

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	: L29100MH1989PLC255933
2	Name of the Listed Entity	: Balu Forge Industries Limited
3	Year of incorporation	: 1989
4	Registered office address	: 506, 5th Floor, Imperial Palace, 45 Telly Park Road, Andheri (East) , Mumbai, Maharashtra, India – 400069
5	Corporate address	: 506, 5th Floor, Imperial Palace, 45 Telly Park Road, Andheri (East) , Mumbai, Maharashtra, India – 400069
6	E-mail	: compliance@baluindustries.com
7	Telephone	: 91-8655075578
8	Website	: https://www.baluindustries.com
9	Financial year for which reporting is being done	: 1 st April, 2023 to 31 st March, 2024
10	Name of the Stock Exchange(s) where shares are listed	: National Stock Exchange of India Limited (NSE) & Bombay Stock Exchange Limited (BSE)
11	Paid-up Capital	: ₹ 10259.19 lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	: Ms. Tabassum Begum Compliance officer Telephone: 91-8655075578 Email: compliance@baluindustries.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis(i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	: This report is prepared on standalone basis.
14	Name of assurance provider	: Not Applicable
15	Type of assurance obtained	: Not Applicable

II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacture	Metal Products	100%

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Finished Machined Metal Products	3099	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	2	2	4
International	-	-	-

19. **Markets served by the entity:**

 a. **Number of locations**

Locations	Number
National (No. of States)	3
International (No. of Countries)	80

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

99% (including deemed export of 37%)

 c. **A brief on types of customers**

The Company cater to a broad spectrum of clients across multiple industries, including automotive, agriculture, defense, and industrial machinery. Our clientele primarily consists of original equipment manufacturers (OEMs) and Tier 1 suppliers who require high-quality forged and machined components. The company's products are utilized in applications such as engines, transmissions, axles, and heavy machinery. The Company have a strong presence in international markets, supplying to companies in Europe, Asia, and North America.

IV. Employees

 20. **Details as at the end of Financial Year:**

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

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	44	41	93%	3	7%
2.	Other than Permanent (E)	0	0	-	0	-
3.	Total employees(D + E)	44	41	93%	3	7%
WORKERS						
4.	Permanent (F)	76	76	100%	0	-
5.	Other than Permanent (G)	325	325	100%	0	-
6.	Total workers (F + G)	401	401	100%	0	-

 b. **Differently abled Employees and workers:**

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees(D + E)	-	-	-	-	-
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	16.7%
Key Management Personnel	5	1	20.0%

22. Turnover rate for permanent employees and workers

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5%	-	5%	6%	-	6%	4%	-	4%
Permanent Workers	10%	-	10%	9%	-	9%	8%	-	9%

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / Subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Safa Otomotiv FZ – LLC	Subsidiary	100%	No
2	Naya Energy Works Private Limited	Subsidiary	100%	No
3	Advanced Technologies & Systems Private Limited	Subsidiary	100%	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **Yes**

(ii) Turnover (in ₹) - ₹38,808.26 lakhs

(iii) Net worth (in ₹) - ₹52,011.11 lakhs

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24		Remarks	FY 2022-23		Remarks
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
Communities	The relevant policies supporting the principles of the BRSR, including the grievance redressal mechanism, are available at https://www.baluindustries.com/corporate-governance.php .	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)		Nil	Nil	-	Nil	Nil	-
Shareholders		2	2	-	Nil	Nil	-
Employees and workers		Nil	Nil	-	Nil	Nil	-
Customers		Nil	Nil	-	Nil	Nil	-
Value Chain Partners		Nil	Nil	-	Nil	Nil	-
Other (please specify)		Nil	Nil	-	Nil	Nil	-

27. **Overview of the entity's material responsible business conduct issues:**

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)
1	Market Demand Fluctuations	Risk			
			1	Market Demand Fluctuations	Risk
				Volatile market conditions can lead to fluctuating demand for products like crankshafts, affecting overall business stability and profitability.	
				Diversify product offerings to reduce dependence on specific markets, explore and enter new geographical markets, and adjust production schedules to match demand variations.	Negative: Fluctuations in demand may reduce revenue and profitability, impacting the company's financial health. This can lead to a reduction in market share and increased operational costs due to production adjustments.
2	Technological Advancements	Opportunity			
			2	Technological Advancements	Opportunity
				Investing in advanced machining technologies can significantly improve production efficiency, product quality, and competitiveness.	
				Continuous investment in Research & Development (R&D) to stay ahead in adopting the latest technologies, maintaining a competitive edge in the industry.	Positive: Enhanced efficiency can lead to substantial cost savings, improved profit margins, and increased competitiveness. The company can also gain a reputation as an industry leader in innovation and quality.
3	Customer Relationships and Retention	Opportunity			
			3	Customer Relationships and Retention	Opportunity
				Strong customer relationships are vital for repeat business, referrals, and long-term loyalty, contributing to stable revenue.	
				Implement customer loyalty programs, provide excellent customer service, and consistently meet or exceed customer expectations to foster long-term relationships.	Positive: Stable and growing revenue streams from repeat customers, reduced marketing costs due to word-of-mouth referrals, and potential for long-term business growth through customer loyalty and satisfaction.
4	Energy Efficiency and Sustainability	Opportunity			
			4	Energy Efficiency and Sustainability	Opportunity
				Adopting sustainable practices can reduce operational costs, enhance brand image, and meet growing environmental expectations from stakeholders.	
				Invest in energy-efficient machinery, reduce waste, and implement sustainable processes throughout operations, including using renewable energy sources where possible.	Positive: Lower operational costs due to reduced energy consumption and waste, improved profitability, and a strengthened reputation among environmentally-conscious customers and stakeholders.
5	Skilled Labor Shortage	Risk			
			5	Skilled Labor Shortage	Risk
				A shortage of skilled labor, can lead to production delays, quality issues, and increased operational costs.	
				Invest in training and development programs, offer competitive salaries and benefits, and focus on employee retention strategies to maintain a skilled workforce.	Negative: Higher training costs, potential delays in production leading to missed deadlines, reduced overall operational efficiency, and potential loss of business, all of which can negatively impact profitability.

6	Cybersecurity Threats	Risk	Increasing digitalization exposes the company to potential cyber-attacks, risking data security, business continuity, and customer trust.	Implement robust cybersecurity measures, including firewalls, encryption, and regular system audits, alongside comprehensive employee training on cybersecurity awareness.	Negative: Data breaches can lead to significant financial losses, damage to the company's reputation, potential legal consequences, and interruptions in business operations, all of which can severely impact overall business health.
7	Partnerships and Alliances	Opportunity	Strategic partnerships can enhance capabilities, expand market reach, and introduce new business opportunities, leading to growth.	Actively seek and form strategic alliances with complementary businesses to leverage mutual strengths, share resources, and explore new markets together.	Positive: Collaborations can result in new revenue streams, market expansion, and increased competitive advantage, leading to sustainable growth and profitability for the company.
8	Occupational Health & Safety Risk	Risk	Ensuring a safe workplace is crucial for operational continuity and employee well-being across all business verticals.	Implement and continuously improve safety practices, adhering to Environmental, Health, and Safety (EHS) Policy and ISO 45001:2018 standards, to prevent workplace accidents.	Negative Safety incidents can result in reduced employee productivity, operational disruptions, potential financial penalties, and legal liabilities, negatively affecting the company's financial and operational stability.
9	Corporate Governance	Opportunity	Conducting business in an ethical, transparent, and accountable manner builds trust, ensuring long-term sustainability and stakeholder confidence.	Maintain high standards of corporate governance, ensure transparency in reporting, and adhere to ethical practices across all operations to build and maintain trust with stakeholders.	Positive Strengthened stakeholder trust, sustainable financial performance, and an enhanced reputation, leading to long-term value creation and reduced risk of regulatory or reputational issues.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Policies on HR, ISO, CSR, Insider Trading, Related Party etc. are available on https://www.baluindustries.com/corporate-governance.php								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Balu Forge Industries Limited has its policies in line with international standard and practices such as ISO 9001, ISO 45001, ISO 14001, IATF 16949:2016)								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<ul style="list-style-type: none"> • Net Zero Emissions: ✓ Carbon Neutral Operation by 2040. • Renewable Energy: ✓ Transition to 100% renewable energy by 2035 • Water Management: ✓ Achieve 100% water recycling by 2027. ✓ Achieve Zero Liquid Discharge by 2030 • Waste Management: ✓ Reduce total waste generation by 2030. • Diversity and Inclusion: ✓ Increase women's representation in leadership by 20% 2030. 								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Balu Forge Industries Limited has established an ESG Roadmap that clearly defines its goals, specific commitments, and targets. The implementation of the initiatives outlined in this roadmap is already in progress. Progress is monitored periodically, with regular updates provided to the Committee. The company is on track to achieve its specified commitments and goals.								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

Since its inception, Balu Forge Industries Limited has been committed to environmental sustainability, prioritizing ESG principles well before they gained widespread recognition.

One of the key challenges we face is the complexity of transitioning our existing infrastructure to more sustainable alternatives. This process requires significant investment in new technologies and the continuous adaptation of our operations. However, we are resolute in our commitment to achieving carbon-neutral operations by 2040 and transitioning to 100% renewable energy by 2035. These targets are ambitious, yet essential, as we align our practices with global climate change mitigation efforts.

Water management is another critical area where we have set rigorous targets. By 2027, we aim to achieve 100% water recycling across our operations and reach Zero Liquid Discharge (ZLD) by 2030. These goals underscore our dedication to minimizing our environmental impact and preserving vital natural resources.

In addition to environmental targets, we are focused on social sustainability, particularly in fostering diversity and inclusion within our organization. We have set a target to increase women's representation in leadership roles by 20% by 2030. This is part of our broader effort to create an equitable and inclusive workplace, which we believe is fundamental to our long-term success.

While we have made significant progress, we remain acutely aware of the challenges ahead. Managing the costs associated with technological innovations and ensuring that our suppliers adhere to the same high standards of sustainability are ongoing priorities. Our CSR Committee diligently monitors our progress in these areas, providing regular updates to stakeholders and ensuring that we remain on track to meet our goals.

We are proud of what we have accomplished thus far, but we recognize that our journey is far from over. We will continue to push the boundaries of what is possible in ESG, driven by our commitment to creating a sustainable and prosperous future for all our stakeholders.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Trimaan Chandok Whole-time Director (DIN 02853445)
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Company has established a Management Committee at the board level, responsible for overseeing its ongoing social, environmental, governance, and economic responsibilities. The progress of ESG initiatives is reviewed on an annual basis.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Management Committee assesses the policies of the Company at the required intervals. The Policies effective implementation. is assessed and requisite amendments/ modifications are adopted.	Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is compliant with all the statutory requirements to the principles.	Annually								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No	No	No	No	No	No	No	No	No

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

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

Section C: Principle-Wise Performance Disclosure

PRINCIPLE 1 - Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (BoD) [#]	1	The Company provided a detailed familiarization program for Independent Directors, covering topics such as Insider Trading, ESG/sustainability, recent SEBI amendments, and the Company's divisions and products..	75%
Key Managerial Personnel (KMP) [#]	3	Training covers Related Party Transactions, GDPR, Digital Data Protection, Ethics, Human Rights, POSH, Health & Safety, Environment, Energy, Business Strategy, and SEBI/ LODR amendments.	100%
Employees other than BoD and KMPs	2	Training covers key areas such as Corporate Governance, Ethics, Anti-bribery, POSH, EHS, Cyber Security, and ESG/ BRSR reporting. Sessions are delivered via classroom and e-learning platforms, focusing on both technical skills like Impact Testing and Machine Safety, as well as soft skills like Team Building and Communication.	80%
Workers	6	Training programs cover key areas such as Ethics, POSH, ESG awareness, Diversity, Health & Safety, and Skill Upgradation. Specialized training includes Geometrical Dimensioning, Product Safety.	69%

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators / law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

In the financial year 2023-24, Balu Forge Industries Limited, along with its Directors and Key Managerial Personnel (KMPs), did not face any monetary or non-monetary fines, penalties, punishments, awards, compounding fees, or settlement payments in any proceedings with regulators, law enforcement agencies, or judicial institutions based on materiality thresholds specified in Regulation 30 of SEBI.

Monetary

	NGRBC Principle	Name of the Regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the case	Has an appeal been preferred?(Yes/No)
Penalty / Fine					
Settlement	Nil	Not Applicable	Nil	Not Applicable	Not Applicable
Compounding fee					

Non-Monetary

	NGRBC Principle	Name of the Regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment				
Punishment	Nil	Not Applicable	Not Applicable	Not Applicable

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

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

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

The Company upholds a rigorous Anti-Bribery and Anti-Corruption Policy, demonstrating a zero-tolerance stance towards any form of unethical behavior. This policy ensures that all business activities are conducted in strict accordance with applicable laws and the highest ethical standards. Employees are expressly prohibited from accepting any offers or payments intended to influence business decisions, as outlined in the Company's Code of Conduct. Additionally, suppliers are required to comply with this policy; any involvement in bribery or corruption may result in blacklisting and legal action by the Company, reinforcing its commitment to integrity and transparency in all operations.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:

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

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

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of Complaints received in relation to issues of Conflict to interest of the Directors	Nil	NA	Nil	NA
Number of Complaints received in relation to issues of Conflict of Interest of the KMPs				

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

Not Applicable

8. Number of days of accounts payables ({Accounts payable *365} / Cost of goods/services procured):

	FY 2023-24	FY 2022-23
No of days of accounts payable	84	105

9. Open-ness of business

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0	0
	b. Sales (Sales to related parties / Total Sales)	0	4%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	97%	90%
	d. Investments (Investments in related parties / Total Investments made)	100%	100%

Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
5	The topics covered broadly include anti-corruption and the protection of human rights for our Manpower Service Providers. We have also initiated supplier assessments across various Environmental, Social, and Governance (ESG) areas to evaluate and enhance their ESG performance.	71%

2. Does the entity have processes in place to avoid / manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes, the Company has a robust policy to manage conflicts of interest for Board members and Senior Management. They must abstain from decisions where conflicts arise and obtain Board approval before joining competing companies. The policy ensures alignment between personal or business interests and the Company's operations.

PRINCIPLE 2 - Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

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

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D*	0.30%	0.39%	The Company undertakes R&D efforts to enhance the environmental and social impact of its products, ensuring alignment with customer requirements. These initiatives have successfully reduced specific power and fuel consumption, leading to a decrease in carbon emissions.
Capex	1.1%	0.9%	The Company's capital expenditure program is centered on investing in assets that improve the quality of manufacturing processes, support capacity expansion, and introduce new products to the Company's portfolio. This strategy not only minimizes the environmental and social impacts of operations but also allows the Company to offer products and services with a reduced environmental footprint. Key investments in systems such as heaters, cooling systems, compressors, motors, and emission control technologies are integral to achieving these goals.

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

The Company has embedded sustainability into its supply chain, mandating that suppliers adhere to stringent environmental, legal, and ethical standards. Manufacturing processes are optimized annually to minimize energy and resource consumption. The Company prioritizes locally sourced, high-quality materials and advocates for sustainable packaging practices. A comprehensive supplier sustainability code sets forth the criteria for vendor selection, emphasizing safety, health, environmental responsibility, and ISO certification.

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

Vendors are selected based on the sustainable procurement policy, with the majority of materials sourced from vendors who have undergone ESG compliance assessments.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste:**

Balu Forge Industries Limited (BFIL) manufactures products with resale value that can be recycled or retrofitted. However, as these products are supplied directly to OEMs and Tier-1 automotive companies, BFIL has limited involvement in reclaiming them at the end of their life cycle. Nevertheless, the company has implemented robust systems for the safe recycling of e-waste, hazardous waste, and other materials through authorized recyclers. Additionally, BFIL promotes waste reduction by reusing iron pallets and bins in its packaging processes.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not Applicable for the Company during the Financial Year 2023-24.

Leadership Indicators

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format**

The Company has not conducted any life cycle assessment for the products till date. However, the Company is planning to carry out the LCA for products in the coming years.

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

Not Applicable

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

Not Applicable.

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

Because the product is supplied directly to OEMs, the Company has limited opportunities to reclaim it at the end of its life cycle.

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

Since the product is supplied directly to OEMs, the Company has limited opportunities to reclaim it at the end of its life cycle.

PRINCIPLE 3 - Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

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

Category	Total(A)	% of Employees covered by									
		Health insurance		Accidentinsurance		Maternity benefits		Paternitybenefits		Day Care facilities [@]	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F/A)
Permanent Employees											
Male	41	25	61%	0	-	0	-	0	-	0	-
Female	3	0	0%	0	-	3	100%	0	-	0	-
Total	44	25	57%	0	-	3	100%	0	-	0	-
Other than Permanent Employees											
Male	0	0	-	0	-	0	-	0	-	0	-
female	0	0	-	0	-	0	-	0	-	0	-
Total	0	0	-	0	-	0	-	0	-	0	-

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

Category	Total (A)	% of Workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities [@]	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F/A)
Permanent Workers											
Male	76	76	100%	0	-	0	-	0	-	0	-
Female	0	0	-	0	-	0	-	0	-	0	-
Total	76	76	100%	0	-	0	-	0	-	0	-
Other than Permanent Workers											
Male	325	208	64%	0	-	0	-	0	-	0	-
Female	0	0	-	0	-	0	-	0	-	0	-
Total	325	208	64%	0	-	0	-	0	-	0	-

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.10%	0.20%

2. Details of retirement benefits, for Current FY and Previous FY.

Benefits	FY 2023-24*			FY 2022-23*		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	100%	100%	Y	100%	100%	Y

*100% of eligible employees under respective Regulation are covered.

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

The Company's workplaces are accessible to differently-abled employees, with permanent office buildings and manufacturing sites designed to comply with the accessibility standards set by the Rights of Persons with Disabilities Act, 2016. These facilities include accessible site and building entrances, easy-to-operate doors in corporate and factory offices, push/lever type wash basin fixtures, well-lit and spacious corridors, and clearly marked signage.

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

Yes, the Company has an equal opportunity policy in place that aligns with the provisions of the Rights of Persons with Disabilities Act, 2016. This policy is designed to ensure a fair and inclusive workplace for all employees, including those with disabilities.

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

Gender	FY 2023-24			
	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

Yes / No (If yes, then give details of the mechanism in brief)	
Permanent Workers	<p>We have implemented a robust Grievance Redressal system specifically designed for our employees to address any concerns they may have. Grievances are handled promptly and fairly, with full confidentiality assured throughout the process. We have made grievance registers and complaint boxes available at various locations, providing employees with convenient ways to voice their concerns. Contract workers can also raise issues through their contractor representative or company supervisor, who will either address the matter directly or escalate it to HR and the relevant department heads as needed.</p> <p>In addition, the Company has a policy in place to prevent, prohibit, and address sexual harassment in the workplace. We have also established a Whistle Blower Policy with a vigil mechanism, allowing employees to report unethical conduct or financial misconduct. To further support these initiatives, we regularly conduct workshops, group meetings, online training sessions, and awareness programs to educate and sensitize our workforce on the prevention of sexual harassment.</p>
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
Male	41	0	-	30	0	-
Female	3	0	-	2	0	-
Total Permanent Workers						
Male	76	0	-	43	0	-
Female	0	0	-	0	0	-

7. Details of training given to employees and workers:

Category	FY 2023-24						FY 2022-23				
	Total(A)	On Health and Safety Measures		On skill upgradation		Total(D)	On Health and Safety measures		On skill upgradation		
		No.(B)	% (B / A)	No.(C)	% (C / A)		No.(E)	% (E / D)	No.(F)	% (F / D)	
Employees (Other than workers) (incl. permanent + Other than permanent)											
Male	41	32	78%	31	76%	30	25	83%	19	63%	
Female	3	2	67%	2	67%	2	2	100%	2	100%	
Total	44	34	77%	33	75%	32	27	84%	21	66%	
Workers (Only permanent)											
Male	76	69	91%	43	57%	43	38	88%	25	58%	
Female	0	0	-	0	-	0	0	-	0	-	
Total	76	69	91%	43	57%	43	38	88%	25	58%	

8. Details of performance and career development reviews of employees and workers:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees (Other than workers) (incl. permanent + Other than permanent)						
Male	41	35	85%	30	26	87%
Female	3	2	67%	2	0	0%
Total	44	37	84%	32	26	81%
Workers (Only permanent)						
Male	76	45	59%	43	21	49%
Female	0	0	-	0	0	-
Total	76	45	59%	43	21	49%

9. Health and safety management system:

- a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**

Yes, the Company has adopted and implemented the ISO 45001 Safety Management System framework, integrating it into all critical business activities. This framework ensures the provision of safe and healthy workplaces across all Company establishments, aiming to prevent work-related injuries and illnesses, minimize risks, and continuously improve safety performance. All our locations are certified under ISO 45001:2018

- b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

Balu Forge Industries Limited (BFIL) has implemented comprehensive procedures to identify hazards and assess associated risks across all its project sites, manufacturing units, and offices. These procedures include:

- **Method Statements:** Detailed method statements are prepared for all activities, outlining the sequence of steps to be followed and identifying potential hazards.
- **Systematic Risk Assessment:** A systematic approach is employed to identify hazards and assess associated risks for all activities, helping to understand the potential consequences and likelihood of incidents.
- **Real-Time Risk Evaluation:** The Company conducts last-minute risk assessments, allowing for real-time evaluation of risks immediately before starting work activities.
- **Effective Communication of Risks:** Identified risks and control measures are communicated effectively to all stakeholders involved, ensuring awareness of potential hazards and how to mitigate them.
- **Fatality Prevention Plan:** A comprehensive Fatality Prevention Plan has been implemented across all business operations. This includes stringent monitoring of safety measures and the deployment of safety systems in high-risk areas, with the ultimate goal of achieving zero accidents.

- c. **Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)**

Balu Forge Industries Limited (BFIL) has a robust Incident Management and Investigation System in place to ensure transparent reporting and resolution of work-related hazards, including unsafe acts, near misses, and serious incidents. The Company conducts thorough Root Cause Failure Analyses and tracks corrective actions to closure. BFIL promotes safety engagement through suggestion boxes and a whistleblower portal at each site. Committed to health, safety, and environmental sustainability, BFIL sets proactive EHS objectives, enforces PPE usage, and integrates ergonomic practices across all plants.

The Company also collaborates with government, industry, and academia to support regulations and programs addressing EHS concerns.

d. **Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No)**

Yes, Balu Forge Industries Limited (BFIL) prioritizes the health and well-being of its employees and business partners. We provide well-equipped healthcare facilities, conduct health check-ups, and hold awareness sessions to promote overall wellness. Beyond physical health, we emphasize mental well-being through programs designed to help employees manage stress and maintain a healthy work-life balance.

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

Safety Incident / Number	Category	FY2023-24	FY2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Worker#	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Worker#	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Worker	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Worker	Nil	Nil

11. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Balu Forge Industries Limited (BFIL) is committed to fostering a safe and healthy workplace through a comprehensive Health and Safety Management System. The Company's Environmental, Health, and Safety (EHS) framework is designed to ensure zero harm across all operations. This commitment is reflected in daily safety talks, regular job-specific training, and strict adherence to the Work Permit System. BFIL conducts routine safety audits, mock drills to maintain high safety standards and proactively identify potential hazards.

To further enhance workplace safety, BFIL implements necessary measures based on Hazard Identification and Risk Assessment (HIRA) and Aspect Impact assessments. The Company actively identifies and addresses near misses, ensuring that unsafe acts and conditions are promptly rectified. Employee health is a priority, with regular health checkups provided, and strict enforcement of Personal Protective Equipment (PPE) usage. Additionally, BFIL's Safety Policy includes comprehensive fire prevention and control measures, solidifying its commitment to continuous improvement and a strong safety culture.

12. Number of Complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	N.A.	Nil	Nil	N.A.
Health & Safety	Nil	Nil	N.A.	Nil	Nil	N.A.

13. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and Safety Practices	100%
Working Conditions	100%

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

Balu Forge Industries Limited (BFIL) continuously refines its safety guidelines and Standard Operating Procedures (SOPs) by analyzing past incidents and case studies to enhance predictive analysis and incident assessment. This proactive approach helps in identifying unsafe behaviors and significant risks, thereby preventing potential accidents. Key initiatives include the implementation of a Near Miss Awareness Program, which encourages reporting of near misses to enhance safety awareness, and the promotion of a no-blame culture to ensure transparent communication about incidents. BFIL also includes contractor representation in safety committees to ensure that all parties involved are aligned on safety practices.

In addition to these initiatives, BFIL conducts regular training sessions focusing on safety. Corrective and Preventive Actions (CAPA) are systematically implemented for each LTI incident to address root causes and prevent recurrence. These measures reflect BFIL's strong commitment to health and safety, resulting in a significant reduction in safety-related incidents across all locations.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N)

(B) Workers (Y/N).

- A) Employees – No
- b) Workers - No

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

Balu Forge Industries Limited (BFIL) ensures contractors are liable for paying minimum wages, gratuity, GST, PF, ESIC, and bonuses to workers. Contractors must pay workers directly, with BFIL verifying these payments through bank statements. For PF and ESIC, BFIL debits the contractors' accounts to ensure timely government payments. GST payments are made to contractors only after confirming necessary returns are filed. BFIL requires value chain partners to submit compliance documents monthly, which are verified by both a third-party agency and the internal compliance team to ensure full adherence to regulatory requirements.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)

Balu Forge Industries Limited (BFIL) consistently offers skill-upgradation training programs to employees throughout their careers. These programs are customized to address the unique needs of various roles and functional areas, ensuring that employees acquire valuable skills that will enhance their career opportunities both after retirement and in the event of termination.

5. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed

Health and Safety Practices	Vendors accounting for 71% of the total value have undergone assessment through either physical
Working Conditions	audits or documentation reviews.

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

Balu Forge Industries Limited (BFIL) prioritizes the safety and working conditions of its value chain partners, regularly conducting assessments of their health and safety practices. The company takes necessary corrective actions based on these assessments to ensure compliance with all safety parameters. Suppliers must adhere to BFIL's Supplier Code of Conduct upon registration, with health and safety being a key focus in their operations. BFIL also supports suppliers in developing and implementing policies related to business ethics, human rights, environment, health and safety, energy, and responsible sourcing, ensuring alignment with the company's standards.

PRINCIPLE 4 - Businesses should respect the interests of and be responsive to all its stakeholders**Essential Indicators****1. Describe the processes for identifying key stakeholder groups of the entity.**

Balu Forge Industries Limited (BFIL) recognizes that effective stakeholder engagement is essential for the success of its business. The company identifies key stakeholders based on their significant influence on BFIL and the potential impact of the company's decisions on them. BFIL is dedicated to maintaining regular and meaningful interactions with these stakeholders to align with their expectations, foster transparency, and build lasting relationships. This ongoing engagement helps shape business strategies that create mutual value for both the company and its stakeholders. The company's key stakeholders include employees, vendors, government authorities, customers, investors, media, local communities, NGOs, and CSR partners. Through this collaborative approach, BFIL ensures that it remains responsive to stakeholder needs while driving sustainable growth.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	The Company engages with shareholders and investors through various channels, including the Annual General Meeting, shareholder meetings, email communications, Stock Exchange (SE) intimations, investor/analyst meetings and conference calls, media releases and updates on the Company/SE website.	Quarterly, as and when required	Evaluate stock price performance, dividend distribution, profitability, and financial stability. Explore potential growth opportunities. Address climate change risks, cyber risks, and future growth prospects.
Employees	No	Senior leadership communications, town hall briefings, goal-setting and performance appraisal meetings, exit interviews, one-on-one interactions, HR communications, workshops, internal emails, and training programs.	Ongoing	Address career development and performance. Offer training and build awareness. Share the company's vision, along with short-term and long-term goals, and clarify workplace expectations. Identify and report human rights issues, ensuring awareness of reporting mechanisms. Boost operational efficiency. Promote health, safety, and employee engagement initiatives.
Customers	No	Website, distributor/retailer/customer meetings and visits, helpdesk, conferences, joint business development plans, emails, customer surveys, reports, brochures, feedback mechanisms, interviews, personal visits, publications, mass media and digital communications, plant visits, support programs, social media, and conferences and events.	Ongoing	Cultivate long-term relationships, ensure service quality, anticipate both short-term and long-term expectations, and respond proactively to needs.
Vendors / Sub contractors	No	Vendor/Sub Contractor meetings, policy communications and Vendor sustainability assessments.	Ongoing	Share mutual expectations on quality, cost, timely delivery, and growth plans. Exchange best practices.
Communities	Yes	Engagements with the community and local authorities, community visits and projects, partnerships with local charities and NGOs, and volunteer initiatives.	Ongoing	Identify and prioritize community needs. Conduct third-party impact assessments of CSR initiatives and evaluate human rights considerations. Manage and review CSR activities, developing and implementing awareness programs to ensure the upliftment of the local community. Understand community needs and respond effectively.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

At Balu Forge Industries Limited (BFIL), we recognize that stakeholder engagement is an ongoing, leadership-driven process. Our structured approach to engagement is designed to adapt to emerging trends, global developments, and market demands, allowing us to proactively assess and address critical issues. We value the influence stakeholders have on our decisions and understand the impact our actions can have on them.

Regular dialogues with community stakeholders are integral to our operations, with feedback reviewed at all business levels. Public consultations are incorporated into new projects and expansions, ensuring that stakeholder input shapes our project design.

Our Board oversees these consultations, focusing on sustainability strategies and long-term goals. They play a pivotal role in business decisions, ensuring workplace safety, mitigating environmental impact, and strengthening stakeholder relations. Our management-level ESG team, actively engages stakeholders on ESG and sustainability topics, providing regular updates to ensure alignment with our goals and better serve our stakeholders.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

At Balu Forge Industries Limited (BFIL), stakeholder engagement exercises and materiality assessment results are pivotal in identifying the most critical sustainability-related issues for the business. These insights drive the development of strategies, the formulation of policies, and the implementation of monitoring mechanisms, ensuring that our approach to sustainability is both targeted and effective.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.

Balu Forge Industries Limited (BFIL) is committed to continuously identifying and supporting disadvantaged, vulnerable, and marginalized stakeholders. For new projects or expansions, we proactively engage with these groups through our CSR activities. We have implemented a robust stakeholder management and grievance mechanism across all our locations. Our engagement is driven by CSR programs focused on empowering women, fostering financial independence, and enhancing leadership and economic skills. Additionally, our initiatives extend support to farmers, women, students, and unemployed youth, ensuring their upliftment and development.

Stakeholder	Stakeholder engagement	Stakeholders interests
Cancer Patients Aid Association (CPAA)	Adopt a Cancer Patient	<ul style="list-style-type: none"> • Providing financial and emotional support to cancer patients. • Ensuring access to necessary medical treatments and care. • Enhancing the quality of life for patients and their families. • Raising awareness about cancer prevention and early detection. • Advocating for better healthcare policies and support systems. • Facilitating patient education and empowerment.
Lend a Hand India (IC3 Institute)	Supporting the training of high school educators to empower them to run robust career and college counseling departments	<ul style="list-style-type: none"> • Enhancing the quality of career and college counseling in high schools. • Empowering educators with the skills and knowledge needed for effective student guidance. • Bridging the gap between education and career readiness for students. • Promoting equal opportunities for students in accessing higher education and career pathways. • Collaborating with schools to implement sustainable counseling programs. • Addressing the evolving needs of students in an increasingly competitive environment.

K C Mahindra Education Trust Nanhi Kali

- Promoting education for underprivileged girls in India.
- Ensuring access to quality education and learning resources.
- Empowering girls through academic support and mentorship.
- Addressing social and economic barriers to girls' education.
- Advocating for gender equality and the importance of girls' education.
- Building sustainable communities by investing in the education of girls.

PRINCIPLE 5 - Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total(A)	No. employees workers covered (B)	% (B / A)	Total (C)	No. employees workers covered (D)	% (D / C)
Employees						
Permanent	44	29	66%	32	22	69%
Other than Permanent	0	0	-	0	0	-
Total Employees	44	29	66%	32	22	69%
Workers						
Permanent	76	39	51%	43	30	70%
Other than Permanent	325	138	42%	289	131	45%
Total Workers	401	177	44%	332	161	48%

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

Category	Total(A)	FY 2023-24				Total(D)	FY 2022-23			
		Equal to minimum wages		More than minimum wages			Equal to minimum wages		More than minimum wages	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	41	0	-	41	100%	30	0	-	30	100%
Female	3	0	-	3	100%	2	0	-	2	100%
Other than Permanent										
Male	0	0	-	0	-	0	0	-	0	-
Female	0	0	-	0	-	0	0	-	0	-
Workers										
Permanent										
Male	76	0	-	76	100%	43	0	0%	43	100%
Female	0	0	-	0	-	0	0	-	0	-
Other than Permanent										
Male	325	77	24%	248	76%	289	84	29%	205	71%
Female	0	0	-	0	-	0	0	-	0	-

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

	Male		Female	
	Number	Median remuneration / salary / wages of respective category (₹ in Lakhs)	Number	Median remuneration / salary / wages of respective category (₹ in Lakhs)
Board of Directors (BoD)	3	36.00	-	-
Key Managerial Personnel	1	14.12	1	6.84
Employees other than BoD and KMP	28	3.60	2	4.58
Workers	332	1.52	-	-

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

At Balu Forge Industries Limited (BFIL), the Head of Human Resources is responsible for addressing human rights impacts and issues. In alignment with our Human Rights Policy, we require all relevant stakeholders to adhere to the policy's principles and comply with applicable laws and regulations across all operating regions. Employees have unrestricted access to the Audit Committee to raise any concerns, and the Prevention of Sexual Harassment (POSH) Committee specifically addresses issues related to sexual discrimination within the company.

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

Stakeholders can raise human rights concerns through the Whistle-blower Policy, the grievance management system on the company website, or by directly contacting the Grievance Redressal Team. The organization guarantees unimpeded access to state-based judicial processes. Additionally, HR regularly reviews compliance with Human Rights Policies, ensuring that any issues or impacts are addressed appropriately and within the designated timeline.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	0	0	0	0
Discrimination at Workplace	0	0	0	0	0	0
Child Labour	0	0	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0	0	0
Wages	0	0	0	0	0	0
Other human rights related issues	0	0	0	0	0	0

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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/workers	0	0

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

Balu Forge Industries Limited (BFIL) enforces a strict zero-tolerance policy against discrimination, bullying, harassment, and inappropriate conduct. The company ensures complainant protection through confidentiality and safeguards against retaliation. The Corporate Responsibility Committee monitors incidents for alignment with sustainability and human rights standards, while the Risk Management Committee oversees human rights risks. BFIL promotes awareness by making human rights guidelines accessible on its website and conducting targeted sessions for employees. The POSH Policy aligns with legal standards, ensuring protection throughout investigations. BFIL's "no-compromise" approach leads to disciplinary action, including termination of business relationships, for any human rights violations.

9. Do human rights requirements form part of your business agreements and contracts?

Balu Forge Industries Limited (BFIL) requires all suppliers and vendors to adhere to its Supplier Code of Conduct and Human Rights guidelines, aligned with internationally recognized standards. BFIL enforces a zero-tolerance policy for human rights violations, closely monitoring supplier compliance through rigorous oversight.

The company actively promotes best practices in human rights within its supply chain, ensuring that all business partners meet these standards. Human rights expectations are clearly communicated during supplier onboarding and throughout their operations, covering safe working conditions, the prohibition of child and forced labor, and adherence to environmental and social standards. Contracts and agreements include provisions to safeguard these human rights requirements.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The company conducted an internal assessment across 100% of its locations.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	N.A.

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Nil.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

The Company have not received any Human Rights grievances during the Financial Year 2023-24.

2. Details of the scope and coverage of any Human rights due-diligence conducted.

Balu Forge Industries Limited (BFIL) regularly conducts internal audits to ensure compliance with human rights standards. While no specific human rights due diligence was conducted during the reporting period, the company is committed to enhancing its human rights systems by integrating best practices and lessons learned into its guiding principles. Currently, human rights due diligence is covered as part of other compliance audits.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

The majority of the company's permanent facilities and office buildings are designed to be accessible to differently-abled visitors, ensuring compliance with the Rights of Persons with Disabilities Act, 2016.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Vendors representing 70% of key value chain partners, have been assessed for workplace discrimination through physical audits and documentation reviews. The remaining suppliers have signed a Code of Conduct addressing issues such as child labor and forced labor, and are expected to comply with its requirements.
Discrimination at Workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

The assessment of key vendors was completed in FY 2023-24, with all observations and non-conformances duly recorded. No significant risk cases were identified.

PRINCIPLE 6 - Businesses should respect and make efforts to protect and restore the environment
Essential Indicators
1. Details of total energy consumption and energy intensity, in the following format:

Parameter	FY 2023-24	FY 2022-23
From renewable sources (in Gigajoules GJ)		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From renewable sources(in Gigajoules GJ)		
Total electricity consumption (D)	64,298	47,078
Total fuel consumption (E)	5,852	4,097
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	70,150	51,175
Total energy consumed (A+B+C+D+E+F) (in GJ)	70,150	51,175
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations ₹ in Lakhs)	1.81	1.90
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity(PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate If any Independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No, the company currently does not have any sites or facilities designated as consumers under the Performance, Achieve, and Trade (PAT) Scheme of the Government of India.

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

Parameter	UOM	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)			
(i) Surface water	KL	-	-
(ii) Groundwater	KL	33,050	24,050
(iii) Third party water	KL	-	-
(iv) Seawater / desalinated water	KL	-	-
(v) Others	KL	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	KL	33,050	24,050
Total volume of water consumption (in kilolitres)			
Water intensity per rupee of turnover (Total water consumption / Revenue from operations in ₹ lakhs)	ML/Lakh	0.85	0.89
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	ML/Lakh	-	-
Water intensity in terms of physical output	ML/MMT	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

(Y/N) If yes, name of the external agency: No.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	20861	15812
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	20861	15812

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

(Y/N) If yes, name of the external agency.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes, we ensure full compliance with all applicable statutory obligations set by the Central and State Pollution Control Boards. In locations where zero liquid discharge is mandated, we have implemented and maintained the necessary systems to meet these requirements. At other sites, we have established mechanisms to treat sewage and effluent in accordance with statutory guidelines, with treated water being reused internally whenever possible to minimize waste. Currently, the company operates a Effluent Treatment Plant (ETP) at our manufacturing facility. Our goal is to achieve Zero Liquid Discharge across all plants by 2030.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	mg/Nm ³	24.5	20.7
SOx	mg/Nm ³	15.6	11.6
CO2	mg/Nm ³	43.6	50
Particulate matter (PM)	mg/Nm ³	-	-
Persistent organic pollutants (POP)		-	-
Volatile organic compounds (VOC)		-	-
Hazardous air pollutants (HAP)		-	-
Others – please specify		-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

(Y/N) If yes, name of the external agency.

Yes, environmental monitoring is conducted at various plants and project sites by agencies authorized by the Central Pollution Control Board (CPCB) and State Pollution Control Boards (SPCB). These agencies are authorized either by the respective State Pollution Control Boards or by the relevant clients.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1,091	768
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	12,015	8,797
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations ₹ in Lakhs)	Metric tons CO ₂ / ₹ Lakhs	0.34	0.36
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tons CO ₂ / ₹ Lakhs	-	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output	NA	-	-
Total Scope 1 and Scope 2 emission intensity	Metric tons of CO ₂ /manpower	29.45	26.28

8. Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.: NO Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Balu Forge Industries Limited (BFIL) is dedicated to minimizing the environmental impact of its operations, with a strong emphasis on reducing greenhouse gas (GHG) emissions. The company has set a bold target to reduce GHG emissions by 20% across all manufacturing locations by 2028, with the ultimate goal of achieving net-zero emissions by 2040. To reach these objectives, BFIL has implemented several key initiatives, including the installation of solar power systems. Additionally, the company is investing in energy-efficient LED lighting, natural ventilators, and electric vehicles to further support its sustainability efforts.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	0.01	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste, please specify (G) (Used Oil, Residues, Used Graese, Cotton Waste, Sludge)	17.07	15.32
Other non-hazardous waste generated (H) Please specify, if any (MS Scrap/Scale/Bur)	3,661.16	2,989.54
Total (A+ B+C+D+E+F+G+H)	3,678.24	3,004.86
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT/INR in Lakhs)	0.09	0.11
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT/ INR in Lakhs)*PPP	-	-
Waste intensity in terms of physical output (MT/MT)	-	-
Waste intensity (optional) — the relevant metric may be selected by the - - entity	-	-

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY 2023-24	FY 2022-23
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations	3,661.16	2,989.54
Total	3,661.16	2,989.54

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	FY 2023-24	FY 2022-23
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	17.08	15.32
Total	17.08	15.32

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

The assurance has not been carried out by any external agency.

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

Balu Forge Industries Limited (BFIL) is dedicated to minimizing its environmental impact through effective waste management practices, guided by the 5R principles—Reduce, Reuse, Reprocess, Recycle, and Recover. The company prioritizes the reduction of both hazardous and non-hazardous waste across its operations. Hazardous wastes are managed according to statutory requirements, with a maintained waste registry and proper disposal through authorized agencies. BFIL also strives to reduce hazardous material generation by continuously enhancing its processes.

For non-hazardous waste, BFIL emphasizes source reduction, material reuse, and recycling. Initiatives include converting biodegradable waste into manure, sending non-biodegradable waste to recyclers. Additionally, STP sludge is used as a soil conditioner. The company modernizes its plants and adopts lean manufacturing practices to improve efficiency and reduce waste. Through continuous employee education on responsible waste disposal, BFIL reinforces its commitment to sustainability and environmental stewardship, further supported by the implementation of a waste management plan across its facilities.

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

S. No.	Location of operations / offices	Types of operation	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
-			Not Applicable

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

Name and brief details of the project	EIA Notification No. and Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant web link
Not applicable				

14. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

The company fully complies with all relevant environmental laws, regulations, and guidelines in India, including the Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, the Environment Protection Act, and the associated rules during the financial year 2023-24.

Leadership Indicators

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

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

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment has been done by an external agency.

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

The Company is in the process to start data management for scope 3 emissions and hence it is not reported.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

The Corporate Social Responsibility (CSR) team at Balu Forge Industries Limited (BFIL) is responsible for regularly monitoring CSR projects and actively engaging with communities in the areas of operation. Any grievances reported to the CSR team are promptly addressed and resolved in a timely manner, ensuring ongoing collaboration and support for the communities involved.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Energy-Efficient Manufacturing Equipment	Upgraded to energy-efficient machinery and equipment to reduce energy consumption in production processes.	Reduced energy consumption, lower operational costs, and decreased carbon footprint.
2	Zero-Waste Manufacturing Program	Implemented a zero-waste program to minimize waste generation through recycling and reusing materials.	Diverted manufacturing waste from landfills, enhanced recycling processes, and reduced waste management costs.

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

Yes, Balu Forge Industries Limited (BFIL) has an Onsite Emergency Plan & Disaster Control strategy in place to ensure business continuity during disruptive incidents. This plan is developed by benchmarking against best practices from organizations with advanced Business Continuity Management systems, ensuring robust preparedness and response measures.

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

No adverse impacts have been reported by any of our value chain partners. All partners have signed a distinct Code of Conduct

that requires compliance with Environmental, Health, and Safety (EHS) regulations, fair labor practices, minimum wage laws, and the prohibition of child and forced labor. Every vendor has committed to these terms, and regular audits are conducted to ensure strict adherence to these standards.

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

None reported. However, all supply chain participants are required to sign an agreement ensuring their compliance with all applicable laws and regulations, including environmental standards. The company plans to assess the environmental impact of its supply chain partners in the coming years.

PRINCIPLE 7 - Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/associations: Total 5

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National/International)
1	Automotive Component Manufacturers Association of India	National
2	Indo Arab Chamber of Commerce & Industries	International
3	EEP (Formally Engineering Export Promotion Council)	National
4	Bombay Chamber of Commerce & Industry	National
5	Federation of Indian Chambers of Commerce & Industries	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
	Nil	

Leadership Indicators

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

Balu Forge Industries Limited (BFIL) actively engages with trade associations and regulators to advocate for public policy improvements, particularly on taxation, governance, economic reforms, and energy security. BFIL contributes to policy development through participation in committees and task forces, offering feedback and suggestions to shape and enhance regulatory frameworks for the industry.

PRINCIPLE 8 - Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Balu Forge Industries Limited (BFIL) carries out its Corporate Social Responsibility (CSR) activities through various initiatives. However, the company has not conducted a Social Impact Assessment, as it is not required under the applicable laws.

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

Not applicable

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

Balu Forge Industries Limited (BFIL) has a dedicated CSR team that actively monitors its projects and maintains ongoing engagement with local communities in its operational areas. The team promptly addresses and resolves any grievances that arise, ensuring effective and timely responses to community concerns.

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

Parameter	FY 2023-24	FY 2022-23
Directly sourced from MSMEs / small producers	26%	22%
Sourced directly from within the district and neighbouring districts	10%	11%

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

Location	FY 2023-24	FY 2022-23
Rural	-	-
Semi-urban	-	-
Urban	71%	76%
Metropolitan	29%	24%

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
	Not Applicable

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

S No.	State	Aspirational District	Amount spent (In ₹ million)
		Nil	

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)

No

(b) From which marginalised/vulnerable groups do you procure?

None in the financial year

(c) What percentage of total procurement (by value) does it constitute?

Not applicable.

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

S No.	Intellectual Property based on traditional knowledge	Owned / Acquired Yes / No	Benefit shared (Yes / No)	Basis of calculating benefit share
				Nil

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

Not Applicable

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Adopt a Cancer Patient	1	100%
2	Supporting the training of high school educators to empower them to run robust career and college counseling departments	100	100%
3	Nanhi Kali	416	100%

PRINCIPLE 9 - Businesses should engage with and provide value to their consumers in a responsible manner**Essential Indicators****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

Customer satisfaction is a top priority for Balu Forge Industries Limited (BFIL). The company actively engages with customers across various platforms to gather feedback and understand their expectations. Formal mechanisms, including email, are in place for customers to report grievances, ensuring timely resolutions. These trends are regularly reviewed by top management to drive continuous improvements in service quality. BFIL has an integrated management system procedure specifically designed for handling and resolving customer complaints, reflecting the company's commitment to responsive and customer-focused operations.

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

The products sold by Balu Forge Industries Limited (BFIL) are fully recyclable, as they are made from metal components. However, the company does not currently estimate the environmental and social parameters related to these products as a percentage of total turnover.

3. Number of consumer complaints in respect of the following:

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data Privacy	0	0	Nil	0	0	Nil
Advertising	0	0	Nil	0	0	Nil
Cyber-security	0	0	Nil	0	0	Nil
Delivery of Essential Services	0	0	Nil	0	0	Nil
Restrictive Trade Practices	0	0	Nil	0	0	Nil
Unfair Trade Practices	0	0	Nil	0	0	Nil
Other	0	0	Nil	0	0	Nil

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

No such instances were reported during the FY 2023-24 reporting period.

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, the Company has a Data Privacy Policy

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not Applicable

7. Provide the following information relating to data breaches:

a) **Number of instances of data breaches along with impact**

Zero data breaches incidents in the financial year 2023-24.

b) **Percentage of data breaches involving personally identifiable information of customers**

Not Applicable

c) **Impact, if any, of the data breaches**

Not Applicable

Leadership Indicators

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

Details about Balu Forge Industries Limited's (BFIL) business can be found on its website at <https://www.baluindustries.com/>

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

Since Balu Forge Industries Limited (BFIL) supplies its products directly to Original Equipment Manufacturers (OEMs) and Tier 1 customers, who then assemble and deliver the final products to the end user, the company has limited opportunities to directly inform and educate the end user about the safe and responsible usage of its products.

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

In the event of a disruption or discontinuation of essential services, consumers are promptly notified through electronic communications, phone calls, and updates on the corporate website.

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

Yes, since Balu Forge Industries Limited's (BFIL) products are OEM-specific and designed according to OEM requirements, the company ensures that product details are clearly displayed on packaging, in compliance with applicable laws. This typically includes information such as the manufacturer, heat code, process number, dispatch number, and part number.

Customer response and satisfaction are top priorities for BFIL. The company engages with customers across various platforms to understand their expectations. Customer feedback is collected and compiled to identify areas of concern. Based on this feedback, corrective measures are planned and implemented. Customer satisfaction trends are regularly monitored and reviewed by top management, who provide directives for continuous improvement.