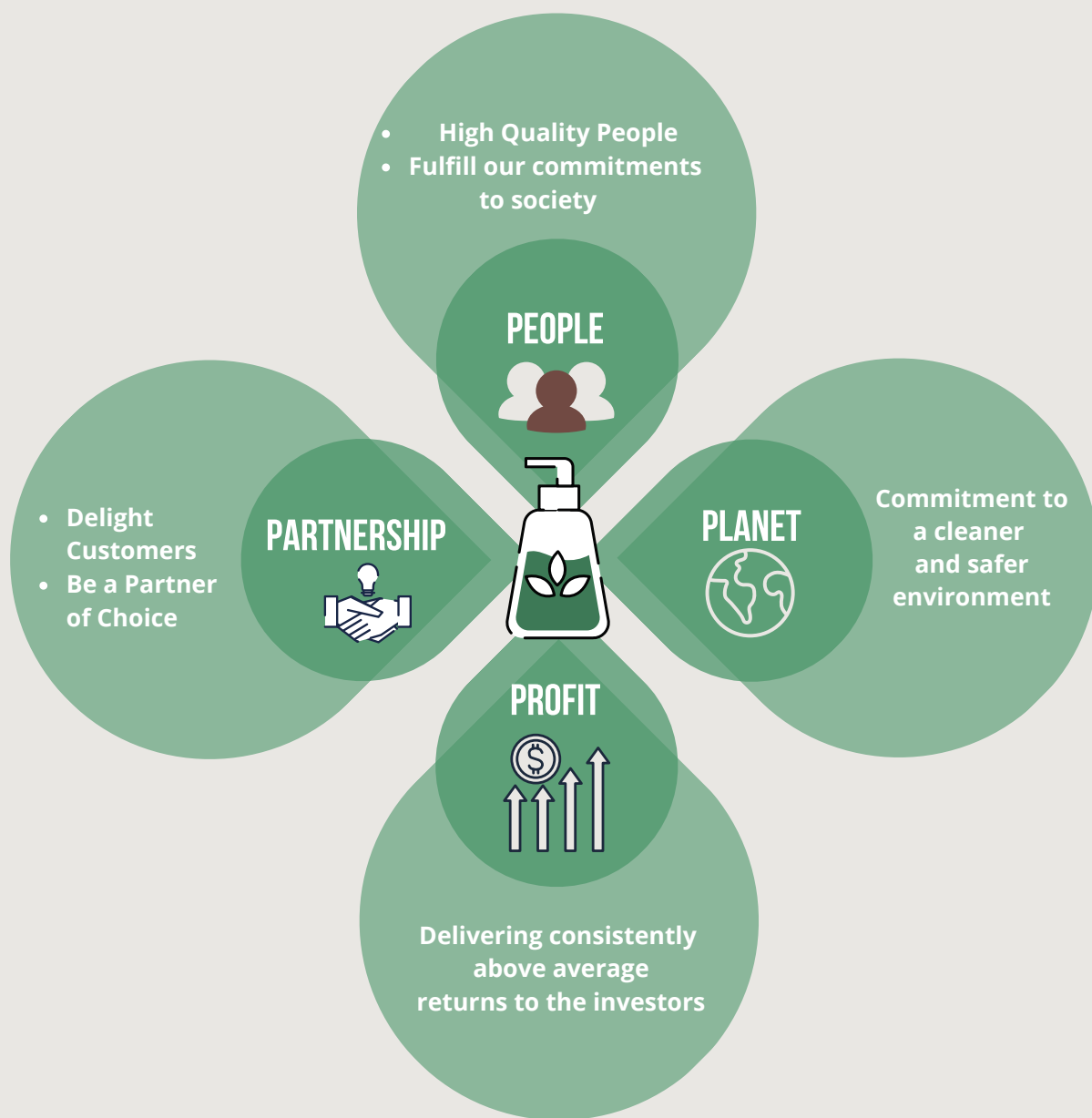




SUSTAINABILITY REPORT



THEME:

40 YEARS OF INCLUSIVE GROWTH

This report's theme is based on how we have embedded the principles of sustainability in business activities - People, Planet, Profit and Partnership. We are determined to create and provide sustainable value to all our key stakeholders. Our Motto, Mission, Vision serve as the guiding pillars towards our responsible business growth.

About the Report

GRI 102-46, 48-56

It is our pleasure to present 9th 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 on page no. 52 and 53.

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 on page no. 12.

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, 2019 to March 31, 2020. Previous Sustainability Report was published on September 30, 2019 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 and Assurance

The report is prepared by trained team members of BPE- Sustainability, Galaxy Surfactants Ltd. as per the internal procedure of Sustainability Reporting. Inputs for the report are provided by relevant departments of Galaxy. The report is published after review and approval from Strategic Level team. We have not sought for external assurance for this report. There is no restatement of information in this report. Various photos used in this report are clicked before COVID-19 pandemic.

Feedback

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

To know more about our sustainability initiatives, please visit our website link:

<https://www.galaxysurfactants.com/sustainability/sustainability.aspx>



Click here to share your Feedback: [Form](#)

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', 'expects', 'target', 'project', 'intends', 'plans', 'believes' 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.

In legalese: No part of this report may be reproduced, or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage or retrieval system, without the prior written permission of the organization.

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GRI-INDEX

HIGHLIGHTS FOR FY 2019-20



CONSOLIDATED REVENUE FROM OPERATIONS

INR 2596.38 Crore



PAT GROWTH

+ 20.6 %



INNOVATION

Patents- 70*



CSR SPEND**

INR 3.32 Crore



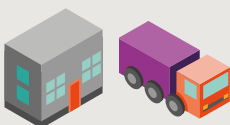
TALENT NURTURING

18.79 Training hours/employee

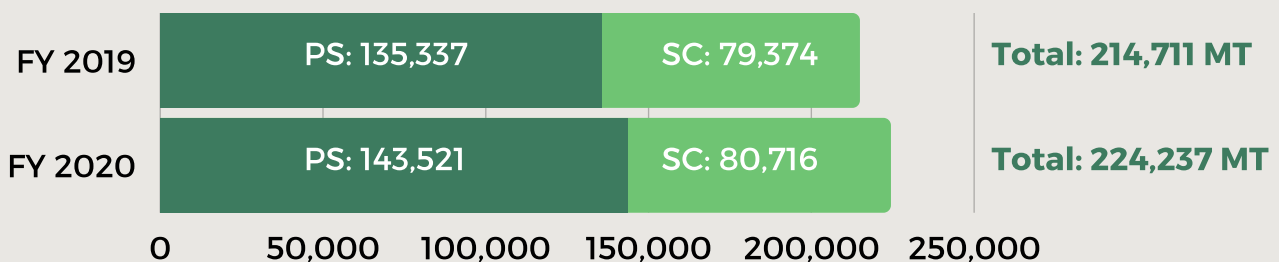


SAFETY

Zero Reportable Incidents



PRODUCT VOLUMES



*Patents since year 2000; ** CSR Spend in India, *** PS: Performance Surfactants, SC: Speciality Care

MESSAGE FROM MD

GRI 102-14

"FY 2019-20 might have ended on a sombre note and our 'today' is filled with uncertainty; but let me assure you, the future holds promise. I hope you and your families are safe, healthy and secure."

Dear Stakeholders,



I am pleased to share our 9th *Sustainability Report* for the Financial Year 2019-20 which shows how we have embedded the principles of sustainability in business activities - People, Planet, Profit and Partnership.

In these grim times, ladies and gentlemen, I would like to share some positive news with you. The year 2020 marks the 40th year since inception for Galaxy. The journey which began in 1980, has now completed 4 decades. I would like express my gratitude to all people who have contributed in growth of Galaxy – our employees, customers, investors, vendors, partners, and stakeholders. This journey has been built upon and enhanced through our focus on customer centricity, people and continuous innovation. In spite of numerous challenges, our strengths have enabled us to surpass the hurdles of changing requirements in terms of certain regulations, consumer demands and sustainability, and the recent COVID-19 pandemic. Our *COVID 'Yodhas'* as we internally call our members from the Plant, Operations and Logistics not only fought through the various risks and lockdown restrictions but also ensured that we kept on delivering and fulfilling our customers' needs 24x7. For the year 2019-20, while our Performance Surfactants business grew at 6% in volumes, Specialty grew at 1.7% after a spectacular FY 2018-19. Overall volumes grew at 4.4%.

Our entrepreneurship was recognized as my own nomination for being selected as Finalists in the **EY Entrepreneur Of The Year™ 2019** awards. Few of our key achievements were being awarded with **Gold Innovation Award** at HPCI 2020, **Great Place to Work-Certified™** for Dec. 2019 – Nov. 2020, **Gold level** - National Awards for Manufacturing Competitiveness (NAMC) for Jhagadia manufacturing site and many customer recognitions.

As part of the *Valuable 500 initiative*, we have committed ourselves to including 40 differently-abled members within Galaxy by 2022. We have voluntarily embraced the *TCFD* recommendations to evaluate, manage and report our climate-related risks and opportunities through *CDP Disclosure*. Although, in this year, we have maintained our progress for our Sustainability Goals 2020, we are continually improving towards delivering positive impact on society and environment.

In April 2020, 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. Based on the insights derived from the investigation, we have launched **Project Abhayatam** – A Fearless, New Beginning. This project comprises an 8-step review mechanism by a Team of subject specialists within Galaxy. This will 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.

We look forward to work towards the larger purpose of contributing to better living along with our partners in line with *UN Sustainable Development Goals 2030*. We shall always be committed to safety of our employees and at workplace, contribute to community, and become major player in Personal and Home Care industry.

But to succeed tomorrow, one needs to work today, and work for the next decade has already begun. The next decade shall see the rise of '**PERSISTENCE**' – Growth driven by: **P**remiumisation, **E**-commerce, **R**egulations, **S**ustainability and Safety, **I**nnovation, **S**upplier Integration, **T**rade, **E**merging Opportunities, **N**ew-age Technologies that shall power unmatched consumer experience, **C**ustomised Consumption, **E**ngagement with all Stakeholders.

On that futuristic, optimistic and positive note, ladies and gentlemen, thank you once again for being part of this journey.

Thank you,
Yours sincerely,

U. SHEKHAR
MANAGING DIRECTOR

NEW INITIATIVES



The Valuable 500 commitment *

From 2019, Galaxy is committed to including differently-abled members of society in our world and integrating them into the business. We have committed ourselves to including 40 differently-abled members within Galaxy by 2022.



TCFD**- Climate-related Risks

Galaxy has embraced TCFD recommendations with a commitment to evaluate, manage and report its climate-related risks. The assessment aims to conduct climate-related risk assessment across Galaxy's operations, identify the principal risks - physical and transitional, prioritise and estimate the financial impacts, thereby assessing Galaxy's resilience upon transitioning to a low carbon economy.



CII GreenCo

CII GreenCo is the "first of its kind in the world" holistic framework that evaluates companies on the environmental friendliness of their activities using the life cycle approach. Galaxy has adopted the GreenCo rating system at its Taloja plant, India to assess its operations' environmental performance adopting a procedure-based approach.



Energy Management System (EnMS)

Galaxy has adopted structured way of energy monitoring and control through EnMS 50001:2018. The certification was awarded to Taloja plant, India after successful audit conducted by BSI, a certification body.

* The Valuable 500- <https://www.thevaluable500.com/the-valuable-500/>

**TCFD - Task Force on Climate-related Financial Disclosures

Awards, Certifications and Recognitions



Galaxy won the Gold award for its innovative product Galsoft TiLS (G) - An oil soluble surfactant, at the HPCI Mumbai Conference 2020.



Galaxy Surfactants, this year won the "Excellent Use of IP in Innovation" Award at the IP Summit & Awards organized by Transformance Forums, for our "Green Catalyst" innovation that has transformed the way Amino Acid Surfactants are manufactured.



Jhagadia manufacturing site awarded with Gold Medal in National Awards for Manufacturing Competitiveness 2018-19



Certificate of Appreciation - Afforestation Project in Tetavali, Rabale, Navi Mumbai - in partnership with NGO "Hariyali"

Awards and Recognitions

- Mr. U. Shekhar, MD was selected as a Finalist for the EY Entrepreneur of the Year Awards 2019.
- Galaxy received "Award of Excellency" for year 2017-18 from CHEMEXCIL for outstanding export performance during the period.
- Global Cosmetic Industry has released their top 12 ingredients trends for 2020. TRI-K's Hemp Tein Z NPNF® & Galguard Trident S were both featured as answers to trending ingredients for this year.
- Galsoft TiLS was shortlisted for Top 10 Innovation Ingredients Award at in-Cosmetics Global.
- Winner of "Water Heroes" Contest for the Month of December 2019 from Ministry of Water Resources & Ganga Rejuvenation - Government of India.
- Secured 10 out of 10 Gold Certifications at Mumbai CCQC Chapter in Sep 2019.
- Head- SHE awarded with best BBS mentor and implementer by Forum of Behavioral Safety during National BBS Convention.
- We have achieved certification of ISO 50001:2018, Energy Management System for Taloja manufacturing unit.



Selected as Finalists in the Asia Sustainability Reporting Awards 2019 in Asia's Best Environmental Reporting category **



Galaxy Surfactants has been certified for the second time as Great Place to Work - Certified™ by the Great Place to Work® Institute for period December 2019- November 2020.



Galaxy Group has been awarded with EcoVadis Gold Sustainability rating, being in the top 5% of companies assessed by EcoVadis globally.

*CCQC: Chapter Convention on Quality Concepts, ** Finalists List 2019: <https://csrworks.com/asra/finalists-2019/>



COMPANY PROFILE

GRI 102-1-7

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.

Manufacturing prowess



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 Inc.

Since 1974, TRI-K 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.

"Galaxy's manufacturing excellence is powered by seven strategically located manufacturing facilities - five in India and one each in Egypt and USA."



1750+ customers



80+ countries



205+ product grades

Growing global footprint

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.



GRI 102-5

Nature of ownership and legal form

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.

GRI 102-13

Memberships and Associations

Galaxy is a member of several industry and trade bodies and regularly participates in industry events and stakeholder consultation/ dialogue leading to policy formulation by various regulatory bodies. Some of 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

GRI 102-12

External Initiatives

- 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

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 world, in more than 80 countries through our logistic partners.

GRI 102-11

Precautionary Approach

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 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, by-products is one of the ways by which we lower the environmental impact of our manufacturing process.

IMPACT OF COVID-19 ON SUPPLY CHAIN

GRI 102-10

- Our plants are located in Maharashtra, Gujarat, Egypt and USA. Our products have been classified as essential items as they are used for cleaning and sanitizing purposes. In India on announcement of lockdown on March 23, 2020, all our operations were closed in the interim pending the necessary permissions for continuing with the operations. On receipt of necessary permissions, the plants were restarted in the first week of April 2020 with constraints on manpower due to the pandemic. Units in Tarapur location remained closed due to the safety incident and restarted in June 2020. Our plants at Egypt and USA were operational though in a constrained environment influenced by the pandemic.
- Our IT systems are mature and secured enough to work from home and undertake execution of transactions, banking operations, internal and external reporting and meet the documentation needs of undertaking supply chain activities.
- We have taken all the additional measures at our plants / offices such as social distancing, frequent sanitization, regular health checkups etc. to prevent of spread of COVID-19. We have also encouraged people to work from home in view of the COVID-19 pandemic.

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 our people are the hallmark of our success and we thrive on the philosophy of a people-focused organisation.



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.

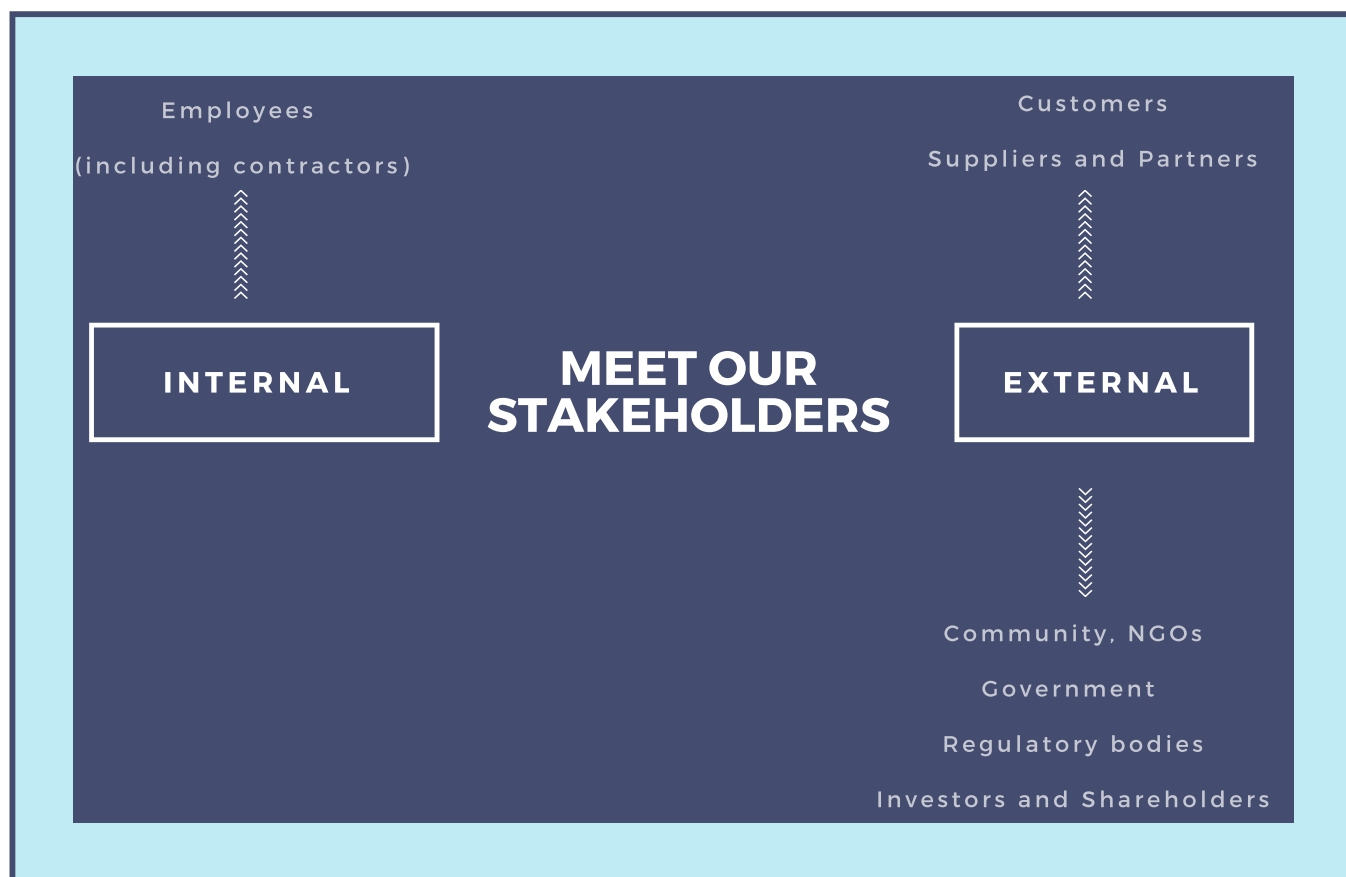
STAKEHOLDER ENGAGEMENT



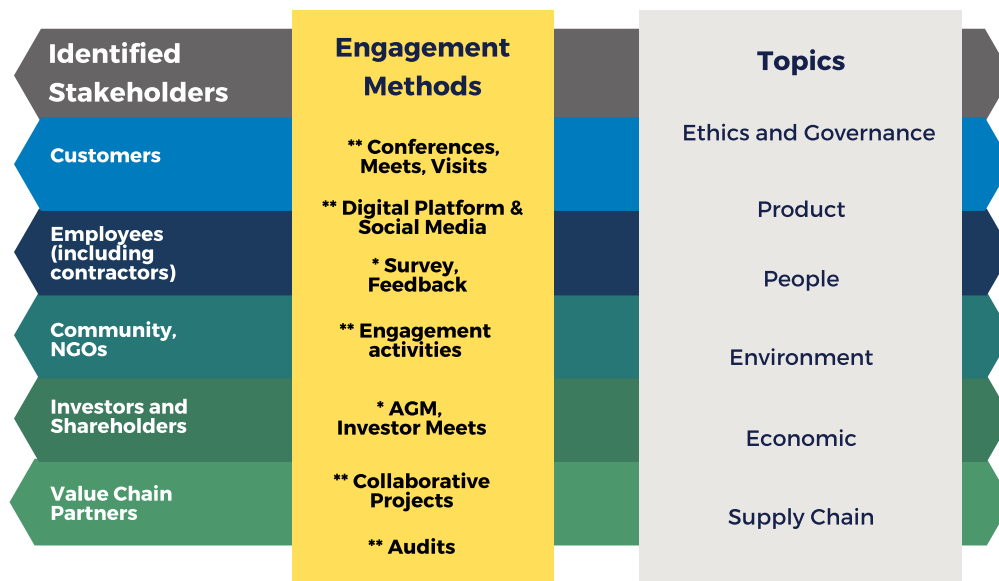
GRI 102-40, 42, 43, 44

We consider it extremely important to understand the viewpoints and concern of our stakeholders. Every year, we attempt to bring continuous improvement in our approach towards comprehensively engaging our stakeholders and arriving at the material aspects. We have a range of internal and external stakeholders. We engage with all relevant stakeholders through a variety of mechanisms, including direct meeting, surveys, digital platform, engagement at industry forums, and sharing information. The frequency of engagement is organised for regular communication with stakeholders on key issues. We conduct additional engagement with identified stakeholders as part of development of our sustainability reports.

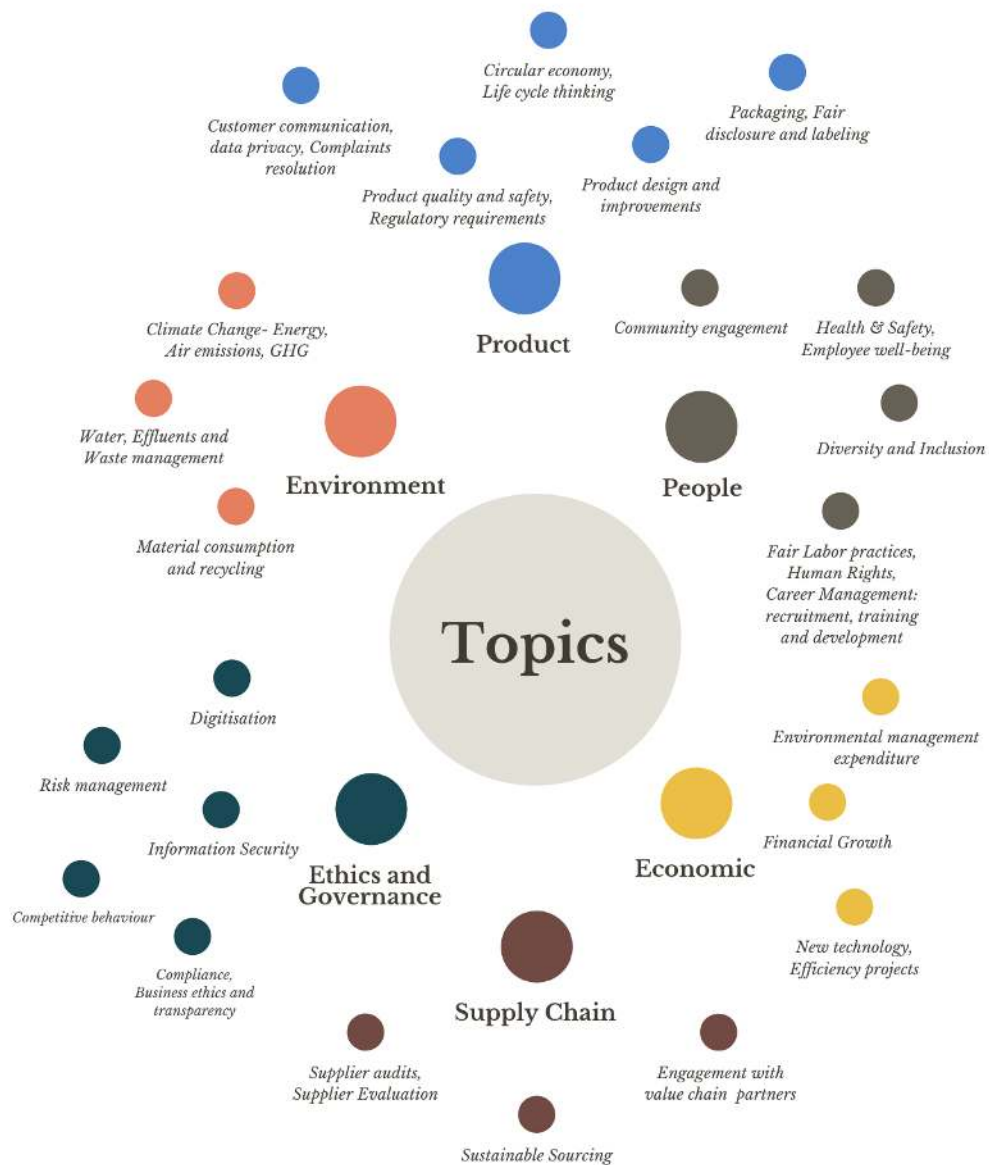
We have identified all relevant topics shared in the table on the next page. We select priority issues where both the need as expressed by critical stakeholders and Galaxy's unique potential to impact are the greatest. We employ our deep expertise to improve outcomes and monitor our progress to evolve our practices. Combining internal and external feedback, we have prioritised 14 topics as mentioned in Materiality Matrix (refer page no. 17). The Sustainability Cell has reviewed the material topics and validated 10 priority areas to be reported in this report.



Stakeholder Engagement Mechanism



Key topics for stakeholder engagement



* Once in a year ** More than once in a year



Investor-Analyst meet

Galaxy organised its first ever analyst meet and received an overwhelming response. Our COO, K. Natarajan, shared sales and financial performance, followed by a presentation by Director of Innovation, Dr. Nirmal Koshti on the recent innovative products. A short presentation was also given by CFO-Ganesh Kamath on Galaxy's financial health. The event helped us establish our presence in the stock markets and made the investors and analysts understand our business.



During the 3rd ICIS Indian Surfactants Conference held in October 2019, Manish Chaudhari - Sales Head- India & Global-KAM, shared his insights on India HPC Industry, growth drivers, trends and opportunities for ingredient suppliers & showcased Galaxy's new products and innovations.

"Galaxy considers stakeholders as partners in business and engages with internal and external stakeholder groups, beyond normal transactional engagement. This also ensures effective two way communications and also helps identify and address any concerns and creation of a shared value."

ENGAGING OUR STAKEHOLDERS

Customers, Employees,
Communities, Investors



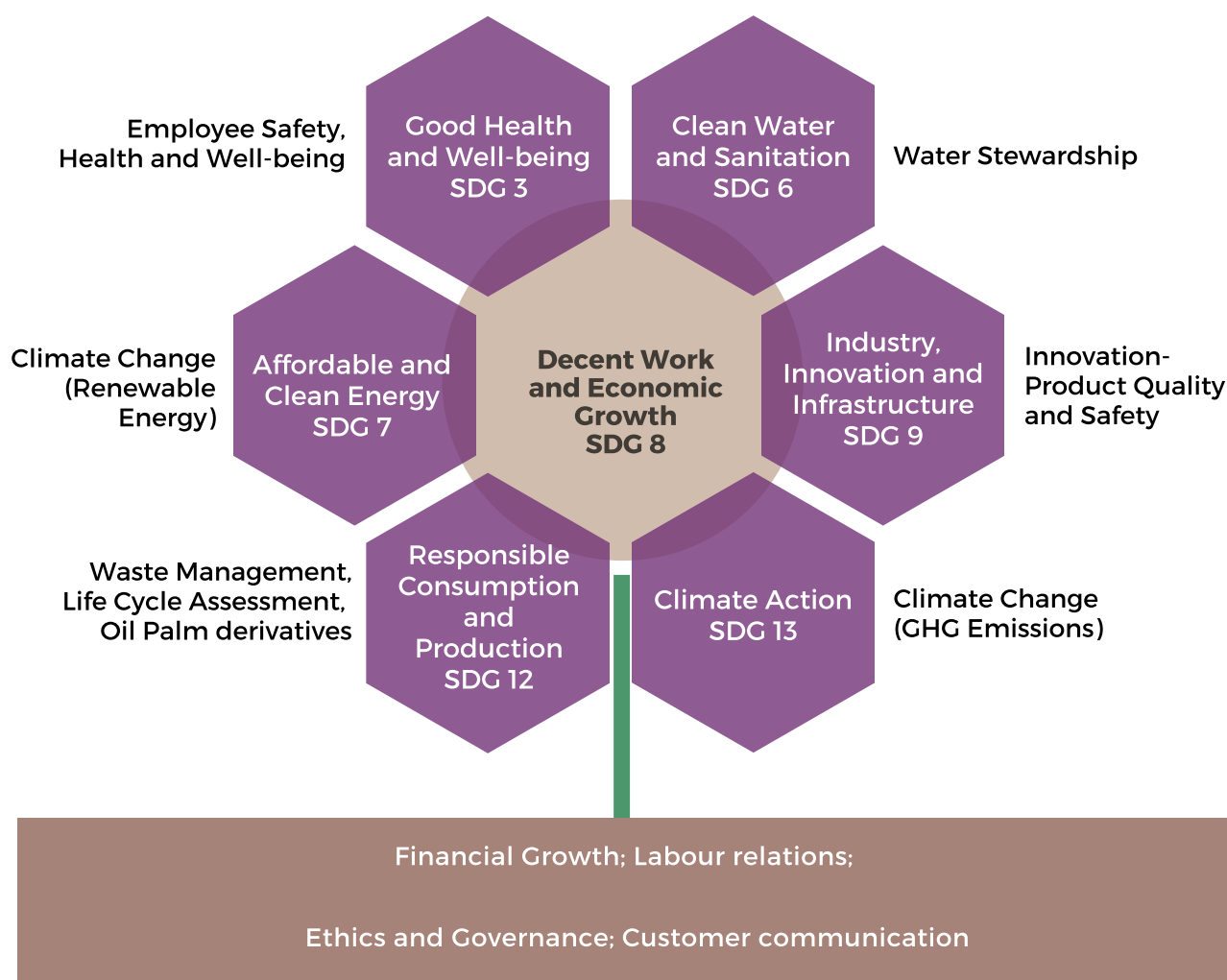
Materiality Assessment

GRI 102-47

Materiality assessment is essential to understand our sustainability priorities. We regularly review and update our materiality matrix. In February 2020, we have conducted survey with selected stakeholders to identify key topics of importance.

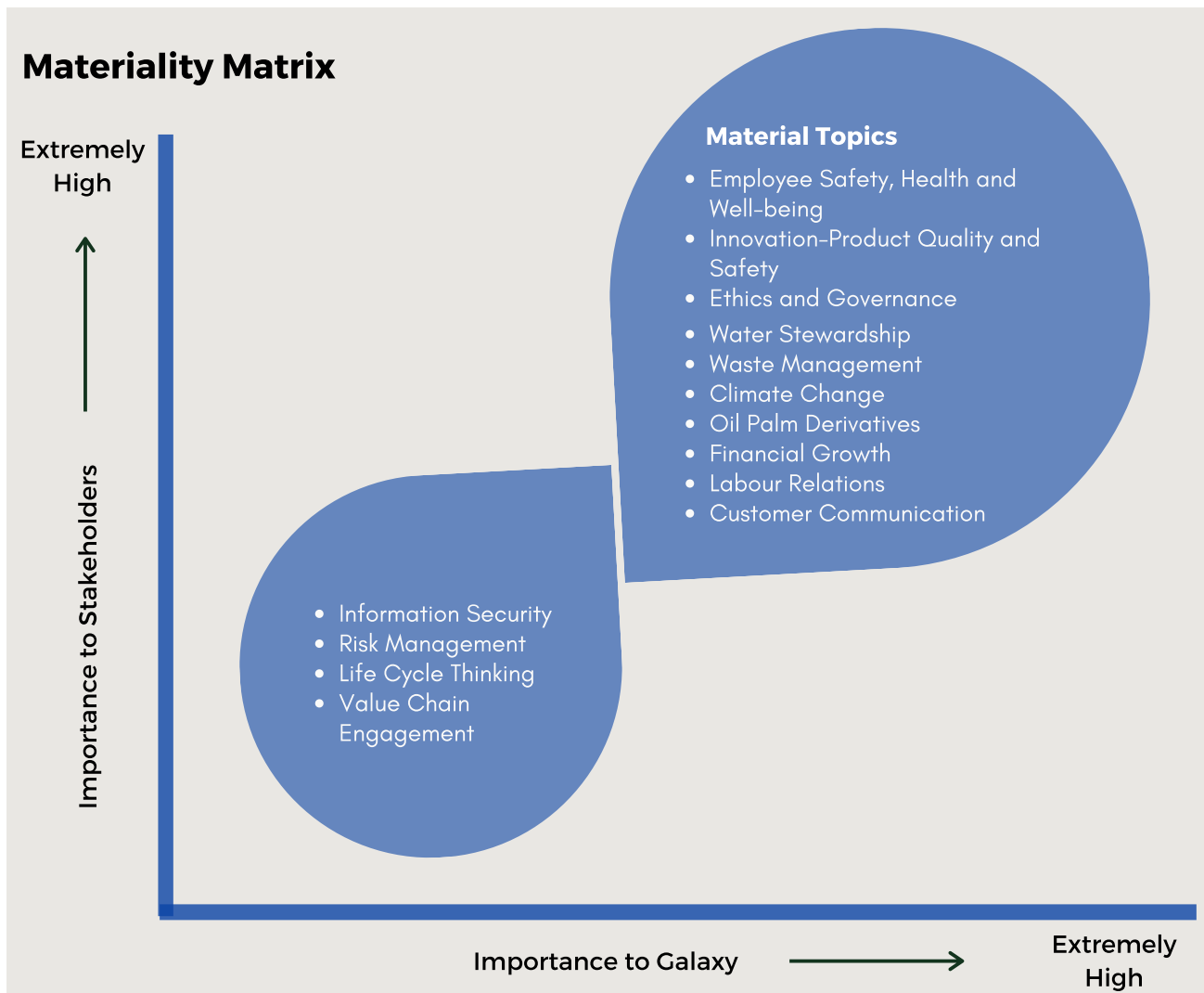
Also, we have identified priority **UN Sustainable Development Goals*** in line with Galaxy's material topics. The performance with respect to these topics is shared for the operations in India, Egypt and USA in subsequent sections based on GRI standards.

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/>

Based on the survey responses, we have updated Galaxy's Materiality Matrix as shown in diagram below. While finalising this list of topics, we have considered the impact of COVID-19 pandemic. 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.



GOVERNANCE

GRI 102-17, 18, 31

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.

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. Galaxy's executive management provides the Board of Directors detailed reports on its performance periodically.

As on March 31, 2020 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 itself in carrying out its functions:

COMMITTEES

MEMBERS

Audit Committee

- 3 Independent Directors and 1 Non-Executive Director

Nomination & Remuneration Committee

- 4 Independent Directors

Stakeholder's Relationship Committee

- 1 Independent Director, 1 Non-Executive Director, 1 Executive Director

Corporate Social Responsibility Committee

- 2 Executive Directors and 1 Independent Director

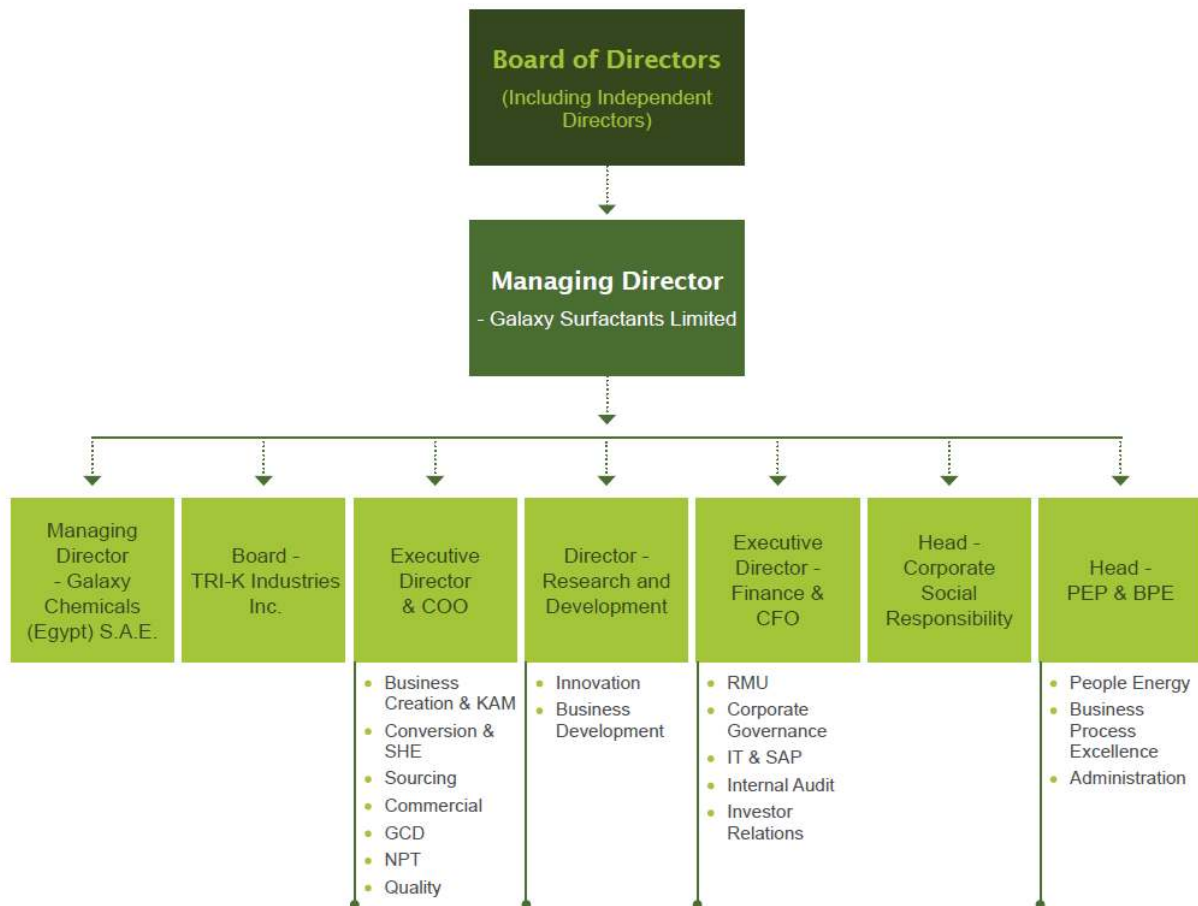
Risk Management Committee

- 2 Executive Directors, Chief Risk Officer, Head-Conversion & NPT, Head-RMU & CG

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.

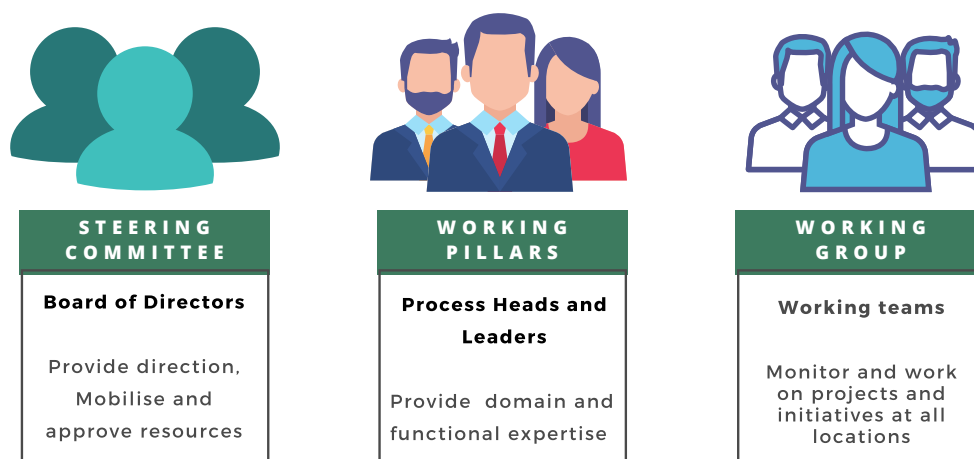
Additional information is shared on our website at this link: <https://www.galaxysurfactants.com/investor-relations/corporate-governance.aspx>

Group Organisation Chart



Sustainability Cell

The Sustainability Cell is a three-tier structure with Steering Committee at the apex comprising Board of Directors. Sustainability Cell members meet thrice in a year to review the progress and to ensure that the set objectives and targets for sustainability in Galaxy are met.



ECONOMIC PERFORMANCE

CRI 103-1-3; 201-1, 102-7, 45, 48

Galaxy has posted excellent financial performance during the year in a challenging environment. Against the consolidated volume growth (adjusted) of 4.4 %, the PAT grew by 20.6%. This has been achieved against deteriorating growth, adverse geopolitical conditions, volatility in currency and feedstock market and start of the COVID-19 pandemic. Given the continuous decline in the price of a major feedstock, the volume growth does not reflect in the sales revenue.

GALAXY SURFACTANTS LTD. FINANCIAL PERFORMANCE

Particulars (Values in Rs. Crores)	Consolidated		Stand-alone	
	FY 2019-20	FY 2018-19	FY 2019-20	FY 2018-19
Direct Economic Value Generated				
• Revenue from Operations	2596.38	2762.99	1793.12	1996.36
• Other Income	5.92	4.68	5.36	35.91
Total	2602.3	2767.67	1798.48	2032.27
Economic Value Distributed				
• Operating expenses (excluding employee benefit expense)	2046.05	2246.19	1414.25	1638.43
• Employee benefit expense	178.1	160.41	94.37	87.31
• Interest & Finance charges	23.8	30	16.9	20.44
• Government as taxes (Income tax, dividend distribution tax)	73.73	91.29	70.51	82.32
• Dividends	60.28	42.55	60.28	42.55
Donations/CSR expenses	3.32	3.02	3.32	3.02
Economic value retained	217.02	194.21	138.85	158.2
Profit before tax	288.84	276.85	229.7	254.37
Profit after tax	230.41	190.98	182.18	168.45

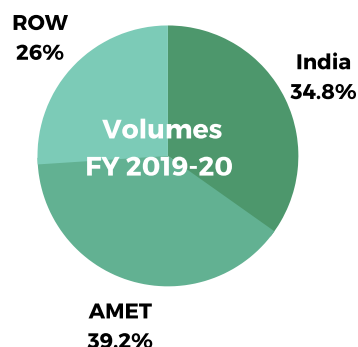
Entities included in the consolidated financial statement

The Consolidated financial statements comprise financial statements of Galaxy Surfactants Ltd ("the Company") and its subsidiaries (collectively, the Group). As of March 31, 2020, 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.

Business Positioning

Galaxy caters to the Home and Personal Care industry. While the Home Care industry reported growth driven by the adoption of premium laundry and greater consumption of essential products pertaining to laundry care, surface care and dishwashing, beauty and personal care remained sluggish (in volume terms). Skin Care driven by consumption of more premium products reported healthy growth and was the primary driver. We have logged in a 4.4% volume growth for the current year with growth driven by both the segments - Performance Surfactants which registered a growth of 6% and Specialty Care Products which registered a growth of 1.7%.

Geographically speaking, while India remained sluggish throughout the year on account of slower than usual consumption, reduction in Inventory days, and lack of credit availability for the distribution channels, Egypt made a strong comeback registering a 22.2% volumes growth driven by the strong growth reported by its Laundry Care market. While the Rest of the World started off well, the second half was slow mainly due to the seasonality effect in Q3 and onset of COVID pandemic in Q4 which impacted the developed markets initially before adversely impacting India.



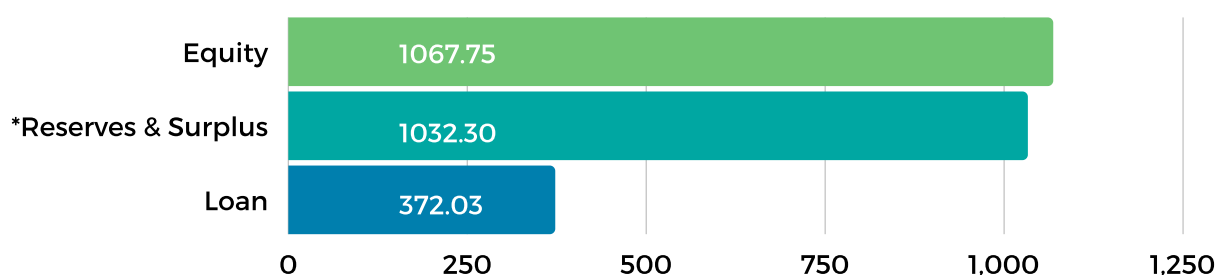
We have undertaken various initiatives in FY 2019-20, which shall have a significant bearing on the business going ahead. Some of them are:

- Commissioning of the new performance surfactants line at Jhagadia
- Development and enhancement of our US Plant (TRI-K) by shifting to a new location which shall not only increase the manufacturing capacity but shall also enhance our warehousing capacity
- Redevelopment of our R&D centre. This is being done to ensure our Innovation team has world-class equipment at their disposal and multiple R&D activities can be undertaken at the same point of time focussing on multiple areas.

Looking ahead, while the CAPEX planned for our specialty products remains on track, commissioning of the same will get delayed by 6-9 months and this shall now become operational only in FY 2021-22.

Total Capitalisation for FY 2019-20

(Consolidated Basis- Value in Rs. Crores)



*Consider Reserves & Surplus as part of Equity

SAFETY & HEALTH



GRI 103-1-3; 403-1, 2

Health and Safety

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. In manufacturing sites, we conduct monthly meeting of joint safety committee chaired by Site Head and Safety in-charge. Members are from staff, operator and contractor category. Representation of operators and contractors is 50% and staff is 50%. As a company, we have always believed training and up-gradation of skills is an important aspect of employee development. In order to enhance safety awareness among employees & contractors, various emergency drills and trainings have been conducted. 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-OHSAS standards, Responsible Care, etc.

Injury Rate

Across all locations, there were no reportable accidents, no fatalities or disabilities caused to employees during the FY 2019-20. TRIFR and Severity Rate are key safety indicators which are reviewed and monitored regularly.

**Total Recordable Injury
Frequency Rate - TRIFR**

3.70
(M: 3.57, F: 0.13)

**Severity Rate - Lost Day
Rate (LDR)**

0.47
(M: 0.33, F: 0.13)

Note: As per the Factories Act, 1948 (India), there is no reportable incident. TRIFR is based on injuries related to first-aid and medical treatment case. TRIFR and Severity rate (LDR) are calculated considering number of million working man-hours.



Emergency drill table-top exercise at Taloja, Maharashtra

Best Practices adopted - Pre-COVID-19 which will hold us in good stead and enable 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, diphoteryne 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.

Getting Ready for COVID-19



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.

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.
- Has been covered for all employees at all levels.

Adopting 'Work from Home' practice as far as possible for all corporate employees to ensure safety.



Emergency drill at Taloja, Maharashtra



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. Galaxy Surfactants Ltd. received permission for using Responsible Care Logo for a period of 3 years: January 2018 to December 2020; post-surveillance audit carried out in November 2017.

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.



Security Vulnerability Assessment at Jhagadia, Gujarat



Signatory to Responsible Care Global Charter in March 2015



Recertification Responsible Care Logo for 3 years: January 2018 to December 2020

In 2019, Galaxy has initiated adoption of Security Code under the voluntary requirements of Responsible Care.



People Energy team, India

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.

The growth of an organisation is determined by the pace of growth of its people. 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. Quality and safety 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.

The Core Culture (Motto, Mission, Vision, 4 Cs and Values) along with the Identified 6 Leadership Pillars which is known as Galaxy Way of Leading is one of our key levers for creating an engaging environment for our employees.

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 our people are the hallmark of our success and we thrive on the philosophy of a people-focused organisation.

Our Values

GRI 102-16

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 and conduct employee engagement programmes from time-to-time.



‘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.



Great Place to Work® Certification

Every year, more than 10,000 organizations from over 60 countries partner 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 period December 2019- November 2020.**



Diversity and Inclusion

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. 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.

We had participated in the job fair organized by the National Society for Equal Opportunities for the Handicapped (NASEOH), India held in Mumbai.

CRI 102-8, 103-1-3; 401-1

Employee Workforce



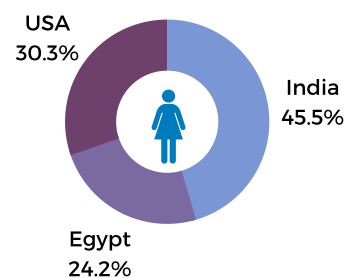
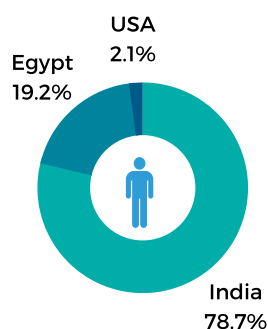
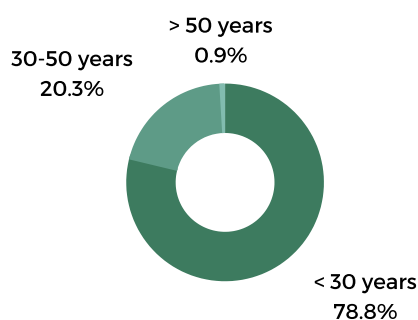
In FY 2019-20, our employee strength was 2506 including 1566 permanent employees and 940 (M: 908, F: 32) contract employees. There was 12% increase in number of permanent employees across all our regions - India, Egypt and USA as compared to our employee strength in FY 2018-19.

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, 0.5% are Persons with Disabilities (PwD) or differently-abled employees and 0.3% have chosen not to identify their gender.

LOCATION	MALE	FEMALE	UNIDENTIFIED*	TOTAL
GROUP - EMPLOYEE COUNT	1427	133	6	1566
INDIA	1240	93	0	1333
EGYPT	153	10	0	163
USA	34	30	6	70

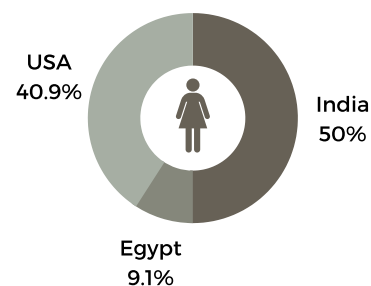
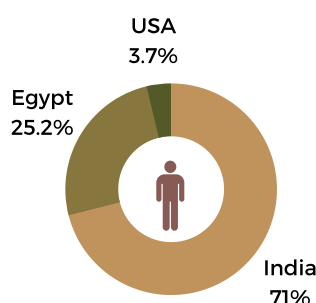
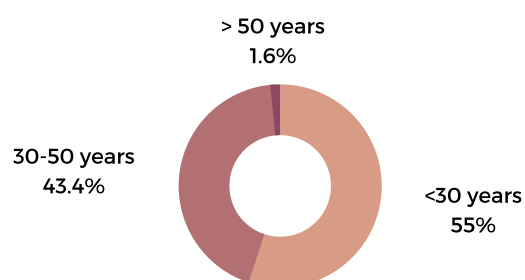
New Hires

Total: 320 (Male: 287, Female: 33)



Attrition

Total: 129 (Male: 107, Female: 22)



*Unidentified, 8.5% of employees in TRI-K chose not to identify their gender.

Human Rights & Labor Laws GRI 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. In FY 2019-20, 30% of permanent employees in India were trained in Human rights and human rights policies.

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 ICC (Internal Complaints Committee). There were no complaints received relating to child labour, forced labour, involuntary labour or sexual harassment in the last financial year and pending, as on the end of Financial Year 2019-20.

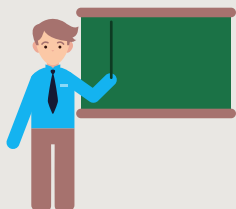
Employee Welfare Council GRI 102-41



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.

Training on Code of Conduct, Human Rights, Whistle Blower Policy, Ethical Trading Initiative (ETI) Code (in India)*

Permanent Employees



Contractor Employees

- 400 Trained, 30% employee coverage through KYG, Parichay for Staff and classroom sessions for operators at all plants
- 522 impacted, 39% employee coverage through LMS and email communication
- 145 Trained, 19% coverage through classroom sessions conducted at Taloja plant

* Data for FY 2019-20, KYG- Know Your Galaxy training programme; LMS- Learning Management System

Learning and Development

GRI 103-1-3; 404-1



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 were organised for our workforce. Total training hours in FY 2019-20 was recorded to be 29426 hrs covering 99.5% employees.

Training and Education

Average Training hours: 18.79 hours/employee

Gender-wise

Female	Male
118 hours/employee	9.5 hours/employee
Unidentified*	
19 hours/employee	

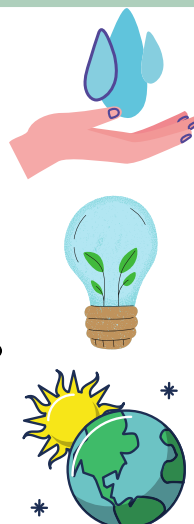
Employee Category-wise



Sustainability Training

Major topics covered in India

- Sustainability Policy
- Sustainability Awareness
- Energy Management System
- GreenCo Framework
- Risks and Opportunities related to climate change
- Responsible Care
- Water Stewardship



Major topics covered in Egypt

- GHG and Climate Change
- Air pollution
- Plastic waste awareness
- Energy conservation
- Water conservation

*Unidentified, 8.5% of employees in TRI-K chose not to identify their gender.

Major Training Programmes

Nirmaan

The foundation of our Motto which states that Galaxy works towards 'Profits for Growth' and it cannot be achieved without a united approach of everyone at Galaxy. Nirmaan is a training program to enhance the financial knowledge of operators and sensitise them regarding customer complaints. It focussed on learning by interacting and with detailed case studies from the shopfloor. Its objective was to enhance the understanding of basics of profits and losses in their domain and inculcate ownership at work. We believe that every single Galaxite contributes to the organisational brand value and this training program was step towards helping the operators connect how they play a vital role in their contribution to the Galaxy's profit and growth. Hence, we wanted each and every operator to understand their individual contribution in achieving our dream of becoming a billion dollar company.

Udaan

Galaxy has since always believed in grooming employees for leadership skills at all levels. Udaan is one such program which focuses on building talent pool and succession pipeline at the shopfloor. It is a one-year certification program in Chemical Manufacturing for operators at Taloja in association with Bharatiya Vidyapeeth College of Engineering. Operators who were shortlisted based on written tests and rigorous personal interviews, were given an opportunity to learn from esteemed professors and learn finer basics that can help them bring their knowledge a notch above.

Eklavya & Star Trek

Galaxy believes in giving opportunities to bright young minds from campuses across the country. Eklavya is a focussed learning journey for our management trainees and sales trainees and Star Trek is the program for graduate engineer trainees. Both the one-year long programs not only work on enhancing their functional capabilities, but also provide emphasis to holistic learning and development opportunities.



Nirmaan training

Excellerate

Galaxy has always proactively prioritised staying ahead of the curve. This cannot be attained without leadership development of employees at all levels. Excellerate is our skill-based competency immersion journey program for our employees based on Galaxy Way of Leading. It helps on building the identified competencies in our employees. Along with specially curated content for the brainstorming workshops, it focuses on devising all the new-age learning solutions like interactive webinars, usage of learning app and also virtual learning solutions & case studies.



Excellerate training



Egypt team

Employee Engagement

Employee engagement is at the heart of all employee practices at Galaxy. Fun at work forms as crucial part at Galaxy when it comes to trainings. We conduct an employee engagement survey once in two years and a various employee engagement activities are carried out round the year.

Activities were organised during Mothers' Day, World Environment Day, Earth Day, Energy Week, Fathers' Day, Foundation Day, Friendship Day, Independence Day, Teachers' Day, Go Green Day, Diwali Celebration, World Food Day, Children's Day, Christmas Celebration, Sports Day, Republic Day, International Women's Day and World Water Day.



Earth Day

TRI-K celebrated by giving all employees reusable travel coffee cups in order to cut down on disposable paper cups.

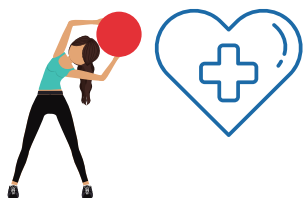


International Women's Day, Egypt



Go Green Day, Egypt

Employee Wellness



Wellness is one of our strategic agendas to ensure that we create a sustainable workforce. Our Wellness Programme 'MyHealth MyChoice' offers numerous interventions and also enables us in computing the Health Index, spreading awareness about the vitality of the same in enhancing their productivity and sensitizing people to strive harder to enhance overall well-being of the employees.

Galaxy runs its health newsletter known as the 'Wellness Quotient' to spread awareness amongst the employees so that they can be sensitised regarding various health-related issues/topics and also be motivated towards better physical, mental and emotional well-being. Detailed Canteen Audits were



Participation in ladies marathon

conducted under the supervision of experts to ensure that our people receive the best quality of nutritious meals prepared in the most hygienic environment. Galaxy also encouraged its women employees to participate in the largest ladies marathon in India.

Response to COVID-19

Galaxy was determined to safeguard its people in the times of pandemic. All the social distancing norms and government guidelines were followed with utmost diligence. A special COVID Response Taskforce (CRT) was setup which monitored the safety norms and ensured that people's safety is the prime importance. Immunity boosting foods like ginger soup and citrus fruits were also distributed amongst employees while the factories and offices were functional to look after the overall well-being of Galaxites.

We have been supporting Galaxites especially at shop floor with psychological guidance and support for over a decade. These unprecedented times have also posed us with challenges we had never imagined before. To ensure that our people do not feel let down in these times, we launched our program 'Pravaah'. The aim of Pravaah is to help our people deal with the negative

emotions caused due to these difficult times and not feel bogged down by the ambiguity and uncertainty. Galaxy thrives on the fundamental to stand along with every employee and Pravaah was a small step to keep them motivated.

At TRI-K, employees have been staying in constant contact with each other during the COVID-19 pandemic. We want to ensure that our team is safe and healthy so most of us are taking up office space in our homes! While "social-distancing" has become a popular phrase, we are choosing to be physically distant, while staying socially connected!



CORPORATE SOCIAL RESPONSIBILITY



GRI 103-1-3; 203-1,2; 413-1

Galaxy strongly believes that Corporate Social Responsibility (CSR) is connected with the principles of sustainability and recognizes that its business activities have wide impact on the society in which it operates.

We started our social interventions in FY 2010-11, much before CSR became mandatory. Since 2014, we have reached more than 2,61,000 beneficiaries comprising of students and under-privileged sections of society. We have implemented several CSR initiatives on our own as well as in partnership with implementing agencies. Such social welfare initiatives were mainly undertaken in the areas of health, hygiene, education, skill development and environment protection.

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 part of the Company's Annual Report.

Our Approach:

- About 60% initiatives are undertaken in and around the locations where Galaxy has its operations and presence.
- We encourage our employees to take part in CSR initiatives.
- We believe in doing work at the ground level in-house, hence 60% of our initiatives are rolled out at our site locations through direct participation of our Steering Council members who closely monitor various on-going and past initiatives. We engage with NGOs, wherever required.

CSR Motto:

- Galaxy shall be a good corporate and community citizen.
- Galaxy shall encourage a culture of Volunteering.
- Galaxy shall endeavour to enhance human excellence and improving quality of life.

[Link: Annual Report FY 2019-20](#)



CSR PROGRESS FOR FY 2019-20

**66,293 People benefited
through various initiatives**

1100



**100 Tribal creches supported
by providing nutritional food
to 1100 underprivileged and
malnourished infants**

35,560+



**Notebooks distributed to
over 5950+ students during
the year**

198



**198 underprivileged women
benefited from Livelihood
skill based training**

1000+



**~ 18 tons of material-Distribution
of Food & Hygiene Kit to 1009
families affected by flood**

1560



**Sponsored for 9 Health cum
Eye Camps covering 1560
people**

**80,000
LITRES**



**Construction of New Village
Overhead Tank (80,000 litres
capacity) for villagers of
Talodara, Jhagadia, Gujarat**

Sustained Initiatives

CSR Committee has identified the thrust area projects around which Galaxy shall be focussing its CSR initiatives and channelising the resources on a sustained basis.

Over the years, our initiatives have reached over 2.6 Lakh people including 68,000+ students and 1,92,000+ community members.

PROJECTS	IMPACT*
Environment	
• Tree Plantation	• 45,328 Trees
Education	
• Schools supported	• 113
Health & Hygiene	
• Toilet Blocks in schools	• 125
• Toilet Blocks in communities	• 200
• Hand-washing stations	• 1918
• Water Filters for safe drinking water	• 85
• Hand Hygiene sessions	• 151
• Nutrition Project	
◦ 54 remote villages in Bilaspur	• 2200 infants
◦ Schools in Surat	• 200 students
Differently-Abled	
• Special schools and institutions	• 12
• Beneficiaries	• 798
Women Empowerment	
• Vocational training in Navi Mumbai	• 430 young women and girls
• Vocational training in Jhagadia	• 173 women
Community Development	
• Rainwater Harvesting Structure potential	• 11.89 Crores Litres
• Water conservation	• 15.10 Crores Litres

*Cumulative data as of March 31, 2020 for CSR activities in India.

RESPONSE TO CALAMITIES AND PANDEMIC



Distribution of Food and Hygiene kits, Kolhapur



Distribution of Hygiene kits, Jhagadia



Distribution of Sanitizers, Navi Mumbai

COVID-19 RESPONSE *

Hygiene Material Distribution

- a) Distribution of 700 Hygiene Kit in Talodara Village, Jhagadia
- b) Distribution of 1550 Sanitizer to LTMG Hospital, Mumbai

Ration/ Food Packets Distribution

- a) Distribution of Ration to needy people in Nashik through Yuva Mitra
- b) Support to Taj Public Charitable Trust, providing shelter and food to Medical staff fighting against Covid - 19

CALAMITY RELIEF

Maharashtra Flood Response

- a) Distribution of Food & Hygiene Kit to 1009 Families.
- b) After Distribution, 14 flood affected families were rehabilitated by rebuilding their damaged houses.
14 beneficiaries were from 6 villages of Kolhapur, Sangli & Kagal District of Maharashtra & Karnataka states

Drought Response

200 Drums were delivered to drought village - Pohre of Jalgaon Taluka for storing water provided through tankers

*Data is as of March 31, 2020

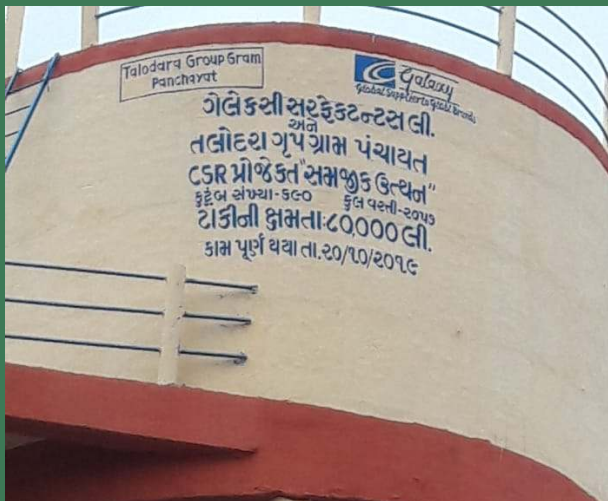
Our Positive social impact in India and Egypt



Tree Plantation, Panvel, Maharashtra, India



Safety Session in school, Egypt



Construction of Village Water Tank, Jhagadia, Gujarat, India



Medical Camp, Taloja, Maharashtra, India



Notebook and School Kits Distribution, Tarapur, Maharashtra, India



Flood Rehabilitation - Rebuilding houses, Kolhapur, Maharashtra, India

ENVIRONMENTAL PERFORMANCE

10 years of Sustainability Journey

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.

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. In India, at the end of financial year, no show cause notices from the pollution control board were pending.

CII GreenCo

CII's GreenCo Rating is the "first of its kind in the world" holistic framework that evaluates companies on the environmental friendliness of their activities using the life cycle approach. Galaxy adopted the GreenCo rating system at its Talaja plant in Nov. 2019 to assess its operations' environmental performance adopting a procedure-based approach.

In August 2020, Galaxy Surfactants, Talaja plant has been conferred with the CII Green Company rating (GreenCo - Silver level).



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 in Environmental Management and Sustainability goals.

GROUP SUSTAINABILITY GOALS

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 will mark 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 other internal review meetings.



We aim to reduce our energy consumption and emission impacting climate.

Energy and Climate Change

- Reduce energy intensity by 50% at GSL vs FY 2011-12 and by 30% at GCE vs FY 2014-15 by improving efficiency.
- Increase share of electricity from renewable energy sources by 10% at GSL with base FY 2015-16.
- Reduce GHG constituting of scope 1 & 2 by 35% at GSL vs FY 2012-13 & by 25% at GCE vs FY 2014-15.
- Introduce afforestation programmes as climate change mitigation measures and plant 25,000 trees at GSL



We aim to reduce our water consumption.

Water

- Reduce water consumption per metric tonne of production by 80% at GSL with base FY 2011-12 & by 50% at GCE with base FY 2014-15



We aim to generate less waste.

Waste

- Reduce packaging waste generation by 10% at GSL using process of reduction, recycling and reuse of raw material packaging waste with base FY 2015-16.
- Reduce waste generation by 15% at GCE with base FY 2014-15.



We aim to adopt Life Cycle approach to evaluate potential environmental impacts.

Life Cycle Assessment

- Achieve environmentally sound management framework for products and complete Life Cycle Assessment of 40 products.

SUSTAINABILITY GOALS 2020 - PROGRESS

Sustainability Goals 2020-Targets	Target for FY 2020-21	Achievement FY 2019-20 (March 31, 2020)	Base Year
Water Reduction (Intensity), India	80%	58%	FY 2011-12
Water Reduction (Intensity), Egypt	50%	39%	FY 2014-15
Energy Reduction (Intensity), India	50%	37%	FY 2011-12
Energy Reduction (Intensity), Egypt	30%	8%	FY 2014-15
GHG Reduction (Intensity), India	35%	23%	FY 2012-13
GHG Reduction (Intensity), Egypt	25%	10%	FY 2014-15
Packaging Waste Reduction (Intensity), India	10%	19.8%	FY 2015-16
Waste Reduction (Intensity), Egypt	15%	-17% *	FY 2014-15
Tree Plantation, India	25000	51703	FY 2015-16
Renewable Energy Share **, India	10%	2.2%	FY 2015-16
Life Cycle Assessment of Products (India, Egypt)	40	29	FY 2015-16

Note: Water Reduction, Energy Reduction, GHG Reduction targets are intensity based which means unit per MT reduction. The Targets for Tree plantation, Life Cycle Assessment are absolute numbers.

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

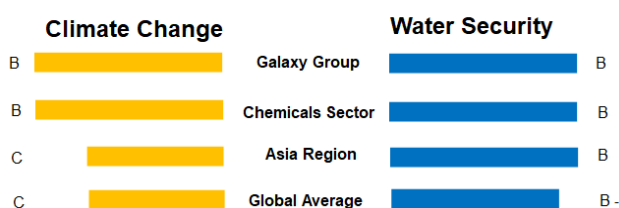
** Increase share of power from renewable energy sources

Climate Change

We are committed to contributing towards low carbon growth by measuring and tracking our energy consumption and GHG emission. Members of Energy Cell and Sustainability Cell meet regularly to review energy performance and are guided by Energy and Sustainability policies.

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. For the 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.

CDP Score 2019



* CDP-formerly Carbon Disclosure Project



Energy Management System

Galaxy has implemented ISO 50001:2018 Energy Management System at Talaja 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, a certification body.

CDP*

CDP is a not-for-profit charity that runs the global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts. Over 7 years, Galaxy has been reporting its performance in Climate Change and Water through Supply Chain modules. **Galaxy has achieved consistent progress in CDP 2019 with Score as B, Management Level for Climate Change as well as Water Security modules.**

Energy Performance

GRI 103-1-3; 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 37% 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 as FY 2014-15. The unit has achieved 8% reduction of energy consumption per MT of production.

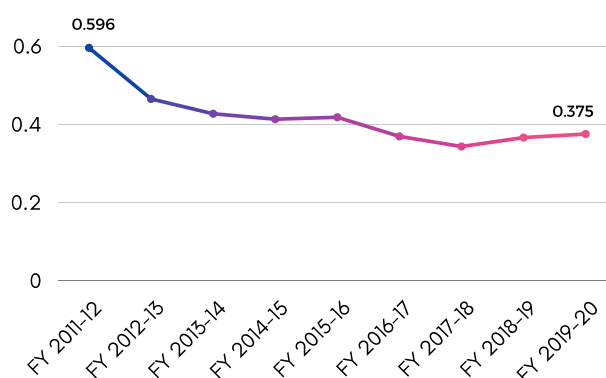
We have implemented measures like automation and optimization by changing set parameters values to reduce the specific energy consumption. IOT through energy management software for power consumption and monitoring of steam generation through effimax software was a step towards system based performance. However, there is increase in specific consumption due to variation in product mix and addition of equipment to enhance the quality and safety parameter. With focus on enhancing safety and quality parameters further, we anticipate an increase in specific energy consumption in FY 2020-21.

Renewable Energy

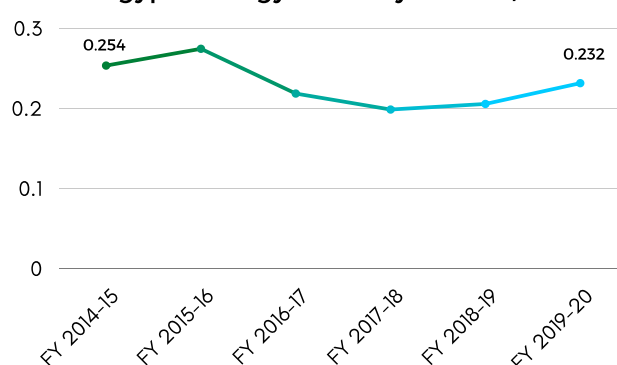
With its commitment to increase the share of clean energy, Galaxy commissioned installation of Roof Top solar panels and completed overall around 613 kWp solar installations at its corporate office and manufacturing sites at Taloja and Jhagadia. We have plans to increase and add more renewable power in line with our Sustainability Goals 2020.

*IOT- Internet of Things

India- Energy Intensity - MWH/MT



Egypt- Energy Intensity - MWH/MT



Energy Intensity (MWH/MT)
(Includes India, Egypt, USA)

FY 2018-19	FY 2019-20
0.33	0.35



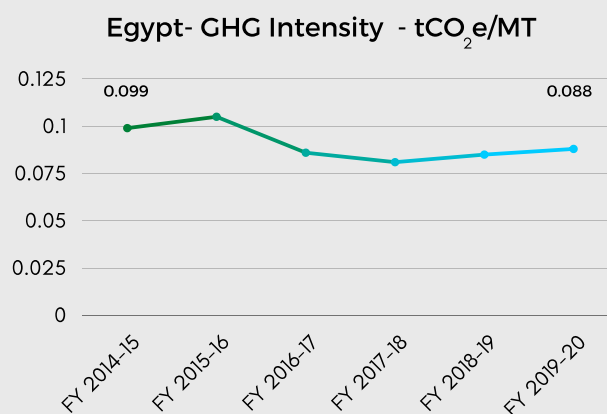
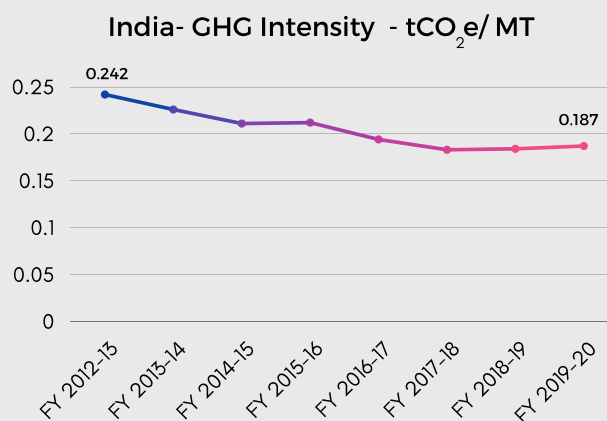
Poster created during Energy Week celebration

Greenhouse Gas(GHG) Emissions

GRI 103-1-3; 305-1,2,4,5

Global warming and its impact on climate pose an enormous challenge to the world. We work towards lowering our emissions through implementation of energy conservation projects. GHG emissions are consolidated on operational control basis considering base year as FY 2012-13. Gases considered for GHG emissions include CO₂, N₂O, CH₄, and HFC. The emissions are calculated based on ISO 14064-1:2006 standards and published emission factors from IPCC. Data for fuel and electricity is collected through sites that measure the consumption based on metering and maintain records.

Our Indian operations have achieved a significant reduction of 23% in GHG emissions (Scope 1 and Scope 2) per MT of production against the GHG emissions in base year as FY 2012-13. Our manufacturing unit at Egypt has adopted stretched target on GHG reduction of 25% in 2018 with base year as FY 2014-15. The unit has achieved 10% reduction of GHG Intensity.



GHG Emissions (tCO₂e)

(Includes India, Egypt, USA for FY 2019-20)

Direct Emissions- Scope 1	Energy Indirect Emissions- Scope 2
18415.44	34779.63

GHG Intensity: 0.16 tCO₂e/MT

DIRECTED ACTIONS

Energy conservation themes and GHG reduction projects executed in FY 2019-20 have resulted in improved energy efficiency. As a result, for our Indian operations, total reduction in GHG emission is 1728.68 tCO₂e.



*Reduction in GHG emissions (1728 tCO₂e) is equivalent to GHG emissions from 339 passenger vehicles driven in USA for one year.**

* Source: <https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>

Water Stewardship

GRI 103-1-3; 303-3; 306-1

Water is a vital resource, and its scarcity has been a growing global concern. But the bigger problem is not just water scarcity; it is the fact that scarcity is not an isolated problem. While many view water scarcity as a single issue it is always combined with several hidden problems such as mass migration, school dropouts, social inequality, malnourishment and many more.

Understanding these risks and taking an initiative to do our part for our society, we at Galaxy Surfactants Ltd are striving to do just that. With the majority of our operations in India, long-term water availability is a challenge which we foresee and we are assessing and addressing this issue.

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.

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 Unit since May 2017.

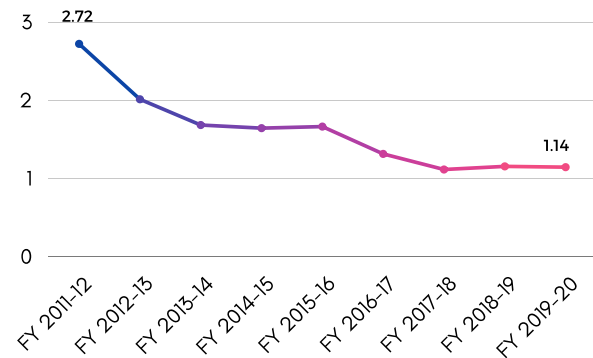
Our ambition is not just to become water positive and water secure, but also to bring in a greater positive change in the environment for the larger good of society. We are dependent on water supplies from municipal corporations and encourage maximum recycling of water in our facilities. We have established mechanism for monitoring water intake and consumption. In addition to this, Galaxy has 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 total withdrawn 425.9 megalitre of water in FY 2019-20 across all our operations. Galaxy continues its effort on rainwater harvesting at India location. We have harvested 14.65 megalitres of rain water within our factory. We also endeavour 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. We have discharged 25 megalitre of treated effluent water to common effluent treatment plant in FY 2019-20 at our R&D facility in India, manufacturing unit in Egypt and USA.

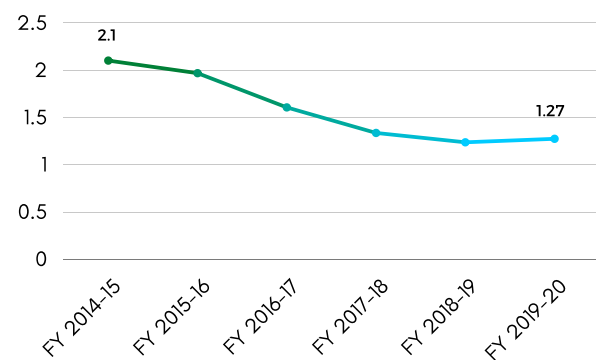
Reduction in water withdrawn

We are working on water reduction projects since FY 2011-12. The operation units in India have achieved 58% reduction in its water intensity figures measured in units of cubic meter per MT of production considering baseline of FY 2011-12 and is working towards stretched intensity based target of achieving 80% reduction by FY 2020-21. Our manufacturing unit at Egypt has adopted stretched target on water reduction of 50% in 2018 with base year as FY 2014-15. The unit has achieved 39% reduction in its water intensity figures measured in cubic meter/ MT production.

India- Water Intensity (cubic meter/ MT)



Egypt- Water Intensity (cubic meter/ MT)



Highlights- Water Stewardship

Globally
22% Water Recycled *
of water withdrawn

Globally
3% Rainwater Harvested
of water withdrawn

Globally
Water Recycled and Reused *
93.8 Mega Litre

In India
all manufacturing units are Zero Liquid Discharge

Significant reduction in water consumption was visible primarily due to MEE installation, overflow protection in domestic tank, waterless urinal installation, condensate recovery, enhancing the monitoring by installing net flow meter and implementation of many more water themes.



Multiple Effect Evaporator plant, Taloja

* Includes rainwater harvested inside factories

Waste Management

GRI 103-1-3

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.

Projects implemented (after feasibility evaluation)

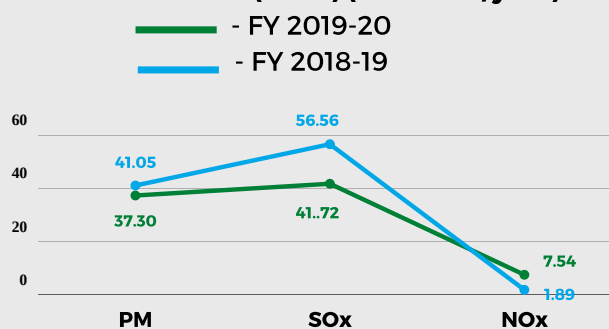
- Reuse of paper bags for job processing:
 - ~1.15 lakh paper bags avoided till date since April 2018
- Joint project with Supplier
 - Shift from 25 kg Sulphur HDPE bags to 600 kg Jumbo HDPE bags
 - Reusing bags for at least 3-4 times

Air Emissions

GRI 103-1-3; 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.

Air Emissions (India) (in tonnes/year)





CRI 103-1-3

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.

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.

Patents

Since 2000, a total of 70 patents have been granted to Galaxy. Currently, 15 patents in USA, 2 patents each in China, Japan, Brazil and Russia, 4 in the European Union, and 16 patents in India are being maintained by Galaxy. Galaxy has applied for an aggregate of 16 patents globally, of which 6 applications have been made in India and an aggregate of 10 applications have been made for the patents in US, China, the European Union and Brazil. In FY 2019-20, a total of 11 patents were granted to Galaxy, of which 6 were granted in India, 3 in USA, and 2 in Brazil.

Galaxy has received the honour of 'Excellent use of IP in Innovation' for 'Method to produce N-acyl amino acid surfactants using N-acyl amino acid surfactants or the corresponding anhydrides as catalysts' (US9187407 B2) by Transformance Forums on September 27, 2019.



Some of the significant achievements during the year are as follows:

- Focus in this year was to address the growing need for '**Non-Toxic Preservation**', as Galaxy believes, preservation given its criticality is going to witness significant transformation with consumers and customers demanding and adopting safer alternatives.
- **Galguard LipoG**, a non-toxic ingredient for preservation, was manufactured at the pilot-scale last year. The product is made from naturally derived raw materials. This product is REACH registered and is in line with the emerging need for green preservation.
- **Galguard Tetra**, a non-toxic, readily bio-degradable preservative system, produced using Galaxy's patented micro-emulsion process, is another product in the pipeline. It is a preservative for personal care products and is compatible with most of the formulations.
- **Galguard Trident S**, a broad spectrum preservative, was launched for personal care products. It is free from any toxic ingredients, which makes it a unique solution for rinse-off and leave-on formulations, including solid formulations.
- Innovation has always been our strength and we feel proud to share with you all that this was the third successive year when one of our path-breaking innovations - **Galsoft TiLS (G)**, was awarded at the HPCI Exhibition held at Mumbai. Galaxy received 1st prize in the best innovation category for our next-generation Green, Sulfate-free, EO-free, PEG-free, and Alkanolamide-free, amino acid-based, oil-soluble surfactant 'Galsoft TiLS (G)'.



Innovation and COVID-19 – How are we capitalising on the new normal

The global outbreak of COVID-19 has changed the entire personal care landscape, from consumer behaviour to emerging trends. This is the first time in the history of the personal care world that within 2 months there is a 360° shift in the consumers' needs. Consumers' emphasis on health, hygiene, and sanitation has changed the entire focus of product development in the Home and Personal Care industry.

Galaxy has a strong team of application scientists who are mind partnering with customers and aiding them to speed up the lab to scale-up process with their formulation expertise. With our capabilities and various product platforms at Galaxy, we will continue to serve as a one-stop solution which will help the Home and Personal Care industry to deal with the unavoidable dynamics of the current scenario.

With our range of products like Galsoft series, Galaxy BKC, Galaxy PEG 7 GC, and Galguard range of preservatives, we are working in close collaboration with our customers for developing various sanitising, cleansing and anti-bacterial products which are enabling us and our customers in the fight against this pandemic.

Galaxy with its wide range of products in cleansing and sanitisation has been working closely with various customers around the globe in personal as well as home care segments. We have joined hands with the customers to develop various formulation with claims like 99.9% germ-kill, anti-bacterial, effective sanitisation and so on.

Regulatory CRI 417-1

We display product information like product trade name, gross wt., tare wt. etc. on regular product labels. In addition, 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 Labeling of chemicals) for all other countries. GHS /Classification, Labelling and Packaging (CLP) Regulation ((EC) No. 1272/2008) labels are also affixed on packages for clear and concise communication of product hazards, as applicable. SDS and hazard labels are periodically reviewed and revised. In addition, SDS and hazard labels are also updated whenever new and significant information is available.

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). We have registered for worldwide emergency service through ChemTrec*.



Galaxy has received ECOCERT attestations for our 17 products and COSMOS attestations for our 4 products in India.

Life Cycle Assessment

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. We are developing new products by giving highest priority to safety and health impact.

One of our Sustainability Goals 2020 is to conduct Life Cycle Assessment of 40 products. 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 29 identified products with the help of GaBi tool, as part of the initiative.

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.

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.

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, 2020, we have about 2.1% customer complaints that have remained unresolved exceeding the defined internal closure timeline of 30 days maximum.

* CHEMTREC® is a registered service mark of the American Chemistry Council, Inc.

SUPPLIER SUSTAINABILITY



GRI 103-1-3; 308-1; 414-1

We consider suppliers as one of the important partners in our value chain. 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 and safety. 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. Engaging continuously with our supply chain partners to improve operational efficiency and integrate sustainability considerations into value chain, we scaled strategic engagement with our suppliers on sustainability agenda during the year.

During the year, we have taken conscious efforts to create sustainability and safety awareness among local suppliers. We are regularly assessing our suppliers on their environment and social performance through our internal audit team. Our supplier sustainability survey covers key suppliers amounting to more than 90% in procurement spend. In India, 33% of new suppliers were screened using environmental and social criteria in FY 2019-20. 48.8% of all raw materials sourced were from renewable sources for FY 2019-20.

Our key raw materials are obtained from Palm plantations and are derivatives of Palm Kernel Oil & Palm Oil. The demand for palm oil & palm kernel oil based products is poised to grow in the market with the coming years. 'Roundtable on Sustainable Palm Oil' is a not-for-profit organisation established to unite various stakeholders in palm oil supply chain and to develop and implement global standards of sustainable palm oil.

Galaxy is an ordinary member of RSPO since 2012. Our manufacturing units in India & Egypt are RSPO certified. We were the first company in India to receive permission to use RSPO trademark globally. We are certified to use MB (Mass Balance) grade for our products and also got upgraded to SG (Segregation) model for our India facilities. This enables us to partner with our key customers' sustainable palm oil strategy and goals.



Sustainability Journey - Achievements and Initiatives

10 YEARS JOURNEY



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GRI 102-55

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GRI 102: General Disclosures 2016

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 - 102-3 Location of headquarters
 - 102-4 Location of operations
 - 102-5 Ownership and legal form
 - 102-6 Markets served
 - 102-7 Scale of the organization
 - 102-8 Information on employees and other workers
 - 102-9 Supply chain
 - 102-10 Significant changes to the organization and its supply chain
 - 102-11 Precautionary Principle or approach
 - 102-12 External initiatives
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 - 102-14 Statement from senior decision-maker
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 - 102-16 Values, principles, standards, and norms of behavior
 - 102-17 Mechanisms for advice and concerns about ethics

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- GRI 201: Economic Performance 2016
 - 201-1 Direct economic value generated and distributed
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 - 308-1 New suppliers that were screened using environmental criteria

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 - 412-2 Employee training on human rights policies or procedures

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- GRI 103: Management Approach 2016
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- GRI 413: Local Communities 2016
 - 413-1 Operations with local community engagement, impact assessments, and development programs

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- GRI 103: Management Approach 2016
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 - 103-2 The management approach and its components
 - 103-3 Evaluation of the management approach
- GRI 414: Supplier Social Assessment 2016
 - 414-1 New suppliers that were screened using social criteria

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- GRI 103: Management Approach 2016
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