for FY 2023-24.	Yes, Bureau Veritas assured waste accounting as part of our sustainability report for FY 2022-23.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope – 3 Emissions (Break-Up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , If Available)	Metric tonnes of CO <sub>2</sub> equivalent	6,35,976	5,40,030
Total Scope – 3 Emissions per Rupee of Turnover	tCO <sub>2</sub> e/INR crores	231.66	169.92
Total Scope – 3 Emission Intensity (Optional) – the Relevant Metric May Be Selected by the Entity	tCO <sub>2</sub> e/MT	2.09	2.01
Note: Indicate If Any Independent Assessment/Evaluation/Assurance Has Been Carried Out by an External Agency? (Y/N) If Yes, Name of the External Agency		Yes, Bureau Veritas provided independent verification and validation for Scope 3 emissions as per ISO 14064 for FY 2023-24.	Yes, Bureau Veritas provided independent verification and validation for Scope 3 emissions as per ISO 14064 for FY 2022-23.

3. With respect to the ecologically sensitive areas, reported at question 11 of essential indicators above provides details of the significant direct and indirect impact of the entity on biodiversity in such areas, along with prevention and remediation activities.

Not applicable

4 If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S.No	Initiative Undertaken	Details of the Initiative (Web Link, If Any, May Be Provided along with Summary)	Outcome of the Initiative
1	Power saving in blower	-	Energy savings
2	Energy reduction in chiller	-	Chiller efficiency improvements
3	Power saving in the cooling tower circulation system	-	Energy savings
4	Energy reduction in air compressor	-	Air compressor efficiency improvements
5	Power saving in mixing operation	-	Efficiency improvement and power savings
6	Reduction in natural gas consumption	-	Fuel reduction
7	Elimination of energy-consuming unit	-	Energy reduction
8	Energy saving in LA heating	-	Steam reduction

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

We have a Business Continuity Plan (BCP) comprising annual budgeting, long-term budgeting, a career development plan for most employees, and a succession plan for all the key positions. The Board reviews our succession plan’s progress on a half-yearly basis. We complement this BCP with strategic deployment metrics (SDM). Our BCP relies on various process policies such as sustainability, safety, health and environment, business creation, business development, innovation, people energy, sourcing, conversion, and quality processes. The main objective is to ensure business continuity and zero negative impact on society, the environment, stakeholders, and economic losses. We conduct internal and external training for its employees and workers to make our BCP more robust. The central risk review committee identifies, measures, monitors, and reviews significant organisational risks. This risk review committee comprises our Board of Directors.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

No adverse impact on the environment arises from the value chain entity. Following proactive measures have been taken by the entity to reduce the risk:

- 1) Traceability
- We have completed the 10<sup>th</sup> Palm oil traceability cycle in 2024, which involves work from our Company and value chain partners. We carry out the palm oil traceability cycle annually.
- 2) Sourcing policy
- The organisation is dedicated to ensuring our suppliers protect the rights of local communities, workers, and palm oil smallholders. This commitment is a cornerstone of our sourcing policy and reflects our strong sense of social responsibility.
  - The organisation shall strive to ensure that our suppliers commit to protecting peat land and high-carbon stock areas, using deforestation-free palm oil feedstock, and complying with the country’s laws.

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

We conduct physical audits of vendor facilities, evaluating them on safety, health and environmental parameters. During FY 2023-24, we audited 36% of our raw material suppliers and 50% of our packaging material suppliers.





### Principle 7

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

In order to resolve their complaints and support laws that eventually advance the public good, businesses are obliged to interact with governments in an ethical and open manner.

### Key Highlights

We are part of various industries and trade bodies and we actively participate in industry events and stakeholder consultation leading to policy formulation by various regulatory bodies



### Our Approach

We uphold integrity and legal compliance in all business activities. Actively engaging in industry associations, we contribute to policy discussions and uphold fair competition. With a commitment to ethical practices, we have maintained a clean record devoid of anti-competitive behaviour. While we do not currently advocate for public policy positions, our focus remains on transparent operations to foster trust and ensure sustainable growth.

### An Integrated Approach to Sustainable Growth





Essential Indicators

1. a. **Number of affiliations with trade and industry chambers/associations**  
We are members of various industries and trade bodies and actively participate in industry events and stakeholder consultation/dialogue that lead to policy formulation by different regulatory bodies—a detailed table mentioned as per SEBI guidance in 1B of Principle 7.

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

S. No.	Name of the Trade and Industry Chambers/Associations	Reach of Trade and Industry Chambers/Associations (State/National)
1	Indian Chemical Council (ICC)	National
2	American Cleaning Institute (ACI)	International
3	Bombay Chamber of Commerce and Industry (BCCI)	National
4	CHEMEXCIL - Basic Chemicals, Pharmaceuticals and Cosmetics Export Promotion Council	National
5	Indian Specialty Chemical Manufacturers' Association (ISCMA)	National
6	CII TPM Club	National
7	Renewable Energy Demand Enhancement (REDE) initiative	National
8	Taloja Manufacturing Association	State
9	Tarapur Industrial Manufacturer Association	State
10	Jhagadia Industries Association	State

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.**  
Not applicable

Leadership Indicators

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

S. No	Public Policy Advocated	Method Resorted for Such Advocacy	Whether Information Available in Public Domain? (Yes/No)	Frequency of Review by Board (Annually/Half-Yearly/Quarterly/Others – Please Specify)	Web Link, If Available
			Not Applicable		





### Principle 8

Businesses should promote inclusive growth and equitable development

Businesses that are profitable and sustainable are essential to promoting the inclusive and equitable development of society. To elevate underprivileged, vulnerable, and marginalised populations, they must collaborate with the government and civil society.

### Key Highlights

**75%**  
of packaging materials were sourced directly from MSMEs or small producers

**54%**  
Job creation in smaller towns; our workforce is employed in semi-urban areas

Provided benefits to over 3 lakhs people through various CSR projects in FY 2023-24, with a focus on vulnerable and marginalised groups



### An Integrated Approach to Sustainable Growth



### Our Approach

We prioritise responsible and sustainable business practices, focusing on the social impact of its operations. Engaging with local communities, we address concerns through stakeholder programmes and grievance mechanisms. By sourcing locally and generating employment opportunities, we contribute to the socio-economic development of the regions where we operate. While we haven't conducted specific social impact assessments in the past year, our commitment to corporate social responsibility remains steadfast, aiming to enhance our social performance and create positive change in our communities.



Business Responsibility and Sustainability Report (Contd.)

Essential Indicators

1. Details of social impact assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current FY 2023–24.

Name and Brief Details of Project	SIA Notification No	Date of Notification	Whether Conducted by Independent External Agency (Yes/No)	Results Communicated in Public Domain (Yes/No)	Relevant Web Link
Not Applicable					

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

Name of Project for Which R&R Is Ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount Paid to PAFs during FY 2023-24 (₹)
Not Applicable					

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

We organise stakeholder engagement at all the manufacturing sites, focusing on discussing, receiving and redressing any community grievances around the manufacturing sites. We use a feedback form mechanism to capture inputs/ feedback from stakeholders. In case of any written communication sent by stakeholders, we respond satisfactorily to the community, including meeting with them, clarifying issues, and addressing stakeholder grievances.

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

	FY 2023-24	FY 2022-23
Directly Sourced from MSMEs/Small Producers	Raw materials: 10 Packaging materials: 75	Raw materials: 13 Packaging materials: 87
Sourced Directly from within the District and Neighbouring Districts	Raw materials: 28 Packaging materials: 61	Raw materials: 33 Packaging materials: 43

5. Job creation in smaller towns – disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost:

Location	FY 2023-24	FY 2022-23
Rural	-	-
Semi-urban	54	51
Urban	18	17
Metropolitan	28	32

Place to be categorised per RBI's classification system - rural/semi-urban/urban/metropolitan

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the social impact assessments (reference: question 1 of essential indicators above):

Details of Negative Social Impact Identified	Corrective Action Taken
Not Applicable	

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

Not Applicable as we are not working in districts declared aspirational by the government.

S. No.	State	Aspirational District	Amount spent (In ₹)
Not Applicable			

3. a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)  
No
- (b) From which marginalised/vulnerable groups do you procure?  
Not applicable
- (c) What percentage of total procurement (by value) does it constitute?  
Not applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of Calculating Benefit Share
Not Applicable				

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

Name of Authority	Brief of the Case	Corrective Action Taken
Not Applicable		

6. Details of beneficiaries of CSR projects:

S. No	CSR Project	No. of Persons Benefitted by CSR Projects	% of Beneficiaries from Vulnerable and Marginalised Groups
1	Aarogya Vardheeni	71,864	100
2	Gyan Sanjeevani	9,661	100
3	Samajeek Uthaan	3,13,195	100
4	Paryavaran Suraksha	94,281	100
5	Stree Unnati	1,210	100
6	Aapda Rahat	400	100



### Principle 9

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

Businesses must prioritise safety in products and services, minimising environmental and societal harm. They should provide clear information for informed choices by customers and avoid restricting fair competition.

### Key Highlights

**100%**

of our products provide information on environmental and social parameters, safe usage, and disposal

Our Net Promoter Score has increased rapidly, placing us in the Diamond Category



### Our Approach

We dwell on customer satisfaction and data privacy while delivering high-quality products and services. With a robust complaint management system and ISO certification, we promptly address customer feedback and ensure their satisfaction. We provide comprehensive product information and education to empower customers to make informed choices. Our stringent cybersecurity measures safeguard customer data, and our proactive approach to product recalls and service disruptions underscores our commitment to customer safety. Through regular surveys and transparent communication, we strive to enhance customer experience and build long-lasting relationships.





Business Responsibility and Sustainability Report (Contd.)

Essential Indicators

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

We are in a B2B business and receive all the feedback about our products and services from our customers who cater to end consumers. We handle customer feedback through our well-established, digital, robust customer complaint management system. We acknowledge customer complaints within 24 hours. We follow the 8D (eight disciplines) methodology, a rigorous and structured tool for responding to customer complaints and preventing recurrence. Devising an interim containment plan, systemic root cause analysis, implementing a permanent solution to prevent recurring problems, customer reassurance, and a customer-centricity approach are the key elements of our complaint management process. We are certified with ISO 10002:2018 for customer complaint handling and customer satisfaction management systems. We rolled out NPS (Net Promoter Score) a few years back to seek customer feedback and suggestions. Our % NPS 2023 has increased compared to the last survey (2019), and we are currently in the 'Diamond' category.

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

	As a Percentage of Total Turnover
Environmental and Social Parameters Relevant to the Product	100
Safe and Responsible Usage	100
Recycling and/or Safe Disposal	100

3. Number of consumer complaints with respect to the following:

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received During the Year	Pending Resolution at End of the Year		Received During the Year	Pending Resolution at End of the Year	
Data Privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cybersecurity	Nil	Nil	-	Nil	Nil	-
Delivery of Essential Services	-	-	NA	-	-	NA
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other						

According to the Essential Service Maintenance Act of 1968, the products and services we provide are not covered under the 'essential service' definition.

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

	Number	Reasons for Recall
Voluntary Recalls	3	As per SOP (mock recall)
Forced Recalls	19	Deviations in qualitative parameters

5. Does the entity have a framework/policy on cybersecurity and risks related to data privacy? (Yes/No) if available, provide a web link to the policy.

We follow Galaxy's Information Security policy. The organisation functions as per the policy's requirements.

6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services, cybersecurity and data privacy of customers, recurrence of product recalls, and penalty/action taken by regulatory authorities on the safety of products/services.

Nil

7. Provide the following information relating to data breaches:

a. Number of Instances of Data Breaches

Nil

b. Percentage of data breaches involving personally identifiable information of customer

Nil

c. Impact, if any, of the data breaches

Nil

Essential Indicators

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

Channels/platforms where information on the entity's products and services can be accessed.

<https://www.galaxysurfactants.com/products/product-groups/fatty-alcohol-sulfates.aspx>

<https://galaxysurfactants.com/products/market-segments/market.aspx>

Social media

<https://linkedin.com/company/galaxysurfactantslimited/>

[https://www.instagram.com/galaxy\\_surfactants/](https://www.instagram.com/galaxy_surfactants/)

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

We educate customers through our safety data sheets (SDS), questionnaires, product brochures, customer interactions, product labels and BQ-Flash booklets. We display product information like product trade name, gross weight, and tare weight on regular product labels. In addition, in the case of specific countries/customers, we share information concerning product hazards per the GHS (Globally Harmonised System of Classification and Labelling of Chemicals)/CLP (Classification, Labelling and Packaging) regulations. While transporting dangerous goods, we ensure the use of United Nations (UN)-certified packaging material and affixation of dangerous goods labels in compliance with IMDG (International Maritime Dangerous Goods) and IATA (International Air Transport Association) norms.

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

We have an online platform for managing change, wherein the team activates communication with customers in case of any changes that would impact our services. The procedure for managing change, including the change notification period, is already in place. Our business creation and key account management team manages all the critical information flow to customers.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/not applicable) if yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes. All our products have storage and handling instructions on labels. We display product information like product trade name, gross weight, and tare weight on regular product labels. We also provide technical (TDS) and safety (SDS) data sheets for more information per GHS or CLP guidelines. Our dedicated team conducts a biennial customer satisfaction survey to understand customer satisfaction levels with products and services our Company provides. We have also rolled out the real-time satisfaction survey for certain services, providing insights from our customers' feedback. We evaluate all feedback and take appropriate actions to meet customer expectations.

Disclaimer: Third-party BRSR audit was conducted for FY 2023-24, and the BRSR reported figures for FY 2022-23 have been revised and reported accordingly.

## Notes

[illegible]





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