



The past decade and future
of sustainability at Galaxy

Sustainability Report

Year 2020-21

GRI 102-46, 48-56

It is our pleasure to present 10th Sustainability Report in which we share Galaxy's sustainability performance. This report has been prepared in accordance with the GRI Standards: Core option. The GRI content index is at the end of the report in chapter 13. The report covers sustainability data and information for the identified material topics considering the reporting boundary as the operations in India, Egypt and USA. Our material topics have been identified through survey and stakeholder engagement process as described in chapter 10.

Reporting Year and Cycle

This sustainability report follows a one year reporting cycle. The reporting content is based on our annual reporting year which is from April 1, 2020 to March 31, 2021. Previous Sustainability Report was published on 25th Sept. 2020 based on Global Reporting Initiative (GRI) Standards 2016. Communication of the report is done through print and electronic media. The electronic copy of this report is available on the company website. The reporting boundary, design and content is discussed and finalised by BPE-Sustainability team and approved by senior management.

Data Validation & Assurance

During the reporting year, we have sought for external assurance of Sustainability Report. This report is verified and assured by Bureau Veritas (India) Private Limited as per the assurance statement mentioned in the last section of the report. The report is prepared by competent team members of Business Process Excellence, Galaxy Surfactants Ltd. as per the internal procedure of Sustainability Reporting. Inputs for the report are provided by relevant departments of Galaxy Surfactants Ltd. There is no restatement of information in this report. The report is published after review and approval from senior management.

We invite you to share views and feedback at sustainability@galaxysurfactants.com.

For knowing more about our sustainability initiatives, please visit our website link: <https://www.galaxysurfactants.com/sustainability/sustainability.aspx>

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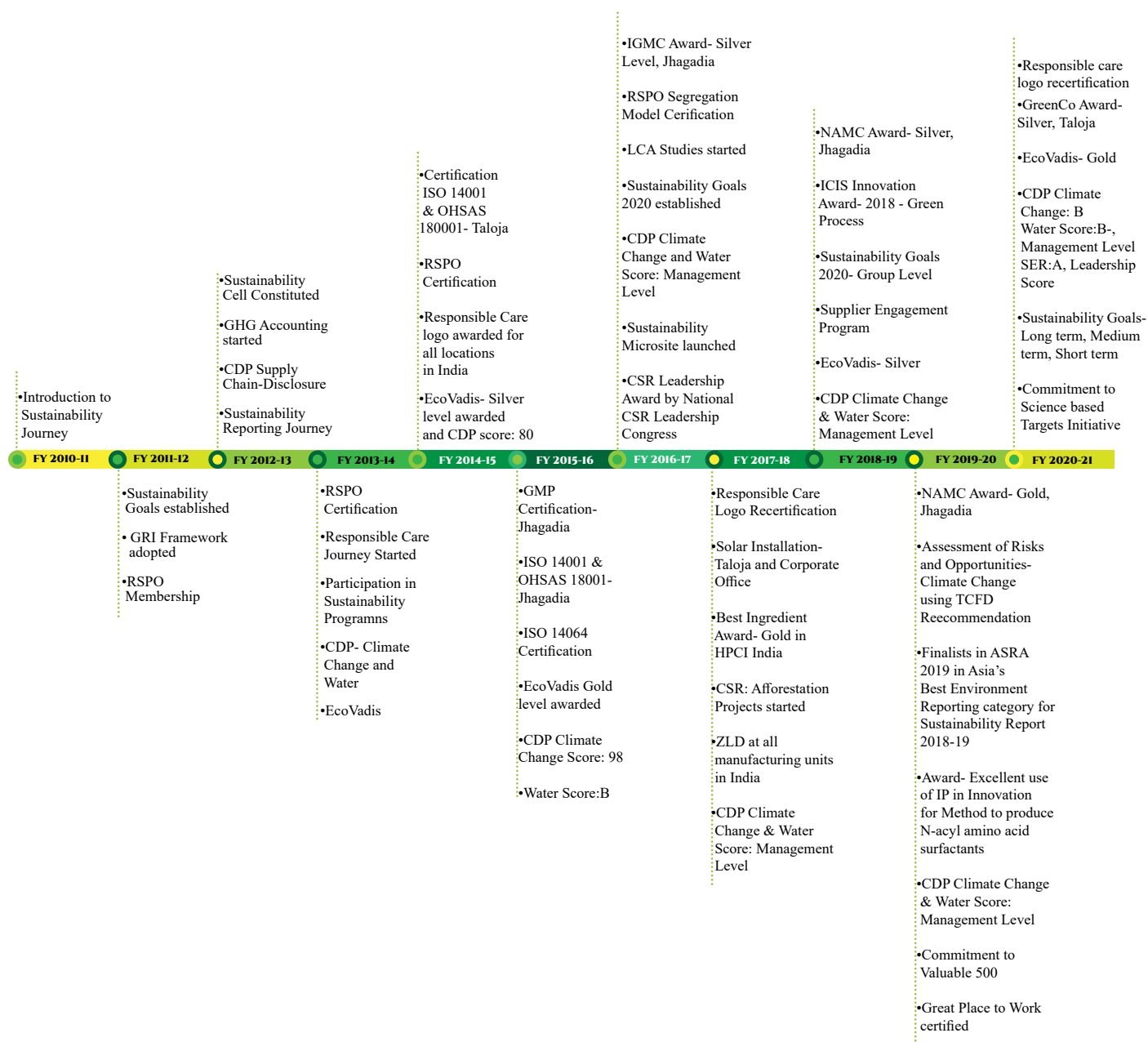
Forward-looking statement

Statements in the report describing the company's objectives, expectations, targets or forecasts may be forward-looking. We have tried wherever possible to identify such statements by using words such as 'anticipate', 'expect', 'target', 'project', 'intend', 'plan', 'believe' and words of similar substance in connection with any discussion of future performance.

We cannot guarantee that these forward-looking statements will be realised, although we believe that we have been prudent in assumptions. The achievement of results is subject to risks, uncertainties and realisation of assumptions. Should known or unknown risks or uncertainties materialise or should underlying assumptions prove inaccurate, actual results could vary materially from those anticipated, estimated or projected. Readers should bear this in mind.



At Galaxy, we have grown our business with a keen focus on minimizing our negative impact on the environment and people. Galaxy started its journey of sustainability in 2010-11. Over the past decade, we have embedded the principles of sustainability in business activities - People, Planet, Profit and Partnership, and creating holistic value for all our stakeholders. Our commitment to clean air and water, less waste, better resource efficiency and better management of GHG emissions for the last ten years is summarized in the figure below.



Over the decade, we commit ourselves to doing our bit in solving humanity's biggest challenges like global warming, social inequity, diversity and inclusion in the workforce, and the health and well being of people.

The theme of our tenth sustainability report, **“the past decade and future of sustainability at Galaxy”**, celebrates our efforts of the last decade and the commitments for the next decade of sustainable growth driven by innovations, technology and collaboration with all our stakeholders.

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INR 2784.06 Crore

Consolidated Revenue from operations

5.3%

Volume Growth

INR 302 Crore

PAT



Global Market Presence > **80 countries**



680.40 million litres

Water harvesting beyond the fence- (cumulative)

4.3+ Lakhs

Total Beneficiaries cumulative

INR 4.10 CRORE

CSR Spend



6 Patents Granted



38.66 training hours
(Galaxy Group Level)

Talent Nurturing



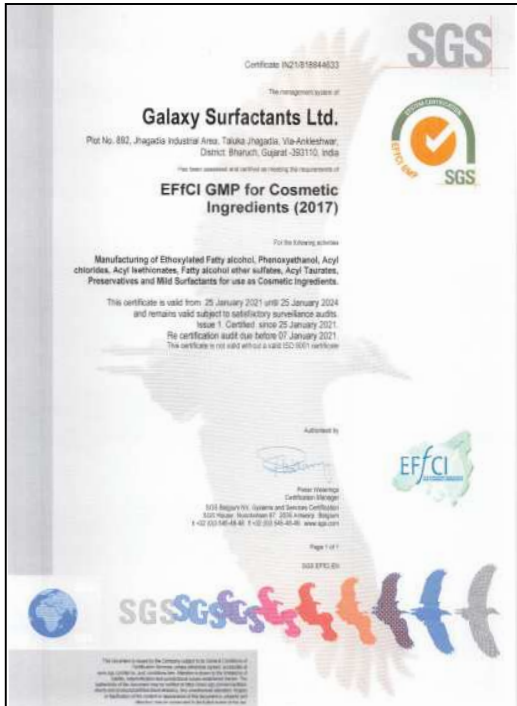
Silver - GreenCo rating

for Taloja Manufacturing Unit

EcoVadis – GOLD Level

Zero Liquid Discharge (ZLD) units

All Indian Galaxy Manufacturing plants



Our Jhagadia Site has received new EFfCI GMP certificate along with ISO 9001:2015 certificate.



GOLD medal 2020, awarded by EcoVadis for Galaxy Group.



Galaxy Surfactants Ltd. (India) has been granted permission to use Responsible Care Logo for a period of three years, i.e. from February 2021 to January 2024.



Galaxy Surfactants, Taloja facility gets ISO 50001:2018 certification



Certificate of appreciation from our partner Jyothy Labs, for excellent support extended during the pandemic and servicing the unprecedented demand, uninterruptedly.



Galaxy Surfactants, Talaja facility gets 'GreenCo Silver' rating by CII.

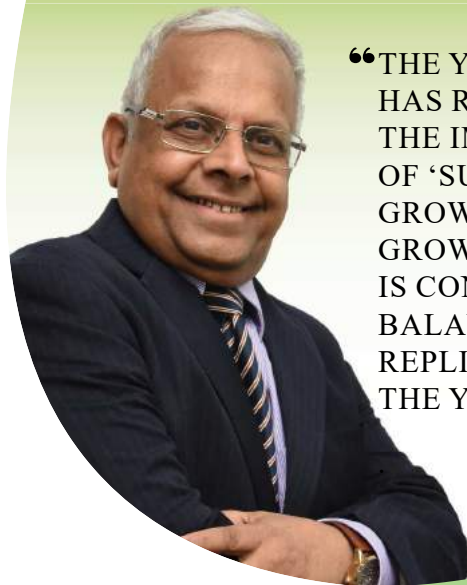


Our Derry Site has received new EffCI GMP certificate along with ISO 9001:2015 certificate.



Our Talaja plant was conferred with the CII Green Company rating (GreenCo - Silver level).

From the desk of Managing Director...



“THE YEAR 2020-21 HAS REIGNITED THE IMPORTANCE OF ‘SUSTAINABLE GROWTH’; GROWTH THAT IS CONSISTENT, BALANCED, AND REPLICABLE OVER THE YEARS.”

GRI 102-14

**5P’s:
Pandemic
& Pressures
countered by
Persevering
People and
Persistent
Partnerships which
ensured we deliver
a near Perfect
Performance!**

Esteemed Stakeholders,

I am pleased to share our 10th Sustainability Report for Financial Year 2020-21 which shows how we have embedded the principles of sustainable growth in business practices over a decade.

While the World may define 2020-21 as the Year of the Pandemic & Disruptions, at Galaxy we would like to define the year as the “**Year of Resilience**” – The Year which tested every aspect of our Business; be it our People, Operations, Supply Chain, or Demand but despite the challenges that persisted throughout the year; the performance has been excellent.

2020-21 year can be summarized as 5Ps; Pandemic & Pressures countered by Persevering People and Persistent Partnerships which ensured we deliver a near Perfect Performance!

Having said that, I would take this opportunity to thank every Galaxite who has made this possible. Starting with our Front Line Yodhas- our Operators on the Floor, Operations and Supply Chain Team Members, Business Members who held fort when everything around them appeared hazy and turbulent. Our support staff, who within days adopted a completely new lifestyle of working from home, balancing both, the needs of their families as well as that of Galaxy and finally our Administration and CSR Teams, I have the teams that ensured that we continue functioning as well as helping our society throughout the year.

But, as they say, every battle has a price to pay and while this battle against the pandemic continues, I would like to take this opportunity to remember and pay my tributes to the 8 Galaxites, who lost their lives battling.

Losing a family member is not easy and while no

amount of monetary compensation can make up for human lives, Galaxy has taken steps to support their families. We have introduced the ‘**COVID-Family Care**’ Policy for all GSL employees to provide economic stability and financial security to the families of the employees who succumbed to COVID-19. A small step to ensure their families do not face any further disruptions or challenges on account of loss of income and continue leading their lives honorably. In this, the families will receive the monthly committed payments till the notional date of retirement, and can also avail medical facilities along with educational support for their children. Throughout the Pandemic, Galaxy has ensured that not a single rupee is spent by our people or their families for any COVID-19 related treatment. The entire cost has been borne by us. While the battle rages on, this is a battle which we all need to win, and Galaxy will leave no stone unturned to come out victorious.

The year 2020-21 has reignited the importance of ‘sustainable growth’; growth that is consistent, balanced, and replicable over the years. But sustainable growth is not only about financial growth, it also includes the qualitative factors that ensure consistency, balance and replicability of performance over cycles. These qualitative factors impart the inherent strength and robustness to the business and enable an organization to adapt and respond to disruptions with determination, resolve and confidence. It is my belief, qualitative factors like Organizational Ethos, Strength and Depth of Stakeholder



Relationships developed over years, Experience acquired over multiple cycles, Succession Planning, Talent Retention, and Organizational Responsiveness, that impart the required resilience to an organization. While these qualitative factors have always been around, it is only during times like these do we realize the criticality and strength imparted by them.

As we enter the next decade of sustainability, I personally expect businesses to become lot more proactive and make giant strides in the areas of Environment, Society and Governance.

As a responsible citizen of the society, it is upon us to ensure a better tomorrow for our future generations. At Galaxy, multiple initiatives have been taken with respect to Water Conservation, Energy Management, Waste, and GHG emission reductions. When it comes to our Society, our focus areas primarily include – Provision of Food and Water Security, ensuring Health, Hygiene and Education and creating avenues to empower as well as enable a better living for the deprived sections. Demonstrating the highest standards of Corporate Governance, Ethical Practices and Succession Planning is something we have practised since inception. Qualitative Factors combined with ESG related initiatives have ensured sustainable growth for Galaxy in the last decade; we see the same continuing in the next decade.

At Galaxy, we believe, the next decade will be the decade of Innovation, Sustainability and Digitization. While Sustainability and Innovation have been part of our core strategy for more than a decade now, the year 2020-21 saw us making strides in the digital arena. Galaxy has not only successfully adapted to the Work from Home culture, but also enhanced its digital marketing presence through various channels. Right from Customer interactions to multiple product-application promotion campaigns to new product launches, we are steadily and surely stepping up in the digital arena. The coming year would see Galaxy enhancing its digital presence and reach further.

While adaptability to the digital age was all about equipping ourselves for the future, building on the sustainability and innovation journey which began years ago, today, has become a pre-cursor for survival. In relation to that, Galaxy

1. Launched GalEcosafe - Specially designed Fatty Alcohol Ether Sulphates with ultra-low 1,4-Dioxane levels to comply with the new US regulations aimed at protecting the environment.
2. Commercialised Galguard LipoG: Non-toxic, bio-degradable, nature-derived and safe preservative for Beauty and Personal Care segments.

These products shall form part of our environment-friendly new-age products basket.

To celebrate the same, we organized the Galaxy of Sustenance event which not only highlighted the significant work done by Galaxy in the field of Sustainability but also saw us taking up new targets for 2030.

Galaxy is committed to Science Based Targets initiative (SBTi) for setting a highly ambitious target to transition to low carbon economy.

It is the efforts of the last 10 years that have started to yield fruits now slowly but steadily:

In the year 2020-21,

1. Galaxy Surfactants, Taloja plant was conferred with the CII Green Company rating (GreenCo - Silver level).
2. Achieved consistent progress in Carbon Disclosure Project (CDP) 2020 with Score of Management Level 'B' in CDP- Climate Change compared to global average of 'C', Management Level 'B-', in CDP-Water compared to global average of 'B' and Leadership level, 'A-' in Supplier Engagement compared to global average of 'C'.
3. Won the GOLD medal 2020, awarded by EcoVadis.
4. M3 Tarapur Site has been awarded as a Winner for the Kaizen in the Category – Waste Elimination. Received Certificate of Appreciation from IMC Chambers of Commerce and Industry for becoming the first IMC Certificate of Origin (COO) Member to release the online digitally signed Certificate of Origin (COO).
5. Galaxy Jhagadia Manufacturing plant got accredited with EFFCI GMP certification.

Recently, as you would have seen on our Social Media platforms, Galaxy's Water Shed Management efforts – across drought locations in India, was recognized by the CII as an excellent effort towards ecosystem restoration.

To conclude, what began as a dream in 1980, today, has slowly but steadily unfolded into a unique one-of-a-kind organization. Unique, as globally you will not find any organization which is completely integrated, right from its business to its operations, from people to innovations, sustainability goals to quality and manufacturing setups, for catering exclusively to the Home and Personal Care space.

As we enter our fifth decade, we at Galaxy Surfactants strongly believe, if the last four decades marked our learning phase, the coming four will mark our growth phase and the best is yet to come.

Thank You Stay Safe – Stay Healthy.

Yours Sincerely,
U. SHEKHAR
MANAGING DIRECTOR



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About Galaxy

GRI 102-1

Galaxy Surfactants Limited is one of India's leading manufacturers of surfactants and other specialty ingredients for the personal care and home care industry. Our products find application in a host of consumer-centric personal care and home care products, including, inter alia, skin care, oral care, hair care, cosmetics, toiletries and detergent products. Since our incorporation in 1986, we have significantly expanded and diversified our product profile, client base and geographical footprint. Our customers include some of the leading multinational, regional and local players in the home and personal care industries.

Our Vision, Mission and Motto

GRI 102-16

Vision

Delight Customers; be a Partner of Choice, and a Global Leader of Surfactants and Specialty Chemicals to the Personal and Home Care Industry with a commitment to a cleaner and safer environment and delivering consistently above average returns to the investors.

Mission

To be a brand of Global Eminence through best-in-class value delivery by high quality people.

Motto

- Galaxy Group, promoted by a team of professionals, has the main objective of making profits for growth by tapping opportunities in India and abroad, which challenge the professional competence of people in Galaxy.
- Galaxy shall fulfil its commitments to society.
- Galaxy shall provide maximum value to its customers.
- Galaxy shall continuously build an organization of high-efficient, high-effective, high performing people, who would be proud of their association with the Group.
- Galaxy shall make conscious efforts to look after the well being of its people.
- Galaxy shall strive to achieve leadership in Quality of its products and services.
- Galaxy shall have research and development of new products and technologies as its major strength.
- Galaxy shall endeavour to achieve excellence through professionalization of all areas of management.







Key products and their applications

GRI 102-2

Performance Surfactants ("Substantive Raw Material in Customer's End-products")		Consumer Benefits
Anionic Surfactants properties	FAES, FAS, LABSA	Foam and Dirt removal
Non-Ionics Surfactants	Ethoxylates	Cosmetics and Personal care products as emulsifiers and solubilisers

- Products are functional in nature where end consumer require foaming & cleansing.
- Large volume consumption in all rinse-off formulations.
- Products are pulled by FMCG as it is required due to impulse buying from end consumer.

Speciality Care Products ("Unique Functionality to Customer's End-products")		Consumer Benefits
Amphoteric Surfactants	Betaines	Dermatological properties to reduce skin irritation
Cationic Surfactants	Quats	Effective conditioning aids: substantively to hair and antimicrobial properties
UV Filters	Sunscreen Agents (OMC, OCN & Others)	Absorb or block the harmful radiation, Mild for the skin with Moisturizing
Preservatives, Preservative Blends	Phenoxyethanol, Preservative Blends	Reduce toxicity & prevent spoilage
Speciality Ingredients	Mild Surfactants (MS) , Proteins and Syndet & Transparent Bathing Bar Flakes Surfactant Blends	MS: Cleanse adequately without compromising basic function of skin Protein: Cosmetic industry for conditioning, protection and strengthening of hair/skin, anti-irritancy, moisturization etc
Viscosity Boosters	Fatty Alkanolamides (FA) and Fatty Acid Esters (FAE)	FA & FAE: Foam, viscosity boosters and pearling a formulation
Other Care Products	Conditioning Agents, Polyquats & Amine Oxides	Improves the quality of other material also called as moisturizers, gives conditioning benefits to the hair etc

- Niche & Premium products.
 - Low volume consumption.
 - Oligopolistic for most products.
 - Low penetration due to its unique application.
- (Bifurcation is only for Investor community as every product has different functionality)



Manufacturing Facilities

GRI 102-3,4

Galaxy's manufacturing excellence is powered by seven strategically located manufacturing facilities – five in India and one each in Egypt and USA. TRI-K Industries has been bringing innovative concepts and products to life for the cosmetics industry with an ISO 9001:2015 certified quality management system. TRI-K offers a wide variety of cosmetic proteins, natural actives, multi-functional peptides, sunscreen filters and preservatives. Since 2009, TRI-K is a member of the Galaxy Group, with sales offices, manufacturing facilities and partners around the world.

State of the art manufacturing facilities:

Location	No. of units	Installed Capacity	
Tarapur, Maharashtra	3	33,647 MTPA	<ul style="list-style-type: none"> • 1 pilot plant for scale up and commercialisation of new products rolling out from R&D activities • Easy access to the Jawaharlal Nehru Port Trust, Navi Mumbai
Taloja, Maharashtra	1	153,741 MTPA	<ul style="list-style-type: none"> • One of the largest sulfation facilities in India • Easy access to the Jawaharlal Nehru Port Trust, Navi Mumbai
Jhagadia, Gujarat*	1	131,000 MTPA	<ul style="list-style-type: none"> • Located close to raw material source ethylene oxide
Suez, Egypt*	1	117,500 MTPA	<ul style="list-style-type: none"> • Located in the Attaqa Public Free Zone, exempt from all direct and indirect taxes • Access to the Suez Canal, can address AMET, Europe and Americas (North and South) markets
New Hampshire, USA	1	600 MTPA	<ul style="list-style-type: none"> • Step-down Subsidiary - Tri-K Industries owns and operates for different grades of proteins for cosmetic applications

*Environmental clearances for expansion and additional land available at Jhagadia and Suez plants

Growing Global Footprint

GRI 102-7

Led by a robust network of sales and representative offices, we have developed a strong presence in both the developed and emerging markets of India, Africa Middle East Turkey (AMET), Asia Pacific (APAC), Americas (North and South) and Europe. It is our endeavour to grow our global footprint strategically, focusing on the most opportunity-driven markets across the world.



USA: TRI-K Industries-100% Owned

◆	Manufacturing	✓
▲	R&D	✓
●	#Plants	1
■	#Employees	67
★	Marketing Office	✓

Egypt: 100% Owned

◆	Manufacturing	✓
▲	R&D	x
●	#Plants	1
■	#Employees	201
★	Marketing Office	x

India : Parent Entity

◆	Manufacturing	✓
▲	R&D	✓
●	#Plants*	6
■	#Employees	1370
★	Marketing Office	✓

*Including One Pilot plant

Nature of ownership and legal form

GRI 102-5

Galaxy Surfactants Limited is a public limited company listed on the Bombay Stock Exchange Limited and National Stock Exchange of India Limited. For the detailed shareholding pattern, please see the Annual Report on our website. Our Registered Office is at C-49/2, TTC Industrial Area, Pawne, Navi Mumbai, Maharashtra, India.

Memberships and Associations

GRI 102-13

Galaxy is a member of several industries and trade bodies and regularly participates in industry events and stakeholder consultation/ dialogue leading to policy formulation by various regulatory bodies. Some of the key associations of which Galaxy is an active member includes:

- Indian Chemical Council (ICC)
- American Cleaning Institute (ACI)
- Bombay Chamber of Commerce and Industry (BCCI)
- CHEMEXCIL - Basic Chemicals, Pharmaceuticals & Cosmetics Export Promotion Council
- Indian Specialty Chemical Manufacturers' Association (ISCMA)
- CII TPM Club
- Renewable Energy Demand Enhancement (REDE) initiative



External Initiatives

GRI 102-12

- Signatory to Responsible Care Global Charter
- Ordinary member in Roundtable on Sustainable Palm Oil (RSPO)
- The Valuable 500 Commitment
- CII GreenCo Rating System
- Carbon Disclosure Project (CDP) - Climate Change and Water
- EcoVadis assessment External Initiatives

Supply Chain

GRI 102-9

Galaxy Surfactants Ltd. is one of India's leading manufacturers of surfactants and other speciality ingredients for the personal care and home care industries. Our customers include some of the leading multinational, regional and local players in the home and personal care industries. Our upstream consists of two broad categories, natural chemicals and petrochemicals. Natural chemicals, primarily palm oil and palm kernel oil derivatives, e.g. Fatty Alcohols & Fatty Acids, are sourced from Southeast Asia and India while petrochemicals, e.g. Ethylene Oxide and Phenol, are sourced primarily from USA, Europe, China, and India. Our products are manufactured across sites in India (Taloja, Tarapur and Jhagadia), Egypt (Suez) and USA (New Hampshire). Our downstream includes supplying products (Performance Surfactants and Specialty Chemicals) to major MNCs in India and the world, in more than 80 countries through our logistic partners.

Impact of Covid-19 on Supply Chain

GRI 102-10

FY 2020-21 was an exceptional year due to the Covid Pandemic. It began with a stringent lock down in the domestic market and then gradual unlocking of business and operations. All the countries in the world were affected by the pandemic. As Galaxy is engaged in the supply of ingredients that go into the making of day to day consumption items, it was the beneficiary of the relaxed norms applicable to suppliers of essential goods and services. Yet, the operations were subject to severe restrictions which hampered our ability to service the entire demand.

Indian operations temporarily got affected by the lock down which is reflected in the first quarter financial results. In USA and Egypt, as there were no Government mandated lockdowns, plants were operative in an otherwise prevalent environment of uncertainty characterized by supply chain disruptions.

Skilled migrant labour exodus to their native has delayed the execution of brown field projects in Jhagadia and Tarapur for specialty products. The commissioning of these plants will happen in phases over the course of the next financial year. Ongoing projects with the customers for launch of new products would face some delays due to pandemic disruptions and reduced social engagements. Sustainable resolution of the pandemic can drive the demand to meet the pent up consumption in these specialty categories.

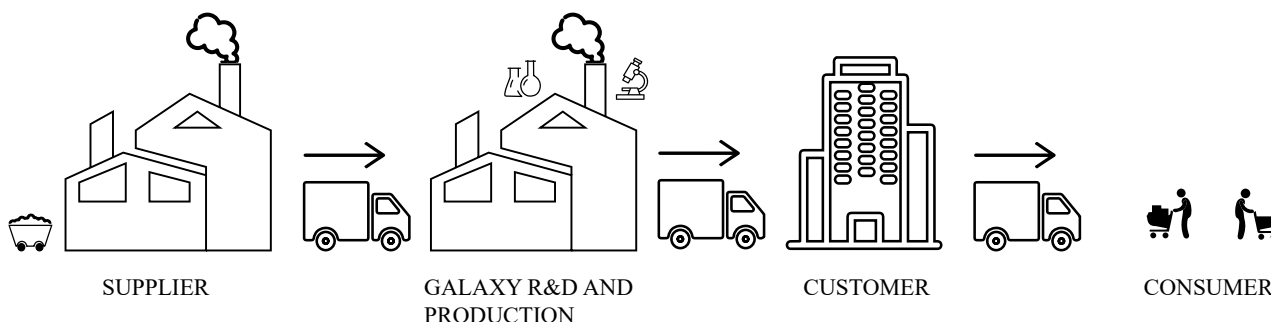
During the pandemic our innovation team engaged with customers in providing solutions for their new needs in safe and hygiene related consumer benefits.

Tri-K Industries Inc. innovation team supported with its application development capabilities to cater to consumer needs emanating from the pandemic conditions enabling a good growth in revenue and profits.

Galaxy Chemicals Egypt was agile with its supply chain to ensure maximum uptime enabling a good growth in volumes and profits. It also widened its portfolio offerings to meet specific needs driven by the pandemic.

Upgradation of SAP, migration to cloud and cybersecurity enhancements enabled most of the non-plant employees' work from their homes. Steps taken by Galaxy to digitize its operations came in handy with the pandemic compulsions giving further momentum to such effort. Strict preventive and hygiene protocols ensured that in respect of the employees required to visit plants and labs, the infection rate is minimized; reducing disruption of operations, thereby enabling service the demand.

Strong risk management practices, robust vendor relations, coupled with a good understanding of the feedstock market enabled Galaxy to navigate the availability of feedstock and its price volatility. Robust demand for hygiene products, capacities on ground, all-round operational excellence anchored in agile responses to the emerging uncertainties / contingencies, strict adherence to the covid safety protocols enabled Galaxy address the demand driven by daily needs by ensuring normal uptimes in operations.



Precautionary Approach

GRI 102-11

Galaxy has been proactive in terms of setting the right controls and channels in place to categorically evaluate the impacts of products and process at each stage of its development. The relevant checks are done in order to ensure that operational plans and product development meets all the applicable criteria and conditions before being taken forward. We strive to develop our products which are safe and less toxic to humans and ecosystem while using efficient manufacturing processes. Recycling/reusing of raw materials, byproducts is one of the ways by which we lower the environmental impact of our manufacturing process.

Our Core Strengths

GRI 102-16

At Galaxy, we believe that excellent results with respect to Performance, Customers, People and Society are achieved through the four fundamental pillars which give us power to stand strong in the competitive market and are depicted through our 4Cs – Character, Competence, Competitiveness and Comfort.

We believe that our people are the hallmark of our success and we thrive on the philosophy of a people-focused organisation. Our Human Resource department is named 'People Energy Process' because we believe that our people are an endless source of energy who help us in generating resources for an exponential growth.

Our Motto and Value systems are well imbibed by our workforce and they are trained extensively on this right from their induction, which leads to harmony in working. We train our employees on a regular basis to increase the level of operational excellence, improve productivity and maintain compliance standards on quality and safety. We offer our employees performance-linked incentives and benefits. We conduct engagement surveys through which we attempt to establish a two-way communication and involve employees in the development process by giving them a direct voice in the management team.





CORPORATE GOVERNANCE

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GRI 102- 18,22

The company is committed to the highest standards of corporate governance in all its activities and processes. It regards corporate governance as the cornerstone for sustained management performance and as a responsibility towards all the stakeholders and society. At the heart of the Galaxy corporate governance policy is the ideology of transparency and openness in the effective working of the Management and Board. The Board of Directors is constituted in compliance with the Companies Act, 2013 (“the Act”) and Regulation 17 of the SEBI (Listing Obligations and Disclosures Requirements) Regulations, 2015 (SEBI (LODR) Regulations). The Board of Directors functions either as a full board or through various committees constituted to oversee specific operational areas. Company’s executive management provides the Board of Directors with detailed reports on its performance periodically. As on 31st March 2021, the Board of Directors consisted of 12 Directors, comprising 4 Independent Directors (including one woman director), 3 Executive Directors, and 5 Non-Executive Directors. Other than Independent Directors and Managing Director, all other directors are liable to retire by rotation.

The Board has constituted the following Committees to assist it in carrying out its functions:

Committees	Members
Audit Committee	3 Independent Directors and 1 Non-Executive Director
Nomination and Remuneration Committee	4 Independent Directors
Stakeholders Relationship Committee	1 Independent Director, 1 Non-Executive Director, 1 Executive Director
Corporate Social Responsibility Committee	2 Executive Directors, 1 Independent Director
Risk Management Committee	2 Executive Directors, Chief Risk Officer, Head-Conversion & NPT, Head-RMU & CG



Shekhar Ravindranath
Chairman, Non-Executive
Independent Director



Unnathan Shekhar
Promoter, Managing
Director



K Ganesh Kamath
Executive Director (Finance)
& Chief Financial Officer



K Natarajan
Executive Director &
Chief Operating Officer



G Ramakrishnan
Promoter, Non Executive
Director



Dr. Nirmal Koshti
Non-Executive Director



Vijanath Kulkarni
Non-Executive Director



Subodh Nadkarni
Non-Executive
Independent Director



M G Parameswaran
Non-Executive
Independent Director



Nandita Gurjar
Non-Executive
Independent Director



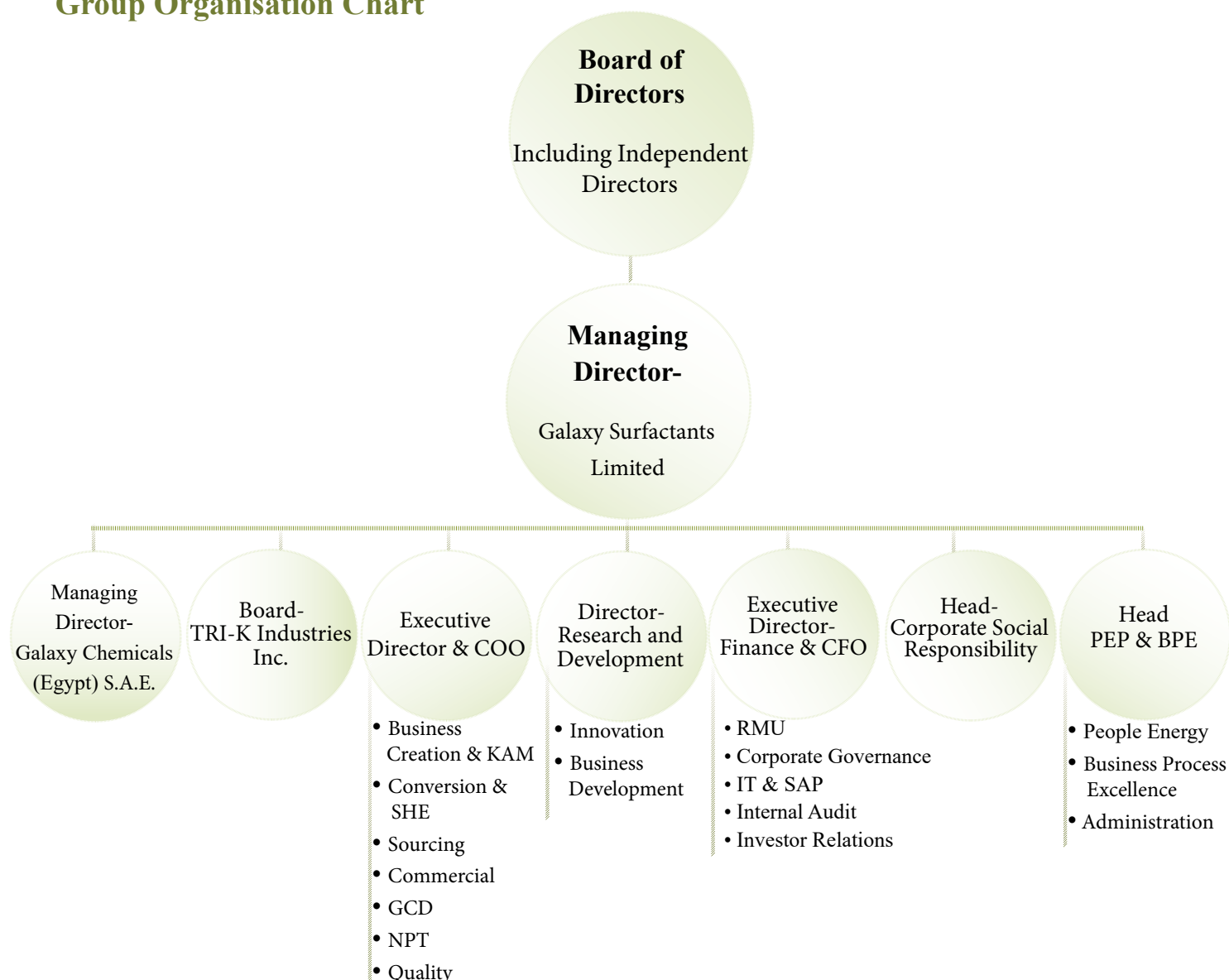
Uday K Kamat
Non-Executive
Additional Director



Shashikant Shanbhag
Promoter, Non Executive
Director



Group Organisation Chart



Ethics and Integrity

GRI 102-16,205

Galaxy adheres to the fair and transparent conduct of the affairs of its constituents by adapting highest standards of professionalism and ethical behaviour. Galaxy is committed to developing a culture where it is safe for all directors / employees to raise concerns about any poor or unacceptable practice or any event of misconduct.

Galaxy has a policy for addressing sexual harassment at workplace which has been formulated keeping in view the provisions under the sexual harassment of women at workplace and for the prevention and redressal of complaints in relation to sexual harassment.

The whistle blower and sexual harassment policy apply to all the stakeholders of Galaxy and is communicated to them through the company website. <https://www.galaxysurfactants.com/pdf/policies/Sexual-Harassment-at-Workplace.pdf?v=1.0>

Whistle Blower Cases (No.) during FY 2020-21

Received	Open	Closed
0	0	0

Sexual Harrassment Cases (No.) during FY 2020-21

Received	Open	Closed
1	0	1

Program	Total- 2020-21 (Participants)	Coverage 2020-21 (India location)
Policy Awareness (Code of Conduct, Whistleblower, Human rights)	616	45%
POSH Awareness	923	67%

Great Place to Work® Certification: Every year, more than 10,000 organizations from over 60 countries partner with Great Place to Work® Institute for assessment, benchmarking, and planning actions to strengthen their workplace culture. Great Place to Work® Certification Program is the first step for an organization in its journey to build a High-Trust, High Performance Culture™ and our organization has successfully accomplished this milestone.

Galaxy Surfactants has been certified for the second time as Great Place to Work - Certified™ by the Great Place to Work® Institute for the period December 2019- November 2020. For more details visit: [Corporate governance policies \(galaxysurfactants.com\)](https://www.galaxysurfactants.com/investor-relations/corporate-governance.aspx)



Anti-competitive Behavior

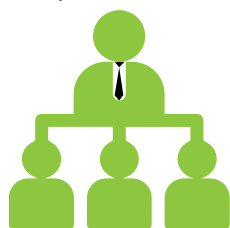
GRI 206

Galaxy is committed to the highest standards of corporate governance in all its activities and processes. It regards corporate governance as the cornerstone for sustained management performance, and as a responsibility towards all the stakeholders and society. At the heart of the Galaxy's Corporate Governance policy is the ideology of transparency and openness in the effective working of the Management and Board. Galaxy believes in the conduct of the affairs of its constituents in a fair and transparent manner by adapting highest standards of professionalism and ethical behaviour. The Company is committed to developing a culture where it is safe for all directors / employees to raise concerns about any poor or unacceptable practice and any event of misconduct. Accordingly, the Company has a Whistle Blower Policy in place under which Director / employee are free to raise concern. A quarterly report with number of complaints received under the policy and the outcome is reviewed by Audit Committee. There was no case filed under Whistle Blower Policy in FY 2020-21.

Additional information is shared on our website at this link: <https://www.galaxysurfactants.com/investor-relations/corporate-governance.aspx>

Sustainability Governance

We drive sustainability at Galaxy through a three tier structure called the Sustainability Cell. It has a Steering Committee at the apex comprising of Board of Directors, working pillars comprised of process heads and leaders and working teams to carry out projects. The Sustainability Cell meets thrice in a year to assess and review the sustainability and BR performance.



STEERING COMMITTEE

Board of Directors

Provide Direction, mobilise and approve resources



WORKING PILLAR

Process Heads and Leaders

Provide domain and functional expertise

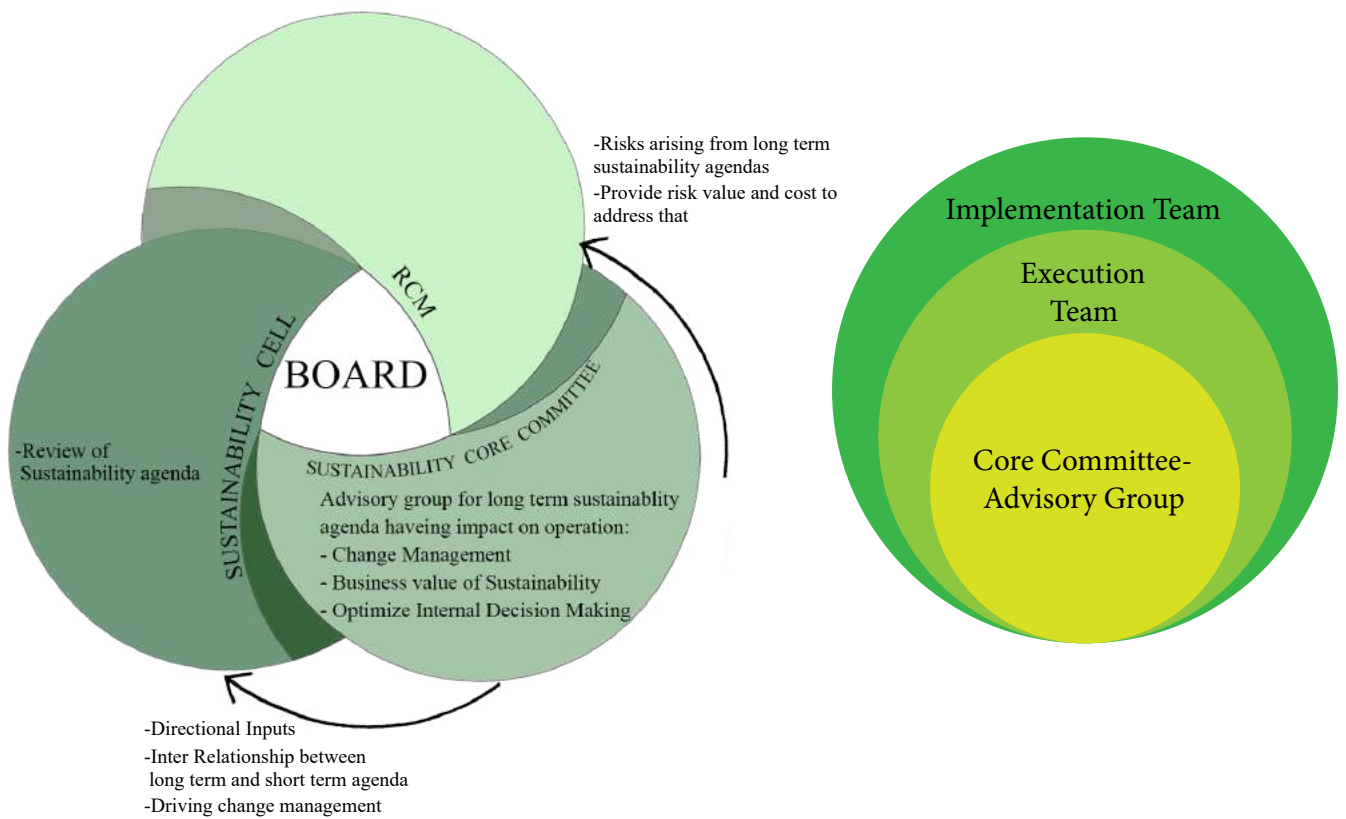


WORKING GROUP

Working Teams

Monitor and work on projects and initiatives at all locations

To drive new and focused initiatives in our next decade of sustainability journey, a core committee is being formed to act as an advisory group for long term projects which may have significant impact on our business. The governance structure, shown below, comprises of core committee, execution team, and implementation team.



The agenda for the Sustainability Core Committee and the status against each of them for FY 2020-21 was:

AGENDA	INITIATIVE
TCFD <ul style="list-style-type: none"> • Evaluating the TCFD assessment outcome and its impact on business • Providing inputs to Board for future proofing 	<ul style="list-style-type: none"> - Assessment based on TCFD
SBT <ul style="list-style-type: none"> • Assessing the change required for transitioning to low carbon economy. • Looking for opportunities in long run 	<ul style="list-style-type: none"> - Committed to SBTi for setting target in-line with climate science
Environmental and Social Goals <ul style="list-style-type: none"> • Provide directions to execution team to establish robust and proper goals for Galaxy. Restructuring the current approach towards sustainable business 	<ul style="list-style-type: none"> - Goals on Climate Change, Water Stewardship, Waste Management, and Diversity and Inclusion
Product Stewardship <ul style="list-style-type: none"> • Sustainability is included as one factor for Innovation • Engagement with stakeholders for driving sustainability 	<ul style="list-style-type: none"> - Completed study of LCA of 40 products. - Galaxy has received ECOCERT attestations for its 45 products and COSMOS attestations for its 6 products

8.

OUR OPERATING ENVIRONMENT

The operating environment of Galaxy is continuously influenced by macro-economic trends and developments in the industry sector. In addition, the technological, social, legislative and regulatory landscapes affect our operations. Some of those factors are discussed below.

Innovation and Technological

To satisfy the evolving needs of customers and better intelligence of markets for high quality and sustainable products, Innovation and Research and development of new products and technologies remains our key strength. Innovation for us is a combination of what is desirable to the end consumer along with what is acceptable in the marketplace combined with technology, resulting in path-breaking products. The objective of our Innovation process is to provide high-performing, value added solutions to the Home and Personal Care industry. Our focus remains on expanding our innovative basket of ingredients which form part of multiple existing as well as emerging categories like UV absorbers, functional macromolecules, non-toxic preservation, mild surfactants for gentle cleansing, and blends. Backed by the principles of Green Chemistry, sustainability is always at the core of Galaxy's innovation efforts. Galaxy employs green technology i.e. products which can be produced sustainably in an environmentally-friendly manner; all in all a complete value proposition for all its customers as well as end consumers.

Social

With our operations in the areas having communities of poor and marginalized people, our motto is to fulfil commitments to society through specific educational initiatives in personal hygiene, environment cleanliness, and infrastructure support for community development. Corporate Social Responsibility makes an organisation socially accountable to itself, to all its stakeholders and to the community at large. We, at Galaxy believe, as a responsible company, our successes go beyond the financial growth and the value addition we make to our immediate stakeholders. It encompasses the positive difference we make to the lives around us and how much we can give back to the society. Our Corporate Social Responsibility (CSR) policy is formulated keeping in view the holistic development of the community and the environment, which are directly impacted by our operations. We try to touch as many lives as possible through our CSR initiatives manifested through upliftment, support, enlightenment, relief and development work.

Our Human Resource Process is called as 'People Energy Process' because we believe our people are the endless sources of energy who help us in generating resources for our continual growth. We are committed to build a high-performance learning culture in which the employees feel challenged and rewarded and have comprehensive opportunity to demonstrate their skills and abilities. We believe in nurturing and empowering our talent so that they can exercise their potential to the fullest. Our key focus was on expansion of cross-functional capabilities, building domain expertise of its people and also developing leadership at each level.

Safety & Health

Safety and Health forms an integral part of our culture. Our Vision is to achieve and sustain an incident-free organisation. To achieve this Vision, we have established processes and systems and ensure that our culture promotes safety across all locations. In continuation to our commitment towards promoting a cleaner and safer environment, we have launched behaviour-based safety (BBS) programme to rejuvenate safety thinking and behavior of employees. Galaxy is a signatory to Responsible Care Global Charter (RCGC) and is permitted to use Responsible Care® logo for manufacturing units in India till January 2024. Responsible Care is the chemical industry's unique global initiative that drives continuous improvement in health, safety and environmental (HSE) performance, together with open and transparent communication with stakeholders. Under the umbrella of Product Stewardship, Galaxy has further strengthened on Eco-Integrations, Sustainable Product Development and Product Safety.

Environment & Climate Change

In view of the outcome of the Paris Agreement to limit global warming and India's commitment to the agreement, we have set our emission reduction targets.

We are in the process of setting our emission targets in line with the Science Based Targets approach which provide companies with a clearly defined path to reduce emissions in line with the Paris Agreement goals. We have also followed the TCFD approach to identify our climate related risks and opportunities and will soon embed them in our ERM process.

With Sustainability- a way of life at Galaxy, we have embarked on a journey of sustainable growth across all geographies of our operations.

Galaxy continues to improve sustainable performance and practices by adopting globally applicable management systems. Galaxy strives to minimize environmental impact by setting long term sustainability goals. Over the past several years, we have made substantial progress on Environmental Management and Sustainability goals.

Influencing employees to adopt sustainable living. We deeply believe that awareness and engagement can enhance the capability to contribute efficiently in creating a better world. Several activities, competitions and programmes were organised to create awareness, involve, and move towards our commitment of a cleaner and greener environment.

Scaling up Digital Presence

We have scaled up our digital presence in a major way this year. Enhancing our digital reach and engagement through virtual meetings, and promotional campaigns helped us stay connected. Apart from people and stakeholder relationships, adaptability to change is a cornerstone that helps organizations avoid obsolescence and respond appropriately. While our people ensured we adapt and respond quickly and responsibly to all our stakeholder needs, extensive digital adoption and adaptation was one significant achievement in this year. 2020-21 required every company, big or small, to adapt to the digital age. Digital adaptation is the norm today and this will significantly impact the way business is conducted in the coming decade. Across the globe, while work from home and digital promotions gained rapid speed, digital frauds, security breaches, and hacking also gained traction. To address the same, Galaxy has invested significantly in scaling up its digital capabilities.

Legislative and Regulatory

Galaxy ensures to comply with laws and regulations in India and in the countries in which it operates. Galaxy believes in the conduct of the affairs of its constituents in a fair and transparent manner by adapting highest standards of professionalism and ethical behaviour. Galaxy is committed to developing a culture where it is safe for all directors/employees to raise concerns about any poor or unacceptable practice and any event of misconduct. Accordingly, the Company has a Whistle Blower Policy in place under which Directors/employees are free to raise concern.

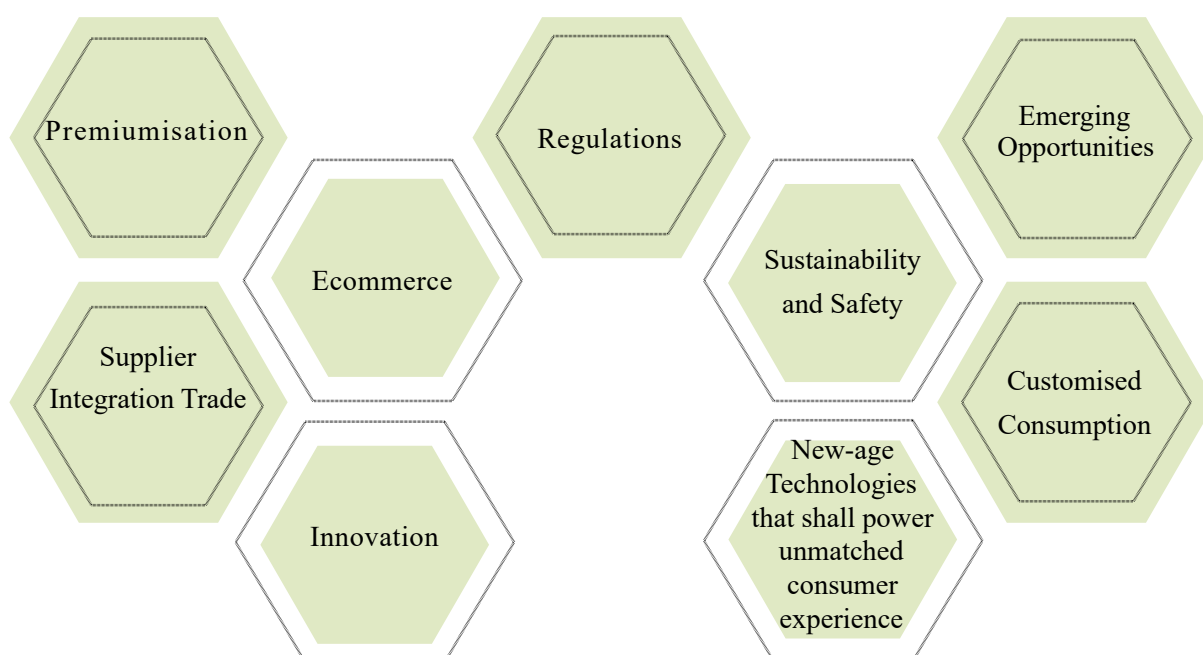


Galaxy of Sustenance

2020-21 also saw Galaxy complete ten years of sustainability led initiatives. To mark the same, we organised the “Galaxy of Sustenance” event- a testimony to work done over the last decade. The event lived through Galaxy’s sustainability journey & took a glimpse into the future.

Our Key Growth Drivers

In everything we do, we strive to create long-term value for all of our stakeholders. Among other things, that means innovating and operating in ways that have a positive impact on people and the planet. At Galaxy we are continuously striving to decouple our economic growth with the environmental impacts, using process improvements and adopting latest technologies. In keeping with the changing preferences of our customers and investors, we remain agile towards delivering solutions that are resource efficient and adaptable to a circular economy. The key drivers impacting our business growth and sustainability in the next decade are:





VALUE CREATION

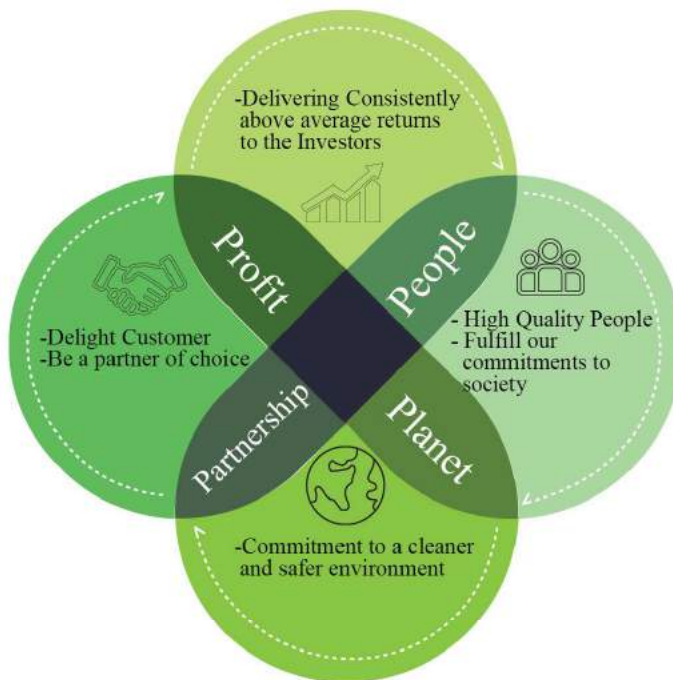
Our approach to Value Creation.....26

Our Value Creation Model.....27

GRI 102- 1 to 9

The value creation approach at Galaxy Surfactants is based on the concept of inclusivity of all the stakeholders, i.e. value creation for the organization as well as value creation for the society at large. Galaxy is well aware that its ability to create value for itself is connected to the value that it creates for all its stakeholders.

The key pillars of inclusive and sustainable growth at Galaxy have been People, Planet, Profit and Partnerships, as shown below:



Our Vision balances the economic aspect of being a partner of choice, global leader of surfactants, and delivering consistent returns to the investors, with the commitment to a cleaner and safer environment. Our Motto includes the well-being of all our key stakeholders like employees, customers, suppliers and customers.

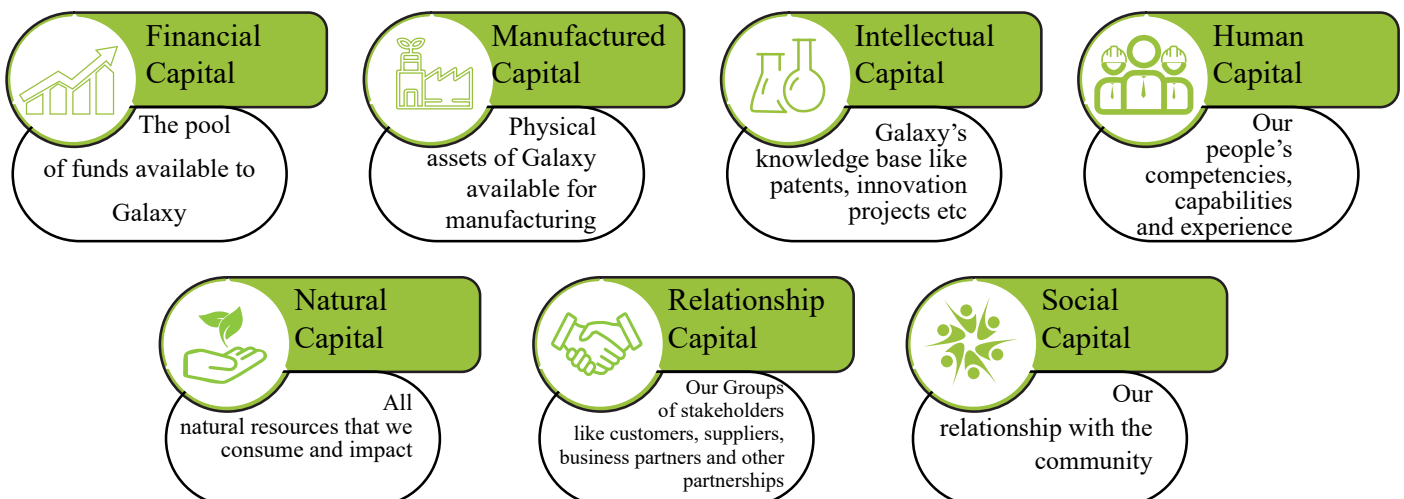
In our Materiality assessment, we have prioritised the UN SDGs and committed ourselves to them, which enables us to make a difference to the Global and National Sustainable Development Agenda. We are taking challenging actions towards climate change and transition towards the low carbon economy through committing to the SBTi, adopting TCFD framework and the CII GreenCo Rating.

Our Sustainability policy continuously guides us to engage with our stakeholders and identify the most relevant material matters that must be included in our strategy and planning.

Our strategy maintains a long term focus on maintaining the quality and availability of all the inputs that are essential to the long term sustainability of Galaxy, e.g. the Finances, People, Manufacturing capacities, Supply chain capabilities, Employee strength, Skill, Motivation and Diversity, Intellectual abilities of the organisation, and the Social License to operate.

Our approach to enhance each of these capitals is shown in the value creation model in the adjoining page. We have also identified the positive and the negative outcomes of our business activities on each of these capitals and the strategies to enhance the positive outcomes and mitigate the negative outcomes are detailed out in this report.

Capitals for Galaxy:









INPUTS

PROCESS FLOW

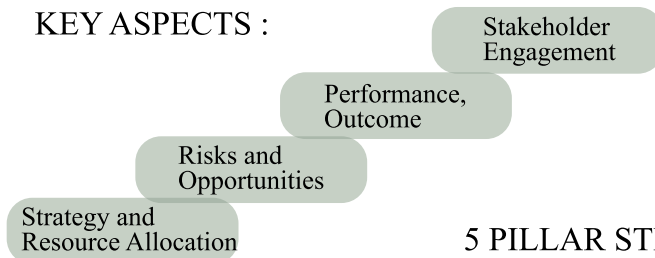
OUTPUTS

OUTCOMES

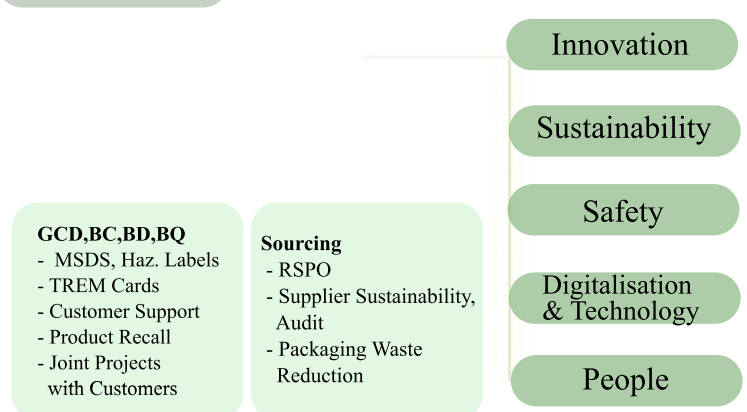
	Financial Capital (KPI)	UOM	Total
	CAPEX	INR CR	107.55
	Manufactured Capital (KPI)	UOM	Total
	Capacity Available	MTPA	436488
	Strategical locations, facilities with inhouse project execution capabilities	No.	7
	Intellectual Capital (KPI)	UOM	Total
	Spend on R&D (India)	INR CR	13
	Extensive R&D capabilities	74 members	74
	LCA Study of products conducted	No.	40
	Natural Capital (KPI)	UOM	Total
	Energy Intensity	MWh/ MT	0.31
	Renewable Electricity, India	%	2.80
	Tree plantation, India	No.	54258
	Water Withdrawn	Cubic m/ MT	448827
	% recycle & reuse of water	%	21
	Rain water harvested within fence	Cubic m	13930
	Social & Relationship Capital (KPI)	UOM	Total
	Supplier by value adhering to Sustainable Practice	%	>90
	Total spend on local suppliers	%	40.47
	Spend on CSR	INR CR	4.1
	Human Capital (KPI)	UOM	Total
	BBS Observations, India	No. in Lakh	20.78
	Employee- permanent	No.	1638
	Women in the workforce	%	8.55
	Unidentified- chose not to identify their gender	%	0.55
	Employee - Temporary	No.	987
	Training	Avg. Training	38.66
	New Hire Rate	%	21
	Health Wellness	Frequency	Half Yearly

Core Value Mission Vision

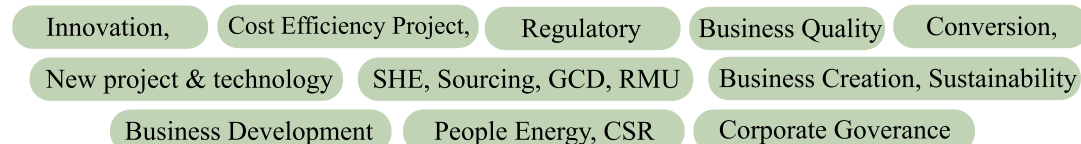
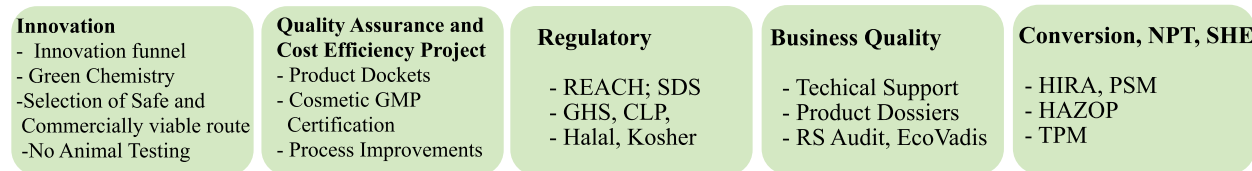
KEY ASPECTS :



5 PILLAR STRATEGY:



DESIGN & PRODUCTION :



Products:

Product Grades > 210

Galaxy has received ECOCERT attestations for our 45 products and COSMOS attestations for our 6 products

Patents:

Patent Applied: 13

Waste:

Effluent Discharge (cubic meter): 19163

Hazardous Waste (MT/MT): 0.0106

Emissions:

GHG Emission (Scope1+2) (tCO₂e): 53299.51

GHG Emission (tCO₂e/MT): 0.149

Financial Capital (KPI)	UOM	Value
Revenue	INR CR	2784.06
EBITDA	INR CR	459.7
PAT	INR CR	302.1
Manufactured Capital (KPI)	UOM	Value
Sales Volume	MT	236164
Intellectual Capital (KPI)	UOM	Value
Patents Granted (Cumulative)	No.	78
Natural Capital (KPI)	UOM	Value
Manufacturing Unit in India is ZLD		
Social & Relationship Capital (KPI)	UOM	Value
Customer Satisfaction Index	On Scale 1-5	~1.9
CSR Beneficiaries	No.	434024
Water Harvested beyond the fence (Cubic Meter)	Million Liters	680.4
Global Market Presence	No.	>80 Countries
Human Capital (KPI)	UOM	Value
TRIFR	Frequency/Ratio	2.36
Fatalities	No.	3
Attrition Rate	%	8.8

10.

STAKEHOLDER ENGAGEMENT AND MATERIAL ISSUES

Stakeholder Engagement.....30

Materiality Assessment.....32

GRI 102-21,40,42-44

To support the development of inclusive and accountable response to sustainability, we systematically engage with all stakeholders on Economic, Social and Environmental issues. In the long term, the stakeholder engagement process at Galaxy is designed with a clear purpose and outcomes towards sustainable development which guides our strategy and operations management, better management of risks and reputation, more collaboration, learning from the stakeholders about complex operating environments, market dynamics and other socio-economic developments. This results in more informed decision and actions at Galaxy, enabling sustainable value creation for both the organization and its ecosystem.

We have identified the key Stakeholders for Galaxy based on the following attributes:

Dependency- Stakeholders who are directly dependent on the organisations' activities, products or services or on whom the organization is dependent in order to operate.

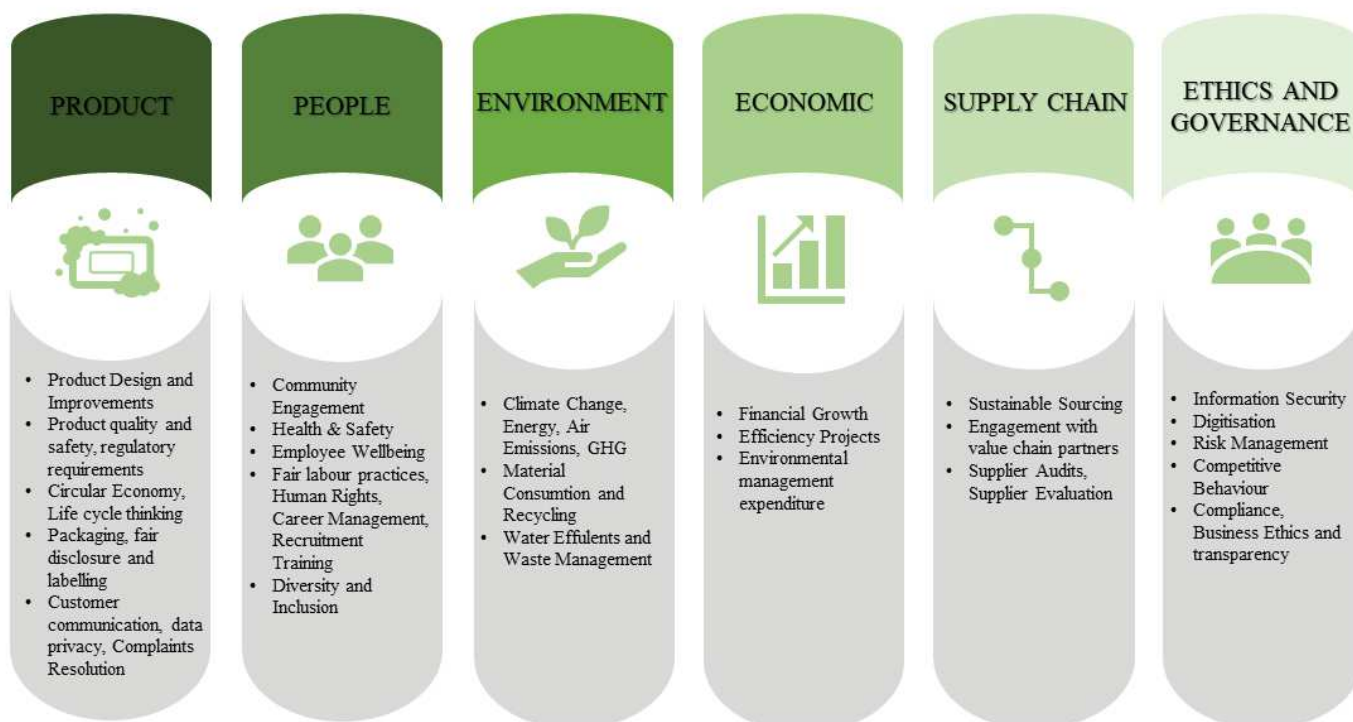
Responsibility – Stakeholders to whom the organization has legal, commercial, operational or moral/ethical responsibilities.



Stakeholder engagement

We ensure that the stakeholder engagement focuses on issues that are material to the organization and create opportunities for dialogue, solutions, collaborations aimed at creating value for all stakeholders.

The key issues discussed with the stakeholders are:





The key engagement mechanisms are shown in the table below:

Stakeholders	Departments responsible for engagement	Environmental and Social Issues addressed in Engagement	Mode of communication/ Feedback
Customer	Business Creation, Business Development, Business Quality, Quality Assurance, Global Customer Delight and Business Process Excellence	<ul style="list-style-type: none"> Carbon footprint/Carbon disclosure, Management of Environmentally hazardous substances, Innovation, Customer Satisfaction Survey 	<ul style="list-style-type: none"> Regular business reviews with key customers Customer satisfaction surveys and feedback Customer audits and customer questionnaire responses Meeting customer requirements and requests for improvement on environmental and social responsibility
Investor	Investor Relations & Corporate Governance	<ul style="list-style-type: none"> Corporate governance/risk management Investment in CSR Transparency of information disclosure Compliance 	<ul style="list-style-type: none"> AGM Annual Reports Investor Meets
Government and Regulatory bodies	Corporate Governance, SHE, People Energy	<ul style="list-style-type: none"> Environmental and Social Compliance 	<ul style="list-style-type: none"> Statutory and Legal Compliance filings
Suppliers & Vendors	Sourcing, Quality Assurance, SHE	<ul style="list-style-type: none"> Environmental initiatives (e.g., reduced packaging and recycling) Supply chain management Compliance with laws and regulations Work environment and hygiene Machine / equipment safety Human Rights 	<ul style="list-style-type: none"> Supplier workshops and annual suppliers meet Suppliers consultation and auditing Informing suppliers through feedback mechanism Supplier Sustainability assessment questionnaire
Transporter	GCD, SHE	<ul style="list-style-type: none"> Supply chain management Carbon management Road Safety Safe System Compliance with laws and regulations 	<ul style="list-style-type: none"> Transporter consultation and auditing Informing transporter through feedback mechanism
Employees (Employee & Contract employees)	People Energy, Business Process Excellence, SHE, Energy Cell, Water Cell, CEP and WESAP Team	<ul style="list-style-type: none"> Ethics/integrity management Employee diversification Human rights Learning and growth Work environment / Working conditions Salary / Benefits Health and safety Employee Well-being Career Development Balance of work and life 	<ul style="list-style-type: none"> Meetings & Trainings Employee Engagement Survey 360 degree feedback One-on-one interviews with managers Performance communication Communication meetings with new recruits Employees can communicate through internal channels Energy Week, Safety Month, Environment Day celebrations
Community	CSR Team, CSR Committee and employees	<ul style="list-style-type: none"> Environmental awareness Community Development SHE system and practices 	<ul style="list-style-type: none"> CSR initiatives Sustainability Report Participation in conferences One on one interactions



Materiality Assessment

To enhance integrated thinking, decision making and actions that support long term value creation for Galaxy and all its stakeholders, we are focusing on better inclusion of ESG issues into our strategy and operational management through the process of Materiality.

In February 2020, we conducted a survey with all the key stakeholders of the Company to understand the ESG issues that are important to them. These issues were also evaluated for their relevance to the business and the Materiality matrix was constructed. The issues were referred from the Global frameworks like GRI, SASB, UN SDGs to ensure that all the ESG issues of global importance are included in our Materiality study. The issues that were included in our materiality study are:

HUMAN CAPITAL

- Labor relations
- Fair labor practices
- Employee health, safety and wellbeing
- Diversity and inclusion
- Compensation and benefits
- Recruitment, development and retention
- Grievance Redressal Mechanism

SOCIAL CAPITAL

- Human rights and community relations
- Access and affordability
- Data security and customer privacy
- Fair disclosure and labeling
- Fair marketing and advertising
- Protection of Indigenous Rights

ENVIRONMENT

- GHG emissions
- Air quality
- Energy management
- Fuel management
- Water and wastewater management
- Waste and hazardous materials management
- Biodiversity impacts
- Material consumption and recycling

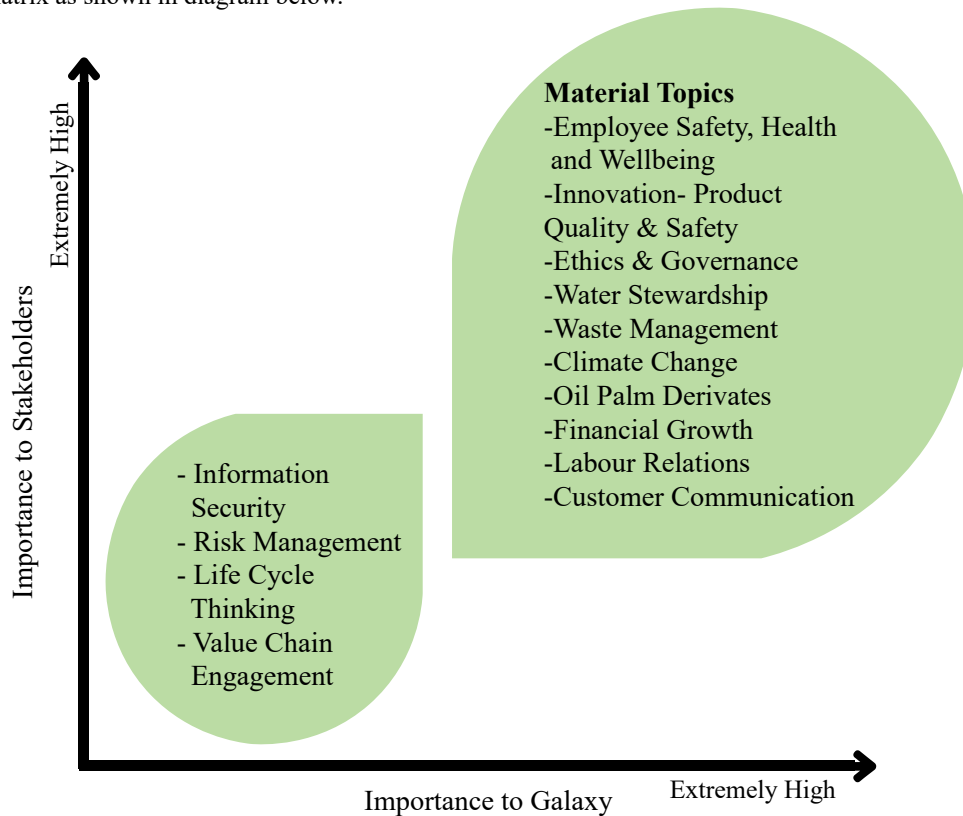
LEADERSHIP AND GOVERNANCE

- Systemic risk management
- Accident and safety management
- Business ethics and transparency
- Competitive behavior
- Regulatory capture and political influence
- Materials sourcing
- Supply chain management

BUSINESS MODEL AND INNOVATION

- Lifecycle impacts of products and services
- Environmental, social impacts on assets & operations
- Product packaging
- Product quality and safety

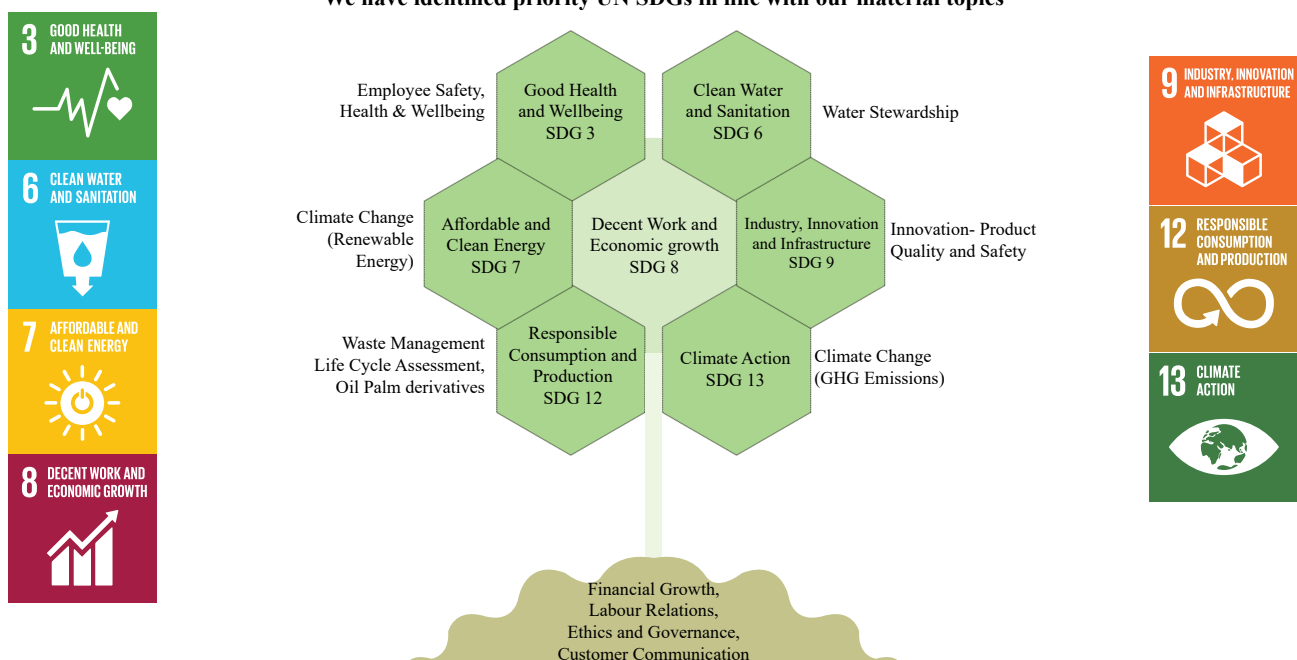
While finalising this list of topics, we have considered the impact of COVID-19 pandemic. There are no significant changes in the list of material topic and topic boundary compared to previous year. Based on the survey responses, we have updated Galaxy's Materiality Matrix as shown in diagram below.



Our 10 material topics are: Employee Safety, Health and Well-being; Innovation- Product Quality and Safety; Ethics and Governance; Water Stewardship; Waste Management; Climate Change; Oil Palm Derivatives; Financial Growth; Labour Relations; Customer Communication. The top 10 material issues are included in our strategy and planning and the details of the same are disclosed in the Chapter 10. The other material issues are monitored and discussed by the Sustainability team and any exceptions are escalated and acted upon.

The UN SDGs aligned with our material topics are as below:

We have identified priority UN SDGs in line with our material topics



To know more about United Nations Sustainable Development Goals, visit web site: <https://www.un.org/sustainabledevelopment/>

11.

STRATEGY AND RESOURCE ALLOCATION

Our Strategy and Resource Allocation Process.....	35
Our Sustainable Growth over the last Decade.....	36
Sustainability Goals 2020.....	36

Sustainability for us:- Galaxy group endeavor to being frontrunner for sustainable growth, create positive impact and reduce environmental footprint while promoting inclusive growth.

At Galaxy Surfactants, we have set an ambitious, long-term strategy for sustainability. We are on our way to use science-based approach to contribute in tackling climate challenges, the challenge that is most critical to our planet and the species that inhabit it. Further, we are also using our materiality analysis for a deeper inclusion of the most relevant ESG issues for our business and stakeholders. We are constantly scanning our environment and to mitigate our risks and maximise the opportunities of our business.

At Galaxy, sustainability and business growth goes in hand in hand. We have implemented several sustainability initiatives that have helped in minimizing environmental impacts of operations and actively contribute to social and economic development of the communities. We have also incorporated group wide sustainability policy that has helped to minimize environmental footprint and streamline business processes on sustainability approach.

Our environmental strategy is focused on 3 major pillars:

Climate Change:

Galaxy is committed to Science Based Target Initiative (SBTi) for setting highly ambitious target

Water Stewardship:

Bringing positive impact for organization and society

Circular Economy:

Evaluating full value chains to create a system in which waste is designed out

Our Strategy and resource Allocation process

We follow an integrated strategy planning and deployment process which is standardised across all business processes and value chain. Based on the lead time and urgency for each of the strategic objectives, the time horizons are defined as below:

Short 0-3 YEARS

Medium 5 YEARS

Long term 10 YEARS

Our Business Strategy is derived from the Vision of the organization which states -

“Delight customers; Be a Partner of choice, and A Global leader of Surfactants and Specialty Chemicals to the Personal & Home Care Industry with a commitment to a cleaner and safer environment and delivering consistently above average returns to the investors.”

Galaxy has adopted Balanced Scorecard (BSC) framework to link the business strategy to Vision and cascade the strategy across all levels of Galaxy. One of the BSC objectives is sustainability where – water, energy, waste and GHG emissions reduction targets are formulated at starting of the financial year and these are aligned and incorporated as specific objectives/KPIs for all departments. We are focused on enhancing renewable energy consumption thereby reducing stress on fossil fuels.

The identified regulatory, physical, reputational, market-development and customer-related risks and opportunities influence Galaxy’s business strategy. The importance of the different aspects varies depending on the location of operations. Energy efficient operations to reduce GHG emissions are key to short and long term strategic plans. Capital investments for development and incorporation of new technologies are part of our strategic plans. Reducing our operational impact improves our financial performance, increases our resilience, engages our employees and supports our commitment to a lower carbon economy.

The growing awareness about sustainability, health and safety has resulted in Consumers looking for brands and ingredients that are ethical, natural and organic.

‘Free from claims’ based products are on the rise and the need of the hour is to innovate products which are milder, greener, cleaner and safer.

Our “Consumer to Chemistry” approach, R&D focus and product innovation form the crux of our sustainable growth motto.

Galaxy’s portfolio today comprises of mild surfactants such as glutamates, taurates, glycines and sarcosines all being manufactured through our patented commercial manufacturing process which satisfies all principles of “green chemistry.” It utilizes a ‘green catalyst’ and is in the nature ‘closed loop’ chemistry, where in by-products of one process are used to manufacture another class of surfactants. As a result of the foregoing, we are able to achieve 100% ‘atom economy’, which translates into energy-efficiency and the elimination of effluents and waste.

Concerning the long-term strategy, business opportunities and risks from changing market demands are integrated in the R&D and product portfolio strategies. This will enable us to focus more on mild surfactants, green chemistry and eco-certified products.

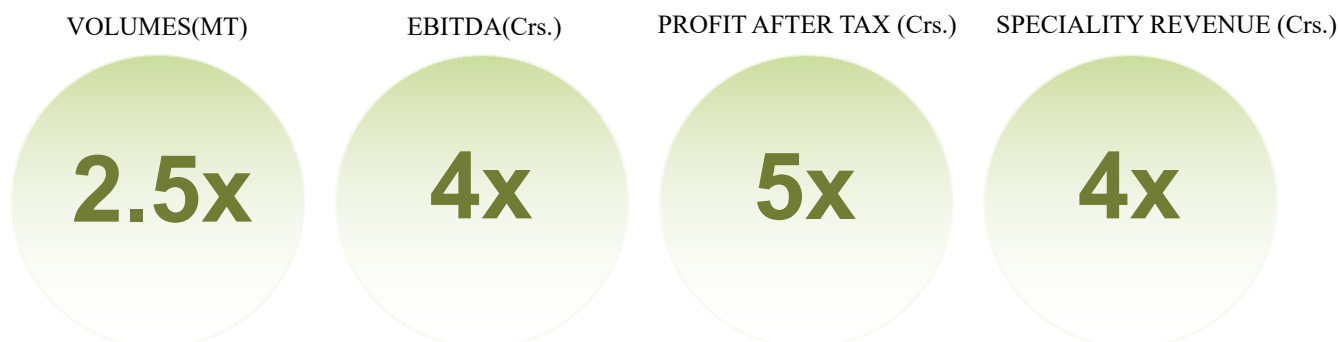


Capital investments for development and incorporation of new technologies are part of our short term and long term strategic plans. We are focused on enhancing renewable energy consumption thereby reducing consumption of fossil fuels. Investments are being made to increase the installation of solar panels, R&D and green technologies.

Our sustainable growth over the last decade

As a result of our robust strategy planning process, we have achieved sustained economic growth over the past decade, as shown below:

Galaxy Surfactants decade growth story FY 2011-21:



Group Sustainability Goals 2020

At Galaxy Surfactants, we have set an ambitious, long-term strategy for sustainability. Galaxy has Sustainability Goals 2020-21 with focus in areas of climate change, energy, greenhouse gases, renewable energy, tree plantation, water, packaging waste and life cycle assessment. The Financial Year 2020-21 has marked 10 years of Sustainability journey and final year for our Sustainability Goals 2020. With a clear roadmap in mind, focus and vision, Galaxy is determined towards making a positive impact and further difference to our society in the coming years. The performance of these goals and material topics are being reviewed on quarterly basis in Sustainability Cell meetings and the internal review meetings. The goals against these impacts have been incorporated in our Sustainability Strategy.

The Sustainability goals and the progress against them for FY 2020-21 given below:

Sustainability Goals	Target for 2020-21	Achievement 2020-21	Base Year
Water Reduction (Intensity), India	80%	60.3%	2011-12
Water Reduction (Intensity), Egypt	50%	30.0%	2014-15
Energy Reduction (Intensity), India	50%	42.3%	2011-12
Energy Reduction (Intensity), Egypt	30%	19.0%	2014-15
GHG Reduction (Intensity), India	35%	33.9%	2012-13
GHG Reduction (Intensity), Egypt	25%	15%	2014-15
Packaging Waste Reduction (Intensity)	10%	9%	2015-16
Waste Reduction (Intensity) Egypt*	15%	79% increase	2014-15
Tree Plantation	25000	54258	2015-16
Renewable Energy (Electricity) Share**	10%	2.8%	2015-16
Life Cycle Assessment of Products	40	40	2015-16

* The increase in waste is due to implementation of new projects and manufacturing of new products.

** Increase share of power from renewable energy sources

The targets made for FY 2020-21 were made with a greater intent, but some could be attained. The major reason behind the same is the infrastructural delays due to COVID 19. The COVID 19 disruptions affected supply chains in a major way and therefore areas such as packaging waste, where in the targets were achieved, but were eventually missed. Repeated shut downs and production disruptions also affected the target delivery. PCB approvals could not be obtained for our water conservation initiatives. Waste reduction has shown an adverse trend due to change in calculation norms and increased production.

As a focused initiative for the future, Galaxy is committed to Science Based Target Initiative (SBTi) for setting highly ambitious target for GHG emissions and assessment of Risks and Opportunities related to Climate Change using TCFD Recommendations

Focus areas for the future

We aim to decouple environmental and social issues from economic growth. Major focus areas for upcoming years are:



12.

DISCLOSURE ON MOST RELEVANT MATERIAL ISSUES

12.1 Financial Capital.....	39	Aapda Rahat (Calamity Relief).....	53
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and Opportunities due to climate		Suppliers.....	58
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Energy Performance.....	44	Response to COVID 19.....	70
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Compliance.....	46	New products Commercially Launched.....	71
Waste Management.....	46		
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Aarogya Vardheeni (Healthcare,			
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At Galaxy, we continuously aim to ensure that the environmental footprint of our products are minimised and our business is future ready and resolute for a transition towards a circular and low-carbon economy, meeting the growing demand from customers for adherence to sustainability standards from their entire supply chains, with healthy, happy, diverse and motivated workforce and communities that flourish as our company grows. This means preparing for and responding to the most significant long-term environmental and social issues that are transforming the context in which the company operates. These issues are captured through the stakeholder engagement and materiality exercise detailed out in chapter 10 of this report.

We integrate the six capitals in our material issues for progressing towards achieving integrated and holistic value creation, while embracing diverse skills, continuous innovation, strategic partnerships, memberships with relevant industry bodies and service for our communities for a better quality of life.

In the following sections, the performance and way forward for each of the material issues is disclosed as per the six capitals.

Financial Capital

GRI 201-1

Our financial capital is generated annually from the surplus arising from the current business operations and through financing activities, including raising of debt and equity aligned with market conditions and internal strategic planning, as well as optimal asset monetisation.

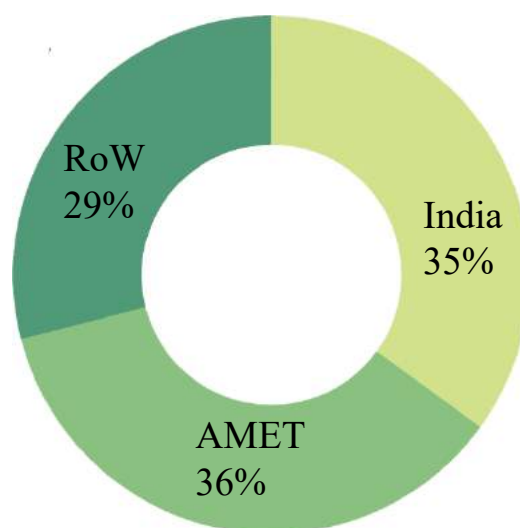
We implement high standards of financial information disclosure and provide clear, regular and transparent information to all its shareholders to all our shareholders.

The last financial year was one of the most tumultuous times in the history of the world of business. Due to the numerous lockdowns, we had to face multiple challenges including supply chain disruptions that persisted all through the year, demand variability's with excess demand for Performance Surfactants and cut down in consumption of Specialty Care Products at different points.

Our Performance Surfactants have registered a healthy 8.8% volume growth and despite the disruptions in H-1, Specialty Care Products have ended the year with a 1% decline in volumes. In H-2 while the demand for Performance Surfactants remained the same in absolute terms vis-à-vis H-1; implying the structural uptick in demand, Specialty Care products registered a 15.7% volumes growth in H2 over H1 FY 2020-21, thus arresting the decline seen in H-1.

At the start of the financial year, we had 1.5 Months of complete shutdown. Despite the shutdown in Q-1, volumes in India have grown 11.2% vs Previous Year. AMET market which got its mojo back in Q-2 FY 20, has not only sustained it but also registered a healthy 8.2% volume growth for the year. Finally, Rest of the World markets which primarily are driven by Specialty Care Products, while saw a major decline of 16% in H-1 vs previous year have made a strong comeback in H-2 registering a growth of 4%, overall ending the year with a 6.8% decline.

FY 21: Revenue Breakup



	2020-21	2019-20
CONSOLIDATED REVENUE FROM OPERATIONS	INR 2784.06 Crore	INR 2596.38 Crore
PAT GROWTH	+31.1%	+20.6%
CSR SPEND	INR 4.10 Crore	INR 3.32 Crore

2020-21

CAPEX
FY 2020-21
INR 107.55 Crore

R&D Spend
FY 2020-21
INR 13 Crore



Direct Economic Value Generated and Distributed

GRI 201-1

(INR Crores)

	Consolidated		Standalone	
	FY 2020-21	FY 2019-20	FY 2020-21	FY 2019-20
Total Revenue from Operations	2,784.06	2,596.38	1,830.50	1,793.12
Other Income	10.86	5.92	4.40	5.36
Total Income	2,794.92	2,602.30	1,834.90	1,798.48
Operating expenses (excluding employee benefit expense)	2,127.09	2,046.05	1,427.61	1,414.25
Employee benefit expense	204.04	178.10	105.70	94.37
Interest & Finance charges	13.42	23.80	8.37	16.90
Government as taxes (Income tax, dividend distribution tax)	71.08	73.73	62.23	70.51
Dividends	49.64	60.28	49.64	60.28
Donations/CSR expenses	4.10	3.32	4.10	3.32
Economic value retained	325.55	217.02	177.25	138.85
Profit before tax	372.32	288.84	239.32	229.70
Profit after tax	302.14	230.41	177.86	182.18

The consolidated financial statements comprise financial statements of Galaxy Surfactants Ltd (the Company) and its subsidiaries (collectively, the Group, which includes Galaxy Chemicals (Egypt) SAE and TRI-K Industries Inc., USA operation). As of March 31, 2021, the Company has five wholly-owned subsidiaries within the definition of 'Subsidiary Company' under the Companies Act, 2013. Further pursuant to the provisions of Section 136 of the Act, the Financial Statements of the subsidiaries are uploaded on the website of the Company i.e. www.galaxysurfactants.com

Financial implications and other risks and opportunities due to climate change

GRI 201-2

We have adopted TCFD framework to evaluate and manage our climate-related risks. TCFD was established by the Financial Stability Board with the aim of improving the reporting of climate related risks and opportunities. The assessment aims to conduct climate related risk assessment across Galaxy's operations, identify the principal risks – physical and transitional, prioritise and estimate the impacts, thereby assessing resilience upon transitioning to a low carbon economy.

The impacts of climate-related issues on organization are driven by the specific climate-related risks and opportunities to which the organization is exposed and its strategic and risk management decisions on managing those risks (i.e., mitigate, transfer, accept, or control) and seizing those opportunities. For GSL we conducted a detailed scenario analysis to derive impacted areas by each of the identified climate change risk.

Efforts to mitigate and adapt to climate change also produce opportunities for organizations, for example, through resource efficiency and cost savings, the adoption of low-emission energy sources, the development of new products and services, access to new markets, and building resilience along the supply chain.

Manufactured Capital

Our manufactured capital consists of our manufacturing plants and the details of the same are provided in chapter 6 of this report.

Natural Capital

Our natural capital consists of all the renewable and non-renewable resources that we derive from mother Earth for our business processes and activities. We also measure and manage the impact that we have on the natural resource.

With Sustainability - a way of life at Galaxy, we have embarked on a journey of sustainable growth across all geographies of our operations.

At Galaxy, sustainability and business growth goes in hand in hand. We have implemented several sustainability initiatives that have helped in minimizing environmental impacts of operations and actively contribute to social and economic development of the communities.



Key focus areas have been improving energy efficiency, increasing renewable energy consumption, reducing waste generation, minimising water consumption, and mitigating climate change risks. We have also incorporated group wide sustainability policy that has helped to minimize environmental footprint and streamline business processes on sustainability approach.

Galaxy continues to improve sustainable performance and practices by adopting globally applicable management systems. Galaxy strives to minimize environmental impact by setting long term sustainability goals. Over the past several years, we have made substantial progress on Environmental Management and Sustainability goals.

Emissions

GRI 103-1, 103-2, 305-1-5

Global warming is the long-term heating of Earth's climate system observed since the pre-industrial period due to human activities, which increases heat-trapping greenhouse gas levels in Earth's atmosphere. Most of the current warming trend is extremely likely the result of human activity since the 1950s and is proceeding at an unprecedented rate over decades to millennia.

Since the pre-industrial period, human activities, primarily fossil fuel burning, are estimated to have increased Earth's global average temperature by about 1 degree Celsius, a number that is currently increasing by 0.2 degrees Celsius per decade. As a result of this, for the first time in history, in 2015, almost every nation on earth came together to an agreement to initiate actions to limit global warming, famously known as the Paris Agreement. The Paris Agreement is a legally binding international treaty on climate change, adopted by 196 Parties at COP 21 in Paris, on 12 December 2015 and entered into force on 4 November 2016. Its goal is to limit global warming to well below 2, preferably to 1.5 degrees Celsius, compared to pre-industrial levels, including the mitigation of and adaptation to climate change, the transparent reporting and strengthening of climate goals, and support for developing nations. India is also a signatory to this agreement. In line with this Global agreement, India's commitment is to reduce the emission intensity of its GDP by 33 to 35 % by 2030 from 2005 level.

We, at GSL are committed to innovate to decarbonize industry, accelerate climate solutions, and improve our environmental footprint. We are committed to contributing towards low carbon growth by measuring and tracking our energy consumption and GHG emissions.

Galaxy is committed to Science Based Targets initiative (SBTi) and setting a highly ambitious target to transition to low carbon economy. The key focus areas have been improving energy efficiency, increasing renewable energy consumption, reducing waste generation, minimising water consumption, and mitigating climate change risks. For this reason, we are also acting on the findings of the Intergovernmental Panel on Climate Change (IPCC) Special Report on Global Warming of 1.5°C to set our goals and actions.

Galaxy uses the World Resources Institute (WRI)/World Business Council for Sustainable Development (WBCSD) GHG Protocol Corporate Accounting and Reporting Standard to set GHG emission reduction targets.

Galaxy has adopted the 'operational control' approach for reporting the organizational Greenhouse Gas (GHG) emission as defined in ISO 14064-1 document and GHG Protocol.

Galaxy's Greenhouse Gas inventory includes Direct (Scope 1) and Indirect (Energy Indirect - Scope 2 & Other indirect – Scope 3) GHG emission arising from all activities coming under our operational control in India for all or part of reporting year.

These facilities include:

- Corporate Office
- Manufacturing plants in India, Egypt and US
- Offices in India as applicable and relevant in this calculation

Galaxy also includes in the organizational boundary the emissions arising from activities that are auxiliary to the principal activity performed and which come under the 'overall control' of Galaxy.

Galaxy has adopted the TCFD framework to evaluate and manage the Climate related risks. TCFD was established by the Financial Stability Board with the aim of improving the reporting of climate-related risks and opportunities. The assessment aims to conduct climate-related risk assessment across Galaxy's operations, identify the principal risks – physical and transitional, prioritise and estimate the impacts, thereby assessing resilience upon transitioning to a low carbon economy. Policy link - <https://www.galaxysurfactants.com/pdf/policies/Sustainability-Policy.pdf>

Managing GHG Emissions:

Members of Energy Cell and Sustainability Cell meet regularly to review energy performance and are guided by Energy and Sustainability Policy. Galaxy has formed Sustainability core committee to act as an advisory group for long term projects which may have significant impact on our business. The Core committee is supported by execution team and implementation team.

For the TCFD assessment, a team has been formed, comprising of the Board members. The prima-facie objective of the assessment team is to describe the impact of climate-related risks alongside their descriptions of the potential risks and opportunities. The response to climate-related risks is to improve energy efficiency and implement projects to reduce GHG emissions in operation and across the value chain.

Galaxy has implemented ISO 50001:2018 Energy Management System at Taloja Manufacturing Unit with aim to reduce our energy consumption and emissions impacting climate. The Certification was awarded to Galaxy after successful Audit conducted by BSI.



Absolute GHG emissions for global operations (Galaxy Group Level)

Global Operation	FY 2020-21	FY 2019-20
Scope 1 (tonneCO ₂ e)	18188.53	18415.44
Scope 2 (tonneCO ₂ e)	35110.98	34779.63
GHG Intensity (tCO ₂ e/ MT)	0.149	0.160

Emissions Break –Up

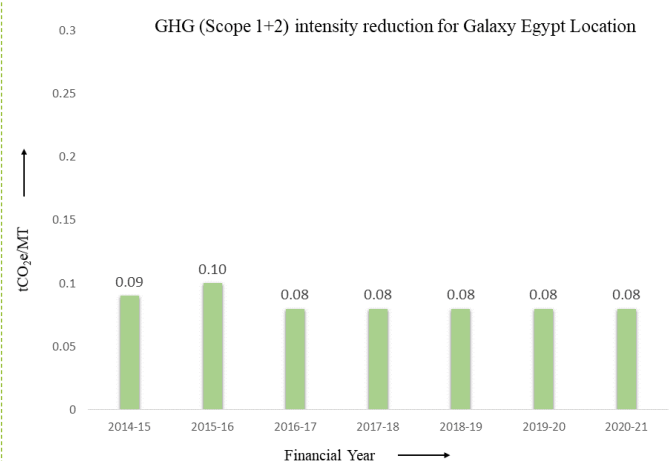
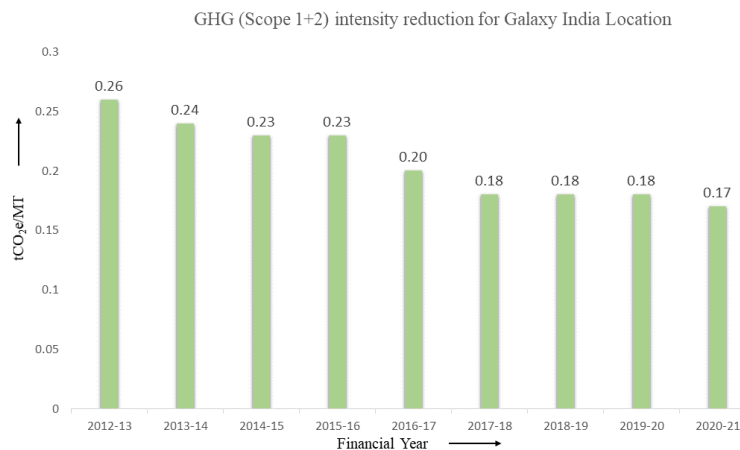
	FY 2020-21(tCO ₂ e)
Scope 1	18188.53
Scope 2	35110.98
Scope 3	21073.8
Upstream transportation and distribution	8772
Transportation of waste	17.11
Business Travel	8.4
Employee Commuting	413
Downstream transportation and distribution	11798
Other facilities *	65.29

*rented Guest House and rented facilities

Directed Actions during the reporting year :

Energy conservation themes and GHG reduction projects executed in FY 2020-21 have resulted in improved energy efficiency. As a result, for our Indian operations, total reduction in GHG emission in scope 1&2 is 3602.96 tCO₂e. The break up of the initiatives is shown below:

Category of Project	Project description	Reduction in CO ₂ emission (tCO ₂ e) and Scope
Low-carbon energy consumption	LED lamps replacing conventional lights	225.93 - Scope 2
	Power saving by blade design in dryer	64.77 - Scope 2
	803 KWp rooftop solar installation	702.56 -Scope 2
Energy efficiency in production processes	Internal consumption of by-product	1.68 - Scope 2
	Steam elimination in last stage of new dryer	36.13- Scope 1
	Waste heat recovery	2571.89 - Scope 1



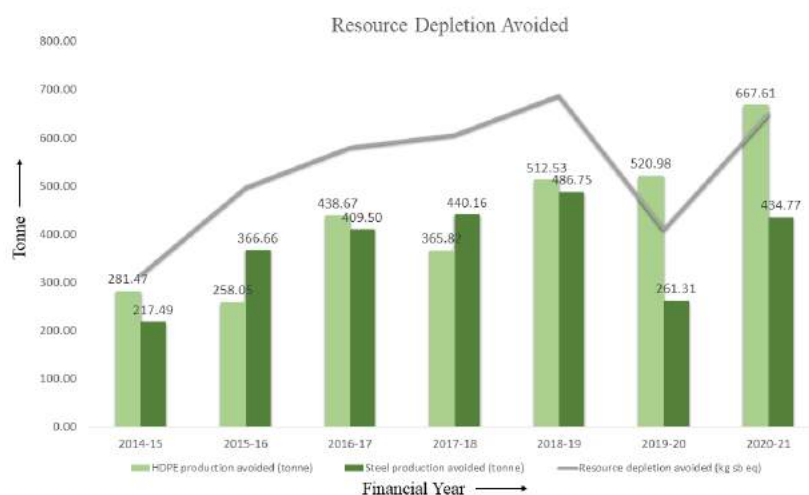
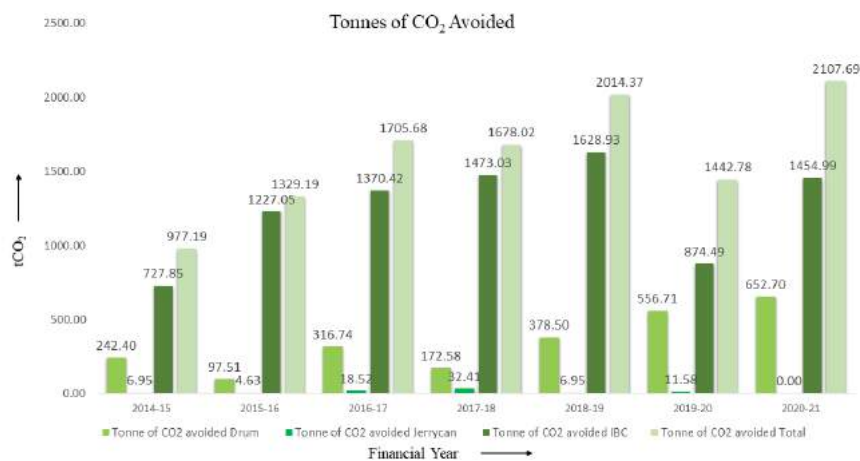
As an outcome of consistent and focused efforts, Galaxy has achieved consistent progress in (CDP) 2020 with Score as B, Management Level for Climate Change and B-, management level for Water Security.

Galaxy Group's score 2020 :

Comapany Name	Climate Change	Water Security	Supplier Engagement Rating
Galaxy Surfactants Ltd.	B	B-	A-
Avg. Performance Chemicals	C	B	B-
Avg. Performance Asia	D	B	B-
Global Avg. Performance	C	B	C

A and A- : Leadership level | B and B- : Management level | C and C- : Awareness level | D and D- : Disclosure level

A Case Study: Sustainability at Galaxy - Value Derived at Galaxy Chemicals, Egypt Tonnes of CO₂e avoided due to recycling of packaging material





Air Emissions

GRI 305-7

We are committed to keep our emissions below statutory norms while focussing on continuously improving our systems. For our manufacturing sites in India, we measure and monitor SO_x, NO_x, PM (Particulate Matter) emissions on a regular basis. Stack emissions are measured and monitored on regular basis by authorized third party agencies.

We have estimated the total emissions based on flow rate and molecular weight of the gases.

Energy Performance

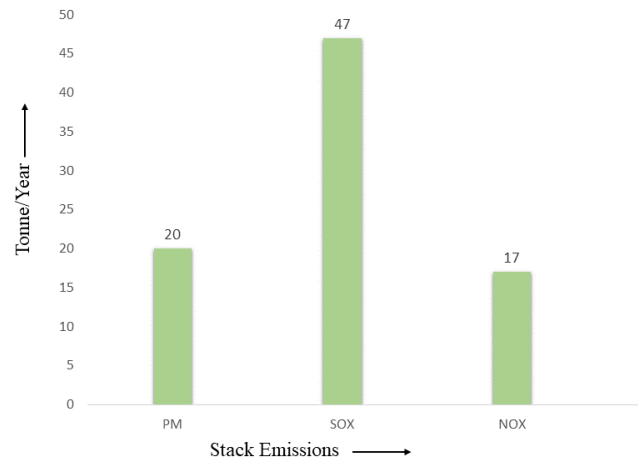
GRI 302-3

Our energy mix includes power and fuel from both non-renewable and renewable sources. Energy intensity calculation includes furnace oil, coal, light diesel oil, high speed diesel, natural gas, grid electricity and renewable energy. This ratio considers energy consumed within organization and denominator as production volume in MT.

Our operations in India have achieved 42.3% reduction of energy consumption per MT of production considering base year of FY 2011-12. Our manufacturing unit at Egypt has adopted stretched target on Energy reduction of 30% in 2018 with base year 2014-15. The unit has achieved 19% reduction of energy consumption per MT of production.

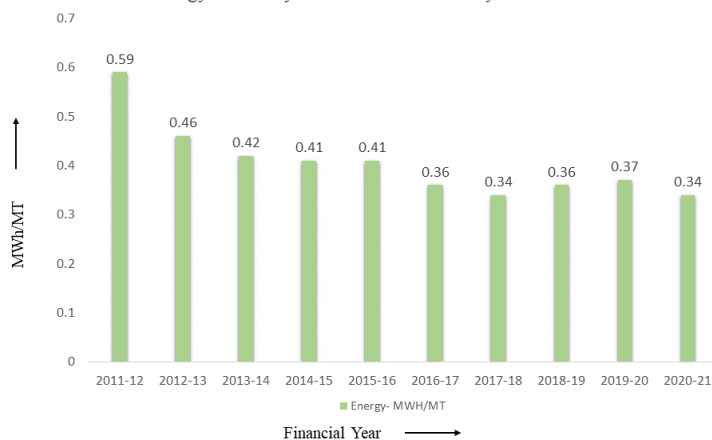
Significant reduction in specific energy consumption was visible primarily due to Automation and optimization by changing set parameters values. IOT through Energy management software for Power consumption and Monitoring of Steam Generation through effimax software was a step towards system based performance.

Air emission Galaxy India Location, FY 2020-21

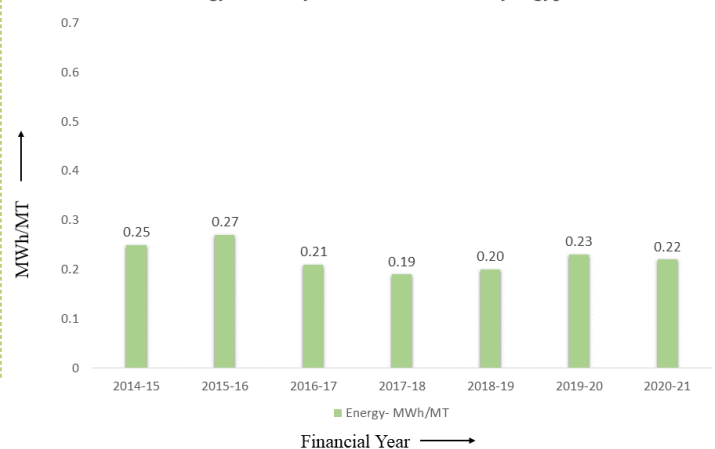


Year	MWh/MT
2020-21	0.31
2019-20	0.35

Energy Intensity Reduction for Galaxy India Location



Energy Intensity Reduction for Galaxy Egypt Location





Water Stewardship

GRI 103-1, 103-2, 303-1, 303-3, 306-1

Accelerating Water Conservation at Galaxy

Water is a vital resource, and its scarcity is a growing global concern. The problem is not just water scarcity; but the fact that water scarcity is not an isolated problem. It results in several outcomes such as mass migration, school dropouts, social inequality, malnourishment and many more.

According to United Nations, while substantial progress has been made in increasing access to clean drinking water and sanitation, billions of people—mostly in rural areas—still lack these basic services. Worldwide, one in three people do not have access to safe drinking water, two out of five people do not have a basic hand-washing facility with soap and water, and more than 673 million people still practice open defecation.

The COVID-19 pandemic has demonstrated the critical importance of sanitation, hygiene and adequate access to clean water for preventing and containing diseases. Hand hygiene saves lives. According to the World Health Organization, handwashing is one of the most effective actions you can take to reduce the spread of pathogens and prevent infections, including the COVID-19 virus. Yet billions of people still lack safe water sanitation, and funding is inadequate.

With the majority of our operations in India, we foresee long-term water availability as a challenge which we are assessing and addressing. We have created scenarios in water and its associated risks, mapping various factors and considerations. This approach helps in prioritization of action towards water stewardship. Galaxy has been one of the pioneers in the Indian Chemical Industry when it comes to Water Management, both within as well as outside its premises.

The boundary for water management for us is the Galaxy group and the surrounding community.

We take actions to save every drop

With a focus on valuing every drop of water, we have taken up water conservation and stewardship across all our manufacturing units and functions. With stringent targets for water reduction in our Egypt and India Operations, we have ensured that our manufacturing units in India are Zero Liquid Discharge Units since May 2017. We aim to achieve ZLD at our Egypt location as well.

Our ambition is not just to become water positive and water secure, but also to bring in a greater positive change in the environment for the larger good of society.

Our policies for water conservation can be found on:-
<https://www.galaxysurfactants.com/pdf/policies/Sustainability-Policy.pdf>

We are dependent on water supplies from municipal corporations and encourage maximum recycling of water in our facilities. We have established mechanisms for monitoring water intake and consumption. In addition to this,

Renewable Energy

Galaxy, with its commitment to increase the share of clean energy, has commissioned installation of Roof Top solar panels and completed overall around 803 kWp solar installations at its corporate office and manufacturing sites at Taloja and Jhagadia.



Committed to the Sustainable Development Goal 6, understanding these risks and taking an initiative to do our part for our society, we at Galaxy Surfactants Ltd are striving to conserve this precious natural resource.

we have taken up multiple water conservation projects like recycling, condensate recovery, steam recovery and have even incorporated several water stress adaptation projects in society. We have withdrawn 460.36 megalitre of water including rainwater harvesting within the fence in FY 2020-21 across all our operations. Galaxy continues its effort on rainwater harvesting at India location. We have harvested 13.93 megalitres of rain water within our operation premises. We also endeavor to increase harvesting of rainwater in our factories as well as aim towards improving water availability to local communities. The information about the water conservation projects in local communities is shared in the CSR section of this report.

Water conservation within fence:

Galaxy India
Rainwater
5%

Galaxy Group
Rainwater
3%

Galaxy India
Recycled & Reused
33%

Galaxy Group
Recycled & Reused
21%

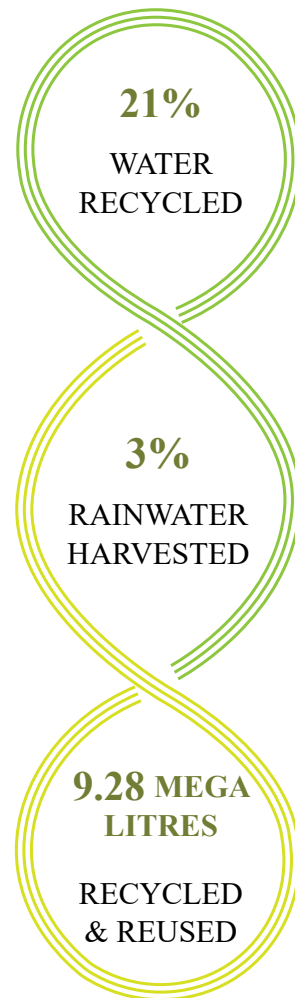
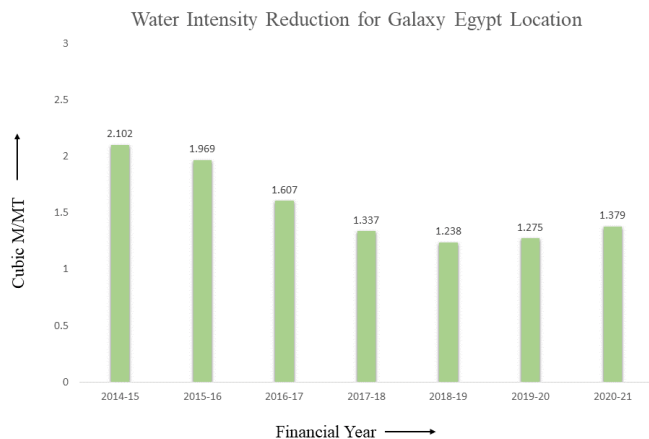
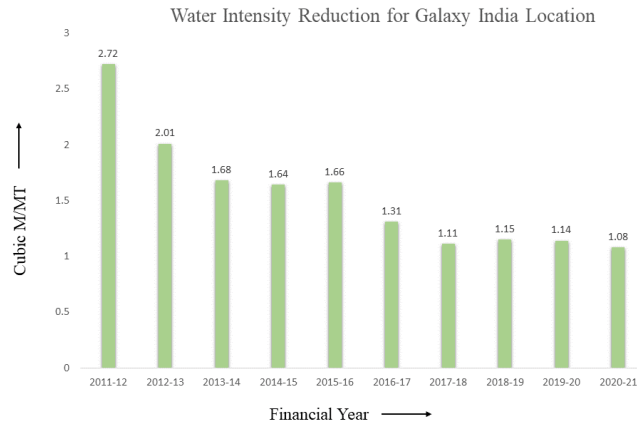


GRI 306-1

At our R&D facility in India and US, we have discharged 19.16 megalitre of treated effluent water to common effluent treatment plant in FY 2020-21.

We are working on water reduction projects since FY 2011-12. The operation units in India have achieved 60.3% reduction in its water intensity figures measured in units of m³ per MT of production considering baseline of FY 2011-12 against stretched intensity based target of achieving 80% reduction for 2020-21. Our Manufacturing unit at Egypt has adopted stretched target on Water reduction of 50% in 2018 with base year 2014-15. The unit has achieved 30% reduction in its water intensity figures measured in m³/ MT production.

WATER STEWARDSHIP



Compliance

GRI 307

Environmental compliance at all our locations of operation was complied. The emissions / wastes generated are well within limits prescribed under consents and approvals of SPCB. These are also reported to SPCB as per the process prescribed by them every year. At the end of financial year, no show cause notices from the pollution control board were pending.

Waste Management

GRI 306

Galaxy focuses on waste elimination, recycling and optimum utilization of resources. We are continually improving our waste monitoring mechanism. We measure and monitor wastes for all our manufacturing facilities. Wastes are considered as Hazardous or Non-Hazardous as per definition of national legislations. We encourage our employees, operators to share new ideas and look forward for alternative options of reducing, recycling and reusing wastes. World-class practices such as TPM is adopted at our manufacturing sites over several years. Also, annually we conduct internal benchmarking programmes like Galaxy Manufacturing Excellence Award (GMEA). Galaxy has implemented projects that have reduced waste over the years by recycling by-products/ waste for internal consumption and improving the yield of production. Hazardous waste is sent to authorized waste management agencies and Non-Hazardous waste is sent to authorized recyclers for further recycling.

Social Capital

GRI 413

For Galaxy, Social capital consists of the relationship that we have with our surrounding community. We value our social capital and always strive to create positive impacts on the community. About 40% initiatives are undertaken in and around the locations where Galaxy has its operations and presence. The geographies that we have touched through our CSR projects are:

- Taloja (Villages & Schools near our plant)
- Tarapur (Villages & Schools near our plant (Boisar) to villages/ schools/ ashram shalas upto Dahanu & RWH projects in Jawhar & Mokada Tribal Belt)
- Jhagadia (Villages and Schools near our plant, including Adolescent Women Empowerment Project in 5 Villages of Bharuch)
- Navi Mumbai (Slums and Community from Thane to Raigad)
- Chhattisgarh (57 Tribal Villages of Bilaspur District – Hand Hygiene Project, Malnourishment Eradication Project & Tuberculosis Prevention Project)
- Tamil Nadu (Support to various Goshalas & RWH project of Construction of Percolation Pond)
- Relief Material to various states including Nepal

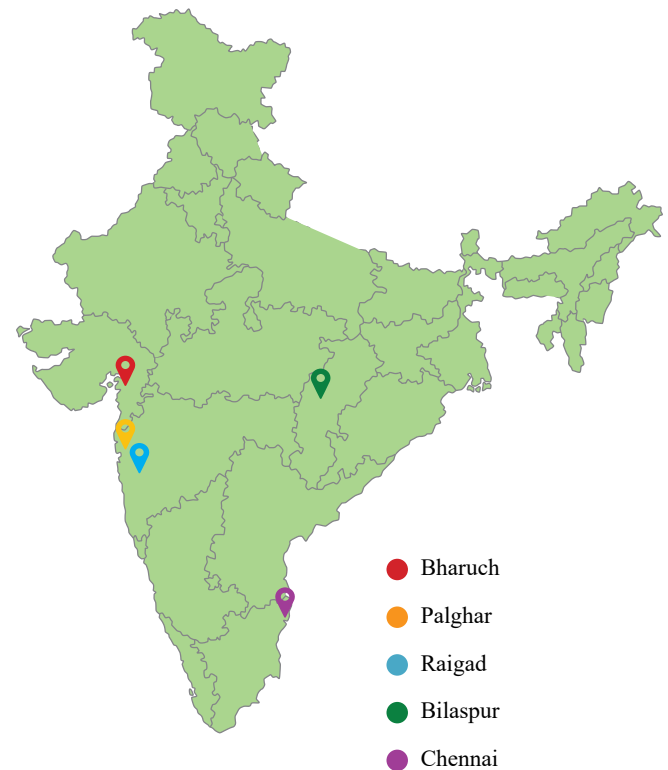
“People” being one of the themes of our organisation, we started with our CSR initiatives in 2010-11, much before it was mandated by the Companies Act. We have touched more than 4 lakh lives in our surrounding communities through our CSR projects and a spend of over INR 18.22 crores since 2014. It is important that we maintain co-operative ties with our surrounding communities to maintain and enhance our social licence to operate. Our commitment is reflected in the consistently increasing trend of our CSR spend and number of beneficiaries.

Inspired by our Motto **“Galaxy shall fulfil its commitments to society”**, our CSR approach is guided by the CSR Policy- and the CSR committee of the Board who set the CSR themes and targets and allocate resources. CSR Policy- <https://www.galaxysurfactants.com/pdf/policies/galaxy-csr-policy.pdf>

The Head of CSR is responsible for day to day execution of the projects and their monitoring. The geography steering council members participate in the CSR projects and closely monitor the execution and effectiveness of the projects.

In terms of the provisions of Section 135 of the Companies Act, 2013, read with Companies (Corporate Social Responsibility Policy) Rules, 2014, the Board of Directors have constituted a Corporate Social Responsibility (“CSR”) Committee. The composition and terms of reference of the CSR Committee are provided in the Corporate Governance Report, which forms a part of the Company’s Annual Report. Our CSR projects are focused in the areas of health, hygiene, education, skill development and environment protection which have been determined through our stakeholder consultation process with the community representatives.

CSR Footprint in India





Aarogya

Vardheeni

(Healthcare, Hygiene & Preventive Healthcare)



Our CSR Projects (Focus Areas)

Galaxy's aim is to improve the overall health & hygiene but be proactive about preventive healthcare as well through:

- Construction of Toilets & Handwashing Stations for Girls & Boys in School and for Community;
- Preventive Health Care through Diagnosis & Treatments – Setting up of Primary Health Center in villages, Medical Camps, Gynec Camps, Eye Camps with distribution of Free Medicines and Spectacles
- Reducing Diseases through Hygiene Awareness – hand/ oral/ body/ menstrual etc.
- Providing Safe Drinking Water – Construction of Water Tank, Installation of Water Filters
- Blood Donation Drives – one blood unit can save 3 lives
- Equipment for Hospitals / Nursing Homes – Mobile Eye Clinic Van, Dialysis Machine
- Spreading Awareness about Adverse Effects of Tobacco & Addiction
- Anemia Reduction Initiative for Tribal Adolescents & Vulnerable Segments
- Providing Additional Nutrition to Poor Marginalized Children & Women and Construction of Anganwadi

In addition, we provided safe drinking water facility to 22 schools covering 1556 students in Maharashtra & Gujarat.

Till date, Galaxy has constructed 328 Toilet Blocks (128 Toilet Blocks in Schools & 200 Community Toilets) along with 1918 Handwashing Stations.

In F.Y. 2020-21



Company continued its support to **100 Creches**, in **54 villages**, Chhattisgarh, by providing nutritional food to 1100 underprivileged and malnourished poor tribal infants.

Company also supported free diagnosis and treatment of **495 underprivileged tribal patients** suffering from tuberculosis, coming from **72 villages** in Bilaspur, Chhattisgarh.

We started a Health Center providing diagnosis, treatment & referral, for **11,458 underprivileged people** located in **8 villages** of Jhagadia block, including other nearby villages, in Gujarat.

Company continued its support **10 Thalassemia affected children** towards their blood transfusion & medicine.

A Success Story on Aarogya Vardheeni:

Galaxy in collaboration with Paryavaran Foundation started a Primary Health Center in Talodara Village, Jhagadua, Gujarat.

This Primary Health Center will benefit **11,458 people** coming from over 8 nearby villages.

Health Center will cover major illness such as Cough, Fever, Diabetes, TB, Respiratory Problem, Heart Problem, Arthritis, Abdominal Pain, Sepsis, etc. They will be identified at early stage and consultation and referral services will be available to villagers on time.



Galaxy's goal is overall development & well being through education.

Infrastructure Support:

- Building infrastructure like Room for Computer, Science, Math & Art Lab and expansion
- Repairing / water proofing of old School building, Girls Hostel
- Providing infrastructure like furniture, benches, ceiling fans, concrete pathways, windows, libraries, computers.
- School Bus for Special Disabled Students

Non Infrastructural Support:

- Academic coaching for better learning and understanding of concepts
- Safety and Hand Hygiene
- Career guidance
- Environmental protection & energy conservation
- Distribution of notebooks, dictionaries, school bags etc. to the underprivileged students.



Gyan Sanjeevani

(Education)

In F.Y. 2020-21



Galaxy has constructed **4 Classrooms** and distributed **300 school kits** for std. 9th students during the year.

Continued educational support to poor students from slum areas.

Till date, Galaxy has **adopted 116 Schools** and supporting around **70,000 students**.

Till date, Company has **distributed 149,022 notebooks** to **36000 students** and **distributed 1608 school kits** to students, in Gujarat and Maharashtra.



Samajeek Utthaan

(Community and Rural Development)

Galaxy's focuses on the all-round development of the communities around our operations, in particular to people mostly living in distant rural areas and tribal belts.

We have carried out Integrated village development projects like deepening of Nalas, Construction of Water Absorbing Trenches (WAT), Continuous Contour Trenches(CCT), Check-Dam, Tree Plantation & Capacity Building of the Villagers. Some examples are:

- Rain Water Harvesting – New Construction & De-silting of Old Check-dams, Ponds & Wells, Water Percolation Pond
- Infrastructure support to Poor Tribal Students Hostels and Old Age Homes, and Home for Orphans / Destitutes
- Undertaking Community Sanitation Projects
- Setting up Public Libraries & Construction of Overhead Water Tank for Village
- Promoting Traditional National Sports through Community Connect Mahotsav, in Rural Areas
- Providing Infrastructure like Hand Wash Stations, Bore-wells, Cement Chairs at public place in villages including livelihood and income generation opportunities for Divyang (Differently Aabled People).



BEFORE

De-silting of pond in Ranipura Village, Bharuch Gujarat.



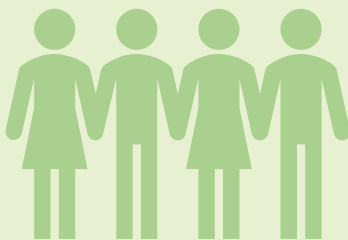
AFTER

In F.Y. 2020-21

Galaxy completed its first Integrated Village Development Project in draught prone area of Bijalwadi Village, Nanded, Maharashtra; on the 'Ridge to Valley' Watershed Concept. Total **96.4 million liters** of rainwater was harvested.

Galaxy, in partnership with NGO "Yuva Mitra", has initiated 3 years second Integrated 'Village Development Project' in draught prone region of Maharashtra. And also, a 2-year 'River De-silting Project' was initiated in **15 villages** of Nashik, Maharashtra.

Galaxy sponsored for a 'Shelter Home' for special children in Pen, District Raigad, Maharashtra. These children will be given vocational education and training and physiotherapy for their livelihood, as well.





Environmental protection is crucial for future sustenance, and Galaxy has taken major steps towards these, like:

- Tree Plantation
- Cleanliness Drives
- Awareness on Energy / Water Conservation & Solid Waste Reduction & Management (Compositing)
- Promoting Solar & other Renewable Energy Projects – Installation of Rooftop Solar System, Providing LPG Cylinder (Clean Energy) where fire wood was used for cooking
- Animal Welfare – For giving protection to stray animals, support to Goshala for Construction of Percolation Tank in Goshala, Fodder & Medicines



Paryavaran Suraksha

(Environment Protection)



In F.Y. 2020-21

We planted **2425 trees** during the year, and cumulatively **47,623 trees have been planted**, in last 7 years.

Galaxy successfully installed a **18 KWH Rooftop Solar System** at Women Hostel of Stree Mukti Sanghatana. Also supporting Stree Mukti Sanghatana towards the empowerment and welfare of Women Waste Pickers in Navi Mumbai & Raigad area.

Galaxy completed de-silting of a village pond in Ranipura Village, Jhagadia, Gujarat, which resulted in additional water holding capacity of **4.14 million liters of water**.

Galaxy for the first time completed an innovative rooftop rainwater harvesting a pilot project for 13 poor households in Taloja, Maharashtra which resulted in harvesting of **27 million litres of water**.

Galaxy has spent ₹ 43 lakhs rupees towards animal welfare during the year.

During last 5 years, Galaxy has harvested **> 400 million liters** of water through its **13 rainwater harvesting projects** in Maharashtra, Gujarat & Tamil Nadu.





GALAXY'S WATER MANAGEMENT INTERVENTIONS

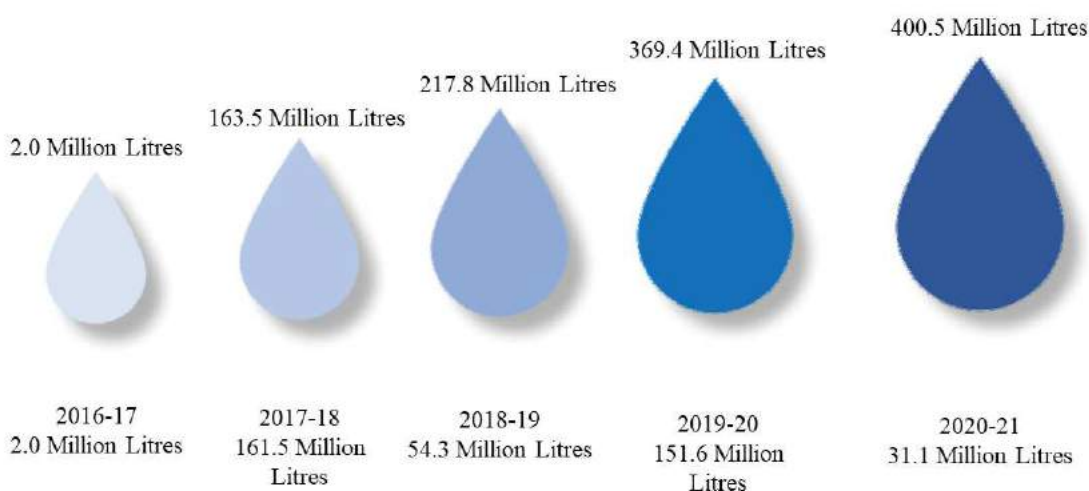


16 Water Management Interventions
-Maharashtra, Gujarat & Tamil Nadu

Category of WM Initiative	Water Management Technique	Total Water Harvested in Cubic meters	Total Water Harvested in Million Litres
A	Rainwater Harvesting	2,49,442	249
B	Conservation & Restoration	1,51,035	151
C	Projects Under Implementation	7,30,000	730
Total	A + B + C	11,30,477	1130

1130 Million Litres will be harvested by the end of 2021 Monsoon

Galaxy's Rain Water Harvesting Trends - Cumulative



Stree

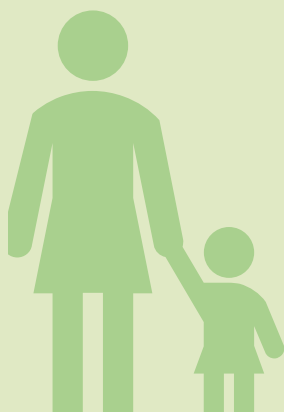
Unnati

(Women Empowerment)

For Women Empowerment, following intervention are taken :

- Girl Child, Women Education & Development
- Income generation activities – Vocational Training like Beautician, Nursing, Computer, Tailoring, Entrepreneurial skills etc., Distribution of Sewing Machine
- Knowledge about relevant statutes
- Self-defense training
- Celebrating International Women day with destitute girls including Trafficked women (Under Rehabilitation)
- Providing food to poor destitute women who are senior citizens
- Support to NGO working towards Rescue and Rehabilitation of Trafficked girls & women
- Upliftment of women wastepickers

In F.Y. 2020-21



Galaxy renovated the entire Hostel building giving residence to 118 primary and secondary girl students coming from tribal areas of Raigarh. The hostel facility help these tribal girls to complete their secondary education till 12th standard, as it is impossible for these girls to travel daily to the school from remote villages.

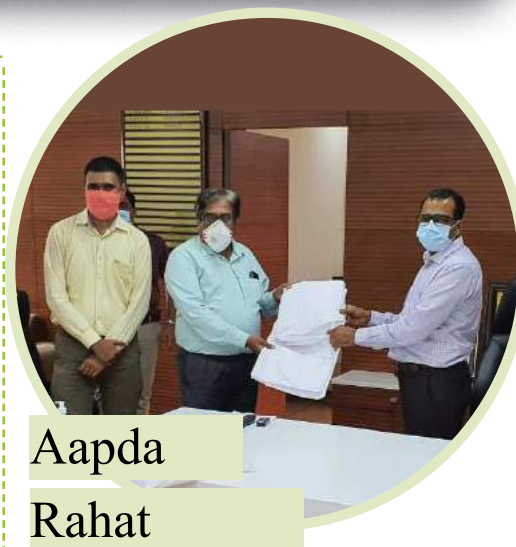
Galaxy continued its efforts of empowering women by providing vocational training through virtual mode to young women from slums, for providing the livelihood skills trainings viz. Beautician, Retail & Sales, Tailoring, Housekeeping, Para nursing, etc.

During this year, **40 women** were imparted online training through recognized institute in 'Nursing and Bed-side Assistance'.

Till date, **502 women have been trained, and 351 succeeded in getting jobs & 3 girls have started their own enterprise.**

Every year, Galaxy and its employees provide relief material to the natural calamity affected people. Some highlights of this year are:

- Distribution of hygiene material & ration kit to Corona warriors and migrant families affected by COVID-19 pandemic.
- Distribution of ration to flood affected victims – delivered by volunteers personally to each and every beneficiary.
- Rehabilitation of flood affected victims –reconstruction of damaged houses.
- Assistance during COVID – 19 pandemic – distribution of sanitizers, liquid handwash, PPE kits, masks, gloves to Corona Warriors, & distribution of ration to community affected by COVID-19.
- Reaching basic need articles to the disaster affected areas, through collective contribution of employees and company.
- Galaxy contributed to the PM Relief Fund; Disaster Management.



**Aapda
Rahat**

(Calamity Relief)

In F.Y. 2020-21

During COVID-19 pandemic, in all Geographies Galaxy reached **1,37,935** people including 'Corona Warriors' through following initiatives:

Distribution of Hand Sanitizers (**1685 liters**), Liquid Handwash (**16,564 liters**), PPE Kits (**1700**), Masks (**7300**) and other articles to **72,970** Corona Warriors & **57,584** community people.

Galaxy also provided rations to COVID affected **1,762** families consisting of **7,381** contract labors, migrant workers, poor slum & tribal communities.





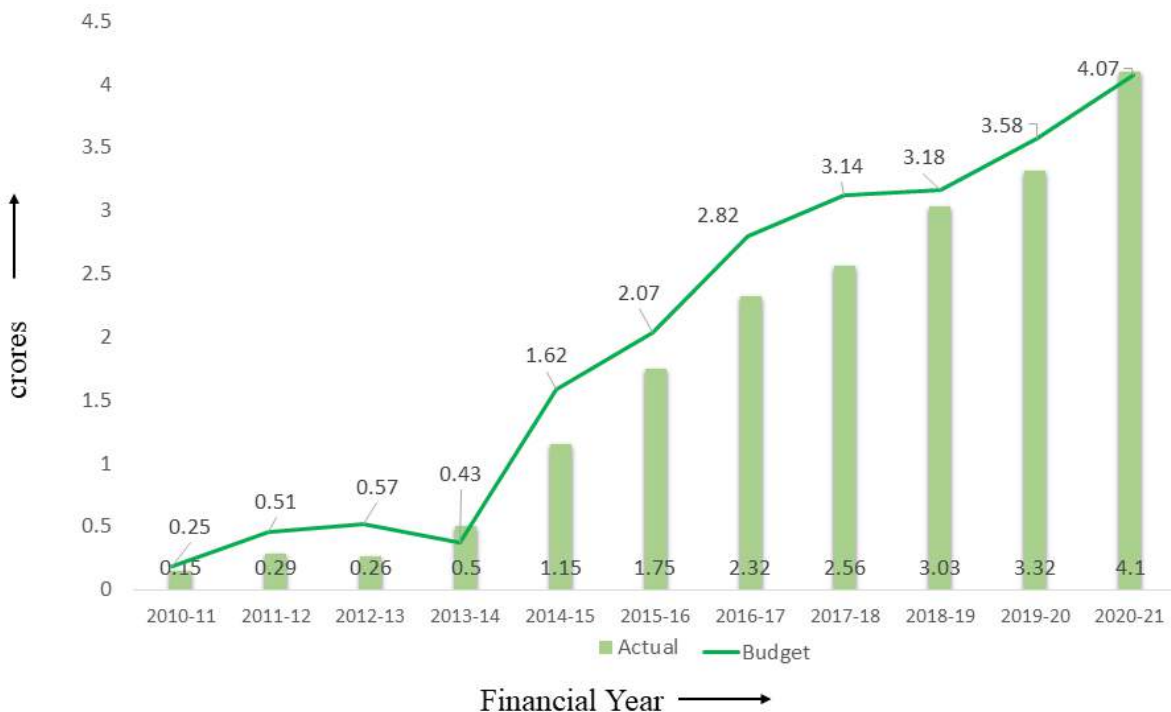
CSR Governance and Review

We encourage our employees to take part in CSR initiatives. We engage with NGOs, wherever required. The concept of CSR Steering Council is based on communicating regularly with the Community and getting feedback from the Community before the start of the project (need assessment & due diligence of the beneficiary) and also after completion of the project (for assessing the outcome and impact of the project).

Project Navigators and Champions, from CSR Steering Council drive and monitor the project and are in continuous touch with beneficiary/ implementation partner before the start of the project and also after completion of the project.

Status report is finalised before starting of any of the project and reporting component of the status report are agreed before starting the project. The beneficiary/ implementation partner share the status report on the quarterly basis, highlighting the progress of the project during implementation and highlighting the outcome of the project after its completion. Payment is released after receipt of the status report. Site Visit is done after receipt of the status report by the navigators to verify/ analyse the status report. This year we successfully utilised 100% of our CSR budget for the first time.

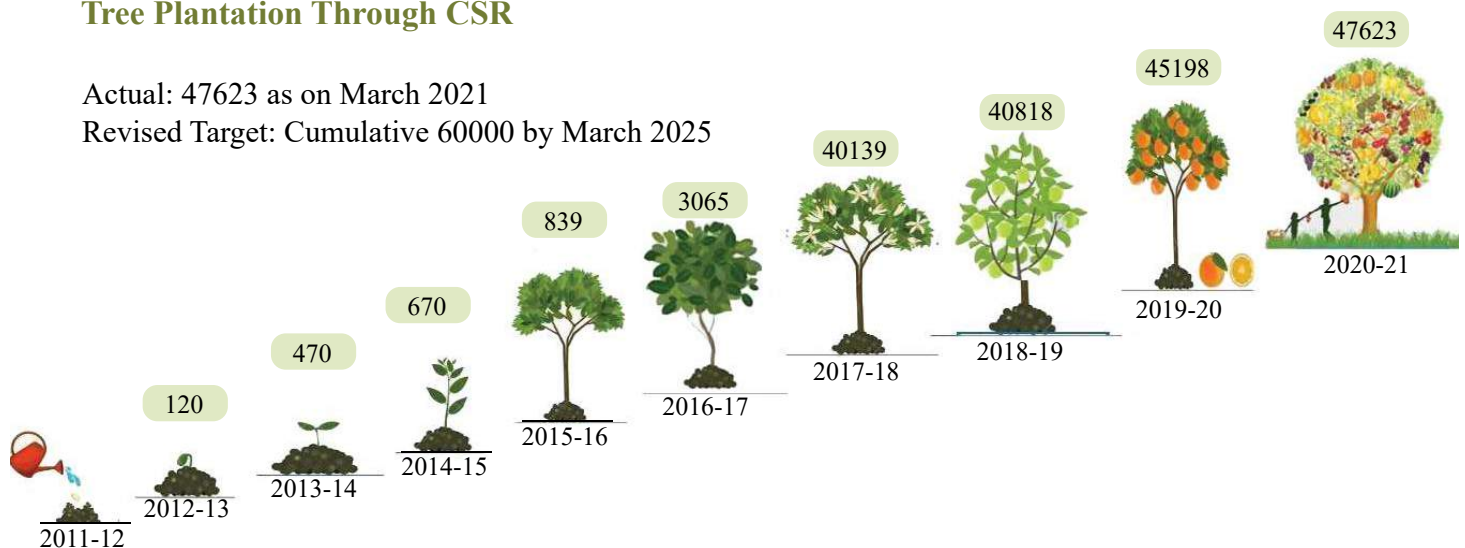
CSR Fund Usage Trend (in INR crores)



Tree Plantation Through CSR

Actual: 47623 as on March 2021

Revised Target: Cumulative 60000 by March 2025



A success story of our CSR efforts on water

Galaxy's Rainwater Harvesting Initiative at Bijalwadi in partnership with "Sanskriti Sanvardhan Mandal" MITIGATING RURAL CHALLENGES THROUGH WATER MANAGEMENT PROJECT

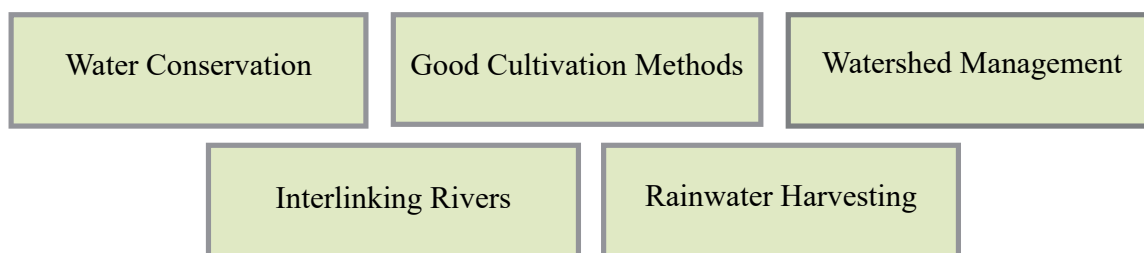
Watershed Management contributes to SDGs



Impacts of Water Crisis:

- **Economic Growth** - Niti Aayog report predicted that water demand will be twice the present supply by 2030 and India could lose up to 6% of its GDP.
- **Agricultural Crisis** - Indian agriculture is heavily dependent on monsoon (not dependable) + Ineffective agricultural practices in irrigated areas = Water stress in agriculture = Poor Cultivation = Farmer Suicides.
- **Drinking Water Scarcity** - Not only farmers are affected by the water crisis, urban dwellers in cities and towns & rural tribal population across India are also facing a never seen before drinking water scarcity.
- **Conflicts Over Water** - In India, there are conflicts between Karnataka and Tamil Nadu over sharing of Cauvery waters, between Gujarat and Madhya Pradesh over sharing of Narmada waters, between Andhra Pradesh and Telangana over sharing of Krishna waters, etc.

Water Crisis Solution



Galaxy's First Integrated Village Development – Watershed Project at Bijalwadi, Nanded, Maharashtra

- Bijalwadi falls in Semi Arid area and comes under draught-prone region
- Average Rainfall is 600 mm annually.
- Total Household are 422 comprising population of 2203 villagers.
- Total 123 Landless Households

Problems faced by Bijalwadi Community

No water for irrigation
Only rainy season farming
Low Literacy level
Migration to cities
Water scarcity during summer

Solution: Watershed Project

Project Objectives:

- Soil and water conservation.
- Efficient use of soil and water resources conserved for enhanced agriculture production, productivity, livelihood and income of the farmers.
- Improving soil fertility and productivity for sustainable food security in dryland/rainfed areas.
- Doubling the income of farmers - Promotion of sustainable and climate resilient farming practices considering impact of climate change on the Agri and allied sectors in the project areas.





Outcome of the Bijalwadi Watershed Project

Ecosystem Impact

- Conserves water by promoting streamflow, support sustainable streams, rivers lakes, and groundwater sources
- Prevents soil erosion at the ridge, thus provide extra life to vegetation at top
- Healthy soil for crops
- Water for livestock and provides habitat for wildlife and plants
- Plantation and wetlands helps to reduce climate changes, manages draught, fisheries, and enhances biodiversity.

Community Impact

- Availability of drinking water throughout the year – water was available till May 2021, whereas, before the project was not available beyond october.
- Increase of land under irrigation by more than 50% due to availability of water in borewells and wells – all the borewells in the project area, yielded water till onset of 2021 monsoon.
- Foray into horticulture, fruit orchards (watermelon, mango, cashew, etc.), animal husbandry – villagers are now producing fodder for cattles and other animals during the summer monsoon.
- Reduction of input cost by 20% - eradication in use of tankers by 100% & reduction in expenses of diesel used to pump water
- Increase in levels of wells, borewells, handpumps – 100% borewell yielded water for entire year and around 70% of the borewell overflowed till January 2021
- Increase in annual income by more than 50% - 100% farmers covered under the project area took second crop and some of them took 3 crops in the year. Farmers are in process of making a Farmer Producer Company as well to market their produce
- 100% reduction in migration was seen for this year – Due to lockdown situation, this project was a boon for the villagers as they those who does not own any farms got the labour work in other farms and did not migrate during the earlier migration season of November to May.



A success story of our CSR efforts on education

Investing In Our Future Communities - Dambale Pre-School

Dambale village never had a Pre-School. Now three classrooms and a facility building are rising from the foundations on a piece of land the chief allocated for the toddlers and pre-schoolers of this rural village in Venda. TRI-K is one of the sponsors for Dambale Pre-School. Building started in February 2021. As soon as the buildings are done, the school would be equipped with tables, chairs, cooking and eating utensils and everything that will make the school ready for the kids.



A success story of our CSR efforts on environment

Baobab Guardians

A few years ago Tri-K sponsored the growing and protection of 6 baobab trees as part of our Baobab Guardians project. They have all grown very well with 4 of them reaching their 3 meter height. When a tree reaches its 3m height the Baobab Guardian, who has been looking after the tree, receives a certificate.



A success story of our CSR efforts on health

Blood donation camp:

Each year Galaxy Egypt prepare two blood donations camp one camp each 6 months. Till now we did 15 blood donation camp, and we arrive to total 626 blood bags. Galaxites volunteered enthusiastically and the collected blood bags were donated to Children Cancer Hospital and National Cancer Institute.



A success story of our CSR efforts on health

Community Connect with Food Bank:

Giving back to the local community has always been a fundamental priority at TRI-K. With this concern in mind, donations of \$2500 USD per food bank to combat food insecurity were made to local Food Banks at both New Jersey and New Hampshire. This was our CSR for the year as well as our support for those who were severely impacted by COVID 19.



Relationship capital

At Galaxy, after a decade of glorious sustainability journey, we are gearing up for the next decade of inclusive growth and value creation for all our stakeholders. We remain guided by our vision, mission, motto and theme so as to have an integrated approach to address the key needs of people and planet and earn sustained profits.

By continuously enriching our stakeholder relationships, we try to gain insights about matters that are important to them, including the environmental, social and economic issues that affect our ability to create value. These insights help us understand how our stakeholders perceive value, identify emerging trends, risks and opportunities that may be of relevance to Galaxy and develop suitable strategic responses.

Our stakeholder engagement forums (refer Ch. 10) also help us develop shared norms, values, behaviours. The trust and willingness of our stakeholders to remain in business with us is an indication of our brand and reputation.

Our Derry Site has received new EFCI GMP certificate along with ISO 9001:2015 certificate. Patent has been filed for Fision GlowPlex in January 2021 (patent pending). A new product, Hyaclear 7, has been launched, which has been a growing success with innovation during Covid. With more people washing/cleansing their skin, hydration has had a renaissance period and become a core claim for many skincare brands.

Our key business partners include - customers, suppliers and collaborations with industry bodies and other relevant institutions.

We at Galaxy aspire to attain sustainability in all its endeavours; right from strengthening the foundation of sustainability driven practices in the organization, developing products which are more sustainable as well as integrating with suppliers and customers on aspects that would result in achieving a common goal.

Galaxy believes in integrating sustainability considerations into value chain by engaging with and creating awareness among stakeholders viz. employees, customers, suppliers and local communities.

Suppliers

GRI 204-1, 308-1,2 and 414-1

We consider suppliers as one of the most important partners in our value chain for on time delivery of the right quality of raw materials and other goods and services to our manufacturing locations and finished products to our customers. We have supplier selection and evaluation process based on environment, social, safety and quality parameters prior to registration of the supplier. This helps us to ensure integrity of our final product quality, safety and minimal environmental impact. We have established Supplier Code of Conduct which

defines the requirements of ethics and integrity, human rights, safety, health & environment to be met by all suppliers.

Sourcing policy: <https://www.galaxysurfactants.com/pdf/policies/Sourcing-Policy.pdf>

We have defined internal procedures for sustainable sourcing. We evaluate vendors on environment, social, safety and quality parameters prior to registration of a vendor. We are working towards incorporating sustainability across our supply chain in our significant manufacturing locations by engaging with our suppliers on their environment and social performance.

We have initiated interaction with suppliers for mutual value creation on sustainability aspects. We engage continuously with our supply chain partners to improve the operational efficiency and integrate sustainability considerations into our value chain. We scaled our strategic engagements and communications with our suppliers on the sustainability agenda during the year. Our company's manufacturing sites in India and Egypt are RSPO certified, which reflects our commitment to a sustainable palm oil supply chain.

Conscious efforts were taken to inculcate the culture of sustainability among local suppliers. We also conducted periodic site assessments, and reviewed the performance of non-financial indicators of our suppliers. 40.47% of the procurement budget was spent on development of local suppliers.

We have developed vendors that are local and promote local producers. We have helped a few vendors in improving their capacity, setting up new facilities, and improving their productivity. For Galaxy, local suppliers means suppliers based and operating in India.

"We are a group member of I-SPOC (Sustainable Palm Oil Coalition for India)."

The overall goal of the forum is to promote sustainable consumption and trade of palm oil and its derivatives in India along the supply chain, through industry collaboration

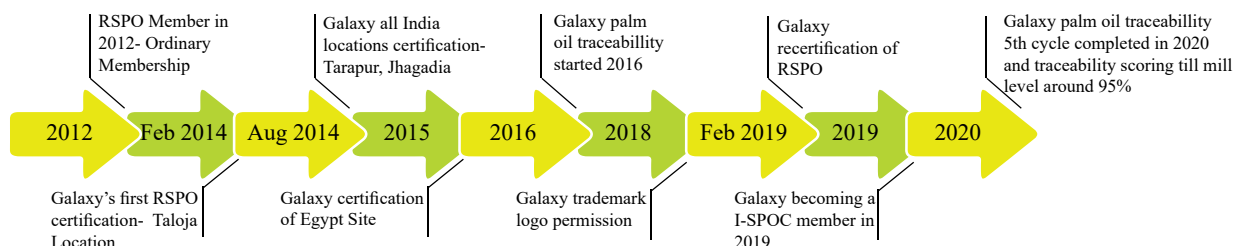
The suppliers are asked to endorse Supplier Code of Conduct containing the organization's approach on quality, environment, and occupational health and safety management systems.

Galaxy is an ordinary member of Roundtable on Sustainable Palm Oil (RSPO) that facilitates sustainability in palm oil supply chain. Galaxy is signatory to Responsible Care Global Charter (RCGC) and is permitted to use Responsible Care® logo for manufacturing units in India till January 2024. Galaxy adheres to the requirements of 'Distribution Code and Product Stewardship Code' of the framework to ensure safe and sustainable transportation.

We engage with our suppliers through annual event, GALSUSTAIN on sustainability and disclosure of our suppliers' performance on Economic, Environment and Social aspect.

We encourage suppliers to share their best practices during Supplier meet. We are also inviting external experts to Supplier meet to provide independent perspective on sustainability.

RSPO Journey:



We assess our suppliers for environmental and social performance through audits. For financial year 2020-21, due to disruptions caused by Covid-19, we could not conduct physical audits for new suppliers added to our approved vendor base. The audits would be conducted once the situation permits. However, virtual audit process for vendors were initiated, which has become a new normal now.

Our key raw materials are obtained from Palm plantations and are derivatives of Palm Kernel Oil & Palm Oil. Our suppliers of palm oil are either RSPO certified or NDPE compliant or both.

In FY 2020-21, we have used 80909.52 metric tonne of palm oil derivatives for manufacturing of products. More than 90% of our supplies (by value) are from suppliers adhering to internal or external sustainability standards / codes / policies. This includes International standards like RSPO, REACH, ISO standards, their internal standards, adherence to our supplier code of conduct, etc.

While we have taken suitable actions to minimise the negative impacts in our supply chain due to sourcing of palm oil derivatives, as a way forward, in the next 2-3 years, we will be conducting a risk assessment of our negative environmental impacts in the supply chain and identify suitable mitigation strategies.

Life Cycle Assessment

GRI- 103-1, 416-1

Galaxy is committed to develop safe, sustainable & eco-friendly products, processes, technologies and services and to adopt Life Cycle thinking contributing towards product stewardship. Sustainability is an integral part of product design. Our products provide key leverage points for implementing our sustainability strategy.

We focus on developing new products by giving highest priority to safety and health impact which offers more value and better performance with a smaller environmental footprint **One of our Sustainability Goals 2020 was to conduct Life Cycle Assessment of 40 products and we have successfully achieved that.**

Galaxy plans to assess majority of its product range for their total environment impacts, moving beyond basics like energy and water intensity of products. Galaxy took up Life Cycle Assessment based on ISO 14040/14044 as a part of assessing total impact of product through its lifecycle and completed LCA for 40 identified products with the help of GaBi tool, as part of the initiative.

Customer Health and Safety

GRI 416

Galaxy is committed to deliver consistently high quality and high performing products and services to its customers. Product quality and safety is a significant topic for us as our products are widely used in personal and home care industry globally. We focus relentlessly on continuous improvement in quality in all domains and implemented key Best Practices at our sites, which enables it to meet the stringent quality benchmarks set by multinational customers for the product qualifications. Quality is reviewed by teams and top management at regular levels to ensure compliance and improvements.

Under the umbrella of Product Stewardship, Galaxy has further strengthened on Eco-integrations, Sustainable Product Development, Product Safety and Security. Product customizations and offering solutions to meet consumer trends have been yet another feature to deliver good value for money to the customers. The topic includes sustainability (included as one factor for Innovation) and engagement with stakeholders for driving sustainability.





Product Information and Labelling

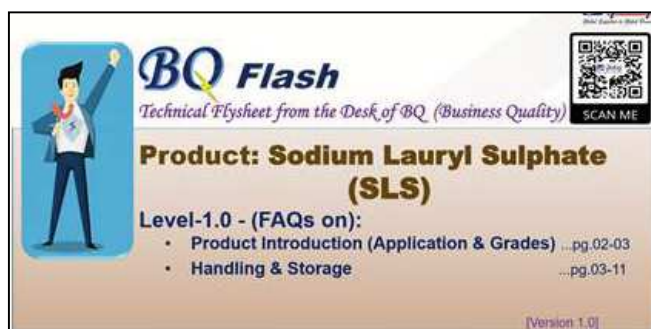
We display product information like product trade name, gross wt., tare wt. etc. on regular product labels. In addition, in case of specific countries/customers, we share information with respect to product hazard as per the GHS (Globally Harmonised System of Classification and Labelling of Chemicals) /CLP (Classification, Labelling and Packaging) regulation. While transporting dangerous goods, we ensure use of UN certified packing material and affixation of Dangerous goods labels in compliance with IMDG (International Maritime Dangerous Goods) and IATA (International Air Transport Association).

Customer Communication

With customers being central to our business philosophy, our focus during the year has been to strengthen our relationships with our existing customers while adding new customers across markets and regions.

BQ Flash: Technical Flysheet from the Desk of BQ (Business Quality).

It is a newly started initiative which addresses basic queries of customers related to the product such as its application, grades, handling and storage, first aid and environmental measures. So far we have already shared copies of 2 products (SLS and Phenoxyethanol) with few customers.



Customer Satisfaction Survey

Galaxy has a dedicated team which conducts customer satisfaction survey once in every two years to understand levels of customer satisfaction with products and services provided by the Company on a scale of 1-5 (5 being the highest). The categories for evaluation includes: Product & packing, sales process, order execution / logistics, technical service, Galaxy brand and website, CSR and sustainability and also strength and opportunity for improvement. Last survey conducted in 2019 recorded an average rating of 3.8 for both T1 (key accounts) and non T1 customers (region wise).

Customer Complaints

We follow the 8D (eight-disciplines) methodology which is a rigorous and structured tool for responding to customer complaints and preventing its recurrence. Devising an interim containment plan, identifying and verifying root cause, implementing a long-term solution to prevent recurring of the problems, and customer centricity approach are the key elements of our complaint management process. As on March 31, 2021, we have about ~1.9% customer complaints that have remained unresolved exceeding the defined internal closure timeline of 30 days maximum.

Galaxy has received ECOCERT attestations for our 45 products and COSMOS attestations for our 6 products.

ECOCERT, a voluntary certification system, ensures that a product is natural and environmentally friendly throughout its life cycle and satisfies the minimum threshold of natural and organic ingredients. It thoroughly analyzes the complete production process of a product, beginning with the sourcing of its raw materials, the manufacturing process, and the final finished product and its packaging.

Sustainable Products

Non-toxic preservatives: Galaxy developed efficient and eco-friendly antimicrobial preservative systems for personal care products to overcome serious toxicity issues of the conventional, chlorinated or formaldehyde based antimicrobials. Galaxy not only proposed the use of combination of gentle antimicrobials but also addressed the large scale manufacturing by the patented GREEN process to make it commercially available. These preservatives systems are bio-degradable at the end of their life cycle get degraded in the environment into safer molecules. Galaxy manufactures the ingredients - capryloyl glycine, undecylenoyl glycine used in our preservation system using green process. The process reduces the use of harmful chemicals during the manufacturing process. The by-product of this process is also used in the manufacturing of other ingredients. This closed-loop chemistry allows minimal wastage of resources.

Surfactants Blends: Galaxy's Range of Surfactant Blends are Ready Concentrated & Optimized Surfactant Combinations, designed to enable the preparation of various Home and Personal care rinse off products by simple dilution with Water, delivering performance with convenience.

Hence, these blends provide a channel to budding entrepreneurs, processors, for easy entry & launch into the FMCG industry with convenience, low investment and zero hassle for the product's manufacturing. With Galaxy's Surfactant Blends, many individuals have been able to courageously start their business, grow and employ more people, thus contributing to nation building in long term, and support to Atmanirbhar Bharat theme during current difficult times. During the spread of COVID-19 pandemic, Galaxy supported customers to ramp up their production for Anti-bacterial Hand Wash with Galaxy's products like Galaxy 226 & Galaxy 622 thus providing prompt supplies for health care needs of society.

With Galaxy's Mild Sulfate free offering cater to formulation requirement with mild, free from and green claims.



Mild Surfactants: Galaxy's New Advance Mild Surfactants are supporting customer and stakeholders to reduce environmental footprint by offering Natural, Green, Eco-Friendly Mild Surfactants based on proven Science with High Renewable Carbon Index. Next Generation Advance Mild Amino Acid Surfactants offered by Galaxy are Most Effective, Viable Solution based on Award Winning Green Chemistry for Clean, Conscious and Circular Beauty.

Galaxy continued to innovate constantly in the field of surfactants chemistry. In addition to its Mild Surfactants portfolio, this year Galaxy introduced 100% Natural, Green, Sustainable multifunctional ingredient Sodium Lauryl Lactylate with high ready biodegradability based on renewable feedstock. Galaxy has designed for both, leave-on as well as rinse-off applications, for Skin and Hair delivering superior performance adding to excellent differentiated sensorial benefits.

We ensure that the hazards and adverse effects of the chemicals on human health and the environment, as well as physical and chemical properties are communicated down the supply chain in the form of Safety Data Sheets (SDS) and hazard labels.

SDS are prepared for all our products according to the Commission Regulation (EU) No. 2015/830 for EU and GHS (Globally Harmonised System of Classification and Labelling of chemicals) for all other countries. In addition, SDS and labels are also updated whenever new and significant information is available.

Human Capital

Human capital refers to our employees, including those on contract, their skills, contributions, motivation levels and health and safety.

Health and Safety

GRI 403

Safety forms an integral part of our culture. Galaxy's Vision is to achieve and sustain an incident-free organisation. In order to achieve this Vision, we have established processes and systems and ensure that our culture promotes safety across all locations. Galaxy has implemented ISO 45001:2018 Occupational Health and Safety management system at various manufacturing locations.

At manufacturing sites (Operation – India, Egypt & US), monthly safety performance is reviewed by the top management in monthly Safety & Conversion meet. External/Internal Board is also reviews the safety performance quarterly & provide their inputs for improvement.

Monthly meeting of joint safety committee is chaired by Site Head and Safety in-charge. Members are from staff, operator and contractor categories. Representation of operators and contractors is 50% and staff is 50%.

As a company, we have always believed training and upgradation of skills is an important aspect of employee development Galaxy provides safe workplace environment and imparts training to all its employees on regular basis. We regularly provide training to company and contractor employees on topics like behavioural safety, Fire Safety, SCBA, MSDS, EMS-OH&S standards, Responsible Care, etc. In order to enhance safety awareness among employees & contractors, various emergency drills and trainings have also been conducted.

Practices in place for Health and Safety:

As a good practice in health and safety, preliminary health check-up & induction training through STK (Safety Training Kiosk) is conducted for all those including visitors, Drivers, Contractors & new employees recruits. Health condition of the person is assured by OHC before working at height and inside the factory. Safety culture is imbibed among employees by imparting & creating awareness about BBS (Behavioural Based Safety) & other Safety training ensuring their participation by continuously motivating them. BBS program is implemented in year 2019 & practiced at all levels. All employees at all levels are conducting safety observations & corrections of unsafe act & unsafe conditions.



Sensitization & remembrance at all time is ensured by announcing Safety Anthem every shift through public address system at our manufacturing unit. Software portal system is available for reporting any near miss as well as any incident including incident investigation & recommendations. Software system is helping to track the incident investigations as well as closure of recommendations. ECC (Emergency Control Centre) is available equipped with all communications infrastructures including walkie talkies & emergency hot line with important list of telephone numbers.

Galaxy site is certified for EMS & OH&S standard in year 2014. This is further certified & upgraded to latest standard ISO 14001:2015 & ISO 45001:2018. Employees are motivated through participation in various programmes such as safety month, road safety & environment day celebration. Various rewards & recognitions awards have been conferred constituting Safety champion of the year, best incident investigation team, WESAP (Waste elimination & Suggestion Award Program) best Contract Labour Award, etc. to ensure participation & involvement of employees. Galaxy follows the systems of periodical internal and external trainings including Induction training through STK (Safety Training Kiosk) online module.

Periodic Risk Assessment studies like HAZOP, HAC (Hazard Area Classification), JSA, PSSR, weekly / monthly inspections, AI & HIRA, cross functional safety audit, external safety audit, workplace monitoring study etc. Conducted total evacuation mock drill in presence of District Collector along with DISH, MARG, Fire officials in year 2018 for strengthening emergency preparedness etc. It was well appreciated by District Collector & MARG Officials.

New verticals are formulated to strengthen process safety management. Various types of gas detection systems such as for SO₂, LPG, Ammonia, EO etc are provided. All plants are equipped with Automated PLC /DCS controlled plant with Safety interlock & mitigation devices in place.

Occupational Health:

We have well equipped OHC (Occupational Health Centre) which operates round the clock. All the employees including contract employees undergo periodic medical check-up and health records are maintained well. The frequency of medical check-up of employees is twice a year from DISH (Directorate of Industrial Safety and Health) approved medical practitioner. FMO conducts periodic training & provide guidance on lifestyle diseases. (Such as healthy diet & exercise etc). We have certified First Aiders round the clock available at site and we have on site emergency plan for handling various emergency happening inside the plant.

Safety Month Celebration:

National Safety Week is a one week campaign which starts from 4th March every year in India which is organized by **National Safety Council of India** to spread the health and safety awareness among the peoples to reduce accidents and other mishaps in our daily life.

In the month of March- 21 we celebrated the safety month with a range of activities planned throughout the month such as: Safety training, Periodic Health Check, Fire Fighting Competition, Safety Quiz, Mock drills, Safety PPE's Exhibition, First Aid Training, and various Competitions such as SCBA Competition, Poster competition etc. This year we also celebrated Responsible Care day during Safety month which focused on improving awareness about Responsible Care at Galaxy.



Link to Policy:- <https://www.galaxysurfactants.com/pdf/policies/Galaxy-SHE-Policy.pdf>

Implementation of Behaviour Based Safety Program across all units:

BBS Observations are increasing & involvement of all operators at shop floor is increasing. This is helping to improve the consultation by giving opportunity to operators to give their inputs. This helped to identify the unsafe acts & unsafe conditions at site & correction of the same. BBS SOP is made as a part of Apex Manual. BBS card checklist is made which is accessible to all employees.

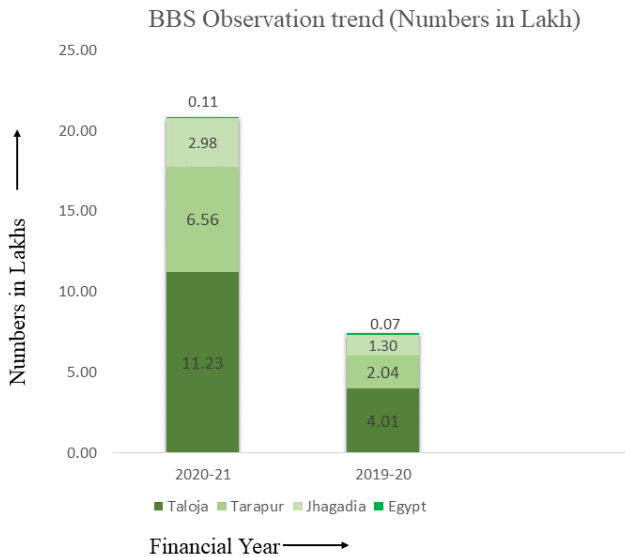
To help create an agile, high-performance organization, and **to eliminate other work-related hazards and minimize risks**, we have implementation of Behaviour Based Safety program across all units.

BBS encourages everyone to be part of the safety journey, make it part of one's life and exercise the same by making safety observations and immediate spot corrections on-the-go. It has been covered for all employees at all levels. Implementation of Behaviour Based Safety Program across all units.



Total Behaviour Based Safety (BBS) Observations in FY 2020-21

Taloja	Tarapur	Jhagadia	Egypt	Total BBS Observation
11,23,546	6,56,836	2,98,143	10,628	20,89,153



(Note: The BBS system was resumed in sept-2020 for Egypt)

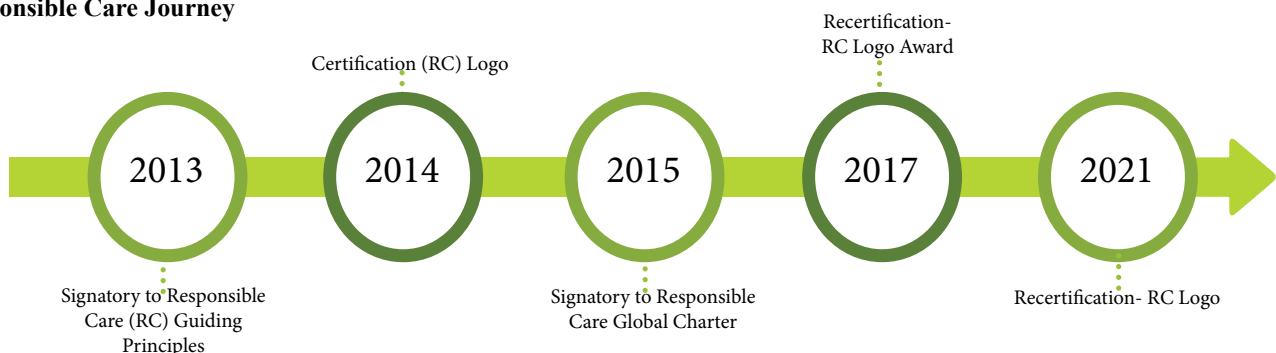
Responsible Care

Responsible Care is the chemical industry's unique global initiative that drives continuous improvement in health, safety and environmental (HSE) performance, together with open and transparent communication with stakeholders. This initiative, which started in Canada in late 1980s, is gaining worldwide momentum in the chemical industry. In India, Indian Chemical Council is in the forefront in spreading this initiative. Responsible Care enables the chemical industry to contribute to most of the United Nations Sustainable Development Goals (SDGs), as well as address some of the major sustainability footprint issues that the chemical industries face, including product stewardship, pollution prevention, occupational & process safety, emergency preparedness, community engagement, safe chemicals distribution and chemical security.



Galaxy is a signatory to Responsible Care Global Charter since March 2015. Galaxy Surfactants Ltd. (India) has been granted permission[®] to use Responsible Care Logo for a period of Three Years i.e. from February 2021 to January 2024 based on the virtual Responsible Care Recertification audit conducted in December 2020. We are planning to implement areas of improvement identified during the audit in the upcoming year. In 2019, Galaxy has initiated adoption of Security Code under the voluntary requirements of Responsible Care.

Responsible Care Journey





TRIFR and Severity Rate are key safety indicators which are reviewed and monitored regularly.

Galaxy Group Level- Injury Rate:

Fatalities:- 3

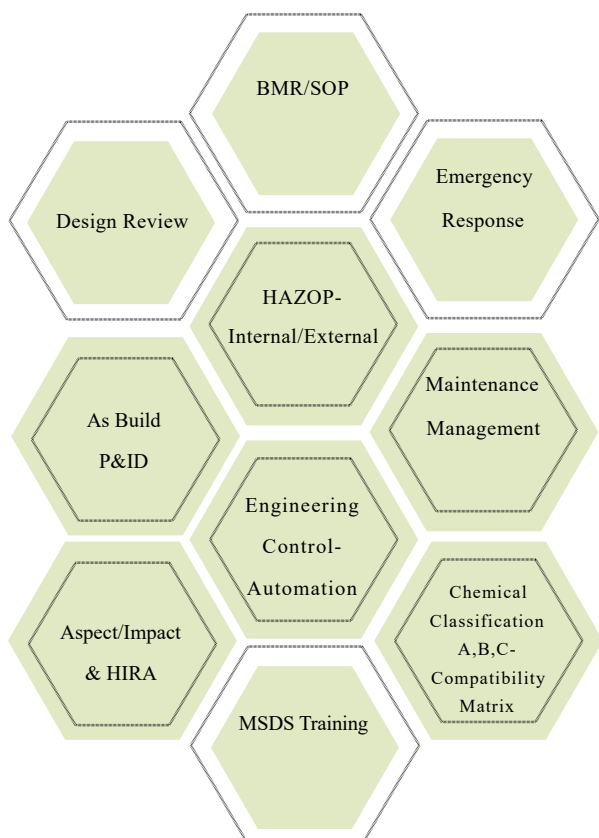
Total Recordable Injury Frequency Rate - TRIFR :- 2.36

Note: TRIFR is based on injuries related to first-aid and medical treatment case. TRIFR is calculated considering number of million working man-hours.

In April 2020, at our Tarapur plant we had a very unfortunate and rare incident resulting in 3 fatalities of our employees. We deeply regret for the incident and express our solidarity to the family members of deceased. Safety has been an integral part of Galaxy's Culture & Ethos since inception. Galaxy is known for its safety standards and while this accident has left an indelible mark, we shall ensure that such an incident never ever occurs again. While as an organisation, we have always given Safety the topmost priority and our safety standards till date are commensurate to the best-in-class, this incident has taken us back to the drawing board.

Right from implementation of Behavioural-Based Safety for all employees to refining and improving the Safety SOPs to framing new SOPs for operating under the COVID-19 scenario to conducting safety audits and evaluations by the Safety Teams, we are leaving no stone unturned to ensure such incidents do not happen in the future ever again.

Under this initiative, there was a cross-functional audit of all sites on following important pillars:



Basis the insights derived from the investigation, we have launched cross-functional **Project Abhayatam** – A Fearless, New Beginning. This project comprises an 8-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 improvement in Safety. The project was based on various pillars like design review, P&ID, SOP /BMR review, Aspect/Impact & HIRA review, MSDS Training, Maintenance Management etc, subsequent findings taken forward for improvement.

Safety initiatives undertaken for temporary or contract employee:

- External First Aid Training Session
- Mock Drills
- Safety Trainings
- Employee Engagement and sensitization on safety
- Safety Audits
- Adoption of Behavior Based Safety across locations



Best Practices adopted which has held us in good stead and enabled us to face this pandemic with strength:

- Provision of Personal Protective Equipment - Helmet, pair of safety goggles, shoes and 5 pairs of uniform. Specialised protective equipment such as gloves, aprons, ear plugs, masks are also provided depending on the nature of work.
- Safety showers installed at all required places.
- Emergency PPEs like heat suit, SCBA, gas masks, diphoterine solution are also available in specific areas.
- Safety circle meetings happen periodically to share information on chemicals, handling, incidents and other learnings.
- Periodic mock drills are conducted to be ready for emergency response.
- Intense classroom trainings and tool-box talks (daily) are conducted to ensure there are proper checks and adoption of best practices.
- Cardinal Rules, emergency preparedness trainings are imparted to all employees during entry into the Company. Refresher trainings are provided every 3 years.



People Energy

We believe in nurturing and empowering our talent so that they can exercise their potential to the fullest. Our key focus is on expansion of cross-functional capabilities, building domain expertise of its people and also developing leadership at each level. **Quality, Safety and Sustainability have been the factors of prime focus since our inception.** Our workforce is a critical factor in maintaining both quality and safety – which in turn strengthens our competitive position. Our human resource policies widely focus on training and retaining our employees. We are committed to build a high performance learning culture in which the employees feel challenged and rewarded, and have comprehensive opportunity to demonstrate their skills and abilities.



Diversity and Inclusion

GRI 405-1

Galaxy is an equal opportunity employer and strongly endorses right of equal opportunity for potential candidates who are differently abled. **As part of the Valuable 500 initiative, Galaxy has committed to having 40 differently-abled members as a part of its family by 2022.** Our work culture fosters diversity and equal opportunity.

Galaxy believes in conducting its business in a fair and transparent manner. Integrity is one of the core values at Galaxy and the values are widely communicated to all relevant stakeholders. Galaxy has laid down employee code of conduct (COC) applicable to all employees, with the objective of establishing and upholding high ethical conduct with utmost transparency, and accountability. Galaxy is committed to developing a culture where it is safe for all directors/ employees to raise concerns about any poor or unacceptable practice and any event of misconduct. Accordingly, Galaxy has a Whistle Blower Policy in place under which director/ employee are free to raise concern.



About our workforce

GRI 102-8

In FY 2020-21, our employee strength was 2625 including 1638 permanent employees and 987 contract employees. There was a 4.6% increase in the number of permanent employees across all our regions - India, Egypt and USA as compared to our employee strength in FY 2019-20. There is no discrimination in recruitment, development, promotion on the basis of gender, age, religion or disability. Out of Galaxy Group workforce, around 8.5% of our employees are women, 0.7% are Persons with Disabilities (PwD) or differently-abled employees and 0.5% have chosen not to identify their gender.





Financial Year 2020-21

Employee Count

Locations/Age	Gender Wise			Age Wise			Total No.
	Male	Female	Unidentified*	Age<30	Age 30-50	Age>50	
Cumulative	1489	140	9	574	875	189	1638
India	1268	102	0	489	714	167	1370
Egypt	191	10	0	70	130	1	201
USA Tri-K Industries	30	28	9	15	31	21	67

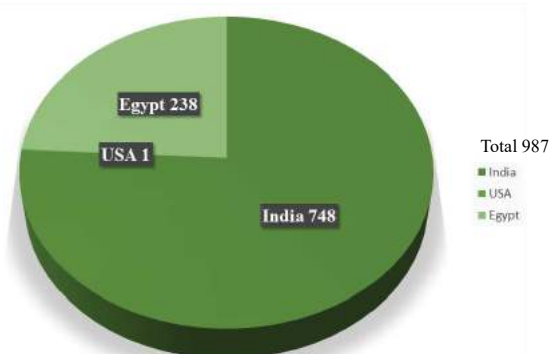
New Hire

Locations/ Age	Male	Female	Unidentified*	Age<30	Age 30-50	Age>50	Total No.
Cumulative	195	26	5	175	51	0	226
India	124	21	0	118	27	0	145
Egypt	68	2	0	49	21	0	70
USA Tri-K Industries	3	3	5	8	3	0	11

Attrition

Locations/ Age	Male	Female	Unidentified*	Age<30	Age 30-50	Age>50	Total No.
Cumulative	128	16	0	88	48	8	144
India	99	12	0	68	36	7	111
Egypt	22	2	0	17	7	0	24
USA Tri-K Industries	7	2	0	3	5	1	9

Temporary/Contract Employee Count:



Employee Welfare Council

GRI 102-41

EWC is constituted in manufacturing units as a platform for employees to voice their concerns and grievances to the management on monthly basis. Employees are encouraged to provide their feedback and there are anonymous speak-up mechanisms set up for sharing their concerns and grievances. Galaxy is a Union-free organisation and the major reason for this is that everybody has complete access to senior management which strongly is in line with Galaxy's value of 'Accessibility to Seniors'.

Townhall – 'Dialogue'

Galaxy has always believed in 'Openness & Transparency in Communication' and encouraged participation of each Galaxite in sharing their ideas and thoughts. This has also helped us build an 'engaged and value-driven organisation' which we are proud of. We conduct Town Hall meeting named as 'Dialogue' at the head office once in a quarter and connected with videoconferencing at all locations. The agenda of 'Dialogue' is to share business performance of the quarter with the employees, the challenges faced and success stories.

This two-way communication is established to encourage participation, motivate the employees, foster collaboration, convey and exchange various improvement ideas.

Operator Townhall

Amidst the socially distanced society, we found a way to stay emotionally connected! The Galaxy Operator Townhall was a heartwarming experience where COVID-Yodhas spoke on how the pandemic has changed the way they work and commute while staying safe.



Human Rights & Labor Laws

GRI 102-41, 412-2

Galaxy has established a human rights policy that is communicated to every employee. We also ensure that forced or child labour is not practiced at our work premises and strict compliance audits are conducted to ensure the same. All the labor laws and other policies pertaining to workplace ethics are well communicated to employees through display boards, handbooks and other forms of communication. These include policies such as whistle blower policy, sexual harassment policy and strict legal compliance is observed as laid down by local and national acts and regulations. 30% of employees and workmen have been provided training on Galaxy's human rights and policies during FY 2020-21. Employees are encouraged to provide their feedback and there are anonymous speak up mechanisms set up for sharing their concerns and grievances. The Company also undergoes Responsible Sourcing Audit from its customers which includes audit of various areas like safe and hygienic working condition, child labor, wages & benefits, and discrimination and business practices. Galaxy treats its employees equally, with dignity and with no gender bias. Galaxy believes and ensures that all employees work in an environment that is free from all kinds of harassments including sexual harassment of women. In India, as required under the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, Galaxy has constituted an IC (Internal Committee). During the year, one complaint related to sexual harassment was received which was resolved promptly. **There were no complaints received relating to child labour, forced labour or involuntary labour in the last financial year and none pending, as on the end of Financial Year 2020-21.**

We have developed a Human Rights checklist to improve human rights reporting across our units. It was found that, none of the manufacturing unit considered were found to have significant risk for incidents of child labour, forced labour and young workers exposed to hazardous work. All hiring is done via human resources with supporting documentation and proof of age required.

There are no such operations in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of type of operation (such as manufacturing plant) or countries or geographic areas with operations considered at risk. In compliance with the right to collective bargaining under the NLRA (National Labour Relations Act).

In the occurrence of operational changes that involves a change in staffing level or otherwise effect employment, Galaxy has established system for change of management which include required planning and capability building ensuring smooth transition.

"Galaxy stands for Equal Opportunities"

One of the Galaxy Values is **'Everyone can make a Difference'**. Our work culture fosters diversity and equal opportunity.

We are an equal opportunity employer and are committed to including differently abled members of society in our world and integrating them into the business.

Learning and Development

GRI 103-1-3; 404-1

'Everyone can make a Difference' is one of our Values. We believe that each Galaxite is our Talent and our pursuit is to build future leaders who create value. For those who are ready to take charge and lead from the front, Galaxy is the place to be. Our relentless pursuit is to build the competencies and capabilities of our people. We empower our people to take charge of their careers through multiple avenues such as best-in-class manufacturing facilities and practices, futuristic learning and development initiatives, focused leadership development programs through Galaxy Way of Leading and multi-dimensional capability building approach.

Galaxy has always focussed on developing a robust learning environment across the organisation. Exceptional attention to detail in planning both technical and behavioural training for employees at all levels ensures that our employees are well nurtured round the year and drive Business Growth in all domains.

Along with work, Galaxy believes that a healthy and happy workforce is more dedicated and productive. Hence, Galaxy drives strategic agendas and awareness campaigns on employee health and wellness to ensure a happy, healthy and motivated workforce.

Galaxy is committed towards building talent and a high performance learning culture where our employees feel empowered, challenged and rewarded, and have many opportunities to demonstrate their skills and abilities. In line with our People Energy (PE) Policy, we continuously train our people to perform efficiently, effectively and to enlarge themselves. Our objective continues to be to support the business in achieving sustainable and responsible growth by building the right capabilities in the organisation. Various Behavioural, Safety, Technical and On-the job training programmes are organised for our workforce.





Training Details Group Level: FY 2020-21

Location	Group	India	Egypt	USA
Total Training Hours	63325	59658	2528	1139
Average Training hours (man-hour/employee)	38.66	43.5	12.6	17

Average Training Hours	India	Egypt	US	Overall
Male	14	11	25	14
Female	24	12	14	19

Employee Category	Avg. Training hours per Category
Strategic Level	22.87
Executive Level	13.85
Operational Level	76.01
Operator, Assistants & Others	9.22

Mandatory Training- Galaxy India:

Compliance Programs	Total (Participants)	Coverage
Policy Awareness (Code of Conduct, Whistleblower, Human Rights / ETI Code)	616	45%
POSH Awareness : A Step towards making our workplace safer and better	923	67%
Cybersecurity Awareness Program	366	80%



Group Level

**TOTAL TRAINING
HOURS**
63325 HOURS

Group Level

**AVG. TRAINING
HOURS**
38.66 HR/EMP.

Galaxy India

**AVG. TRAINING
HOURS 2020-21**
43.5 HR/EMP.

Galaxy India

**EMPLOYEE
COVERAGE**
95.2%

Major Programs:

- Policy Awareness
- PoSH
- Excellerate
- Case study based learning
- Online TTT for webinars to section incharges
- EMS and OHSAS
- Darwinbox Awareness
- Cybersecurity Awareness
- New Labour code
- Global Online Certification Course on Supply Chain
- Digitization and Management (NITIE)
- Leadership & Change Management (IIM A)
- Cost Management & Reduction (MIQ)
- Advanced Course on Climate Change (CII)

Safety & skill up-gradation training:

We have ensured 100% safety training for employees and workmen at all manufacturing sites. Also, we provide specific skill upgradation training for employees with coverage of about more than 85% (average, considering all the manufacturing sites). Contract employees are encouraged to participate in safety month, toolbox talk and safety trainings.

Sahakari Mitra is a specialized training program to:

- Develop the new and young talent at Galaxy
- Build on the supervisory skills of plant incharges

Way Forward:

- Design- Grade based signature programs defined
- Identified CDP driven programs
- Compliance programs with validity
- Social Learning, Gamification and Case Study based learning
- Online programs to be organised

Employee Engagement

Women's Day

Women's Day marks the spirit of wonderful contributions women give to make our society a wonderful place to be. Galaxy has always encouraged more and more female participation at work and cherished their contribution and difference they make in forming our workplace as a better one!

This International Women's Day, Galaxy Surfactants Ltd. acknowledged the women in the manufacturing sector who are rarely seen and much less talked about. Women play many roles efficiently in a single lifespan, this often leads to women being described and treated as superhumans. We tend to forget the fact that they are #HumanBeforeWoman.

Galaxy appreciates the human in the woman, because it's these little things that can make a huge difference to the world we live in. #HumanBeforeWoman #HumanAboveAll

At Galaxy, we aim to make our workplace welcoming and warm for women. We do this through interventions such as, promoting gender neutrality, women leadership and development, as well as providing a plethora of unique benefits for women.



At our manufacturing units of Taloja and Jhagadia, Women's Day was celebrated very well with every women working with the organisation (including contract labourers at Jhagadia), following the covid-19 protocols.

First Aid & Fire Fighting Measures

First aid and Fire Fighting Techniques have been used as important tools to quickly respond to accidents and to ensure that damage can be controlled immediately. One of our Values is 'Empowerment of People' and we believe in enabling our people abundantly to not just be able to handle our operations but also adversities in case they ever come up. With the aim of emergency preparedness, the trainings for First Aid & Fire Fighting Measures were conducted which involved hands-on simulation experiences for our First Aiders and Fire Fighters.



TRI-K Cares Campaign

In the alarm of COVID-19, the mission of TRI-K is to provide solutions for health and hygiene. Keeping the employees, customers and community at the top of the mind, TRI-K has been doing its part devotedly. Therefore, on World Health Day, TRI-K launched the 'TRI-K Cares for You' campaign. As the times are constantly changing and to help the customers in the best way possible, we need to understand emerging consumer needs and market trends. To facilitate this new learning process, TRI-K has been releasing weekly communication through social media and bi-weekly webinars.

Employees Appreciation Day

Galaxy has always considered its employees as its biggest asset. TRI-K celebrated Employees Appreciation Day to thank the employees for all for the hard work and efforts in bringing to life TRI-K's vision and goals. A small pizza luncheon organised for the whole office.



Virtual Happy Hour

The world's largest work-from-home experiment led everyone of us to think creatively about our ways of co-creating and engaging with our teams. While 'social-distancing' has become a popular phrase, TRI-K has been continually choosing to be physically distant, while staying connected. TRI-K has been staying in constant contact with the employees during the COVID-19 pandemic. And as we have all carried our offices to our homes, TRI-K tried to make the Happy Hour more interesting by bringing in favourite drink or snack, pets, kids, partners as well along with the employees' stories.



Response to COVID-19

'Business is People' is one of Galaxy's 14 Values. We have always prioritised our people and their safety – the pandemic times were no less! We took these difficult times as a challenge and had prepared ourselves as well as our people even before a strict lockdown was declared by the government.

Apart from following the regular guidelines like practicing stringent social distancing norms religiously, installing handwashing stations across location, daily distributing masks to our people and daily temperature check twice a day for all employees; we were dedicated to go a step ahead to take utmost care of Galaxy family and its extended family members. **Bottles of hand sanitizers and two masks were given to each employee every month. Vitamic C tablets, Ayurvedic potion and lemon juice was distributed daily to strengthen their immunities.** When our Corona Warriors are at the forefront fighting the risks day-in and day-out, it becomes a collective responsibility for all of us to help them conserve their health.

To keep our plants smoothly functional and lower the risk of infection, many of the long distance travellers were moved to company's guest houses. The canteen staff used to distribute easy-to prepare food kits (dal, rice, wheat flour, potato, masala pouches, etc.) for the truck drivers travelling across the country to deliver the products to our customers.

We have always promoted the culture of learning and the same reflects in the above statement from our Motto. Galaxy's endeavour for the good health and safety of its people was displayed in the trainings too. Our objective behind safety trainings related to COVID-19 were to not just educate our people regarding the safety tips but also consistently reinforce the safety basics from time-to-time. Extensive toolbox talks were conducted at the shop floor which focussed on the importance of cleanliness and personal hygiene, norms of social distancing as well as the basics of using a face mask and steps of handwashing.



To fulfill our responsibilities towards our community, we distributed bottles of hand sanitizers and handwash liquids to hospitals, police stations and local government offices.

TRI-K Industries, Inc. with its manufacturing plant situated in Derry, US – a Galaxy subsidiary - has been ably maintaining normal operations despite the challenges of illness, quarantine and remote working. Most of the staff has been mostly working from home since the second half of 2020. However, for those working in the R&D facility and at the plant, we have the following practices into place:

- Installation of contactless soap and hand sanitizer dispensers throughout the facility
- Mandatory temperature checks, upon entering, for all employees
- Mandatory mask usage while in the office/plant
- Onboarding of all new hires remotely and interviews over zoom in order to keep recruitment moving
- Compulsory questionnaires for any necessary visitors to the plant
- Weekly status updates of COVID 19 and what we were doing as an organization to make it easier to function in this new environment
- Supply of sanitization products and cleaning wipes to make sure everyone was wiping down surfaces
- Traffic channeling with one-way signs to maintain social distancing during passage in hallways
- Installation of Signage - vacant/occupied in bathrooms to alert when there was an occupant since there are multiple stall bathrooms
- Minimal usage of tables and chairs in the kitchen area existing tables appropriately spaced
- Installation of Signage – maintenance of COVID 19 protocols
- Virtual 'get togethers' to keep morale high and help teams to work in close collaboration Client engagement is ensured by way of multiple webinars conducted.



Safety protocols under the supervision of the Conversion (Manufacturing) Head have been designed and implemented which include:

- Disinfection of all plant units
- Temperature checks and sanitisation before entering the premises.
- Immunity build-up diets for the workers.
- Disinfection of transportation mediums employed to get the workers.
- Social distancing measures at all points.
- Provision of sanitisation facilities at all check points. Ensuring there is periodic washing of hands and continuous use of Face masks.
- Provision of hand sanitisers and hand washes for labourers.
- Educating all plant members about COVID-19 and best practices to ensure health and safety at all points.
- Check-list with elaborate procedures for starting up post shutdowns for every unit.
- Employing the best-in-class start up and shut down procedures which have been defined and employed at all points – even before COVID-19 set in.
- Key safety and maintenance personnel are available at all points of time.



Intellectual capital

At Galaxy, Intellectual Capital consists of the intangible knowledge of the organisation that is translated into patents, copyrights etc. It is also evidenced through new products developed in both the home and personal care segments, process improvements, better competitiveness in the market, improving financial performance and growth. We actively encourage learning and experimentation at Galaxy, collaborate with technology leaders and industry bodies.

The main process underlying the creation of intellectual Capital at Galaxy is the Innovation process which is aimed at supporting the plant operations and the entire value chain with higher efficiency and in an environment friendly manner.

Innovation

The constant endeavour of Innovation process is to provide high-performing, value added solutions to the Home and Personal Care industry. Galaxy works in close collaboration with Research & Development teams of the home and personal care product manufacturers, both locally and globally.

Our focus remains on expanding our innovative basket of ingredients which form part of multiple existing as well as emerging categories like UV absorbers, functional macromolecules, non-toxic preservation, mild surfactants for gentle cleansing, and blends. Backed by the principles of Green Chemistry, sustainability is always at the core of Galaxy's innovation efforts.

Galaxy has adopted innovation Funnel Model comprising various stages wherein ideas are screened as they progress through various developmental stages before getting converted into successful business.

Aiming to be a supplier of choice, we ensure that all the product safety related information is readily available to the customers.

New products commercially launched

Products commercially launched during the FY 2020-21:

Hyaclear 7

Hyaclear 7 has been a growing success with innovation during Covid. With more people washing/cleansing their skin, hydration has had a renaissance period and become a core claim for many skincare brands.

GalEcoSafe

Galaxy's Gal EcoSafe range of fatty GalEcoSafe is Galaxy's Low 1,4-Dioxane solution, designed to help products comply with the NYS4389B law. The content of 1,4-dioxane in GalEcoSafe is at five ppm max, making the formulations safe while keeping them functional (Upto 20% inclusion of GalEcoSafe LES 70 D5 wt/wt basis).



Galguard LipoG

Galguard LipoG is a non-toxic ingredient for preservation. It is made from naturally derived raw materials. This product is REACH registered and is in line with the emerging need for green preservation.



We enhance the knowledge level of our employees through different training programs like “Nirmaan” so that they continuously contribute to innovations at Galaxy(refer Human Capital section)

To meet the continuously evolving customer requirements and to minimise the impact on environment, our innovation process and R&D aims at adoption of sustainable practices. This has resulted in several patents being filed and granted.

We have implemented several sustainability initiatives that have helped in minimizing environmental impacts of operations and actively contribute to social and economic development of the communities. Key focus areas have been improving energy efficiency, increasing renewable energy consumption, reducing waste generation, minimising water consumption, and mitigating climate change risks.

As a result of this focused approach, In August 2020, our Taloja plant has been conferred with the CII Green Company rating (GreenCo - Silver level). The plant thus became only the 2nd Surfactant unit in the country to achieve this feat. GreenCo Rating revolves around 10 performance parameters, namely, energy efficiency, water conservation, renewable energy, greenhouse gas emissions, waste management, material conservation, green supply chain, product stewardship & life cycle assessment, innovation, and green infrastructure & ecology. We are continuously setting challenging targets in the areas of energy, water, waste, and for reducing our impact on climate change through our innovation and R&D.

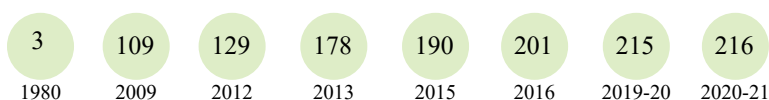
To improve our day to day productivity, we have leveraged information and technology systems and automated a few key business processes. In the future, meeting and exceeding the customer needs, enhancing our economic performance while having a positive impact on the environment and community is the key focus area of our innovation process.

78 approved Patents and 13 applied:

INDIA	USA	EUROPE	ROW	Globally Applied
16	18	5	9	16

78 Patents since 2000	13 Patent application pending	Rs. 8cr. Incurred to enhance the R&D Setup	New product grades, process, efficiencies
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Products Added



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ACI	American Cleaning Institute
AGM	Annual General Meeting
AI	Artificial Intelligence
AMET	Africa, Middle East, Turkey
APAC	Asia Pacific
BBS	Behavioural Based Safety
BCCI	Bombay Chamber of Commerce and Industry
BMR	Batch Manufacturing Record
BPE	Business Process Excellence
BQ	Business Quality
BRR	Business Responsibility Report
BS OHSAS	British Standard - Occupational Health and Safety
BSI	British Standards Institution
CAPEX	Capital expenditures
CCQC	Chapter Convention on Quality Concepts
CCT	Continuous Contour Trenches
CDP	Carbon Disclosure Project
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CG	Corporate Governance
CH4	Methane
CII	Confederation of Indian Industry
CLP	Classification, Labelling and Packaging
CO2	Carbon Dioxide
COO	Chief of Operations
CSR	Corporate Social Responsibility
DCS	Distributed control systems
DISH	Directorate of Industrial Safety and Health, MARG
EBITDA	Earnings before interest, tax, depreciation and amortisation
ECC	Emergency Control centre
EMS-OHSAS	Environmental Management System - Occupational Health and Safety
EO	Ethylene Oxide
ERM	Enterprise risk management
ESG	Environmental, Social, and Governance
ETI	Ethical Trading Initiative
EU	European Union
EWFC	Employee Welfare Council
FA	Fatty Alkanolamides
FAE	Fatty Acid Esters
FAES	Fatty Alcohol Ether Sulfate
FAS	Fatty Alcohol Sulfate
FMCG	Fast-Moving Consumer Goods
FY	Financial Year
GCD	Global Customer Delight
GCE	Galaxy Chemicals Egypt (S.A.E.)
GDP	Gross domestic product
GHG	Greenhouse Gas
GHS	Global Harmonised System
GMEA	Galaxy Manufacturing Excellence Award



GMP	Good Manufacturing Practices
GRI	Global Reporting Initiative
GSL	Galaxy Surfactants Limited
HAC	Hazard Area Classification
HFC	Hydrofluoro Carbon
HIRA	Hazard Identification and Risk Assessment
HPC	Home & Personal Care
HPCI	Home and Personal Care Ingredients
HSE	Health, safety and environmental
IATA	International Air Transport Association
ICC	Internal Complaints Committee
ICC	Indian Chemical Council
IMC	Integrated Marketing Communication
IMDG	International Maritime Dangerous Goods
INR	Indian National Rupees
IOT	Internet of Things
IPCC	Intergovernmental Panel on Climate Change
ISCMA	Indian Specialty Chemical Manufacturers' Association
ISDC	International Conference on Soaps, Detergents & Cosmetics
ISO	International Organisation for Standardisation
I-SPOC	Sustainable Palm Oil Coalition for India
IWD	International Women's Day
JSA	Job Safety Analysis
KAM	Key Account Manager
LABSA	Linear Alkyl Benzene Sulphonic Acid
LCA	Life Cycle Assessment
LDR	Lost Day Rate i.e. Severity Rate
MNC	Multi-national Company
MS	Mild Surfactants
MSDS	Material Safety Data Sheet
NCQC	National Convention on Quality Concepts
NGO	Non-Governmental Organisation
NLRA	National Labour Relations Act
NOx	Nitrogen Oxides
NPT	New Projects and Technology
OCN	Octocrylene
OHC	Occupational Health Centre
OMC	sunscreen
P&ID	Piping and Instrumentation Diagram
PAT	Profit after tax
PCB	Pollution Control Board
PEP	People Energy Process
PLC	Programmable Logic Controller
PM	Particulate Matter
PPE	Personal protective equipment
PSSR	Pre-Startup Safety Review
R&D	Research and Development
RCGC	Responsible Care Global Charter
RCM	Risk Management Committee
REACH	Registration, Evaluation, Authorisation and Restriction of Chemicals
REDE	Renewable Energy Demand Enhancement



RM	Raw Materials
RMU	Resource Mobilisation and Utilisation
RoC	Registrar of Companies
RSPO	Roundtable on Sustainable Palm Oil
SAP	Systems Applications and Products in Data Processing
SASB	Sustainability Accounting Standards Board
SBTi	Science Based Targets initiative
SCBA	Self-Contained Breathing Apparatus
SDS	Safety Data Sheets
SEBI	Securities and Exchange Board of India
SG	Segregation
SHE/EHS/HSE	Safety, Health and Environment
SMETA	Sedex Members' Ethical Trade Audit
SOP	Standard Operating Procedure
SOx	Sulphur Oxides
SPCB	State Pollution Control Board
STK	Safety Training Kiosk
T1	Tier 1
TCFD	Task Force on Climate-Related Financial Disclosures
TPM	Total Productive Maintenance
TRIFR	Total Recordable Injury Frequency Rate
UN	United Nations
USA	United States of America
UV	Ultra Violet
WAT	Water Absorbing Trenches
WBCSD	World Business Council for Sustainable Development
WRI	World Resources Institute
ZLD	Zero Liquid Discharge
UN SDG	United Nations Sustainable Development Goals
EnMS	Energy Management System
IGMC	India Green Manufacturing Challenge
NAMC	National Awards for Manufacturing Competitiveness
ASRA	Asia Sustainability Reporting Award
IP	Intellectual Property
SER	Supplier Engagement Rating
ICSI	Internal Customer Satisfaction Index

Abbreviation for Units of Measurement

CO2 e	Carbon Dioxide Equivalent
Cubic m / m3	Cubic Meter
Hrs	Hours
KL	Kilolitre
kWh	Kilo Watt hour
MT	Metric Tonnes
MW	Mega Watt
MWh	Mega Watt hour
MTPA	Million Tonnes Per Annum
kg sb eq	Abiotic depletion is measured in kilograms of Antimony (Sb) equivalents.
tCO2e	tonne Carbon Dioxide Equivalent
Cr/ Crs	Crore/ Crores



INDEPENDENT ASSURANCE STATEMENT

Introduction and objectives of work

BUREAU VERITAS has been engaged by **Galaxy Surfactants Ltd** (hereinafter abbreviated “**GSL**”) to conduct an independent assurance of its **Sustainability Report** for the year **2020-21**. This Assurance Statement applies to the related information included within the scope of work described below.

This information and its presentation in the **Sustainability Report 2020-21** are the sole responsibility of the management of **GSL**. Bureau Veritas was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

Scope of work

The assurance process was conducted in line with the requirements of the Assurance Standard **AA1000AS version 03, Type 2 and ‘Moderate’** assurance. The scope of work included:

- Data and information included in Sustainability Report 2020-21 for the **reporting period 1st April 2020 to 31st March 2021**;
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported;
- Evaluation of the Report against the main principles of the AA1000 Assurance Standard (2008)¹
 - Inclusivity
 - Materiality
 - Responsiveness
 - Impact
- Evaluation of the Report against the principles of Accuracy, Accessibility, Balance, Clarity, Comparability, Reliability, Timeliness and Stakeholder Inclusiveness, as defined in the **GRI (Global Reporting Initiative) Standards²** on Sustainability.

Methodology

As part of its independent assurance, Bureau Veritas undertook the following activities:

1. Remote audit through video conferencing was conducted at Tri-K USA on 12th August 2021, Egypt on 18th August 2021, Tarapur on 18th August 2021, Jhagadia on 18th August 2021, Taloja at 19th August 2021, Head Office and remotely interviewed relevant personnel responsible for sustainability performance. Bureau Veritas’ experienced assurers and sector specialists remotely conducted the assurance process. The off-site assessment consisted mainly of desk review of the draft Sustainability Report.
2. GSL had submitted sustainability performance data on reported GRI indicators. The data pertaining to the same was sampled and assessed by Bureau Veritas through the process above described.
3. The data was assessed on a sampling basis. Data on various GRI sustainability indicators was verified for the locations. Later, it was confirmed that the same verified data went into preparation of the final data within the Sustainability Report 2020-21.
4. Bureau Veritas reviewed evidence of stakeholder engagement activities that had been undertaken by GSL prior to the preparation of the Sustainability Report. The methodology and criteria chosen in order to determine aspects material to GSL were also reviewed for their appropriateness.

Our work was conducted against Bureau Veritas’ standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

Our findings

On the basis of our methodology and the activities described above, it is our opinion that:

- Nothing has come to our attention to indicate that the reviewed statements within the scope of our verification are inaccurate or that the information included therein is not fairly stated;

¹ Published by Accountability: The Institute of Social and Ethical Accountability <http://www.accountability.org.uk> ((AA 1000 AS version 03 is the latest version of the assurance standard)

² GRI Standards are published by the Global Reporting Initiative, P.O. Box 10039, 1001 EA, Amsterdam, The Netherlands and can be downloaded from the GRI web site www.globalreporting.org



- It is our opinion that GSL has established appropriate systems for the collection, aggregation and analysis of quantitative data such as Environmental, Health & Safety and Human Resources, Labour & Community interventions as well as Product and Investor related data.

Alignment with the principles of AA1000AS version 03

Inclusivity

There is nothing we came across that would suggest that GSL does not have processes in place for engaging with a range of key stakeholders including socially responsible investors, shareholders, suppliers & contractors, Government officials, local community representatives and employees.

Materiality

We did not come across any finding to indicate the Report does not address the range of environmental, social and economic issues of concern that GSL and its stakeholders have identified as being of highest material importance. The identification of material issues has considered both internal assessments of risks and opportunities to the business, as well as stakeholders' views and concerns. The material issues were identified by a defined process of stakeholder engagement.

Responsiveness

There is no indication that GSL has not responded to those issues it has identified as material and has not demonstrated this in its policies, objectives, indicators and performance targets. The reported information can be used by the organisation and its stakeholders as a reasonable basis for their opinions and decision-making.

Impact

There is no finding from our assessment that GSL had not monitored, measured or has not been accountable for its actions related to its material topics and their effect on the broader ecosystem

Evaluation against Global Reporting Initiative (GRI) Sustainability Reporting Standards

Bureau Veritas undertook an evaluation of **GSL Sustainability Report 2020-21** against the GRI Standards. This included cross checking the GRI index table against all the reference documents to provide an opinion on the self-declared GRI reporting option.

Based on our work, it is our opinion that the **Sustainability Report 2020-21** has been prepared in accordance with the GRI Standards including appropriate consideration of the reporting principles and necessary topics and disclosures within each topic, to meet the requirements of **GRI Standards** Reporting Option **"In accordance- Core"**.

Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period stated hereinabove;
- Positional statements (expressions of opinion, belief, aim or future intention) by GSL and statements of future commitment;
- Competitive claims in the report claiming "first in India", "first time in India", "first of its kind" and such other claims, if any;
- Our assurance does not extend to the activities and operations of GSL outside of the scope and geographical boundaries mentioned in the report as well as the operations undertaken by any other entity that may be associated with or have a business relationship with GSL;
- Our assurance of the economic and financial performance data of GSL is based only on the audited annual reports of GSL and our conclusions rely entirely upon that audited report

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the Report.

Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specialises in Quality, Health, Safety, Social and Environmental management with almost 180 years history in providing independent assurance services.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day to day business activities. We are particularly vigilant in the prevention of conflicts of interest.

No member of the assurance team has a business relationship with GSL, its Directors, Managers or officials beyond that required of this assignment. We have conducted this verification independently and there has been no conflict of interest.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health & safety information, systems and processes an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

Bureau Veritas (India) Private Limited

72 Business Park, 9th Floor, MIDC Cross Road 'C', Opp. SEEPZ Gate #2, Andheri (East) Mumbai-400 093 India.



Jitendra Kadam
Lead Assurer



Sanjay Patankar
Technical Reviewer
ICC-Sustainability & Climate Change Services

Date: 21/09/2021



NOTES

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GALAXY SURFACTANTS LIMITED

C-49/2, TTC Industrial Area, Pawne, Navi Mumbai - 400 703, Maharashtra, India.

Phone : +91-22-65134444 / 27616666

Fax : +91-22-27615883 / 27615886

E-mail: sustainability@galaxysurfactants.com

www.galaxysurfactants.com