



# TRANSFORMING

## the Future, Sustainably

Sustainability Report 2023-24  
Galaxy Surfactants Ltd.



# TRANSFORMING

## the Future, Sustainably



Guided by ethics, concern for the environment, and social accountability, Galaxy Surfactants deeply abides by sustainable transformation. Sustainability is not a choice but a fundamental principle across our operations. We are committed to prioritising renewables, optimising supply chains, and setting new standards in sustainability. Through collaborative partnerships, we make progress on our goals, ensuring that our actions deliver enduring value while upholding our environmental and social obligations. **'Transforming the future, sustainably' is the ongoing story of Galaxy's journey towards sustainability to bring about positive change.**

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## About the Report

Galaxy Surfactants is proud to present its 13<sup>th</sup> Sustainability Report. The theme for our FY 2023-24 report 'Transforming the Future, Sustainably' reflects our ongoing commitment to transparency, sustainability, and stakeholder engagement. Covering the period from April 1, 2023, to March 31, 2024, sustainability report aligns with the Global Reporting Initiative (GRI) Standards 2021, ensuring materiality and comparability.

Going beyond financial disclosures, the sustainability report integrates environmental, social, and governance (ESG) considerations, highlighting our commitment towards the responsible use of financial, manufactured, intellectual, human, social and relationship, and natural capital.

We adopt a holistic approach towards sustainability. This Sustainability report showcases our achievements in creating social impact, promoting stakeholder engagement, prioritising ethical governance, and unlocking investment and market opportunities. It demonstrates our commitment to building a sustainable business that drives shared value for all.

### Reporting Boundaries

This Sustainability Report encompasses the combined efforts of Galaxy Surfactants Limited, Galaxy Chemicals S.A.E, and TRI-K Industries, Inc. collectively referred to as "Galaxy" throughout this report. While our financial statements provide a detailed breakdown for each entity, here we focus on the collective impact of the sustainability initiatives. This unified approach reflects our commitment to working together as a one team to bring about positive change. In this report the term "Indian operations" refers to Galaxy Research Centre (HO) at Navi Mumbai, manufacturing plants at Taloja, Tarapur and Jhagadia. The term "Global operations" refers to Indian operations and our two overseas manufacturing plants at Galaxy Chemicals Egypt (GCE) and Tri-K Industries USA.

### Assurance

We have engaged Bureau Veritas (India) Limited to provide Limited assurance for our Sustainability Report.

### Restatements

There has been no restatement of GHG emissions. However, Financial figures have been reclassified for FY 2022-23. Air Emissions data for FY 2022-23 has been restated due to completeness and accuracy.

Galaxy Surfactants Limited is publicly listed on the Bombay Stock Exchange Limited and the National Stock Exchange of India Limited. Further details on our shareholding pattern can be found in the Annual Report on our website.

Galaxy Surfactants Limited prioritises transparency in its reporting. We welcome stakeholder questions and inquiries at [TeamSustainability@galaxysurfactants.com](mailto:TeamSustainability@galaxysurfactants.com)

### Registered Office Address

C-49/2, TTC Industrial Area,  
Pawne, Navi Mumbai - 400703,  
Maharashtra, India.

# Key Highlights of FY 2023-24

## Environment

**19.21%**

Renewable energy in total energy mix for Indian operations

**25.28%**

Recycled water used in India operations

**39,000+ MT**

RSPO MB-certified raw material procured

**7,148 tCO<sub>2</sub>e**

Emissions avoided using solar energy

**13.4 megalitres**

Rainwater harvested

**75,000+ tCO<sub>2</sub>e**

Emissions avoided by using RSPO MB-certified material

## Governance

**50%**

Independent Directors

**10%**

Female Director on the board

**Zero**

Penalties or Fine paid on discrepancy

**100%**

Attendance by the Board of Directors in training and awareness programmes

**63**

Categories of training conducted for key management personnel

**Zero**

Complaints on POSH upheld

## Social

**372**

New Hires in the workforce (17.54%)

**214**

Women in the workforce (10.9%)

**4 (Scale of 5)**

Customer Satisfaction Index

**₹10.26 cr**

Investment in Safety, Health and Environment (Indian operations)

**0.39**

LTIR

**4,90,611**

CSR beneficiaries (Indian operations)

## Economic/Financial

**₹3,794.38 cr**

Revenue from Operations

**₹498 cr**

EBITDA

**₹301.47 cr**

PAT

**₹416.39 cr**

Economic Value Retained

**₹13.70 cr**

R&D Expenditure

**₹4.9 cr**

CSR Expenditure

# From the Managing Director's Desk



“As the world progresses towards Net Zero, our Mission 2030 focuses on tackling climate change and promoting circular economy practices. We are committed to a pathway aiming for 1.5/2 degrees Celsius, achieving 100% renewable electricity share by FY 2030, and implementing ISO 50001:2018 Energy Management Systems in India and Egypt locations by FY 2025-26.”

**K. Natarajan**  
Managing Director

“In FY 2023-24, we achieved 86% waste circularity in our operations through the implementation of the 3Rs (Reduce, Reuse, Recycle). Additionally, 14% of our energy consumption came from renewable sources, and 18% of our water usage was met through recycled water. We were honored with the Best Sustainability Award by CavinKare and also received the prestigious P&G 2023 External Business Partner Excellence Award.”

### Dear Shareholders,

It brings me deep satisfaction and pride to present our Sustainability Report for FY 2023-24, which outlines our goals, initiatives and progress, aligned with the global efforts towards transitioning to a greener, sustainable future. Since inception, Galaxy Surfactants has relentlessly pushed the boundaries of sustainable chemistry.

We continue to transform the future of surfactants sustainably, supported by the shared passion we witness among our customers, employees, and partners in improving the quality of life through innovative chemistry. Our commitment reflects in our financial and non-financial performance over the years.

During FY 2023-24, propelled by global economic resilience and India's remarkable growth trajectory, we consistently delivered exceptional financial performance. We achieved revenue from operations of ₹ 3,794.38 crores, with a PAT of ₹ 301.47 crores and an EBITDA of ₹ 341.97 crores. These figures underscore our belief that profitability is the bedrock of sustainability.

As the world progresses towards Net Zero, our Mission 2030 focuses on tackling climate change and promoting circular economy practices. We are committed to a pathway aiming for 1.5/2 degrees Celsius, achieving 100% renewable electricity share by FY 2029-30, and implementing ISO 50001:2018 Energy Management Systems in India and Egypt locations by FY 2025-26. Additionally, we aim to plant 1,50,00 trees by FY 2029-30.

In our bold stride towards a greener future, we have significantly increased the share of renewable energy powering our operations in India to an impressive 19.21%. By deploying solar energy, we avoided around 7,148 tCO<sub>2</sub>e emissions. This attests to our unwavering commitment to reducing our carbon footprint and advancing towards a cleaner, more sustainable energy landscape.

Our proactive water management initiatives have yielded remarkable results, with a 18% utilisation of recycled water and the harvesting of 13 megalitres of rainwater. These efforts not only conserve precious natural resources but also reinforce our environmental stewardship. We prioritise sustainable sourcing of raw materials by using RSPO MB-certified ingredients, which has enabled us to avoid a substantial 75,000 tCO<sub>2</sub>e emissions.

We were also awarded the prestigious 'P&G 2023 External Business Partner Excellence Award'.

As we envision the future, we are excited about the pivotal role our advanced surfactant solutions can play in enhancing global sustainability efforts. I conclude by extending my heartfelt appreciation to our customers, partners, and dedicated teams worldwide for their invaluable contributions in realising our mission. Together, we are poised to forge a brighter, more sustainable future.

Sincerely,

**K. Natarajan**  
Managing Director

## About Galaxy Surfactants

Galaxy Surfactants is a leading manufacturer of Specialty Chemicals in India. We develop innovative solutions under Performance Surfactants and Specialty Care Products, which have a wide range of applications for the personal care and home care industries. Through our partnerships with prominent global, regional and local players, we have emerged as a global supplier to global brands.

### 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



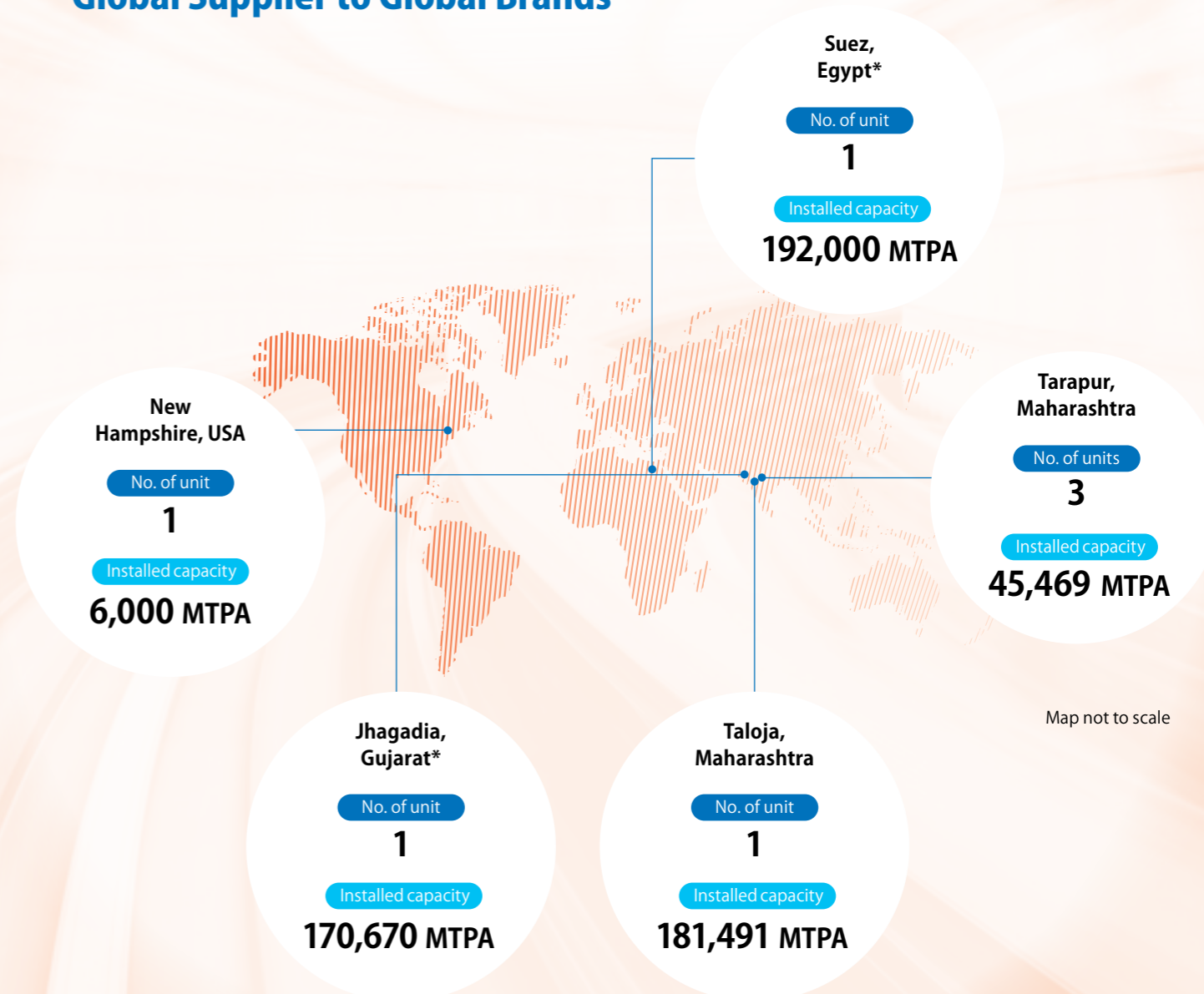
To be a brand of Global Eminence through best-in-class value delivery by high quality people.

### 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 organisation 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 the 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 the professionalisation of all areas of management

## Global Supplier to Global Brands



\* Environmental clearances for expansion and additional land available.

#### Our Operations and Presence

	India: Parent Entity	Egypt: Galaxy Chemicals S.A.E 100% Owned	USA: TRI-K Industries 100% Owned
Manufacturing	✓	✓	✓
R&D	✓	X	✓
Plants	5*	1	1
Employees	1762	276	83
Marketing Offices	✓	X	✓

\* including one pilot plant.

**1400 +**  
Customers

**220+**  
Products

**90+**  
Countries were  
Supplied with  
our Products

**7**  
Manufacturing  
Units

# Business Segments

At Galaxy, we place our customers' needs at the heart of our business. By focusing on innovation, we've developed a diverse portfolio of high-quality ingredients that enhance the performance, functionality, and quality of your products. Our "Consumer to Chemistry" philosophy guides our approach, ensuring that our solutions are not only cutting-edge but also aligned with evolving market demands and consumer preferences.



## Performance Surfactants

### Substantive Raw Material in Customer's End-products

- Functional in nature where end-consumer require foaming and cleansing
- Large volume consumption in all rinse-off formulations
- Pulled by FMCGs due to impulse buying from end consumer

**45+**  
Number of  
Products

**60%**  
Revenue Share



## Speciality Care Products

### Unique Functionality to Customer's End-products

- Niche and premium products
- Low volume consumption
- Oligopolistic for most products
- Low penetration due to unique applications

**160+**  
Number of  
Products

**40%**  
Revenue Share

## Diversified Portfolio, Wide Applications

We serve more than 90 countries through our trusted logistics partners. Our portfolio includes essential ingredients for skin care, oral care, hair care, cosmetics, toiletries and detergents across mass, masstige and prestige customer segments.

### Market Segment

#### Hair Care

- Shampoos
- Conditioners
- Colorants
- Styling Gels



#### Oral Care

- Toothpaste
- Tooth powder
- Mouth wash



#### Home Care

- Carpet Cleaner
- Toilet Cleaner
- Detergents
- Fabric Cleaner
- Glass / Floor Cleaner
- Liquid Detergent



#### Skin care

- Sun Care
- Fairness Creams
- Moisturising Creams
- Anti-ageing Creams



#### Cosmetics & Personal Care

- Nail Polish
- Lip Colors
- Foundations



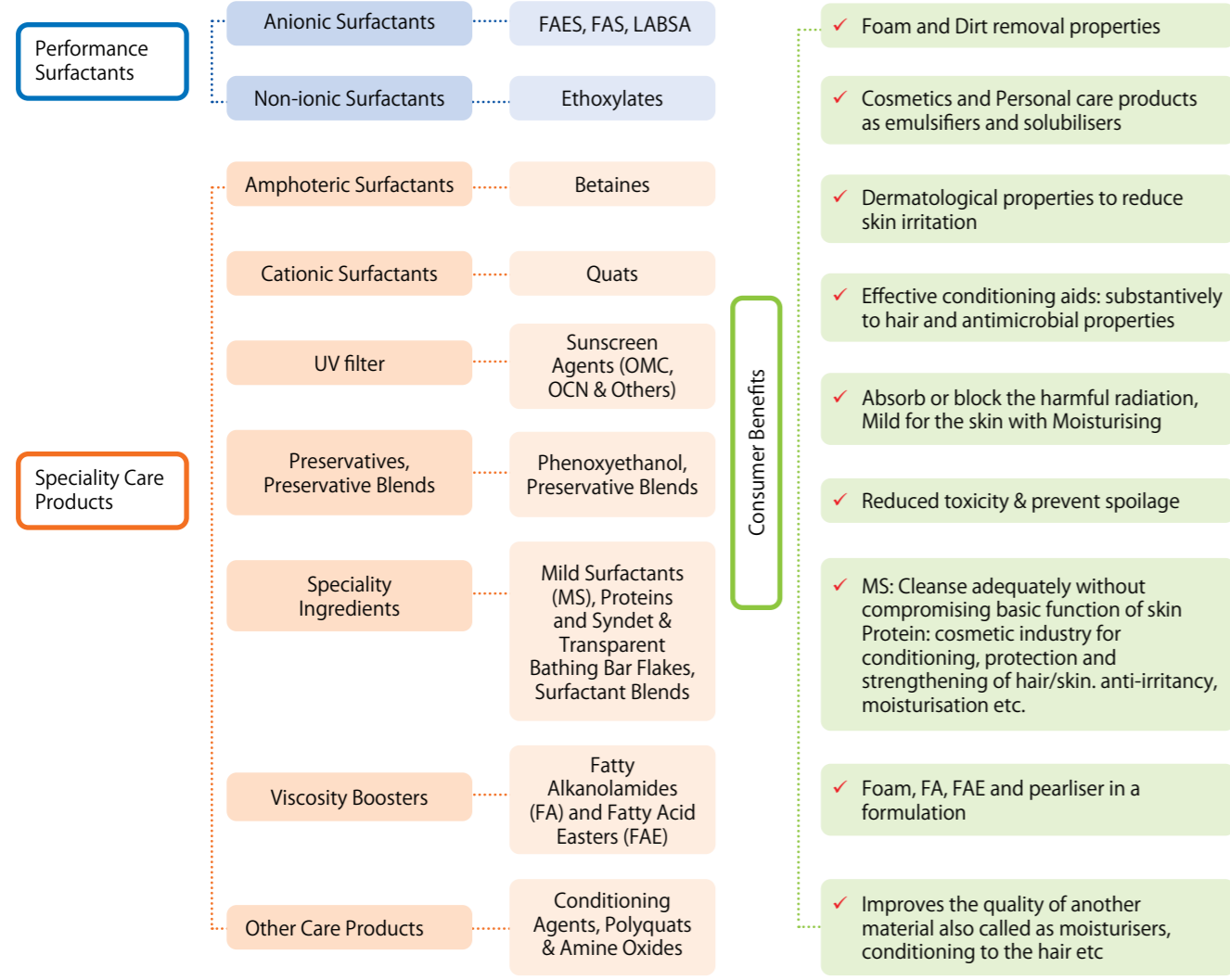
#### Toiletries

- Hand washes/ Toilet Soaps/ Body wash
- Shaving Cream/ Lotions



## Business Segments

### Specialty Chemicals



### Performance Surfactants



**Anionic Surfactants**  
**FAES FAS, LABSA**

Foam and Dirt removal properties



**Non-ionic Surfactants**  
**Ethoxylates**

Cosmetics and Personal care products as emulsifiers and solubilisers

### Specialty Care Products



**Amphoteric Surfactants**  
**Betaines**

Dermatological properties to reduces skin irritation



**Cationic Surfactants**  
**Quats**

Effective conditioning aids: substantively to hair and antimicrobial properties and solubilisers



**UV Filter**  
**Sunscreen Agents (OMC, OCN & Others)**

Absorb or block the harmful radiation, Mild for the skin with Moisturising



**Preservatives, Preservative Blends**  
**Phenoxyethanol, Preservative Blends**

Reduced toxicity & prevent spoilage



**Specialty Ingredients**  
**Mild Surfactants (MS), Proteins and Syndet & Transparent Bathing Bar Flakes, Surfactant Blends**

MS: Cleanse adequately without compromising basic function of skin

Protein: cosmetic industry for conditioning, protection and strengthening of hair/skin. anti-irritancy, moisturization etc



**Viscosity Boosters**  
**Fatty Alkanolamides (FA), Fatty Acid Esters (FAE)**

Foam, FA, FAE and pearlizer in a formulation

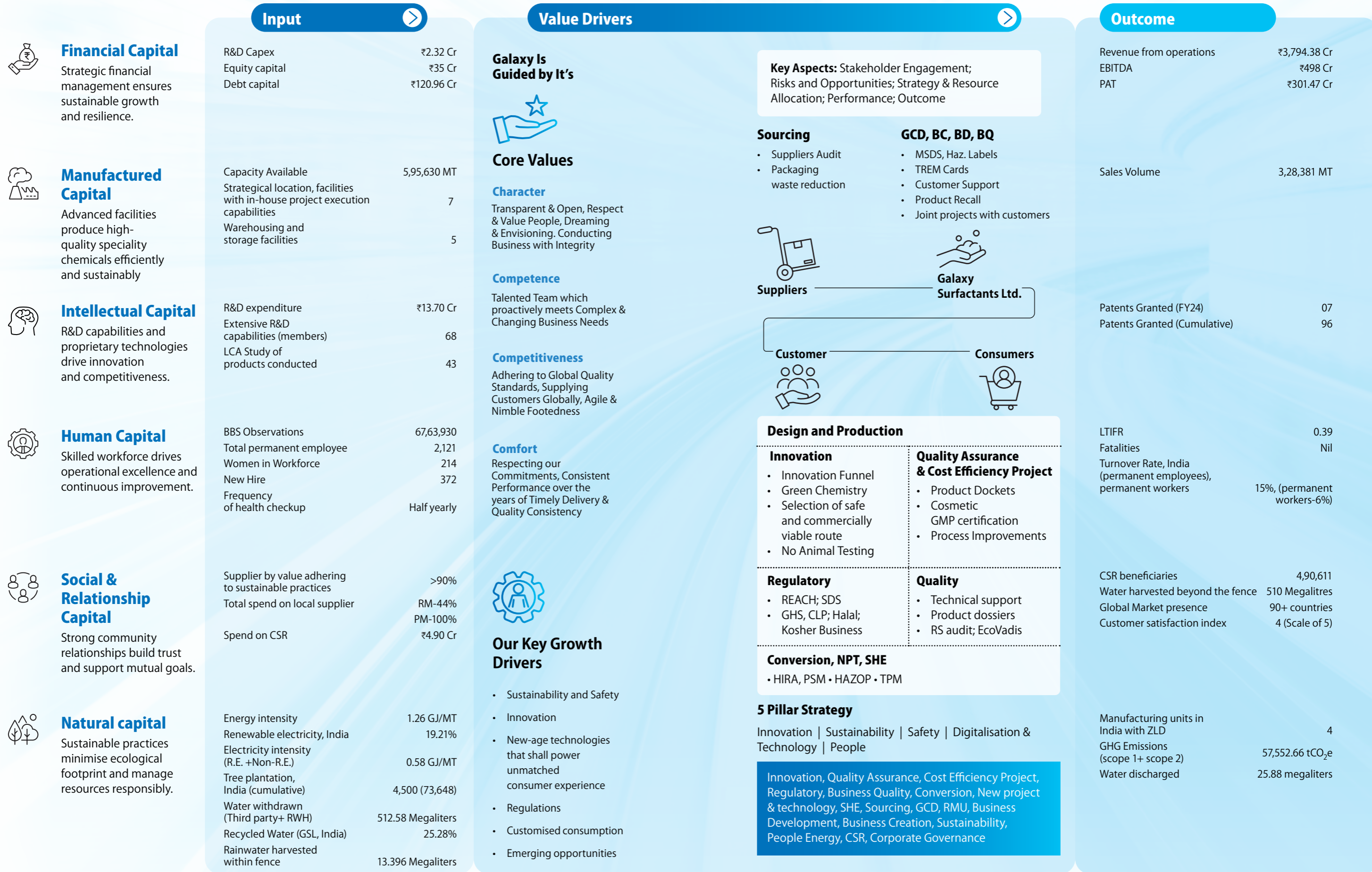


**Other Care Products**  
**Conditioning Agents, Polyquats & Amine Oxides**

Improves the quality of another material also called as moisturisers, conditioning to the hair etc



# Our Value Creation Model



# Stakeholder Engagement

Achieving shared progress at Galaxy Surfactants relies on effective stakeholder communication. By promoting transparent and inclusive dialogue, we align our operations with stakeholder expectations, driving sustainable growth. Our commitment to proactive engagement ensures that stakeholders' insights and concerns are integral to our decision-making processes.

## Employees



### Significance

Our employees are the backbone of Galaxy. Their dedication, talent, and expertise drive our success. We believe in creating a culture that empowers them to identify their potential and contribute to the best of their ability.

### Value Proposition

Our Human Resource Process, aptly named the 'People Energy Process,' underscores our deep-rooted belief that our employees play a pivotal role in driving our continuous growth. We invest in growth (employee welfare council, development) and work-life balance. Recognition programmes are instated (R&R, Shabash Cards) to celebrate achievements and boost morale. Company events (Foundation Day, Value Week) build belonging. VIBE\* encourages connections and experience-sharing.

\* VIBE is our internal social media platform for Galaxy employees, where we discuss various events and achievements other than work

### How We Engage

Monthly meetings provide feedback and appreciation, VIBE fosters connection, Annual events celebrate milestones (Foundation Day, Value Week), EWC addresses concerns monthly.

## Shareholders and Investors



### Significance

Shareholders and investors are Galaxy's financial partners. Shareholder's capital fuels our growth and success. To deliver value to this, we strive to deliver strong financial performance and transparency.

### Value Proposition

We create value through market cap growth and shareholder rewards (dividends). To build understanding and transparency, we encourage active engagement through one-on-one meetings, conferences, and plant visits.

### How We Engage

We engage throughout the year with investors via 1-on-1 meetings, conferences (domestic and international), IR agency meetings, and plant/management visits.

## Government and Regulatory Bodies



### Significance

Government and regulatory bodies play a critical role in shaping our practices, safety, and environmental impact. We strive to be a responsible industry leader.

### Value Proposition

We advocate compliance (regulations, licenses), risk management, and environmental protection. This ensures public health and safety, transparency, and strengthens reporting.

### How We Engage

We actively engage through collaboration with relevant parties, regular license renewals and amendments, compliance updates, and information sharing on new policies.

## Local Communities



### Significance

Our communities are Galaxy's partners. Their support is essential to our success, and we are committed to their well-being.

### Value Proposition

We deliver positive economic impact, address environmental concerns, and uphold social responsibility. Our CSR projects addresses local needs (identified with beneficiaries).

### How We Engage

We actively partner with communities to identify CSR needs, introduce relevant projects, and engage year-round with beneficiaries.

## Customers



- Significance**  
 Customers are essential to our business success, influencing our brand reputation and perception. Customers' satisfaction directly impacts our profitability, making customer feedback a crucial element in our product and service improvements.
- Value Proposition**  
 We create value by prioritising customer satisfaction and loyalty. Through active engagement and by addressing customer feedback, we enhance our offerings and build a positive brand reputation. Our commitment to understanding and responding to customer needs ensures long-term profitability and business success.
- How We Engage**  
 We engage with our customers throughout the year via various channels, including exhibitions, customer surveys, and active social media accounts (LinkedIn, Facebook, Instagram, YouTube) with a frequency of two posts per week. Our annual participation in industry events ensures we stay connected with our customers and understand their evolving needs.

## Non-Governmental Organisations



- Significance**  
 NGOs play a crucial role in social progress. We partner with them to address community needs and drive positive change.
- Value Proposition**  
 We collaborate with NGOs to identify beneficiaries and impactful projects (CSR discussions, inaugurations). This strengthens communities in alignment with our values.
- How We Engage**  
 We engage with NGOs throughout the year. This includes discussing CSR needs, project inaugurations and extending ongoing support.

## Suppliers



- Significance**  
 Suppliers are vital stakeholders, influencing the chemical industry's success and resilience. Suppliers' partnership is crucial for maintaining our competitive edge and ensuring the stability of our operations.
- Value Proposition**  
 We create value through alignment and collaboration with our suppliers. By fostering transparency in the supply chain and focusing on performance metrics, we ensure mutual growth and success. Our engagements aim to strengthen relationships, ensuring a seamless flow of goods and services.
- How We Engage**  
 We engage with our suppliers throughout the year via one-on-one meetings, regular supplier meetings, participation in industry conferences such as RSPO and POC, and exhibitions like ChemExpo (primarily for petrochemical suppliers). Additionally, we conduct an annual sustainability programme, GALSUSTAIN, to align goals and policies, discuss supplier performance, and ensure transparency in the supply chain.

## Industry Associations and Trade Unions



- Significance**  
 These groups represent a collective voice for our industry (associations) and workforce (unions). They influence policy, develop standards (associations), and advocate for worker well-being (unions).
- Value Proposition**  
 Collaboration helps us shape regulations, promote responsible practices, and learn best practices from industry trends. Unions, on the other hand, help us ensure fair wages, safe working conditions, and job security for our employees.
- How We Engage**  
 We attend association meetings and training sessions, collaborate on initiatives, and invite them to our company events like project launches, safety functions, and inaugurations.

# Materiality Assessment

Galaxy assesses economic, environmental, and social impacts through stakeholder engagement, detailed risk assessments, and supply chain scrutiny periodically. We use robust metrics and reporting to monitor progress, maintain certifications, and encourage sustainable practices, fostering collaboration. This approach is also aligned with identifying the most critical environmental, social, and economic (ESG) issues for our business and stakeholders.

## Approach to Materiality

### Define Scope and Stakeholders

We establish the assessment's boundaries (product lifecycle) and identify key stakeholders (suppliers, customers, employees, etc.).

### Validation and Communication

Draft material topics undergo internal review and potential external assurance before communication to stakeholders.

### Identify and Prioritise Topics

Combining industry trends, internal expertise, and stakeholder input through surveys, we prioritise potential ESG topics.

### Continuous Improvement

We regularly review our Materiality Assessment to ensure its relevance as our business and the sustainability landscape evolve.

### Materiality Matrix

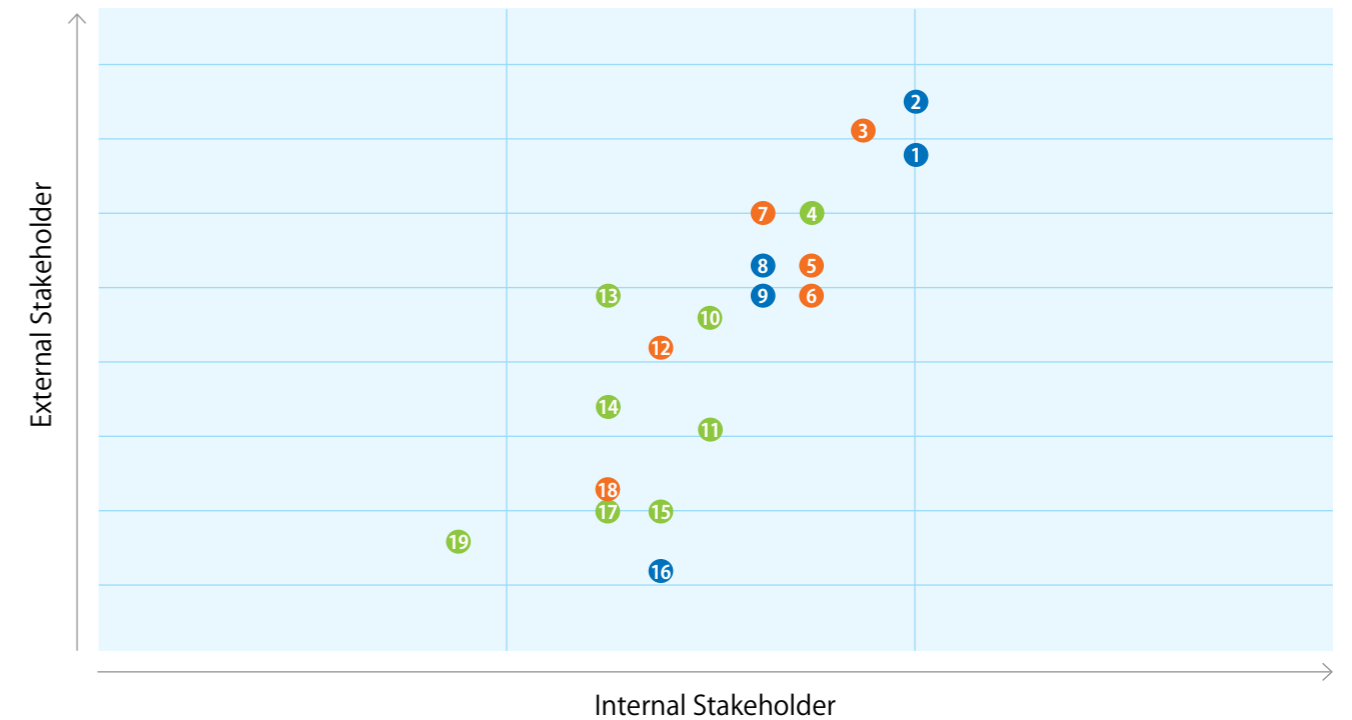
Using a Materiality Matrix, we map the relative significance of each topic based on its impact on our business and stakeholder importance.

## Material Topics in Order of Priority

- |  |  |  |
|--|--|--|
| 1 Compliances  | 6 Customer Privacy                                   | 14 Circular Economy  |
| 2 Business Ethics and Transparency   | 7 Customer Complaints Resolution                     | 15 Product Sustainability — Life Cycle Assessment Approach |
| 3 Employee Health and Safety, Well-being                                   | 8 Data Security                                      | 16 Digitalisation  |
| 4 Water Security – Being water-positive at the respective operational site | 9 Risk Management                                    | 17 Efficiency Projects                                     |
| 5 Labour relations – Fair labour practices                                 | 10 Increase in share of Renewable Energy Consumption | 18 Diversity and Inclusion at the Workplace                |
|  | 11 Net Zero Carbon                                   | 19 Bio-diversity Impact                                    |
|  | 12 Engagement with Suppliers                         |  |
|  | 13 Sustainable Palm Oil                              |  |

● Environment ● Social ● Governance

## Materiality Matrix



**Galaxy adopts a structured approach to target setting, measurement, monitoring and conducting a performance review for its goals. Our collaborative method includes regular communication and data-driven monitoring.**

### Quarterly Strategic Alignment

We align our sustainability efforts with our business objectives through quarterly meetings with senior management and the Board of Directors. These high-level discussions facilitate effective decision-making to ensure progress towards sustainability targets.

### Metrics-Driven Goal Tracking

Galaxy follows a comprehensive set of metrics to track the effectiveness of our sustainability initiatives. These metrics encompass various aspects, including financial, environmental, and social challenges. This data-driven approach allows us to measure progress, identify areas for improvement, and ultimately achieve our sustainability goals.

### Monthly Progress Monitoring

Beyond quarterly meetings, we conduct regular monthly reviews to assess progress towards our sustainability goals. This ongoing monitoring allows us to identify areas where adjustments might be necessary and ensure we stay on track for achieving our targets.



# Materiality Assessment

## Impact of Materiality Management

### Economic



- Positive impacts**  
 Galaxy's management positively influences the economy through economic growth, job creation, and contributions to innovation and technological advancements.
- Negative impacts**  
 Potential negative economic effects, such as unfair competition, tax evasion, and worker mistreatment, can result in unequal economies and distorted markets.

### Environment



- Positive impacts**  
 Galaxy's management promotes sustainable practices that reduce carbon emissions, conserve resources, and preserve the environment.
- Negative impacts**  
 Irresponsible production and waste disposal can result in pollution, habitat destruction, and resource depletion.

### People



- Positive impacts**  
 Galaxy's management provides employment opportunities, supports skill development, and offers products/services that enhance people's quality of life.
- Negative impacts**  
 Unsafe working conditions, low wages, and job insecurity can harm workers' well-being and livelihoods.

### Human Rights



- Positive impacts**  
 Ethical practices supported by Galaxy's management ensure fair labour conditions and respect for the rights of local communities.
- Negative impacts**  
 Exploiting labour practices, child labour, and disregard for indigenous rights can lead to violations of human rights.

### Metrics in Focus

#### Financial Metrics

Revenue growth, profitability, ROI, and cost reduction

#### Operational Metrics

Efficiency and productivity indicators

#### Customer Metrics

Satisfaction scores, retention rates, and Net promoter score

#### Environmental Metrics

Sustainability-related measurements

#### Social Metrics

Employee engagement, diversity and inclusion statistics, and community impact

#### Innovation Metrics

Tracking innovation-related indicators

#### Compliance Metrics

Ensuring adherence to regulations and industry standards

#### Human Rights Metrics

Ensuring adherence to regulations and industry standards

#### Safety Metrics

Workplace safety records and incident rates

#### Economic Impact Metrics

Contributions to local economies and job creation



# SUSTAINABILITY

## in Surfactants

Surfactants play a vital role across industries, and we understand the responsibility that comes with their production. Our commitment to sustainability goes beyond complying with regulations. We include environmental and social considerations across our entire surfactant value chain, right from the innovation to the finished product.

### Sustainability Goals 2030

	As of 2023-24	Sustainability Goals by 2030
<b>Climate Change</b>	14% Renewable Electricity in Global operations.	100% Renewable Electricity
<b>Circularity</b>	Achieved 86% Waste Circularity	100% Waste Circularity
<b>Water Stewardship</b>	18% Recycled Water used in Global operations	Net Water Positivity at individual sites
<b>Planet</b>	73,648 Trees Planted	Planting 1,50,000 trees

### Our Approach to Sustainability

Galaxy has always prioritised sustainability, diligently identifying both existing and potential impacts on the economy, environment, and society. This comprehensive understanding is achieved through stakeholder engagement, rigorous environmental and social risk assessments, and meticulous supply chain scrutiny.

In 2012, we became a member of the Roundtable on Sustainable Palm Oil (RSPO). We also implemented greenhouse gas (GHG) accounting and participated in the Carbon Disclosure Project (CDP) programme. These initiatives highlight our proactive approach to

sustainability, encompassing comprehensive risk and opportunity assessments. Our consistent performance and widespread presence underscore that sustainability is deeply ingrained in our DNA.

We concentrate on five key areas – climate change, circular economy, water stewardship, green supply chain management, and diversity and inclusion – aligned with the critical goal of minimising our environmental impact. The identification of said focus areas allows us to streamline responsible business practices in a specific path, and has allowed us to contribute to a more equitable ideology and a healthier planet effectively.

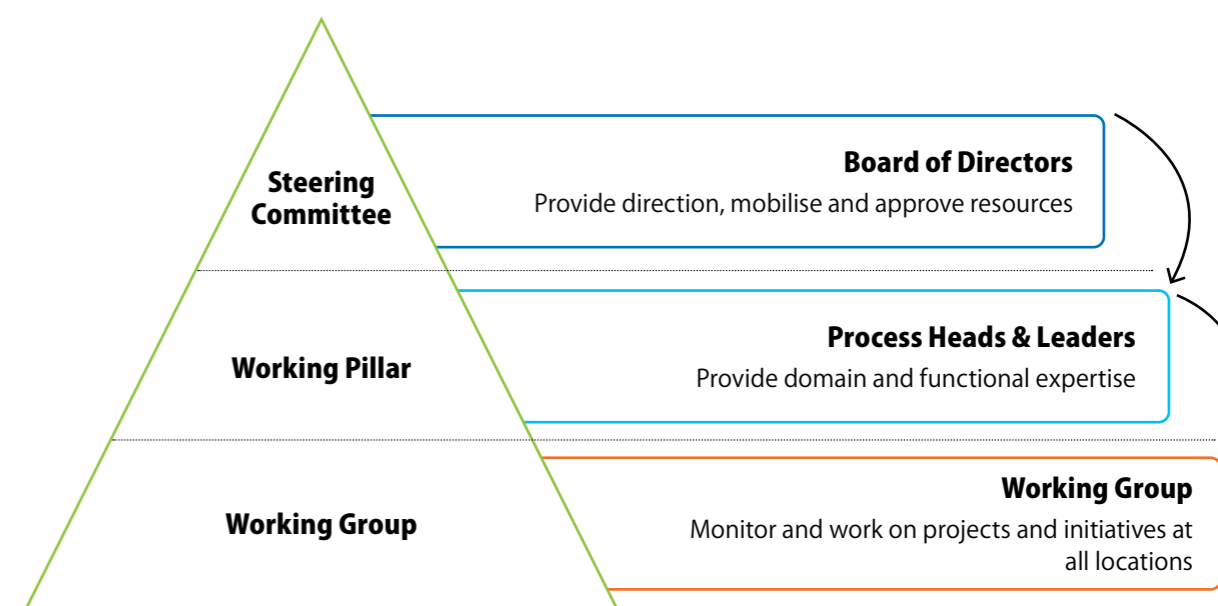


### Sustainability Governance

At Galaxy, we pursue sustainability through a three-tier framework known as the Sustainability Cell. It has a Steering Committee at the apex made up of the Board of Directors, working pillars made up of process heads and leaders, and the operations team making up the working group. The Sustainability Cell meets quarterly to monitor and review the performance of sustainability across organisation.

A core committee is being formed to operate as an advisory group for long-term projects that may have a substantial influence on our business to develop new and focused activities in our next decade of Sustainability journey. The governance structure is depicted in the figure, and it consists of a core committee, an execution team, and an implementation team.

#### Sustainability Governance at Galaxy



### Sustainable Innovation

Since our inception, Galaxy has been dedicated to innovation, driving its growth with a vision to develop impactful products responsibly. We foster a culture of foresight by empowering our R&D teams to prioritise environmental and social considerations from the very beginning of the innovation journey. This includes meticulously tracing a product's lifecycle impact, starting from the sourcing of raw materials through to its eventual disposal. This holistic approach ensures that every stage of our products' existence is thoughtfully evaluated, minimising environmental footprint and maximising sustainable outcomes.

surfactants with minimal environmental and societal impact exemplifies our commitment to driving innovation with sustainability. This forward-thinking approach puts Galaxy at the forefront of sustainable surfactant innovation, delivering the right solutions that meet industry demand while being mindful of our environmental responsibility. Our dedication to innovation is underscored by our 96 granted patents to date, showcasing Galaxy's profound commitment to advancing R&D and pioneering new solutions in our industry.

For example, we actively explore bio-based alternatives and greener chemistries to reduce dependency on fossil fuels and lower the overall environmental footprint of our products. Additionally, the development of very mild

**96 patents granted till March'24**

## Sustainable Product Development

Our product development teams come with the knowledge and skillset needed to transform innovative ideas into sustainable surfactant solutions.

A prime example is our success in developing a product with significantly lower dioxane levels compared to industry standards. This achievement exemplifies our commitment to developing cleaner and safer surfactants. Galaxy work closely with suppliers to explore the potential of alternative raw materials with lower environmental burdens.

Product safety is a priority at Galaxy when developing solutions with high natural content, adhering to the 12 principles of green chemistry. Our vegan beauty solutions cater to consumer trends while minimising biodiversity impact. Additionally, product certifications like COSMOS/Ecocert, Kosher, Halal, and RSPO (MB and SG) assure customers of our commitment to responsible sourcing and reduced environmental impact.

### Our Innovative Sustainable Products



Galseer® Tresscon



Galseer® DermaGreen



Galseer® Flexcon



GalEcoSafe



Hearth® Concentrate



Hearth® Mix LLDC



Hearth® Mix Pods



Hearth® Fabcon

## Sustainable Manufacturing

Galaxy's commitment to sustainability extends beyond product development and innovation. Our manufacturing processes are continuously monitored and upgraded to minimise environmental impact and optimise resource utilisation.

This is done through a multi-pronged approach:

### Lean Manufacturing Principles

We implement lean manufacturing principles to streamline production processes, eliminate waste, and improve overall efficiency. This translates to reduced energy consumption and material waste during production.

### Total Productive Maintenance (TPM)

Through implementation of TPM practices, we ensure optimal equipment performance and minimise downtime. Through proactive maintenance and preventative measures, we aim to extend equipment lifespan, reduce energy consumption, and ultimately lessen our environmental footprint.

We adopt Kaizen, a philosophy that emphasises continuous, incremental improvements in our processes. By involving employees at all levels, we ensure that small, consistent changes lead to significant advancements in sustainability.

### Advanced Technologies

We invest in advanced technologies that lead to lower energy and water consumption during production. This could include energy-efficient machinery or utilising closed-loop water systems for recycling and reuse.

### Waste Elimination Suggestion Award Programme (WESAP)

We encourage our employees to actively participate in sustainability initiatives through WESAP. This programme recognises and rewards innovative ideas that contribute to waste reduction and environmental sustainability.

### Cost Efficiency Projects (CEP)

Our CEP focuses on continuously improving our processes and practices. By fostering a culture of continuous improvement, we aim to enhance efficiency, reduce waste, and promote sustainability across all operations.

### PDCA (Plan, Do, Check, Act)

Our PDCA approach ensures that all improvements are thoroughly planned, implemented, evaluated, and refined. This iterative process helps us maintain high standards of quality and sustainability.

### Right the First Time (RTFT)

We emphasise the importance of quality and precision in our manufacturing processes. By aiming to get everything right the first time, we reduce rework, minimise waste, and improve overall efficiency.

By continuously optimising our manufacturing processes, we maintain consistency in delivering high-quality surfactants while minimising environmental impact and promoting resource conservation.

## Sustainable Quality

We implement robust controls and channels to evaluate the impacts of our products and processes at every stage of development. Our Raw Materials, Semifinished Goods, Finished Goods, and Packing Materials are subjected to stringent quality checks, resulting in them surpassing industry benchmarks. Dedicated teams and top

management regularly review compliance with quality and cosmetic GMP standards, ensuring rigorous adherence to product development strategies. Additionally, we focus on yield improvement and leverage Design of Experiment (DOE) methodologies to optimise our processes and enhance product quality.





## Sustainable Supply Chain Management

Building a sustainable future requires collaboration. At Galaxy, we actively engage with suppliers to promote responsible practices throughout our entire supply chain. This collaborative approach focuses on several key areas:

### Sustainable Sourcing

We have RSPO Mass Balance (MB) certification for palm oil derivatives, ensuring responsible sourcing practices and minimising deforestation risks. Additionally, we encourage our suppliers to adopt sustainable practices within their operations.

### Supplier Collaboration

We believe in fostering strong partnerships with suppliers. Through open communication and joint initiatives, we explore innovative and sustainable solutions across the supply chain.

### Supplier Audits

Galaxy conducts regular supplier audits to ensure alignment with Sustainability goals. This process allows us to identify areas for improvement and work collaboratively with suppliers to implement more sustainable practices.

By working closely with our suppliers, We promote a culture of sustainability throughout the surfactant value chain. This collaborative approach ensures the responsible sourcing of raw materials, minimises environmental impact and contributes to a more sustainable future for our industry.



## Alignment with UN SDGs and Responsible Care®



The Responsible Care® SHE Excellence programme at Galaxy is built on seven key codes that guide our commitment to sustainable and responsible chemical management. These codes ensure our operations align with our dedication to safety, health, environment, and sustainable development.



## List of Responsible care codes

<b>Product Safety Code</b>	<b>Process Safety Code</b>	<b>Environmental Protection Code</b>
<b>Distribution Safety Code</b>	<b>Employee Health and Safety Code</b>	<b>Community Awareness and Emergency Response (CAER) Code</b>
<b>Security Code</b>		

Case study

### Sourcing it Right: Sustainable Palm Oil Practices



Recognising the environmental and social concerns associated with palm oil production, we were among the early adopters in the industry to prioritise responsible sourcing. As an ordinary member of the Roundtable on Sustainable

Palm Oil (RSPO) since 2012 and certified for Mass Balance and Segregation supply chain models, since 2014 & 2016 respectively. We have consistently underscored our dedication to sustainable practices. Through a robust sustainability process, we have aligned ourselves with sustainable palm oil practices, addressing the needs of all our relevant stakeholders. Our commitment to no deforestation and no conversion in our palm oil supply chain is unwavering, and we conduct frequent on-site audits of our suppliers to ensure compliance with our deforestation policies.

Our dedication has yielded significant results. We achieved over 97% traceability to the mill level and over 48% traceability to plantations in our 10<sup>th</sup> traceability cycle. This achievement is part of our broader goal to achieve 100% traceability to both mill and plantation levels by 2030. We have also seen a substantial increase

in sales of RSPO Mass Balance-certified finished goods (over 85,000 MT) and a rise in RSPO MB-certified raw material purchases (39,000 MT). This translates to a positive environmental impact: by using RSPO MB-certified materials, we saved an estimated 4000 hectares of land and prevented approximately 75,000 tonnes of CO<sub>2</sub> emissions. Our responsible sourcing practices aim to avoid 100,000 MT of CO<sub>2</sub> emissions by 2030.

As part of our commitment to transparency and sustainability, we conduct an annual Oil Palm Traceability cycle, gathering detailed information from our suppliers about the origins of their palm-based derivatives. This includes the identification of plantations, mills, crushers, and refineries involved in their supply chain. The data is consolidated into comprehensive lists, which we plan to make publicly available by the end of financial year 24-25. Additionally, through our flagship supplier engagement programme, GalSustain, we promote transparency and support suppliers in improving the traceability of their operations. We also circulate a supplier sustainability questionnaire to assess and enhance our suppliers' sustainability practices.

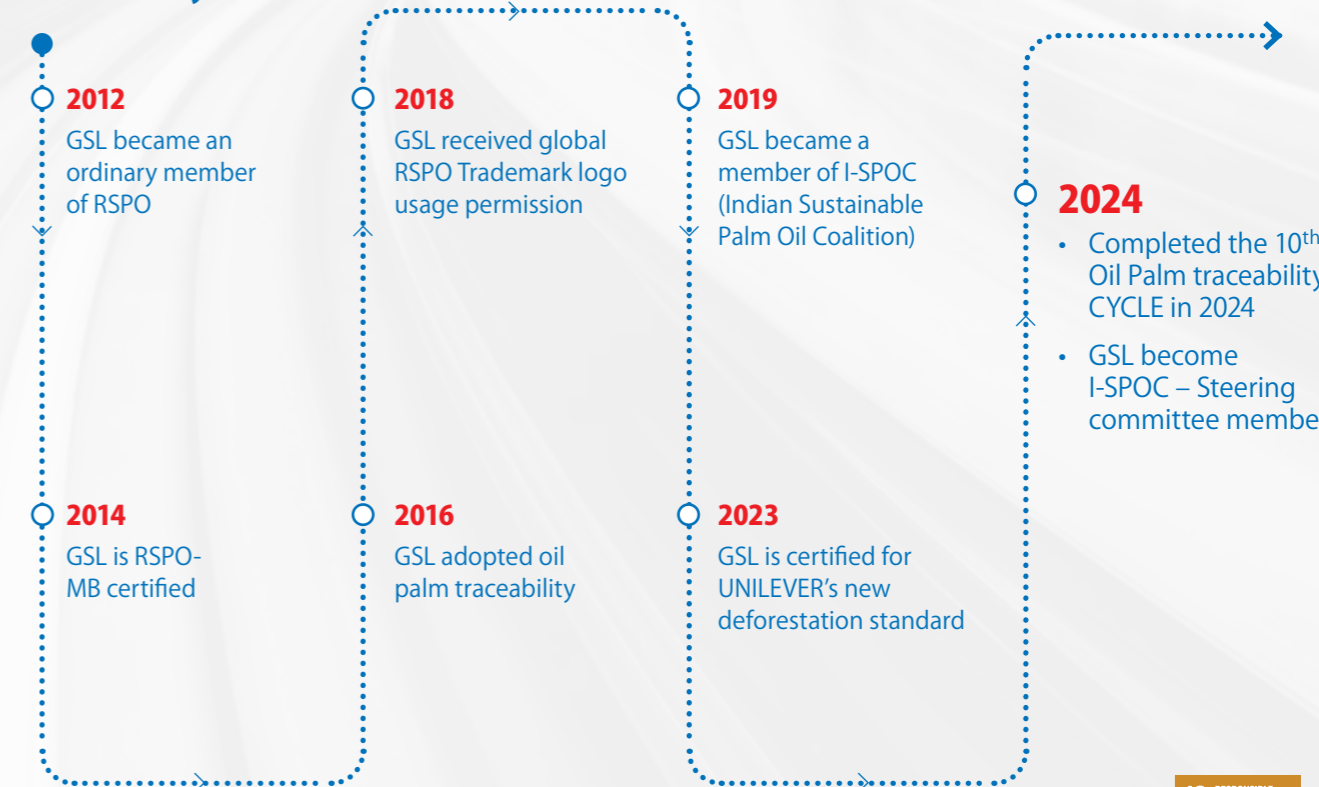
As we progress in our journey, we aim to improve transparency and drive continuous improvement. We are developing a comprehensive Oil Palm/Forest Policy and conducting a full value chain Forest Risk and Impact Assessment. These initiatives, along with our commitment to No Deforestation, No Peat, and No Exploitation (NDPE) principles, which over 80% of our upstream partners have adopted, solidify our position as a leader in sustainable palm oil sourcing. By the end of financial year 24-25, we plan to make our mill and plantation lists publicly available, increase traceability to plantations beyond 80%, establish a public grievance mechanism, and initiate smallholder engagement projects. These efforts demonstrate our commitment to environmental and social responsibility, as well as to fostering a sustainable future.

**76**  
Supplier Palm Index

**75,000+ MT**  
CO<sub>2</sub> emissions avoided through the use of RSPO MB-certified materials

**All our global sites hold RSPO certification**

#### Our Journey



We acknowledge the connection between environmental well-being and economic success. We are focused on minimising our environmental footprint by bringing awareness to our workforce and our communities through campaigns and initiatives. Environmental responsibility is integrated into our core operations, actively leading us towards a cleaner, more sustainable future.

In recent years, we have made considerable progress towards our long-term goals in sustainability and environmental management. Our leadership position has been further strengthened by actively aligning our efforts with the climate goals outlined in the Paris Agreement and participating in the Carbon Disclosure Project (CDP), demonstrating our unwavering commitment to a low-carbon, resilient future.

# ENVIRONMENT

## Material Topics Addressed

- Water Security – Being water-positive at the respective operational site
- Increase in share of Renewable Energy Consumption
- Net Zero Carbon
- Sustainable Palm Oil
- Circular Economy
- Product Sustainability – Life Cycle Assessment Approach
- Bio-diversity
- Efficiency Projects

## Stakeholders Impacted

- Employees
- Investors
- Suppliers
- Local Communities

## UN SDGs



## Environment

### Environmental Trends, Risks and Opportunities

At Galaxy, identifying and managing environmental trends, risks, and opportunities is an essential part of our business strategy. We regularly assess environmental factors that could potentially impact our operations, including climate change, resource availability, and regulatory developments.

Trends	Impact	Risk	Opportunities
Prioritising green and certified products	Financial	Customer preference shifts may lead to revenue decline if green options are unavailable	Attract and retain eco-conscious customers, potentially increasing revenue
Sustainable water management practices	Environmental	Water scarcity can disrupt production and increase operational costs	Water positivity enhances brand image
Leveraging renewable energy sources	Environmental	Shifting regulations and climate change can lead to non-compliance and higher energy costs	Improved sustainability profile
Waste reduction and recycling initiatives	Environmental	Failure to adapt to a circular economy could result in fines and reputational damage	Cost savings and potential revenue streams from recycled materials
Integration of RSPO-MB certified materials	Environmental	Uncertified materials raise deforestation concerns and potential consumer backlash	Increased brand value, consumer trust, and market access

### Climate Resilience

India's unique climate presents both challenges and opportunities for Galaxy. We are aware of the potential extreme weather events, such as monsoons, can cause to our operations and supply chain. We monitor and report on our energy management, greenhouse gas (GHG) emissions, and air emissions data. This data then allows us to identify areas for improvement and implement strategies to mitigate climate-related risks.

However, seeking solutions to combat climate change has led to innovation. The growing consumer preference for eco-friendly solutions encourages us to develop low-carbon products and sustainable product lines. Additionally, we have identified the opportunities within megatrends such as low-carbon mobility, recycling, and urbanisation, which closely align with our ambition to reduce our environmental impact. At Galaxy, we believe that building climate resilience calls for a proactive strategy, involving both risk mitigation and seizing emerging opportunities in the sustainable business landscape.



### Energy Management

Energy conservation is a core principle at Galaxy. We strive to reduce the environmental impact of our operations by minimising energy consumption across both products and processes. This dedication manifests in several ways. We actively implement energy-saving projects to optimise the efficiency of our manufacturing facilities and equipment.

Additionally, Galaxy aligns fully with global emission reduction goals. We achieve our goals through a multi-pronged approach: utilising a robust energy management system (ISO 50001 certified), integrating renewable energy sources into our energy mix, and adopting clean fuels.

Trends	Unit	FY 2022-23	FY 2023-24
Total energy consumption through renewable sources	GJ	30,688	31,313
Total energy consumption through non-renewable sources	GJ	4,57,529	4,66,418
Total fuel consumption for heating/cooling/steam	GJ	2,75,690	2,70,756
Total energy consumption within Galaxy	GJ	4,88,217	4,97,731

### Energy Efficiency

Dedicated energy and sustainability teams drive our efforts. They guide us through a comprehensive Energy and Sustainability Policy and regularly assess our energy performance. Taloja facility received Excellent Energy Efficient award for 3<sup>rd</sup> consecutive year from CII and was also rewarded with NATIONAL LEADER Certification. Our Taloja manufacturing facility serves as a shining example, having successfully implemented the ISO 50001:2018 standard. This certification represents reduced energy consumption and associated emissions that contribute to climate change. Further, Galaxy recognises the importance of meticulously tracking overall energy intensity and consumption as key metrics for continuous improvement.

Our commitment to energy efficiency extends to the resources we utilise. We employ a diverse energy mix that incorporates both non-renewable and renewable sources. This includes furnace oil, coal, various types of diesel fuel, natural gas, grid electricity, and, increasingly, renewable electricity. We calculate our energy consumption by converting the calorific value of each fuel type into gigajoules (GJ). This conversion relies on reliable sources such as Bureau of Energy Efficiency publications, supplier fuel test certificates for coal and natural gas, and established online conversion factors. Similarly, energy savings are tracked by comparing plant operating data before and after implementing specific projects. This comprehensive approach gives us a clear picture of the effectiveness of our efforts and highlights the areas for improvement.

### Case Study

#### Reducing Emissions through Energy Management

During FY 2023-24, we achieved a 34.81% share of renewable electricity in Taloja unit which has helped us avoid more than 6,800 of tCO<sub>2</sub>e emissions. Additionally, we implemented several projects to reduce our overall energy consumption.

In the mixing operation, we optimised processes to reduce power usage. Furthermore, an improvement theme was introduced to re-use the waste heat from an exothermic reaction to reduce the steam consumption within the same process. This reduction in steam consumption has resulted in significant scope 1 emissions reduction.

**GHG Emissions**

Galaxy has prioritised the reduction of greenhouse gas (GHG) emissions by establishing a robust and transparent GHG Inventory Accounting system. Recognising the increasing demands from investors, regulators, and customers to tackle climate change, this system serves as the foundation for monitoring, reporting, and verifying our current emissions levels. This comprehensive approach to GHG accounting is essential for implementing effective reduction strategies, achieving our long-term sustainability goals, and contributing to the mitigation of climate change.

**GHG accounting is carried out at**

Facility	Country/Region
Taloja	India
Tarapur	India
Jhagadia	India
Corporate Offices (includes regional sales offices & warehouses)	Navi Mumbai, India
GCE, Suez	Egypt
TRI-K, Derry	New Hampshire, USA



**800 tCO<sub>2</sub>e**  
total estimated reduction in GHG emission in scope 1&2

We have been actively tracking and reporting GHG emissions since FY 2011-12. We prioritise emission reduction through energy conservation projects, consolidating data based on operational control (base year 2014-15). Our calculations (CO<sub>2</sub>, N<sub>2</sub>O, CH<sub>4</sub>, HFC) follow ISO 14064-1 and IPCC guidelines (Fifth Assessment Report, 2014), using metered data and records. Our energy and sustainability teams oversee the ISO 50001-certified Energy Management System that supports improvement in energy efficiency

and emissions. These steps apply to the auxiliary activities under our control as well.

Since biologically derived materials are not part of our products, emissions from combustion, fermentation, digestion, or decomposition of such materials are not considered in our calculations.

The objective of energy efficiency projects is to reduce power consumption. Such a reduction results in an indirect reduction of Greenhouse Gas emissions.

**The following table contains the details of some of the energy efficiency projects**

Project Description	Scope	GHG Emissions Savings (tCO <sub>2</sub> e)
Energy Savings in LA heating	Scope 1	361.52
Power savings in Blower	Scope 2	106.99
Power savings in mixing operation	Scope 2	39.60
Elimination of energy-consuming unit	Scope 2	14.79
Energy savings in ETLA heating in sulphation	Scope 1	6.90
Power Saving in Chiller	Scope 2	88.18
Energy reduction in air compressor	Scope 2	70.65
Power saving in cooling tower circulation system	Scope 2	84.31
Reduction in Natural Gas consumption	Scope 1	22.80
Energy saving in reactor	Scope 2	34.33

Energy conservation themes and GHG reduction projects executed in FY 2023-24 have resulted in improved energy efficiency. Other GHG reduction projects includes substitution of solid Raw Material by liquid, Batch Size Enhancement, Bulk Handling of raw materials, Use of IBCs without liners, Elimination of BOPP (HDPE) bag with Kraft Paper Bag, and condensate recovery etc.

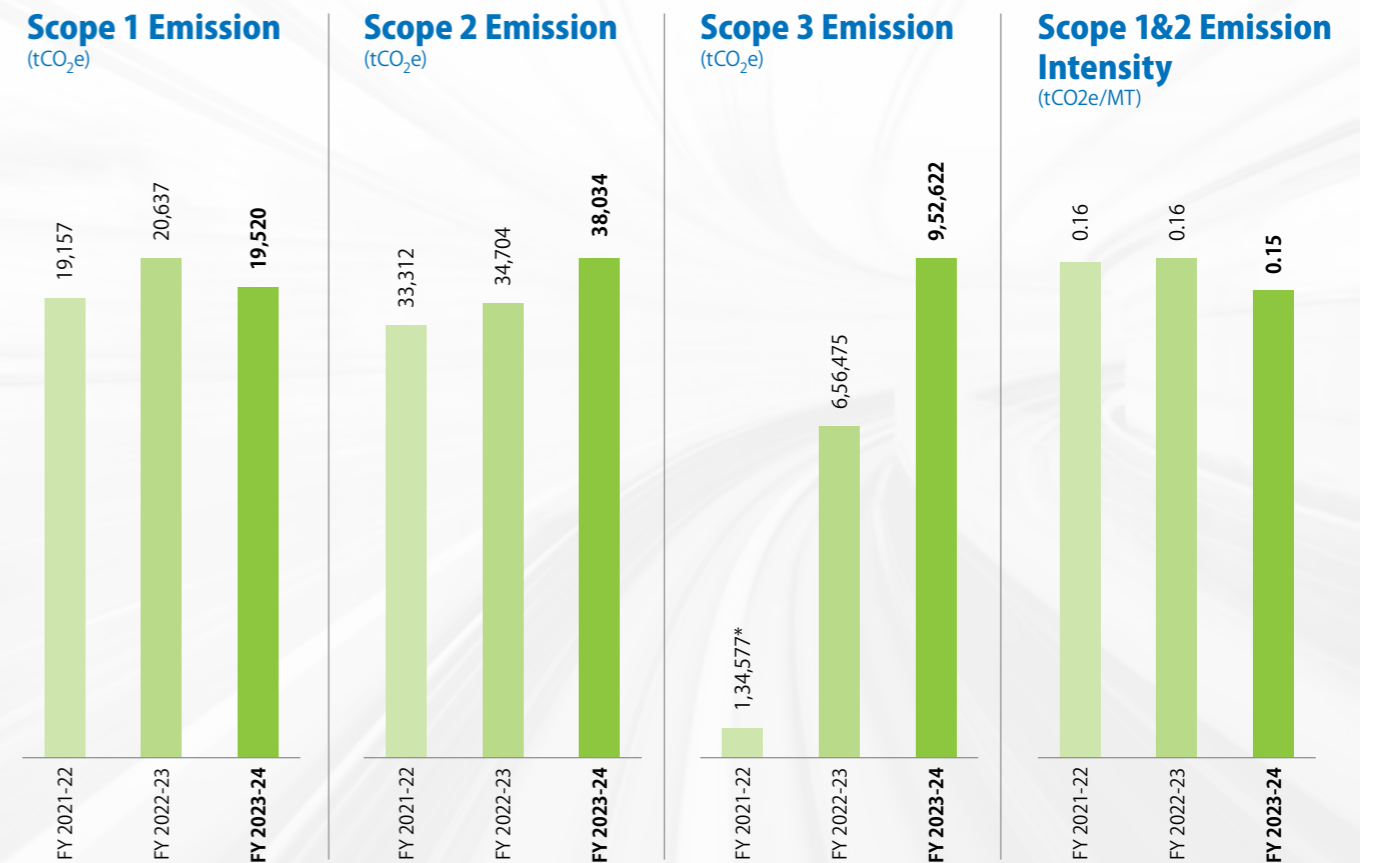
As a result, our Indian operations have achieved a total estimated reduction in GHG emissions of approximately 800 tCO<sub>2</sub>e in scope 1 and 2. Additionally, our investment in solar electricity has enabled us to avoid an estimated 7,148 tCO<sub>2</sub>e.

**Case Study**

**Consolidation Approach and Data Collection**

We follow the operational control approach for emissions consolidation, adhering to ISO 14064-1:2018 standards. Published IPCC emission factors (Fifth Assessment Report, 2014) guide our calculations for Scope 1 emissions. For Scope 2 emissions, we utilise emission factors from the Central Electricity Authority, the International Energy Agency, and the US EPA. Scope 3 emissions incorporate

factors from India GHG Inventory Programme (2018), 2018 IPCC Guidelines for National Greenhouse Gas Inventories, DEFRA guidance inventory, Fifth Assessment Report (2014), US EPA emission factor hub, and Supply Chain Emission Factors for US Industry Commodities. Emissions are captured against SAP entries and meticulous records are maintained for each category.



**Scope 3**

Gross other indirect (Scope 3) GHG emissions in metric tonnes of CO<sub>2</sub> equivalent:- 9,52,623

Scope 3 Category	Category Names	Emissions (tonnes CO <sub>2</sub> eq.)
Category 1	Purchased goods and services	9,06,791
Category 2	Capital goods	6,077
Category 3	Fuel and energy-related activities	15
Category 4	Upstream transportation and Distribution	8,250
Category 5	Waste generated in operations	330
Category 6	Business travel	909
Category 7	Employee commuting	968
Category 9	Downstream transportation and distribution	29,283

\*Disclaimer:- SCOPE III emissions for FY:2021-22 is very low because of assuming zero emissions for derivatives of oleo-chemicals raw materials

## Environment

### Air Emission

To ensure responsible air quality management, we consider factors like gas flow rate, molecular weight, and plant operating hours to calculate total air emissions. This approach ensures we maintain emissions below statutory norms while continuously seeking improvements. For our Indian manufacturing facilities, a rigorous monitoring regime safeguards air quality. We focus on Sulphur Oxides (SOx), Nitrogen Oxides (NOx), and Total Particulate Matter (TPM) emissions. Stack emissions are systematically measured and monitored quarterly by authorised third-party agencies, guaranteeing accuracy and compliance with regulations.



Trends	FY 2021-22	FY 2022-23	FY 2023-24
NOx (Tonnes)	9.61	11.68	24.21
SOx (Tonnes)	24.06	21.89	16.28
TPM (Tonnes)	14.82	13.57	10.83

## Material Management



We recognise the need for responsible sourcing throughout our supply chain. There have been environmental and social concerns surrounding palm oil, a key raw material for our products. To mitigate these risks, we source palm oil and its derivatives from RSPO-certified suppliers. Our commitment began in 2012 with membership in the Roundtable on Sustainable Palm Oil (RSPO). We further solidified this dedication by achieving RSPO certification for our manufacturing facilities in India and Egypt. This focus on responsible sourcing has resulted in a consistent increase in sales of RSPO MB-finished goods since 2014. By collaborating with key customers who share our commitment to sustainability, Galaxy plays a proactive role in fostering a more sustainable palm oil supply chain.

Trends	FY 2022-23	FY 2023-24
Total renewable material used (MT)	85,965	1,26,211
Total non-renewable material used(MT)	83,009	70,063

**20%**

of raw materials were sustainably sourced. This includes RSPO-certified material purchased in FY 2023-24.

## Water Management



Water is a crucial component within our operations, supporting various functions like cooling, solvent use, cleaning, and product manufacturing, alongside addressing WASH needs. The majority of our water supply, especially at production sites, is sourced from third-party providers.

Before integration into our processes, it undergoes treatment at our dedicated water treatment facility. While 97% of our water comes from external suppliers, the remaining 3% is garnered through our rainwater harvesting initiatives within our operational sites. Wastewater generated is subject to proper treatment before either recycling (Indian Manufacturing Operations) or discharge (Galaxy research centre (HO), Egypt and USA), ensuring minimal impact on biodiversity.

Trends	FY 2021-22	FY 2022-23	FY 2023-24
Water recycled (ML)	96.41	104.54	110.64
Water withdrawal (ML)*	474.60	484.42	512.58
Water Discharge (ML)	22.89	25.37	25.99
Water consumption (ML)	451.71	459.04	486.6

\* Our water withdrawal includes municipal/third-party and Rainwater harvesting.

We advocate for extensive water recycling and reuse across our operations, particularly for utilities and WASH purposes. This recycled water currently constitutes 25.29% of our total water used for Indian operations, a 5.84% increase from the previous year. Proactively identifying water-stress regions with tools like the Aqueduct Water Risk Map by the World Resources Institute and the India Water Tool, we aim

### WASH (Water, Health, and Sanitation)

Galaxy recognises clean water and sanitation as fundamental human rights, and this is reflected in our safety, health, and environment policies, as well as our Supplier and Service Provider Code of Conduct. Aligned with UN SDG 6 (Clean Water and Sanitation for all), we are proactive when it comes to extending proper sanitation services to our local communities. We recycle and reuse water extensively in our operations, especially for WASH. We develop health and hygiene programmes for communities residing near our operations and across India and promote water savings at the end-user level through collaborative and innovative CSR initiatives.

to reduce water consumption, enhance reuse, and manage the associated risks to ensure uninterrupted operations. We maintain systematic tracking of water-related impacts and engage with stakeholders to address specific issues.

### Measuring and monitoring water aspects

We continuously monitor water withdrawal using flow meters and utility bills. This data is collected in our Water Treatment Plant Daily Production Report (WTP-DPR) and submitted monthly to the Corporate Sustainability Team for analysis and reporting. Key physical, chemical, and microbiological water quality parameters are also regularly monitored using calibrated meters and kits. Specific parameters are also measured based on process needs and recorded in the WTP-DPR. Monitoring frequency varies, with Total Aerobic Count and Coliforms checked weekly, while pH, Free Chlorine, Chloride, TDS Hardness, and Turbidity are measured every shift (three times a day).

### Wastewater treatment and discharge

All our manufacturing facilities in India are Zero Liquid Discharge Units (ZLD). Effluent discharge only occurs at our Head Office, Egypt and USA site, where the water undergoes tertiary treatment before being released to a third-party common effluent treatment plant via monitored flow meters. The process of water supply, purification, transportation, and re-cooling requires energy. Therefore, we continuously strive to improve energy usage through technical advancements and operational optimisations.

**18%**

of our water consumption is accounted by recycled water

Case Study

### Achieving Water Positivity

The growing pressure on global water resources due to population and climate change demands innovative solutions. Recognising this challenge, Galaxy has embraced water stewardship as a core principle, aligning with UN SDG 6 and our commitment to human rights. This dedication extends to respecting access to a safe and healthy environment for all stakeholders, including employees, communities, and neighbouring regions.

Identifying our significant dependence on freshwater for operations, we implemented a multi-pronged strategy to achieve water positivity by maximising

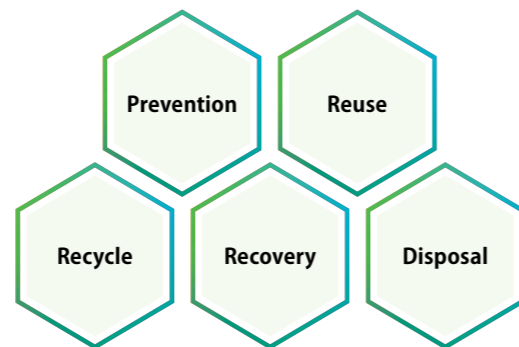
operational water efficiency, improving effluent management, and increasing recycling capacity. Additionally, water harvesting projects in water-stressed zones and rainwater potential within our facilities are key components. This comprehensive approach has yielded remarkable results. In 2021, Galaxy achieved a water positivity index of 1.4 across its operations, exceeding its goal of replenishing more freshwater than consumed. This achievement was independently verified by third-party agency. Our Tarapur manufacturing facility has achieved an impressive water positivity index of 1.34 in the same year. These accomplishments demonstrate our commitment to conserving water and creating a lasting positive impact.

### Waste Management



At Galaxy we are dedicated to achieving a circular economy through responsible waste management practices. Our commitment extends beyond regulatory compliance – we strive to minimise environmental impact, protect ecosystems, and contribute to a healthier planet for generations to come.

#### Our comprehensive waste management strategy



Case Study

On the waste reduction front, we implemented the use of 80% liquid Mono Chloroacetic Acid (MCA), which significantly reduced hazardous waste generation of contaminated paper bags. This shift prevented around 4.5 tonnes of MCA bags from being incinerated in FY 2023-24, with an annual potential of avoiding

30 tonnes of waste to incineration. Additionally, we implemented a programme to reuse jumbo bags used for sulphur storage. The empty bags are sent back to the vendor who refills them with sulphur the same bags could be reused 3-4 times before being recycled.

Our comprehensive waste management strategy is based on the waste hierarchy, emphasising prevention and reduction as the primary steps. We actively pursue reusing, recycling, and recovery opportunities whenever possible, with responsible disposal as the final option.

This approach minimises waste generation, maximises resource efficiency, and promotes a circular economy. By closing material loops and diverting waste to recyclers, we contribute to improved resource utilisation and production efficiency.

Through stringent waste monitoring systems at our manufacturing facilities, we accurately measure and track waste generation, enabling continuous improvement in our waste management practices. Our defined goals to achieve 'Zero Waste to Incineration' by 2029-30 and 100% waste circularity by 2030 have encouraged us to identify and implement innovative solutions.

### The WESAP Initiative

We empower our employees through the Waste Elimination Suggestion Award Programme (WESAP). This programme focuses on eight key waste streams, encouraging employees to offer suggestions for the reduction and elimination of waste. Following employee training, WESAP collects and reviews suggestions, implementing feasible solutions at the site level. In FY 2023-24, we received 2342 suggestions and implemented 322 of them, with the winning employees being recognised for their valuable contributions. WESAP fosters a culture of continuous improvement, driving us towards our ambitious waste reduction goals.

#### Types of Waste

Defects	Overproduction
Waiting	Not utilising talent
Transportation	Inventory excess
Motion waste	Extra processing



**322\***  
suggestions implemented

\* Indian operations and GCE.

#### Bringing about Change

Our 'Parivartan-WESAP' (Waste Elimination Suggestion Award Programme) empowers operational teams to identify and eliminate waste at its source, thereby encouraging a culture of continuous environmental improvement.

## Environment

### Streamlined Waste Data Collection and Analysis

To achieve 100% waste circularity by 2030, Galaxy prioritises data-driven waste management. We leverage streamlined processes to collect and monitor waste generation across our facilities. Regional sustainability coordinators gather monthly data for our all Sites, which is then consolidated for in-depth analysis at the corporate level. These insights are instrumental in continuously refining waste management practices and driving sustainability initiatives.

#### Types of waste generated (in MT)

Waste type	FY 2022-23	FY 2023-24
Plastic waste	362	527
E-waste	8,676	2,90
Construction and Demolition Waste	6382	5260
Bio-medical waste	0.39	0.14
Battery Waste	9.29	10.58
Other Hazardous Waste	9,262	5,596
Other Non-Hazardous Waste	1,835	1,702
<b>Total waste</b>	<b>17,860</b>	<b>13,098</b>

#### Waste diverted from disposal (in MT)

Description	FY 2022-23	FY 2023-24
Recycled	4,395	4,822
Re-used	8,359	6,398
Other recovery operations	435	0
<b>Total</b>	<b>13,189</b>	<b>11,220</b>

#### Waste disposed by nature of disposal method (in MT)

Description	FY 2022-23	FY 2023-24
Incineration	3,236	1,203
Landfilling	741	675
Other disposal operations	694	0
<b>Total</b>	<b>4,671</b>	<b>1,879</b>

# 86%

Waste circularity in FY: 2023-24

### Waste Mapping for a Circular Future

We have implemented product-wise waste mapping to pinpoint areas for waste reduction. This data analysis allows us to develop solutions for improved resource efficiency and a minimised waste footprint. Stringent legal and contractual obligations guide our waste management practices. All waste, hazardous or non-hazardous, is sent to authorised vendors for proper disposal or recycling.

### Managing Effluents

Through ongoing research, process design, and plant operations, we are in the process of minimising emissions to water. Moreover, we foster responsible water usage throughout our value chain, assessing supplier compliance with environmental standards in our regular evaluations. Actively participating in initiatives aimed at bolstering supply chain sustainability, we also provide comprehensive water reporting and collaborate with organisations like CDP to mitigate water-related risks, aligning our product developments with sustainable water management principles for our customers' benefit.

Priority substances like biochemical oxygen demand (BOD), chemical oxygen demand (COD), soluble salts, and suspended solids are closely monitored both internally and externally. At our Indian facilities, water undergoes treatment to maintain parameters below permissible limits, with 25.28% of water consumption attributed to recycled sources. Efforts to reduce freshwater use include effluent treatment plants and reverse osmosis (RO) processes. The RO rejects are directed to MEE (Multi Effect Evaporator) and ATFD (Agitated thin-film dryer) systems for further treatment, reducing reliance on freshwater. We also conduct internal audits and local authorities conduct assessments to ensure compliance with guidelines and legal standards.

## Biodiversity



Galaxy prioritises responsible land use throughout our supply chain. At our manufacturing sites, we take a multi-pronged approach to minimise our footprint. We are strategically located in industrial parks to avoid sensitive areas, and we strictly adhere to local regulations to prevent pollution. Furthermore, we continuously evaluate sustainability aspects before constructing new sites or expanding existing ones.

### An Ongoing Commitment

We actively participate in environmental awareness initiatives and programmes. We celebrate International Biodiversity Day and World Environment Day, Earth Day by organising tree-planting events at our manufacturing sites. These actions demonstrate our dedication to preserving and enhancing biodiversity.

#### Case Study

### Galaxy Biodiversity Forest: A Thriving Ecosystem

In FY 2023-24, we launched the Galaxy Biodiversity Forest (GBF) project at our Jhagadia manufacturing facility. This initiative utilises the Miyawaki technique to cultivate a dense native forest on 2 acres of land. The GBF project features 21,000 plants of 104 diverse species, including medicinal herbs, trees, flowering plants, and fruit-bearing shrubs. This rich ecosystem provides a habitat for local flora and fauna, contributing to a more balanced and healthier environment.





We recognise the profound impact that social well-being has on our economic success. Our commitment to social responsibility is evident through our initiatives that promote equality, diversity, and community engagement. We strive to create an inclusive environment for our workforce, ensuring that every individual feels valued and respected. Our community outreach programmes aim to uplift and empower local communities, addressing critical issues such as education, healthcare, and employment. By integrating social responsibility into our core operations, we actively contribute to building a more equitable and just society.

In recent years, we have made significant strides towards our long-term social sustainability goals. Our leadership is further solidified by our commitment to ethical practices and our dedication to upholding human rights. We continually engage with stakeholders to ensure our social initiatives are effective and impactful, reinforcing our pledge to make a positive difference in the lives of people around us.

# SOCIAL

## Material Topics Addressed

- Employee Health and Safety, Well-being
- Labour relation – Fair Labour practices
- Customer Privacy
- Customer Complaint Resolution
- Engagement with suppliers
- Diversity and inclusion at the workplace

## Stakeholders Impacted

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

## UN SDGs



## Our Workforce



### Upholding Human Rights

A strong commitment to human rights is not only the right thing to do but is also essential for our long-term success. We are committed to upholding human rights throughout our entire value chain, from raw material sourcing to finished product delivery. This approach not only ensures adherence to responsible business practices but also underpins effective corporate governance and maintains our operating licenses. We recognise that respecting human rights is not just a legal obligation but also an important part of sustainable growth and social responsibility.

### Our Policies and Practices

We have established a robust framework of policies and practices to ensure the respect of human rights across our operations and supply chain.

### Human Rights in Our Supply Chain

We expect our suppliers and business partners to uphold the same high human rights standards that we do. We integrate human rights considerations into our supplier selection process and conduct regular audits to ensure compliance with our Supplier Code of Conduct. This Code explicitly outlines our expectations regarding fair labour practices, non-discrimination, and environmental responsibility.

### Grievance Mechanism

We actively engage with stakeholders, including employees, NGOs, and industry associations, to foster open communication and address any concerns related to human rights within our operations or supply chain. We

have established a robust grievance mechanism that allows employees, suppliers, and other stakeholders to report potential human rights violations. All reported grievances are meticulously investigated and resolved in a timely manner.

### Focused on Improvement

Galaxy is dedicated to continuous improvement in all aspects of our business, including human rights practices. We regularly review our policies and procedures to ensure alignment with evolving international standards and best practices and encourage responsible business conduct, thereby contributing to a fair and sustainable future.

PE Training	GSL	GCE	TRI-K
Training hours	98,732	5,681	1,983

### Diversity and Inclusion

A diverse and inclusive workforce is essential to our continued success. As we prioritise talent, we uphold rigorous standards in diversity and inclusion. We guarantee equal opportunities for all, fostering a workplace where everyone – regardless of gender, ethnicity, age, religion, or nationality – has an equal opportunity to thrive.

a recruitment process free from gender bias. We don't include gender options on application forms, ensuring a focus on potential, not demographics. This is reflected in our consistently high scores (95 out of 100) on internal surveys regarding equal opportunity for both genders across various positions.

### United by Diversity

Diversity is what helps us build our talent pool. From junior to senior levels, our workforce reflects a talent-based promotion system. Women hold positions across all process and levels, including staff roles within our units. We are committed to providing data on this progress in future reports.

### The People Energy Process

Our People Energy Process, encompassing recruitment, training, and development, prioritises talent and merit above all else. We firmly believe in creating a level playing field where opportunities are awarded based on qualifications and skills. This commitment translates into

### Our Total Workforce

2023-24		Locations		
		GSL	GCE	TRI-K
Permanent Employees/Full-time employees	Male	1,602	263	42
	Female	160	13	41

**Total 2,121**

2023-24		Locations		
		GSL	GCE	TRI-K
Temporary Employees/ Part-time Employees	Male	756	NA	NA
	Female	29	NA	NA

**Total 785**



## Our key policies

### Policy on Child Labour

Galaxy strictly prohibits child labour in any form. Our People Energy Process ensures strict compliance with all national and local labour laws regarding minimum working age and age verification procedures. We are proud to report that no instances of child labour have been identified within our facilities or during supplier assessments.

### Policy on Forced Labor

Galaxy condemns all forms of forced labour, including indentured, slave, or bonded labour. We are committed to ensuring that all work conducted within our operations and by our suppliers is based on freely agreed and documented terms of employment. Our unwavering stance against forced labour is further emphasised by our rigorous recruitment practices.

### Policy on Non-Discrimination and Equal Opportunity

Galaxy fosters a diverse and inclusive workplace environment. Our policy on non-discrimination ensures equal opportunity and treatment for all employees regardless of race, colour, religion, sex, age, national origin, disability, sexual orientation, or any other protected characteristic.

### Policy on Compensation and Benefits

Galaxy is committed to offering fair and competitive compensation to our employees. Our policy ensures wages meet or exceed legal minimums and are aligned with prevailing industry standards. We also uphold the principle of equal pay for equal work, regardless of gender.

### Policy on Working Hours

We comply with all applicable working hour regulations, including those related to regular working hours and overtime. All overtime work undertaken by our employees is strictly voluntary.

### Policy on Harassment and Violence

Galaxy vehemently prohibits any form of harassment or violence in the workplace. This includes physical, verbal, sexual, or psychological harassment. We are committed to providing a safe and dignified work environment for all employees.

### Health and Safety Policy

Galaxy prioritises the health and safety of our workforce. We maintain a comprehensive Safety, Health and Environment Policy that outlines our commitment to creating a safe, healthy, and sustainable work environment.

**Policy on Freedom of Association:** We recognise and respect the right of our employees to freedom of association and collective bargaining. We actively promote open communication and facilitate direct engagement between workers and management.

**New Hires by Age, Gender and Region in FY2023-24**

Age Group	GSL, India		GCE, Egypt		TRI-K, USA	
	Male	Female	Male	Female	Male	Female
<30	149	29	65	1	2	10
30-50	90	5	9	0	6	2
>50	2	0	0	0	1	1

**Employee Attritions by Age, Gender and Region in FY2023-24**

Age Group	GSL, India		GCE, Egypt		TRI-K, USA	
	Male	Female	Male	Female	Male	Female
<30	76	15	43	0	1	9
30-50	66	9	14	0	8	7
>50	14	1	0	0	3	2

**A Safe Workspace**

Our commitment to diversity extends beyond recruitment and promotions. Respect and inclusion support us in making our employees feel valued and empowered to contribute their perspectives. Our policies explicitly prohibit discrimination based on caste, religion, disability, sexual orientation, or any other protected characteristic. This ensures a work environment where everyone feels safe and supported in reaching their full potential.

A diverse and inclusive workforce fuels innovation fosters a collaborative spirit, and ultimately leads us to sustainable success. We are committed to being a leader in this space and creating a workplace where everyone feels empowered to contribute and excel.

We maintain open communication with employees and their representatives. By company policy, a minimum of eight weeks’ notice is provided before the implementation of significant operational changes that could substantially affect them. Information is disseminated through official email communication to process heads and reporting managers, ensuring transparency and facilitating discussions.

**Moving Forward: Continuous Improvement**

We are on a journey of continuous improvement. The constant monitoring of our policies and practices keeps them progressive and aligned with best practices. We actively solicit feedback from employees through surveys and focus groups to identify areas for improvement.

**Health and Safety**

Galaxy is committed to providing a safe and healthy work environment for all employees. This section details our Safety, Health, and Environment (SHE) initiatives and performance in achieving this goal during FY 2023-24.

**Our SHE Performance numbers**

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Fatalities	0	3	0	0	0
Lost Time Injury Frequency Rate (LTIFR)	0	1.11	0.52	0.41	0.39
Behavioural Based Safety (BBS) Observations*	6,14,871	15,22,179	32,79,196	54,39,750	67,63,930
Training Manhours	15,065	18,131	28,483	19,888	23,445
Expenses of Safety, Health and Environment (SHE) Process (Rs. In Cr.)*	3.58	1.19	1.41	3.22	10.26

\* Only for GSL, India

**Case Study**

**Project Mission Shunya: Transforming Safety Culture at Galaxy**



Galaxy Surfactants Ltd. (GSL) aspires to achieve a world-class, interdependent safety culture across the Galaxy Group. This commitment aims to enable the safe production of 1 million tons by 2030.

Mission Shunya is a comprehensive Risk Containment and Cultural Transformation programme designed to span 30 months. It is implemented in collaboration with dss+ at GSL Jhagadia and focuses on establishing a robust safety culture across the organisation. The programme is structured around 6 key sub-committees:

- Barrier Health Management
- Process Safety Management
- Safety Interaction
- Incident Management
- Standard Rules & Procedures
- Contractor Safety Management

**Scope of Mission Shunya**

The programme entails a multi-pronged approach encompassing various elements:

**Initial Evaluation:**

An Initial Safety Perception Survey (SPS) to establish a baseline assessment.

**Scope of Elements (20):**

A thorough review and implementation of 20 critical elements as per CCPS which includes:

1. Process Safety Culture
2. Compliance with Standards
3. Process Safety Competency
4. Workforce Involvement
5. Stakeholder Outreach
6. Process Knowledge Management
7. Hazard Identification and Risk Assessment (HIRA)
8. Operating Procedures
9. Safe Work Practices
10. Asset Integrity and Reliability
11. Contractor Management
12. Training and Performance Assurance
13. Management of Change
14. Operating Readiness (Pre-Startup Safety Review, PSSR)
15. Conduct of Operations
16. Emergency Management

17. Incident Investigation
18. Measurement and Metrics
19. Auditing
20. Management Review and Continuous Improvement

**Standards (STD):**

Standard development/ improvement for 5 high risk activities:

- i) Work at height
- ii) Lockout tagout procedures (LOTO)
- iii) Hot work
- iv) Scaffolding
- v) Confined Entry Space

**Barrier Health Management (BHM):**

Implementation of BHM for eight high-hazard processes across each plant, including the utility department.

**Team Building:**

Fostering collaboration between various teams:

1. Incident Management (IM)
2. Contractor Safety Management (CSM)
3. Felt Leadership (FL)
4. Safety Interaction (SI)
5. Process Safety Information (PSI)
6. Process Hazard Analysis (PHA)
7. Aspects, Effects, and Context of Work (AECT)
8. Barrier Health Management (BHM)
9. Management of Change (MOC)
10. Pre-startup Safety Review (PSSR)
11. Joint Consultation Committee (JCC)
12. Emergency Response Plan (ERP)
13. Failure Mode and Effect Analysis Standard (FMEA STD)
14. Safe Minimum Facilities (SMF)

**Final Evaluation:**

Mid-term assessment at the 15-month mark.

Final Safety Perception Survey (SPS) at programme completion (30 months).

Project Mission Shunya represents Galaxy’s unwavering commitment to safety. By systematically addressing these critical aspects, GSL strives to create a work environment where safety is paramount, paving the way for sustainable and responsible growth.

### Training and Awareness

In the reporting year, we conducted a variety of safety training programmes to equip employees with the knowledge and skills to create a safe work environment. These programmes were designed for specific job roles, potential hazards within the workplace, and emergency preparedness and included:

#### Classroom and on-the-job training:

This covered essential topics such as handling hazardous chemicals, confined space entry, and work permit authorisation.

#### Internal and external training:

We provided opportunities for employees to develop specialised skills through internal auditor, first aider, and firefighter training programmes.

Safety sites	Training hours
Tarapur	8,555
Taloja	4,634
Jhagadia	5,182
Corporate	1,530
GCE	3,032
TRI-K	512

In addition to formal training, we implemented several safety awareness initiatives to foster a culture of safety. We encouraged employees to play an active role in their safety and the safety of their colleagues. This was done through:

#### Wellness programmes:

We promoted employee health through initiatives encouraging proper diet and regular physical and mental exercises.

#### Incident awareness campaigns:

We share learnings from past incidents with relevant stakeholders to prevent recurrence and to ensure horizontal deployment of the learnings at other manufacturing units

#### Regular incident-sharing sessions:

We facilitated discussions among teams whereby the members share their experience of incidents encountered.

#### Self-reporting platform:

We established a user-friendly platform for employees to report incidents.

### Safety Measures and Performance

We measure our safety performance using leading and lagging indicators. Leading indicators such as training hours and audits help us identify and address potential risks before incidents occur. Lagging indicators such as Lost Time Injury Rate (LTIFR) reflect the effectiveness of our safety efforts.

- **Increased focus on quality Behaviour-Based Safety (BBS) data:** Prioritising, identifying and addressing at-risk behaviours, spot corrections, and unsafe conditions.

- **SOP audits for high-risk activities:** Ensuring adherence to Standard Operating Procedures (SOPs) for activities with a higher risk profile
- **Risk register and monitoring:** We maintain a comprehensive risk register and assign monitoring responsibilities for high-risk activities.
- Enhancing our incident investigation process to gather deeper insights and implement preventive measures.
- Strengthening employee engagement in safety initiatives to foster a culture of ownership.

### Health and Safety Performance

Units	Fatalities		LTI		LTIFR		MTC	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Tarapur	0	0	1	0	0.55	0	1	0
Taloja	0	0	0	1	0	0.4	2	1
Jhagadia	0	0	0	1	0	0.6	3	1
TTC	0	0	0	0	0	0	0	0
GCE	0	0	2	1	2.36	1.18	0	0
TRI-K	0	0	0	0	0	0	0	0

### Audits and Inspections

We conduct regular safety audits and inspections to identify and address potential hazards. During FY 2023-24, we implemented the following:

- **External safety audits:** We conducted statutory audits for the Taloja and Jhagadia sites as per IS 14489 standards.
- **Internal audits:** Trained personnel conducted internal audits as per a defined schedule, following established checklists.
- **Specialised audits:** We performed special audits based on actual occurrences of certain incidents.

We track the closure of identified issues from internal audits within safety committee meetings and monthly reviews. The overall compliance rate for internal audits in FY 2023-24 was 80%.

We remain committed to achieving our ultimate goal of zero accidents and creating a workplace where everyone feels safe and secure. Each day at Galaxy presents a chance to learn and refine our safety practices, guiding us as we implement updated safety performance targets for the years ahead.



### Employee and Operator Benefits

Our people are our greatest asset. We are proactive in ensuring their health, well-being, and financial security, and provide a comprehensive and competitive benefits package that supports our employees. With over 30 different benefits offered, we strive to create a work environment that fosters a sense of value, respect, and empowerment for everyone.

The Parent Company makes contributions towards EPF and ESIC for qualifying employees (₹7.35 Crores in FY 2023-24). The Subsidiaries make contribution towards 401K & Social security for qualifying employees (₹7.20 Crores in FY 2023-24). We also provide gratuity, adhering to the Gratuity Act and employment contracts. This investment in a diverse benefits package helps us attract and retain top talent.



**What Makes Galaxy a Great Place to Work**

**Compensation and Recognition**

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

**Financial Security**

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

**Health and Wellness**

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

**Unique Initiatives**

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

**Work-Life Balance and Support**

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

**Growth and Development**

- Internal job rotation opportunities to prevent stagnation.
- Skills development programmes and training initiatives
- Apprenticeship development programme to create a talent pool

Note: This list is not exhaustive.

**Career Development**

The continuous development of our employees is fundamental to our success. We accomplish this by promoting a learning-centric environment through the implementation of programmes designed to equip our staff and operators with the skills and knowledge essential for excelling in their roles and advancing our overarching goals.

**Percentage of employees receiving regular performance and career development reviews for FY 2023-24**

	Male	Female
Regular performance	100%	100%
Career development review	90%	85%

**Tailored Learning for all Levels**

Training programmes at GSL cater to employees across all levels, from recent graduates to seasoned professionals. Here is an overview of the key initiatives we undertook this year:

- **Management Development Programmes:** We offered initiatives such as "Soonicorn" and "Unicorn" focusing on honing leadership and management skills for managers. These play a crucial role in succession planning and ensure a robust leadership pipeline.
- **Staff Development Programmes:** We conducted the Supervisory Development Programme (SDP) and Management Development Programme (MDP) to equip staff members with the necessary skills to excel in their supervisory and managerial roles. These training programme saw a high participation rate with a completion rate exceeding 98%.
- **E-Learning Platform Expansion:** We significantly expanded our e-learning platform, introducing over 50 new modules. These modules focused on critical areas like sustainability, waste management, and behavioural

skills. The completion rate for these modules exceeded 55%, demonstrating a strong commitment to self-directed learning among our staff.

**Induction and Onboarding**

We recognise the importance of a smooth onboarding process for new joiners. To this end, we undertook certain initiatives to make the process seamless:

- **Launched 'KYG - Know Your Galaxy':** This three-day programme offers new employees a thorough insight into Galaxy's history, values, mission, and vision. It includes engagement with company leaders, nurturing a feeling of belonging and purpose.
- **Enhanced Induction Programmes:** We enhanced our induction programmes for all employees, encompassing operators and contract personnel. These address crucial topics such as safety protocols, company regulations, and fundamental job skills.

**Caring for our Employees**

Recognising the significance of employee well-being, we initiated the 'Galaxy Wellness' programme. This initiative tackles different facets of employee health, encompassing mental well-being, physical fitness, and stress management. By offering interactive challenges and educational resources, we enable employees to prioritise their well-being.

**Recognition and Rewards**

Our annual awards programme celebrates achievements across various categories such as 'Star Operators,' 'Zero Miss' performances, 'Star Employee of the Year,' and 'Rising Star.' These initiatives boost morale and drive employees to perform to the best of their ability. Additionally, our long-service awards acknowledge employee dedication and loyalty, making our employee feel valued.



## Customer Satisfaction and Privacy



Customer satisfaction and safety are non-negotiable aspects of our development process. We enforce rigorous controls to assess the environmental impact of products and processes at every stage. Our products undergo thorough quality checks, and dedicated teams alongside top management regularly review compliance with quality and cosmetic Good Manufacturing Practices (GMP) standards, ensuring strict adherence to operational plans and product development protocols. Supported by these practices, we reported zero incidents of non-compliance during FY 2023-24.

Events allow us to gather valuable customer feedback, enhance our product and service offerings, and build strong, lasting relationships. By engaging with customers, we continually increase our value and ensure their privacy and satisfaction remain at the forefront of our initiatives.

At Galaxy, we prioritise building long-lasting customer relationships through trust and transparency. We achieve this by providing customers with on-demand declarations of raw material sources, empowering them to make informed choices. Our dedication to customer satisfaction extends beyond our operations. We furnish customers with comprehensive Safety Data Sheets (SDS) that detail the environmental and health hazards of our products. This crucial information is also clearly labeled on the product. The SDS goes a step further, offering clear instructions on safe use and proper disposal in accordance with relevant regulations.

# ZERO

Instances of non-compliance in FY 2023-24

### Key engagements include:

- In-cosmetics Global (Barcelona, Spain) — March 28-30, 2023
- Egy Beauty (Cairo, Egypt) — May 13-15, 2023
- Cosmohome Tech (Delhi, India) — July 19-21, 2023
- SEPAWA Europe (Berlin, Germany) — October 25-27, 2023
- In-cosmetics Asia (Bangkok, Thailand) — November 7-9, 2023
- HPCI India (Mumbai) — January 18-19, 2024
- CHCI Chandigarh (Chandigarh) — February 28, 2024

## Strengthening our Suppliers' Relationship



Building a resilient and responsible supply chain is a core focus at Galaxy. We recognise the impact, our sourcing decisions have on the environment and communities. Our next steps involve conducting a thorough evaluation of the environmental risks associated with our entire supply chain operations. This comprehensive assessment will allow us to develop targeted strategies to mitigate these risks, ensuring a more sustainable future for our partnerships and the planet.

In our ongoing commitment to environmental responsibility, we assessed 38 suppliers for potential environmental impact and identified none with significant concerns.

## We remain committed to:

### Comprehensive Criteria

Evaluating and managing suppliers based on a robust set of criteria that includes not only economic aspects but also sustainability considerations.

### Sustainability Integration

Deeply embed Galaxy's sustainability standards into our procurement strategies and activities.

# 11

New suppliers were screened on environmental criteria

## Community Upliftment



### Vendor Onboarding Excellence

Maintaining a systematic vendor onboarding process that provides new partners with the necessary knowledge and tools to excel within the Galaxy network.

### Focus on MSMEs

Streamlining the onboarding process for Micro, Small, and Medium Enterprises (MSMEs), facilitating their participation in our supply chain.

- Tarapur (villages, schools, ashram shalas near Boisar, extending to Dahanu, with rainwater harvesting projects in Jawhar & Mokhada Tribal Belt)
- Jhagadia (villages and schools near our plant, including an Adolescent Empowerment Project in five Bharuch villages)
- Navi Mumbai (slums and communities from Thane to Raigad)
- Corporate initiatives (health projects in Chhattisgarh, rainwater harvesting projects in Nanded, Nashik & Parbhani, support for Goshalas in Tamil Nadu)
- Relief efforts across various states, including earthquake relief provided in Nepal in 2017

### Guided by Purpose, Driven by Action

Our CSR mission, "Galaxy shall fulfil its commitments to society," guides our approach. A dedicated CSR committee, established by the Board of Directors, sets themes, targets, and allocates resources. The Head of CSR oversees project execution and monitoring, while steering council members actively participate and ensure effectiveness. Stakeholder consultations further inform our efforts, focusing CSR projects on key areas:

- Hygiene & Preventive Healthcare
- Education & Skill Development
- Environmental Protection
- Rural & Community Development
- Women Empowerment

Galaxy recognises the importance of a strong and thriving community. Driven by our core value of "People," we embarked on a dedicated Corporate Social Responsibility (CSR) journey in 2010-11, well before it became a legal mandate.

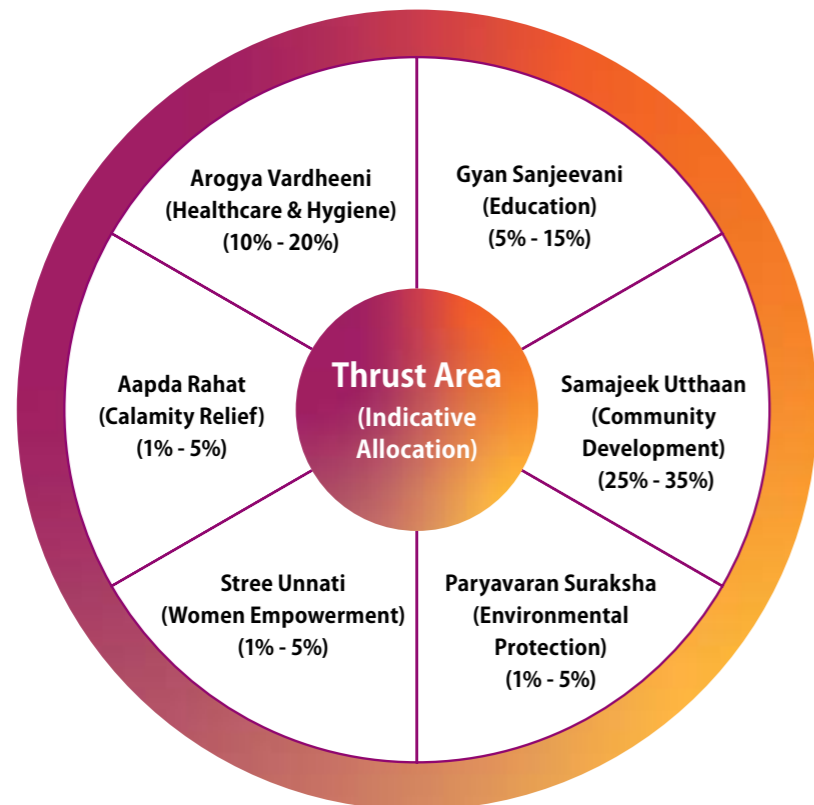
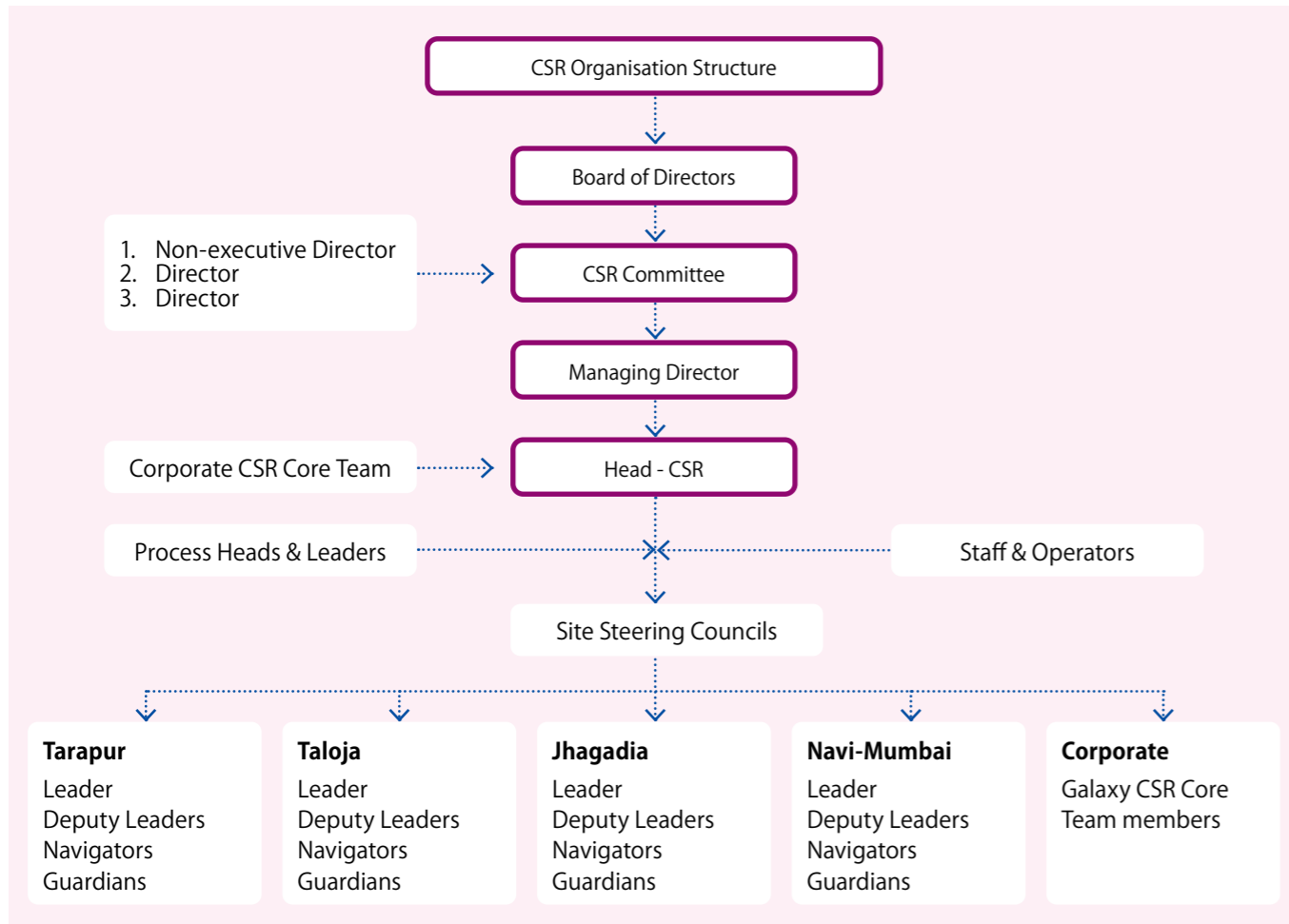
Our commitment is demonstrably strong. Since 2014-15, we've impacted over 12.05 lakhs lives and invested over ₹32.28 Cr in CSR initiatives (with ₹4.90 Cr spent in FY 2023-24 alone). This consistent increase reflects our dedication to social progress.

### Building Partnerships, Building Lives

Approximately 60% of our initiatives target communities surrounding our operational sites. We focus on these key areas:

- Taloja (villages and schools near our plant)

By fostering strong community partnerships, Galaxy is making a positive and lasting impact on the lives of those we serve.



Case study

### Arogya Vardheeni: Nurturing Health and Well-being

**71,864**  
Total Beneficiaries Reached

Galaxy's "Arogya Vardheeni" initiative tackles healthcare, hygiene, and preventive measures to create a healthier future. We construct toilets and handwashing stations in schools and communities, prioritising girls' needs. Primary health centers in villages provide diagnoses, treatments, and free medicine distribution. Our medical, gynecological, and eye camps offer free consultations with specialists and promote health education.

is ensured through water tank construction and filter installations. Blood donation drives highlight the life-saving power of a single unit. Donations of essential equipment like mobile eye clinic vans and dialysis machines directly support hospitals and nursing homes. Furthermore, we combat tobacco use and addiction through awareness programmes, while a targeted initiative specifically addresses anemia in tribal adolescents and vulnerable populations. Through Arogya Vardheeni, Galaxy fosters a holistic approach to healthcare, empowering communities to thrive.

We actively promote hygiene through campaigns on handwashing, oral hygiene, menstrual hygiene, and general body cleanliness. Clean drinking water access

Initiatives



**Healthcare:**

- Supported primary health center in Talodara village for 3 years.
- Distributed maternity & child health kits to pregnant women in Bharuch.
- Provided food support to cancer patients at major hospitals.
- Supported training for mid-level healthcare workers in Chhattisgarh.
- Conducted 6 blood donation camps collecting 438 units (total of 91 camps & 6,852 units).
- Provided adult diapers to senior citizens in Thane.
- Supported mobile eye check-up van for a hospital.

**Children & Education:**

- Provided medical & nutritional support to 25 orphan children for a year.
- Conducted hand hygiene sessions in schools near Tarapur & Taloja.

**Other Support:**

- Distributed additional nutrition kits to HIV-infected children.
- Supported care homes for cancer patients & differently-abled individuals.
- Supported an institution providing palliative care to terminally ill patients.
- Conducted de-addiction awareness sessions.

Case study

### Gyan Sanjeevani: Learning for All

# 9,661

Total Beneficiaries Reached

Galaxy “Gyan Sanjeevani” initiative empowers children through quality education. We provide infrastructural support by constructing classrooms for computer science, math, art, and science labs. Additionally, we expand existing facilities and repair or waterproof old school buildings and girls’ hostels. Essential furniture, benches, fans, walkways, windows, libraries, and computers create conducive learning environments. A dedicated school bus ensures accessibility for specially-abled students.

Beyond infrastructure, Gyan Sanjeevani offers academic coaching to enhance understanding, safety sessions to promote well-being, and career guidance to prepare students for their future. We foster environmental awareness through programmes on protection and energy conservation. Furthermore, by distributing notebooks, dictionaries, and school bags to underprivileged students, we remove barriers to education and equip them for success.

Initiatives



**Education:**

- Constructed 7 new classrooms at a village school in Palghar (ongoing project).
- Distributed 20,750 notebooks to schools near factories.

**Community Development:**

- Supported 2 special children’s schools in Navi Mumbai.
- Strengthened a basketball court at a sports club in Navi Mumbai.
- Supported vocational training for beauticians, BPO, and nursing in Navi Mumbai slums.

Case study

### Samajeeek Utthaan: Empowering Communities

# 3,13,195

Total Beneficiaries Reached

Galaxy’s “Samajeeek Utthaan” initiative fosters comprehensive development in communities surrounding our operations, particularly focusing on remote rural areas and tribal belts. We undertake integrated village projects that include deepening streams, constructing water-absorbing trenches and contour trenches, building check dams, planting trees, and empowering villagers through capacity-building programmes.

infrastructure support to hostels for underprivileged tribal students, old age homes, and orphanages. Furthermore, community sanitation projects promote hygiene, while public libraries and water storage tanks enhance village life. Galaxy recognises the importance of cultural heritage and rural sports, sponsoring “Community Connect Mahotsav” events. Finally, we provide essential infrastructure like handwashing stations, borewells, and public seating, while creating livelihood and income generation opportunities for Uniquely abled individuals. Through Samajeeek Utthaan, Galaxy fosters self-sufficiency and a brighter future for rural communities.

Water security is addressed through rainwater harvesting initiatives, including new constructions and the revitalisation of existing check dams, ponds, wells, and the creation of water percolation ponds. We offer vital

Initiatives



**Water Security:**

- Completed multi-phase watershed projects in Parbhani & Nanded districts (Maharashtra).
- Constructed 12 farm ponds in Degloor Block, Nanded (Maharashtra).
- Built overhead village water tank in Jhagadia (Gujarat).
- Ongoing projects: Upgrading sewage treatment plant & underground water sump (completion in FY 2024-25).

**Education & Skilling:**

- Supported vocational training for beauticians, BPO, and nursing in Navi Mumbai slums.
- Provided vocational training for blind people in Navi Mumbai.

**Community Development:**

- Completed structural improvements at a school for mentally challenged children (Navi Mumbai).
- Supported 2 old age homes in Palghar & Bharuch.



Case study

**Paryavaran Suraksha:**  
Safeguarding Our Planet

**94,281**

Total Beneficiaries Reached



Understanding the importance of environmental sustainability for future generations, Galaxy's "Paryavaran Suraksha" initiative prioritises environmental protection. We organise tree plantation drives and promote awareness campaigns on energy and water conservation, solid waste reduction, and composting practices. Furthermore, Galaxy champions renewable energy by installing rooftop solar systems and providing LPG cylinders as an alternative to firewood for cleaner cooking. Our commitment extends to animal welfare through support for Goshala (cow shelters), including the construction of percolation tanks to conserve water and the provision of fodder and medicine for the animals. Through Paryavaran Suraksha, Galaxy fosters a culture of environmental responsibility for a healthier planet.

Initiatives

**Environment**

- Installed rooftop rainwater harvesting systems in 26 schools near Taloja plant (10 million liters capacity).
- Supported Rabies Mukta Mission in Palghar (Maharashtra).
- Organised beach clean-up drives in Raigarh (Maharashtra).
- Planted 3,000 & 1,500 saplings in Palghar & Kharghar respectively.

**Animal Welfare**

- Provided feedstock support for abandoned cattle in Erode (Tamil Nadu).

**Waste Management**

- Donated 2 waste collection vans to a recycling organisation in Mumbai (Maharashtra).

Case study

**Stree Unnati:**  
Empowering Women,  
Shaping Futures

**1,210**

Total Beneficiaries Reached



Galaxy's "Stree Unnati" initiative champions women's empowerment through a multifaceted approach. We promote girl child education and development programmes, equipping women with knowledge and skills. Vocational training in cosmetology, nursing, computer literacy, tailoring, and entrepreneurial skills fosters income generation opportunities. The distribution of sewing machines further empowers women to achieve financial independence.

Stree Unnati recognises the importance of legal awareness, offering workshops on relevant statutes. Self-defense training programmes equip women with the confidence and skills to ensure their safety. We celebrate International Women's Day with underprivileged girls and victims of trafficking, demonstrating our commitment to their well-being. Furthermore, Galaxy supports NGOs working towards the rescue and rehabilitation of trafficked women and girls, creating a pathway for a brighter future. Through Stree Unnati, Galaxy empowers women to become agents of change in their communities

Initiatives

**Women Empowerment:**

- Supported women's self-help groups (SHGs) of waste pickers in Navi Mumbai.
- Conducted skill development sessions for tribal women in Jhagadia.
- Organised menstrual hygiene and health related awareness sessions in villages.

Case study

**Aapda Rahat:**  
Responding to Adversity,  
Building Resilience

**400**

Total Beneficiaries Reached



Galaxy, along with its dedicated employees, embodies the spirit of compassion through the "Aapda Rahat" initiative. We contribute to the Prime Minister's Relief Fund and support disaster management efforts. Following natural disasters like floods, Galaxy employees ensure the personal delivery of rations to affected communities. Furthermore, we actively participate in the rehabilitation process, assisting with the reconstruction of damaged houses.

During the Pandemic, Aapda Rahat provided essential supplies like sanitisers, handwash, PPE kits, masks, and gloves to frontline corona warriors. Recognising the hardship faced by communities, we distributed rations to those impacted by the pandemic. Through collective efforts, employees and the company contribute to sending basic necessities to disaster-stricken areas. Aapda Rahat exemplifies Galaxy's commitment to supporting communities during times of crisis.

Initiatives

**Disaster Relief:**

- Distributed food & ration kits to flood-affected victims in Ankleshwar & Bharuch (Gujarat).



**Feedback Mechanism for Galaxy's CSR Activities**

Galaxy prioritises continuous feedback to ensure the effectiveness of its CSR initiatives. Our CSR Steering Council plays a vital role in this process.

The Council deploys "Navigators" who act as project champions. These Navigators directly engage with beneficiaries and implementing partners. This two-way communication occurs throughout the project lifecycle. Before launch, Navigators participate in needs assessments and beneficiary due diligence to ensure projects address specific community needs. Following project completion, Navigators gather feedback through regular status reports (quarterly during implementation, final upon completion). This ongoing dialogue allows galaxy to measure impact, identify areas for improvement, and refine future CSR endeavors.



# GOVERNANCE

We recognise that effective governance is fundamental to long-term economic success and sustainability. Our commitment to strong governance practices is reflected in our transparent and ethical business operations. We adhere to the highest standards of corporate governance, ensuring accountability, fairness, and integrity in all our dealings. Our governance framework is designed to foster responsible decision-making and to protect the interests of all our stakeholders, including shareholders, employees, customers, and the communities we serve.

In recent years, we have enhanced our governance structures to support our Environmental, Social, and Governance (ESG) objectives. Our Board of Directors plays a key role in overseeing ESG initiatives, ensuring that sustainability is integrated into our strategic planning and risk management processes. We regularly review and update our policies to stay aligned with best practices and regulatory requirements. By maintaining high governance standards, we are better equipped to navigate challenges and seize opportunities, reinforcing our commitment to sustainable and ethical growth.

### Material Topics Addressed

- Compliance
- Business Ethics and Transparency
- Data Security
- Risk Management
- Digitalisation

### Stakeholders Impacted

- Employees
- Government and Regulatory Bodies
- Customers
- Suppliers
- Industry Associations and Trade Union
- Non-Governmental Organisation

### UN SDGs



## Board of Directors



AC NRC SRC CSR

### M. G. Parameswaran

Chairman & Non-executive Independent Director

**Appointed:**  
24.09.05

**Qualifications:**

- BE Chemical Engineering (IIT Madras)
- PGDM (IIM Calcutta)
- Ph.D. (Mumbai University)
- Advanced Management Programme (Harvard)

**Experience:**

30+ years of experience in the marketing and advertising industry



CSR

### U. Shekhar

Promoter & Non-executive Director

**Appointed:**  
20.05.1986

**Qualifications:**

- BE Chemical Engineering (University Dept. Of Chemical Technology, Mumbai)
- PGDM (IIM Calcutta)

**Experience:**

40+ years of experience in the chemical industry



SRC RMC

### K. Natarajan

Managing Director

**Appointed:**  
01.10.16

**Qualifications:**

- B. Com (Mumbai University)
- Cost accountant from The Institute of Cost and Works Accountant of India
- Advanced Management Programme (Harvard)

**Experience:**

Diverse leadership across Finance, IT, Business & Supply Chain. COO since 2016



AC SRC

### G. Ramakrishnan

Promoter & Non-executive Director

**Appointed:**  
01.11.09

**Qualifications:**

- CA
- CMA
- CS

**Experience:**

40+ years of experience at Galaxy in Personal & Home Care. Led strategy, marketing, sales & HR



AC NRC

### Kanwar Bir Singh Anand

Non-executive Independent Director

**Appointed:**  
05.08.22

**Qualifications:**

- B. Tech from IIT Bombay
- P.G Diploma in Business Management from the IIM Calcutta

**Experience:**

Joined Asian Paints in 1979, worked in the Sales and Marketing function of the Architectural Coating and Chemical business, Industrial products manufacturing Head of the Decoratives Business in 2009 Managing Director & CEO of Asian Paints Ltd from 01.04.12



AC NRC

### Madhavan Hariharan

Non-executive Independent Director

**Appointed:**  
23.05.23

**Qualifications:**

- Chartered Accountant (ACA)
- Company Secretary (ACS & CISA)
- He has also done multiple leadership programmes at Harvard, Wharton and IIM.

**Experience:**

CFO and Head of Strategy at the CK Birla Group Around two decades at Royal Philips in various CFO roles and global positions Also worked in finance and strategy roles at Ashok Leyland, PepsiCo, TATA SIA, and a Telecom Startup



CSR RMC

### Vaijanath Kulkarni

Executive Director & COO

**Appointed:**  
01.10.16

**Qualifications:**

- Global Advance Management Programme: ISB (India) and Kellogg's School of Management, USA
- Advance Management Programme (Harvard)

**Experience:**

25+ years at company in projects, manufacturing & logistics. Led Galaxy Chemicals (Egypt) as Managing Director



AC NRC RMC

### Subodh Nadkarni

Non-executive Independent Director

**Appointed:**  
16.08.02

**Qualifications:**

- B. Com from Mumbai University.
- Fellow member (ICAI & ICSI)

**Experience:**

40+ years leading across Finance, Commerce, Operations & International projects



NRC

### Nandita Gurjar

Non-executive Independent Director

**Appointed:**  
01.02.15

**Qualifications:**

- M. A. (Psychology)
- Advanced Management Programme (Harvard)

**Experience:**

20+ years of experience in IT and HR



### Shashikant Shanbhag

Promoter & Non-executive Director

**Appointed:**  
20.05.1986

**Qualifications:**

- B. Com (Mumbai University)
- He is an 'associate member' of The Institute of Chartered Accountants of India
- Qualified cost accountant from The Institute of Cost and Works Accountant of India.

**Experience:**

35+ years of experience in chemical manufacturing industry

### Committee Details

- AC Audit Committee
- NRC Nomination & Remuneration Committee
- SRC Stakeholders Relationship Committee
- CSR Corporate Social Responsibility (CSR) Committee
- RMC Risk Management Committee

## Nomination & Remuneration Policy

The Nomination and Remuneration Committee (NRC) occupies a central position at Galaxy, safeguarding the effectiveness of the Board of Directors, its committees, and individual directors. To achieve this, the NRC implements meticulously crafted performance evaluation criteria that encompass both financial and sustainable growth aspects. This ensures our governance remains robust, adaptable, and future-focused.

### Nomination Process: Identifying and Selecting Exceptional Talent

The NRC takes the lead in nominating and selecting individuals for key governance positions. This process is guided by a comprehensive Nomination and Remuneration Policy, which strictly adheres to legal and regulatory frameworks including the Companies Act, 2013, and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The NRC prioritises identifying individuals with integrity, strong qualifications, diverse backgrounds, and relevant expertise suitable for roles as Directors, Key Managerial Personnel (KMP), or within Senior Management. Their recommendations are pivotal in shaping the Company's leadership, reflecting our commitment to upholding the highest standards in candidate selection.

To identify the most suitable candidates, the NRC may utilise the services of external agencies. They prioritise diversity in candidate backgrounds while remaining mindful of potential time commitments. The Committee actively formulates criteria to evaluate the performance of independent directors and the Board as a whole. Additionally, they develop policies to promote board diversity, recommend qualified individuals for director and senior management roles, and assist in the transparent disclosure of remuneration policies and evaluation criteria within the annual report. Moreover, the NRC assesses

whether to extend the term of independent directors based on performance evaluations. They meticulously oversee the entire evaluation process, determining whether the Board, the NRC itself, or external agencies will conduct it, and ensure the Board's compliance with established protocols. Performance evaluations for the Board, Board Committees, and individual Directors are conducted annually, strictly adhering to legal and regulatory requirements.

### Remuneration Oversight: Aligning Compensation with Performance

The NRC plays a critical role in overseeing the remuneration process for the Board of Directors, Key Managerial Personnel (KMP), and Senior Management. Remuneration for Directors, as recommended by the Board, is subject to shareholder approval through a voting process. The Board considers Galaxy's performance and that of its directors when approving remuneration, based on the recommendations of the NRC. Following the NRC's recommendation, the Board of Directors formally approves the Remuneration Policy. The voting results on Directors' remuneration are readily accessible on the company website ([www.galaxysurfactants.com](http://www.galaxysurfactants.com)) and the stock exchange websites.

Remuneration itself is comprised of both fixed and variable components. The fixed component includes monthly salaries, employer contributions to provident funds, pension funds, and pension schemes, as determined from time to time. Variable pay is directly linked to the performance of the Company, Key Managerial Personnel, and Senior Management, and is reviewed annually or at designated intervals. This approach ensures compensation aligns with both individual and organisational achievements.

## Business Ethics & Transparency

At Galaxy, we are committed to the highest ethical standards. Corruption and anti-competitive behaviour not only undermine fair competition and economic growth, but also erode human rights and environmental sustainability. That's why we have robust policies and procedures in place to prevent and combat these issues.

### Zero Tolerance Policy

Our Code of Conduct and Human Rights Policy clearly communicate our unwavering commitment to ethical conduct. We have specific anti-corruption and bribery provisions, setting clear expectations for employees, contractors, and business partners.

### Training and Awareness

We conduct regular training programmes to educate stakeholders on ethical conduct and the risks of corruption.

### Transparency and Accountability

We emphasise transparency in financial management, reporting, and decision-making. We collaborate with suppliers and partners who share our anti-corruption values.

### Reporting Mechanisms

We have well-defined channels, including "Speak-up Boxes," for employees and stakeholders to report concerns anonymously.

### Promoting Fair Competition:

#### Responsible Business Practices

We are committed to ethical conduct and complying with anti-competitive behaviour regulations. We have robust policies to prevent such practices.

### Employee Training

We conduct internal training to educate employees about competition laws, reducing the risk of anti-competitive behaviour.

### Monitoring and Assessment

We have established processes to monitor the effectiveness of our actions, set goals, and use indicators to evaluate progress.

### Stakeholder Engagement

We actively engage with stakeholders to ensure transparency and accountability in our operations.

### No Legal Actions

As of this reporting period, there have been no legal actions against Galaxy for anti-competitive behaviour.

### Conflict of Interest

We have a system for disclosing and managing conflicts of interest. Directors disclose their interests annually, and any changes are promptly communicated to the Board.

## Membership of Association

By actively engaging with industry and trade organisations, Galaxy helps shape regulations by providing valuable insights and advocating for policies that benefit both businesses and stakeholders.

### Notable associations and bodies of which Galaxy is a dedicated member include:

- 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
- Taloja Manufacturing Association (TMA)
- Tarapur Industrial Manufacturer Association Association (TIMA)
- Jhagadia Industries Association (JIA)
- Thane Belapur Industries Association (TBIA)

These memberships underscore our commitment to actively engage with industry peers and contribute to the development of effective policies and standards within the chemical and Specialty Chemicals sectors.

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, Water Security and Forest Disclosure

EcoVadis assessment

### Financial outlook

Galaxy is unwavering in its commitment to delivering superior returns to investors, prioritising consumer satisfaction, and fostering strategic partnerships. Our ideology is grounded in the belief that profitability and financial growth are crucial for inclusive and enduring success. This responsibility is shared across all levels, from our employees to Senior Management and the Board of Directors, who guide our strategic direction through various specialised committees. The CFO and COO, along with process heads, ensure meticulous execution and monitoring of our financial and operational management.

To drive revenue growth, Galaxy is continuously integrating sustainable transformations into its business practices. The implementation of the Corporate Balanced Scorecard (BSC) across the organisation exemplifies this approach. With

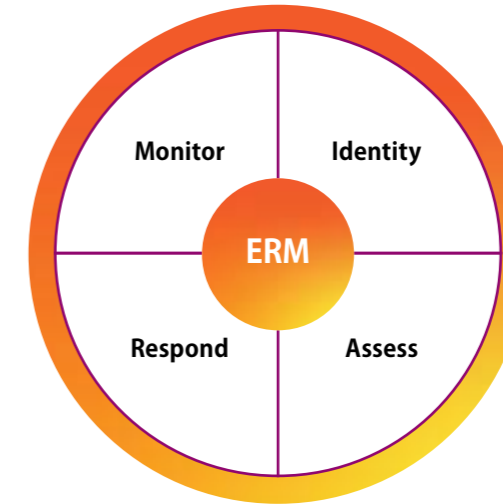
a strong focus on the financial pillar, we meticulously track key performance indicators (KPIs) such as sales growth, EBITDA/MT, net cash creation, and ROI. These metrics guide us in setting objectives, measuring progress, and ensuring the timely realisation of our goals.

### Tax Compliance

Galaxy adheres strictly to all government regulations concerning tax payments, ensuring compliance in all regions of operation, including India, Egypt, and the USA. Our commitment to ethical practices underpins our approach, reflecting our belief in contributing to the economic upliftment of the countries and regions we operate in. By fulfilling our tax obligations diligently, we support the broader socio-economic development and uphold our reputation as a responsible corporate citizen.

Particulars	Without considering Donations						After considering donations					
	Consolidated			Standalone			Consolidated			Standalone		
	2023-24	2022-23	2021-22	2023-24	2022-23	2021-22	2023-24	2022-23	2021-22	2023-24	2022-23	2021-22
Total Revenues from Operations	3,794.38	4,464.03	3,685.71	2,745.24	3,178.05	2,628.59	3,794.38	4,464.03	3,685.71	2,745.24	3,178.05	2,628.59
Employee Benefit Expenses	275.46	248.05	211.81	154.92	140.58	113.62	275.46	248.05	211.81	154.92	140.58	113.62
Dividends	14.18	127.64	14.18	14.18	127.64	14.18	14.18	127.64	14.18	14.18	127.64	14.18
Donations/CSR expenses	4.90	4.45	4.69	4.90	4.45	4.69	4.98	4.47	4.76	4.98	4.47	4.76
Profit after tax	301.47	380.98	262.78	200.34	214.01	133.87	301.47	380.98	262.78	200.34	214.01	133.87

## Risk Management Framework



Galaxy Surfactants leverages Enterprise Risk Management (ERM) as a comprehensive framework to proactively identify, assess, and address potential risks and opportunities impacting the organisation's objectives. This dynamic process entails the following key steps:

### 1. Risk and Opportunity Identification

The ERM process begins with a systematic identification of events, both internal and external, that could significantly influence the achievement of our strategic goals. This includes not only potential threats (risks) but also favorable circumstances (opportunities).

### 2. Risk and Opportunity Assessment

Once identified, each event is thoroughly evaluated based on two critical factors:

**Likelihood:** The probability of the event occurring.

**Magnitude of Impact:** The severity of the consequences the event may have on the organisation, both financially and operationally.

### 3. Development of Response Strategies

Drawing upon the risk and opportunity assessments, tailored response strategies are formulated. These strategies encompass:

**Risk Mitigation:** Actions designed to minimise the potential negative consequences of identified risks.

**Opportunity Realisation:** Initiatives aimed at capitalising on favorable circumstances to generate value for stakeholders.

### 4. Continuous Monitoring and Improvement

ERM is an ongoing process that necessitates constant monitoring and evaluation. We regularly track the implementation and effectiveness of our response strategies, ensuring their continued alignment with our strategic objectives and adaptability to evolving market dynamics.

**Benefits of Enterprise Risk Management:**

By proactively engaging in ERM, Galaxy Surfactants achieves several crucial objectives:

**Risk Mitigation:** Proactive identification and mitigation of potential risks safeguard our capital and earnings from unforeseen adverse impacts.

**Value Creation:** ERM extends beyond risk avoidance. It empowers us to capitalise on emerging opportunities, fostering sustainable value creation for all stakeholders.

**Stakeholder Protection:** ERM prioritises the interests of all stakeholders, including shareholders, employees, customers, regulatory bodies, and the wider community.

Overall, ERM serves as a cornerstone of our strategic decision-making process, enabling us to navigate uncertainties with clarity and confidence.

Risk Description	Risk Drivers	Risk Category	Current Status	Mitigation Plan Owner
<b>Climate change related issues and compliance to current and future regulations</b>	Issue shifting towards reduction of emission Customer/investors seeking responses on CDP disclosure	External	<ol style="list-style-type: none"> <li>Corporate Sustainability for 2030 on 5 pillars- Climate Change, Water, Waste, Green Supply Chain and Diversity &amp; Inclusion</li> <li>GHG accounting on a monthly basis</li> <li>Life Cycle Analysis of Finished goods and actions wherever required</li> <li>Shifting to a renewable source of energy</li> <li>Shifting to a cleaner source of fuel from Coal to Natural Gas, from Diesel, petrol cars to Electric vehicles</li> </ol>	Sustainability Leader
<b>Compliance to Circular Economy</b>	EPR Regulation Regulation on – Plastic Waste, E-Waste, Zero waste to Incineration and landfill, Packaging waste.	Preventable	<ol style="list-style-type: none"> <li>Galaxy has PARIVARTAN-WESAP programme</li> <li>Galaxy has a CEP (Cost efficiency project) programme</li> <li>Circular Economy - Waste Circularity roadmap and Goals declared, many milestones are achieved</li> <li>Galaxy has a TPM programme which captures and implement Kaizen to reduce waste</li> </ol>	Sustainability Leader
<b>Zero Deforestation</b>	Oil Palm Traceability till plantation 100% Demand of 100% RSPO Certified products by developed market or any new regulations like EUDR	Strategic	<ol style="list-style-type: none"> <li>Galaxy is RSPO certified since 2014</li> <li>Galaxy established oil palm traceability processes since 2016: the traceability exists till mill level while traceability till plantation level is communicated to stakeholders on an annual basis.</li> </ol>	Sustainability Leader

Risk Description	Risk Drivers	Risk Category	Current Status	Mitigation Plan Owner
<b>Revenue loss</b>	Delay in Know-how of new technologies/ products Changing consumer behaviour Customers shifting for GREEN products Increased cost of business continuity Insurance due to environmental impact of organisation Cap and Trade Schemes, emission allowances-offsets, carbon taxes	Strategic	<ol style="list-style-type: none"> <li>Solution based company - In-House Project and Innovation team</li> <li>In-house R&amp;D team – 96 patents granted to Galaxy since 2000</li> <li>Use of Green Chemistry principles</li> </ol>	Business Creation (VP)
<b>Water scarcity</b>	Population growth across the globe demands more water as it is a basic need Still water across the world is not priced as per the reality in most parts of the world which leads to water being polluted and wasted. Temperature rise across the globe and disturbance in the water cycle created an imbalance in the waterfall	Preventable	<ol style="list-style-type: none"> <li>All our India Operations are ZLD - Zero Liquid Discharge</li> <li>Rainwater harvesting inside the organisation</li> <li>Outside factory water conservation projects like check dams and rainwater harvesting through CSR initiatives</li> </ol>	Conversion (VP)
<b>Reputational Risk</b>	Negative stakeholder feedback - Customers, Investors, Shareholders, Employees, Customers, Suppliers, Environmentalist	Preventable	<ol style="list-style-type: none"> <li>Balanced Scorecard</li> <li>Allocation of resources</li> <li>ISO standard compliance</li> <li>SEBI listed</li> <li>GRI, BRSR reporting</li> <li>Great Place to Work certified company</li> </ol>	PE Process Head

## Strategic Opportunities and Mitigation Plans

In today's dynamic business environment, proactively identifying and capitalising on opportunities is crucial for sustainable growth. This section outlines key strategic opportunities across various aspects of our business, along with corresponding mitigation plans to ensure successful implementation. By actively pursuing these opportunities and aligning our strategies with them, we can achieve positive impacts in environmental stewardship, employee relations, customer engagement, and financial performance.

### Water Stewardship

**Opportunity:** Achieving Zero Liquid Discharge (ZLD) at locations outside India.

**Mitigation Plan:** We will continue to build on existing water reduction projects and initiatives such as rainwater harvesting, water conservation, and improving drinking water availability. These efforts represent opportunities for incremental progress in water stewardship across our global operations.

### Oil Palm Derivatives

**Opportunity:** Obtaining RSPO (MB) certification and enhancing oil palm traceability.

**Mitigation Plan:** We are committed to increasing the proportion of RSPO (MB) certified palm oil derivatives used in our products. To demonstrate our dedication to sustainability and responsible sourcing, we will conduct oil palm traceability cycles on an annual basis.

### Financial Growth

**Opportunity:** Capitalising on the projected 40% CAGR growth in the mild surfactants market.

**Mitigation Plan:** We will leverage the growth potential in mild surfactants by emphasising products formulated with low eco-toxicity, gentle action, and no preservatives. This approach will allow us to capitalise on the increasing market demand for eco-friendly and sustainable solutions.

### Employee Relations

**Opportunity:** Enhancing employee engagement and fostering positive work relationships.

**Mitigation Plan:** We will continue to invest in initiatives that promote a positive work environment, such as KYG (Know Your Galaxy) programmes, Town Hall Meetings, monthly safety briefings, and a comprehensive performance management system. Additionally, we recognise and reward employee achievements through our rewards & recognition programmes.

### Customer Communication

**Opportunity:** Strengthening customer engagement and building stronger relationships.

**Mitigation Plan:** We will actively participate in both national and international industry exhibitions. Additionally, we will hold regional meetings within domestic markets to foster closer engagement with our customers. Effective communication and a deep understanding of customer needs are essential for building strong and lasting partnerships.

### Employee Safety

**Opportunity:** Providing ongoing safety training to maintain a safe work environment.

**Mitigation Plan:** We are committed to maintaining Responsible Care certification. This commitment ensures ongoing training for both company and contractor employees on critical topics such as behavioural safety, fire safety, and adherence to all relevant safety standards.

### Innovation in Product Quality and Safety

**Opportunity:** Developing safe, sustainable, and eco-friendly products and technologies.

**Mitigation Plan:** Our focus on product development will prioritise innovation while incorporating life cycle thinking to ensure responsible product stewardship throughout the entire product lifecycle. By embracing sustainable practices and technologies, we can meet evolving market demands for safer and more eco-friendly solutions.

By pursuing these strategic opportunities and implementing the corresponding mitigation plans, we can position ourselves for long-term success and make a positive impact on a variety of stakeholders.

## Legislative and Regulatory Compliance

Galaxy is committed to fostering a culture of transparency and accountability. We encourage employees to report any suspected unethical behaviour through our secure and confidential Whistleblower Policy. This policy, accessible via our website and e-learning modules, empowers employees to voice concerns without fear of reprisal. In FY 2023-24, we are pleased to report no whistleblower cases, reflecting our proactive approach to addressing ethical concerns and maintaining a positive work environment.

### Maintaining Compliance

Galaxy prioritises adherence to all applicable laws and regulations. We are proud to report incurring no non-disputed fines or penalties from regulatory or judicial bodies in FY 2023-24. Additionally, there were no registered complaints or cases related to corruption or conflicts of interest.

### Commitment to Ethical Conduct

Our Board of Directors and senior management uphold the highest ethical standards as outlined in our Code of Conduct. This publicly available document emphasises our commitment to transparency and ethical business practices. At Galaxy, integrity, ethics, and transparency remain core values, ensuring stakeholder confidence in our responsible operations.

#### Training on Compliance programme – GSL, India

Compliance Programme	Number of employees covered	% coverage
Policy Awareness (Code of conduct, whistleblower, Human rights, ETI codes)	1367	78%
POSH awareness: a step towards making our workplace safer and better	1150	65%
Cybersecurity awareness programme	1265	72%

## Leveraging the Power of Digitalisation

In today's digital landscape, we are committed to leveraging technology for growth. We're unifying our operations under a single Enterprise Resource Planning (ERP) platform, fostering collaboration, streamlining processes, and enabling data-driven decision-making. This digital transformation empowers us to adapt quickly, seize new opportunities, and remain industry leaders. However, we recognise the inherent risks associated with increased digital reliance. To address these concerns, Galaxy has made significant investments in bolstering our cybersecurity infrastructure.

### Cybersecurity

Galaxy takes a comprehensive approach to cybersecurity, encompassing people, processes, and technologies. Our practices aim to safeguard our IT infrastructure, devices, and confidential data from cyberattacks and unauthorised access. We adhere to the ISO 27001 framework, a globally recognised standard for information security management.

Here are some key measures we implement:

- **Continuous Vulnerability Management:** We conduct regular activities like red team simulations (ethical hacking) to identify vulnerabilities across our infrastructure. Additionally, we perform vulnerability assessments and penetration testing on Galaxy servers to proactively identify and address weaknesses. Network

devices such as firewalls, switches, and Wi-Fi access points undergo secure configuration reviews to ensure optimal security settings.

- **Employee Education and Awareness:** We prioritise employee education by conducting quarterly security awareness sessions for all staff. This includes organisation-wide cyber awareness training, monthly awareness screensavers, and mandatory cybersecurity training during employee onboarding.
- **Real-time Security Monitoring:** Our IT infrastructure is monitored 24/7 by a Security Operation Center (SOC) to detect and respond to abnormal activities or potential attacks.
- **Deployment of Security Solutions:** We leverage advanced security solutions to enhance our defenses. These include Endpoint Detection and Response (EDR) for real-time malware detection and response on endpoint devices, Network Access Control (NAC) to restrict unauthorised network access, Privileged Access Management (PAM) to control and monitor privileged user accounts, Email Gateway Security to filter out spam emails, and Mobile Device Management (MDM) to ensure secure data handling on mobile devices.



# AWARDS AND RECOGNITION





# Awards & Recognition

Sr. No.	Awards Won	Awarded by	Product / Innovation / Purpose for which Award Won
1	EcoVadis GOLD Medal	EcoVadis	For Environment, Labour Practices & Human Rights, Ethics, & Sustainable Procurement
2	Home Care Clean Future Award 2023	Unilever	Transforming industry for the better through ground-breaking product and technological innovation
3	External Business Partner Excellence Award 2023	Procter & Gamble	For operational, innovation, commercial and relationship performance
4	Supply Resilience Award 2023 Runner Up 2023	Henkel	Supply Resilience
5	Best Partnership Excellence Award	CavinKare	Annual Business Partner's Meet 2024
6	Best Sustainability Award	CavinKare	Annual Business Partner's Meet 2024
7	in-cosmetics Global Innovation Zone Best Ingredient Award 2024	in-cosmetics Global	Galseer DermaGreen - Functional Ingredient
8	National Energy Leader Certification & Excellent in Energy Management Award	CII	24 <sup>th</sup> National Award for Excellence in Energy Management
9	Gold Award - Muri Category	CII	National 3M Competition 2023 - Zero Incident & Safety Improvement
10	Gold Award - Innovative Category	CII	National Kaizen Competition 2023
11	Silver Award - Muri Category	CII	National 3M Competition 2023
12	Best Water Company of The Year Award	India Sustainability Conclave	The India Sustainability Conclave & Awards 2023
13	Best Sustainable Initiative to Improve Green Supply Chain Award	India Sustainability Conclave	The India Sustainability Conclave & Awards 2023
14	Best Green 4 R's (Reduce, Reuse, Recycling and Recovery) Award	India Sustainability Conclave	The India Sustainability Conclave & Awards 2023
15	Best Sustainable Performance in Renewable Energy Award	India Sustainability Conclave	The India Sustainability Conclave & Awards 2023
16	Certification of Appreciation	8 <sup>th</sup> ICSI CSR Excellence Awards	Persistent and Innovative Efforts in Promoting CSR

# List of Acronyms

ACI - American Cleaning Institute	ZLD - Zero Liquid Discharge
APAC - Asia-Pacific	AMET - Africa, the Middle East, Turkey
BCCI - Bombay Chamber of Commerce and Industry	ATFD - Agitated Thin Film Dryers
BOPP - Biaxially Oriented Polypropylene	BOD - Biochemical Oxygen Demand
CDP - Carbon Disclosure Project	BSS - Behavioural Based Safety
CII - Confederation of Indian Industry	CHEMEXCIL - Basic Chemicals, Pharmaceuticals & Cosmetics Export Promotion Council
CSR - Corporate Social Responsibility	CMR - Carcinogenic, Mutagenic, and Reprotoxic
DISH - Directorate of Industrial Safety and Health	COD - Chemical Oxygen Demand
ECC - Emergency Control Centres	EBITDA - Earnings Before Interest, Taxes, Depreciation, and Amortization
ERM - Enterprise Risk Management	ECHA - European Chemicals Agency
EWC - Employee welfare council	ESG - Environmental, Social, and Governance
FAE - Fatty Acid Esters	FA - Fatty Alcohols
GHG - Greenhouse Gas	GRI - Global Reporting Initiative
GMP - Good Manufacturing Practice	GHS - Globally Harmonized System
HAZOP - Hazard Operability Study	HAC - Hazard Area Classification
HIRA - Hazard Identification and Risk Assessment	HDPE - High Density Polyethylene
IBCs - Intermediate Bulk Container	IATA - International Air Transport Association
ILO - International Labor Organization	ICC - Indian Chemical Council
IPCC - Intergovernmental Panel on Climate Change	IMDG - International Maritime Dangerous Goods
JIA - Jhagadia Industries Association	ISCSMA - Indian Specialty Chemical Manufacturers' Association
KPI - Key Performance Indicator	JSA - Job Safety Analysis
LITFR - Lost Time Injury Frequency Rate	KRA - Key Result Area
ML - Megaliter	MEE - Multiple Effect Evaporators
MSDS - Material Safety Data Sheets	MSMEs - Micro, Small, and Medium Enterprises
NDC - National Drug Code	NGOs - Non-Governmental Organisations
NRC - Nomination and Remuneration Committee	ODS - Ozone Depleting Substances
OHS - Occupational Health and Safety	PAT - Profit after Tax
PM - Particulate Matter	POSH - Prevention of Sexual Harassment
PSSR - Pre-Start up Safety Review	R&D - Research & Development
REDE - Renewable Energy Demand Enhancement	RSPO - Roundtable on Sustainable Palm Oil
SCBA - Self-Contained Breathing Apparatus	SDGs - Sustainable Development Goals
SHE - Safety, Health, and Environment	SPCB - State Pollution Control Board
STK - Safety Training Kiosk	tCO <sub>2</sub> e - Tons of Carbon Dioxide Equivalent
TIMA - Tarapur Industrial Manufacturers Association	TMA - Taloja Manufacturing Association
TPM - Total Productive Maintenance	TRIFR - Total Recordable Injury Frequency Rate
TUL - Turn Up Leakage	UOM - Unit of Measurement
WASH - Water, Sanitation, and Hygiene	w.e.f - With Effect From
WESAP - Waste Elimination Suggestion Award Program	Y-o-Y - Year on Year

SDGS Mapped	Description	Page No.
SDG 1: No Poverty	End poverty in all its forms everywhere	47
SDG 2: Zero Hunger	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	47
SDG 3: Good Health and well being	Ensure healthy lives and promote well-being for all at all ages	47
SDG 4: Quality Education	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	47
SDG 5: Gender Equality	Achieve gender equality and empower all women and girls	47
SDG 6: Clean Water and Sanitation	Ensure availability and sustainable management of water and sanitation for all	35
SDG 7: Affordable and clean energy	Ensure access to affordable, reliable, sustainable and modern energy for all	47
SDG 8: Decent work and economic growth	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	47, 65
SDG 9: Industry, innovation and infrastructure	Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation	65
SDG 10: Reduced inequalities	Reduce inequality within and among countries	35
SDG 11: Sustainable cities and communities	Make cities and human settlements inclusive, safe, resilient and sustainable	47, 65
SDG 12: Responsible consumption and production	Ensure sustainable consumption and production patterns	30, 33, 35, 47
SDG 13: Climate action	Take urgent action to combat climate change and its impacts	35, 47
SDG 15: Life on Land	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	35
SDG 16: Peace, Justice and Strong institutions	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	65
SDG 17: Partnerships for the goals	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	47

Galaxy Surfactants Ltd. has reported the information cited in this GRI content index for the period FY 2023-24 with reference to the GRI Standards.

Disclosure	Location		Page No.
	Section	Sub-subsection	
2-1 Organizational details	About the report		3
2-2 Entities included in the organization's sustainability reporting	About the report, BRSR	Reporting Boundaries, Section A	3
2-3 Reporting period, frequency and contact point	About the report, BRSR	Section A	3
2-4 Restatements of information	About the report	Restatements	3
2-5 External assurance	About the report, BRSR	Assurance, Section A	3
2-6 Activities, value chain and other business relationships	"About Galaxy Surfactants Business segments Our Value Creation Model"	Global Supplier to Global Brands, Section A	9-13
2-7 Employees	Employees and Operators, BRSR	Diversity and Inclusion, Section A	49
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## INDEPENDENT ASSURANCE STATEMENT

To:

**Galaxy Surfactants Limited**  
TTC Industrial Area,  
Pawne Galaxy Surfactants Ltd.  
C-49/2, Navi Mumbai-400 701

### Introduction and objectives of work

Bureau Veritas was engaged by Galaxy Surfactants Limited (GSL) to perform assessments to provide an independent and limited assurance of its Sustainability Report for the Financial Year 2023-24 (hereafter referred to as "the Report").

### Intended User

The assurance statement is made solely for "Galaxy Surfactants Limited (GSL) and their stakeholders" as per the governing contractual terms and conditions of the assurance engagement contract between "Galaxy Surfactants Limited (GSL)" and "Bureau Veritas". To the extent that the law permits, we owe no responsibility and do not accept any liability to any other party other than "Galaxy Surfactants Limited (GSL)" for the work we have performed for this assurance report or for our conclusions stated in the paragraph below

This Assurance Statement applies to the related information included within the scope of work described below:

- An assessment of the data collection and reporting methods for the selected sustainability performance indicators.
- Verification of existing processes and methods of data collection and reporting
- Verification, on a sample basis, of evidence supporting the data and information provided in the Report.
- Verification of the sample data and information on selected material topics reported.
- Assessment of the consistency between the data for the selected sustainability performance indicators and the related written comments in the narrative of the Report.
- Assessment of the Company's process for compliance with legal obligations/disclosures.
- Completion of assurance statement for inclusion in the report, which will reflect the verification of findings and conclusions.
- Review of non-financial, sustainability performance disclosures data carried out based on the review of data provided for respective units along with related backup; site visits and off-site audio-visual meetings through ICT (Information and Communication Technology) tools and discussions and interview with the concerned personnel from respective sites as listed below, and verifying key performance disclosures through the data provided:
- Verifying the reliability and accuracy of data on a sample basis.
- Reviewing the processes deployed for collection, compilation, and reporting of sustainability performance non-financial disclosures.
- Confidential interaction with workmen and suppliers.
- Gap assessment in the data compilation against each non-financial disclosure and present Sustainability Report w.r.t. GRI Standards Framework
- Classifying observations and findings and issuance of Assurance Statement.

### Assurance over full sustainability report

The scope of our work was limited to assurance over data and information included in the Sustainability Report ('the Report') for the period 1st April 2023 to 31st March 2024 aligned with the GRI Standards performed for their following operations:

- On-site assessments were performed at the corporate office and 3 manufacturing sites as follows:
  - Corporate TTC and MBP Office, Navi Mumbai
  - Manufacturing Site at Taloja, Navi Mumbai
  - Manufacturing Site at Tarapur, Palghar

- Manufacturing Site at Jhagadia, Bharuch District, Gujarat
- Off-site assessments were performed for their overseas manufacturing sites, GCE Egypt and TRI-K, Derry (USA).

The review of the non-financial sustainability performance disclosures is limited to the operations of GSL India, GCE (SAE) and Tri-K Industries as described in the reporting boundary in the Sustainability Report.

The assessment of the procedures or approaches followed for data compilation and reporting of the sustainability performance non-financial disclosures for specific operations was carried out as follows:

- Verification, on a sample basis, of evidence supporting the data.
- Verification of the sample data and information on selected material topics.
- Assessment of the suitability between the backup data and the information presented in the sustainability report.
- The general and topic-specific non-financial sustainability standard disclosures are subject to limited assurance based on the extent of information made available for assurance.
- Completion of assurance statement for inclusion in the report reflecting the verification, findings, and conclusion of the disclosure's assurance. Gap assessment as per GRI standards highlights findings during verification of disclosures, draft assurance statement, and final signed assurance statement as per GRI standards compliance.

The Universal and Topic Specific Standard Disclosures offered for assurance were as follows:

### Universal Standard

#### General Disclosures

- Organizational and its reporting practices (2-1 to 2-30)

#### Disclosures on Material topics

- Process to determine material topics (3-1 to 3-3))

#### Topic Disclosures

- Ratios of standard entry level wage by gender compared to local minimum wage (202-1)
- Infrastructure investments and services supported (203-1)
- Proportion of spending on local suppliers (204-1)
- Anticorruption (205-1 to 205-3)
- Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices (206-1)

#### Topic-Specific Standard Disclosures

##### Materials (301-2 and 301-3)

##### Environment

- Energy (302-1 to 302-5)
- Water and Effluent (303-1 to 303-5)
- Biodiversity (304-1, 304-2)
- Emissions (305-1 to 305-5 & 305-7)
- Waste (306-1 to 306-4)
- Supplier Environment assessment (308-1, 308-2)

##### Social

- Employment (401-1 to 401-3)
- Minimum notice periods regarding operational changes (402-1)



- Occupational Health and Safety (403-1 to 403-10)
- Training and Education (404-1 to 404-3)
- Diversity and Equal Opportunity (405-1,405-2)
- Non-Discrimination (406-1)
- Freedom of association and collective Bargaining (407-1)
- Child Labour (408-1) and Forced or Compulsory Labor (409-1)
- Security Practices (410-1)
- Local Communities (413-1, 413-2) and Supplier Social Assessment (414-1, 414-2)
- Political contribution (415-1)
- Customer Health & Safety (416-1, 416-2)
- Marketing and Labelling (417-1 to 417-3) and Customer Privacy (418-1)

**Reporting criteria**

- Galaxy Surfactants Limited has adopted the below criteria for preparing the report:
  - Global Reporting Initiative (GRI) Standards 2021  
<https://www.globalreporting.org/standards/download-the-standards/>  
 where the methodology can be found.

**Limitations and Exclusions**

Following elements and any verification of information relating to them are excluded from the scope of our work:

- Activities outside the defined verification period.
- Positional statements (expressions of opinion, belief, aim, or future intention by Galaxy Surfactants Limited (GSL) and statements of future commitment).
- The assurance does not extend to the activities and operations of “GSL” outside of the scope and geographical boundaries mentioned in the report as well as the operations undertaken by any other entity that may be associated with or have a business relationship with “Galaxy, other than that described by the report”.
- The claim of achieving water positivity index of 1.4 during the year 2021, across its operations, ZLD (Zero Liquid Discharge) at manufacturing plants, made by GSL, is based on an assessment conducted by a third party other than Bureau Veritas.
- Compliance with any Environmental, Social, and legal issues related to the regulatory authority.
- Any of the statements related to company aspect or reputation.
- This moderate assurance engagement relies on samples of sustainability data selected using risk-based approach and the associated limitations that this entails. The reliability of the reported data is dependent on the accuracy of metering and other production measurement arrangements employed at the site level, not addressed as part of this assurance. This independent statement should not be relied upon to detect all errors, omissions, or misstatements that may exist.

**Responsibilities**

The preparation and presentation of the information in the Report are the sole responsibility of the management of Galaxy Surfactants Limited (GSL).

Bureau Veritas was not involved in the drafting of the Report or of the Reporting Criteria. Our responsibilities were to:

- providing moderate assurance about whether the assured Information has been prepared in accordance with the Reporting Criteria.
- form an independent conclusion based on the assurance procedures performed and evidence obtained; and
- report our conclusions to the management of Galaxy Surfactants Limited (GSL).



**Assessment Standard**

Bureau Veritas conducted assurance process in line with the requirements of the Assurance standard AA1000 AS v3, Type 2 Moderate assurance as per the principles of AA1000 AS: inclusivity, materiality, responsiveness and Impact. Under this standard, Bureau Veritas has reviewed the information presented in the report against the characteristics of relevance, completeness, materiality, reliability, neutrality, and understandability. “Moderate” assurance consists primarily of inquiries and analytical procedures. The procedures performed in a moderate assurance engagement vary in nature and timing and are less in extent than for a “High” (reasonable) assurance engagement.

**Alignment with the principles of AA1000AS version 3**

**Inclusivity**

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

**Materiality**

We did not come across any finding to indicate the AA1000 AS v3 assurance does not address the range of environmental, social and economic issues of concern that (GSL) and its stakeholders have identified as being of highest material importance. The identification of material issues has considered both internal assessments of risks and opportunities to the business, as well as stakeholders’ views and concerns. The material issues were identified by a defined process of stakeholder engagement.

**Responsiveness:** Galaxy is responding to those issues it has identified as material and demonstrates this in its policies, objectives, indicators and performance targets. The company has taken various initiatives towards delivering environmentally friendly services along with occupational health and safety, appropriate measures for emergency handling, control and risk management in its operations

**Impact**

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

**Summary of work performed**

As part of our independent verification, our work included:

1. Assessing the appropriateness of the reporting criteria for the selected information.
2. Conducting interviews with relevant personnel of Galaxy Surfactants Limited (GSL).
3. Reviewing the data collection and consolidation processes used to compile selected information, including assessing assumptions made, and the data scope and reporting boundaries.
4. Reviewing documentary evidence provided by Galaxy Surfactants Limited (GSL).
5. Reviewing Galaxy Surfactants Limited (GSL) systems for quantitative data aggregation and analysis.
6. Assessing the disclosure and presentation of the selected information to ensure consistency with assured information.
7. Other verification activities:
  - a. carrying out site visit to GSL as per scope of audit.
  - b. confirmation of accuracy of information with third parties and/or external stakeholders
  - c. reperforming greenhouse gas emissions conversion calculations
  - d. comparing the selected Information to the previous year's values taking into consideration changes in business activities, acquisitions, and disposals











## **GALAXY SURFACTANTS LIMITED**

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