

Creating Harmony through Sustainable Action

At Galaxy, sustainability is integrated into the way we design, manufacture and deliver surfactants and specialty ingredients across our complete operations and value chain. Through responsible chemistry practices, sustainable sourcing, process efficiency and product innovation, we continue to develop solutions that improve performance, safety and environmental responsibility.





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Our approach is strengthened through alignment with globally recognised frameworks and disclosures, including CDP, EcoVadis, GRI and BRSR, alongside greenhouse gas accounting and management practices aligned with ISO 14064. During FY2025-26, we continued to strengthen efficient manufacturing, responsible sourcing and digital integration to enhance traceability, transparency and operational performance across our operations. By embedding sustainability into business strategy and decision-making, we continue to strengthen climate responsibility, ethical value chains and stakeholder accountability, supporting long-term and balanced value creation.



Our Approach to Sustainability

At Galaxy, sustainability is integrated into the way we design, manufacture and deliver surfactants and specialty ingredients across our complete operations and value chain. Guided by our philosophy of 'Chemistry Creates Care', we bring responsible chemistry, sustainable innovation, operational efficiency and responsible sourcing into the way we develop products and manage our operations.



This approach connects our priorities across the product lifecycle, from raw material selection and product design to manufacturing, product performance and end-use applications. It also extends across our relationships with suppliers, customers, employees and communities, supported by governance practices that promote responsible and transparent business conduct.

The following details bring this approach to life through our focus on sustainable innovation, governance, manufacturing, quality and supply chain, followed by our environmental, social and governance priorities and performance.

Sustainability Focus Areas

Our sustainability focus areas guide the integration of responsible manufacturing, sustainable value chains and governance-led growth across our complete operations and value chain. Through focused initiatives across climate and energy, water stewardship, circularity, sustainable manufacturing, responsible sourcing, sustainable innovation, customer partnership, people practices and governance systems, we continue to strengthen operational resilience, resource efficiency, responsible business practices and long-term value creation while aligning with material priorities, stakeholder expectations and evolving sustainability commitments.



Climate and Energy Transition

1 2 3 8 35

FY2025-26 Focus/Progress

Climate and energy management initiatives across manufacturing operations continued through renewable electricity integration, energy efficiency programmes, Scope 1 and Scope 2 emissions monitoring and Product Carbon Footprint (PCF) assessments across product categories. These initiatives support lower carbon intensity, improved operational efficiency and strengthened climate performance across our complete operations and value chain.

FY2030 Ambition/Direction

75% renewable electricity share and 40% absolute reduction in Scope 1 and Scope 2 emissions by FY 2029-30.

KPIs

27%
Renewable electricity share in total electricity mix

41,743 tCO_2e
Scope 1 and Scope 2 emissions

106.1 $kgCO_2e/MT$
Scope 1&2 GHG emission intensity

12,277 tCO_2e
Emissions avoided through renewable electricity initiatives

94%
SKUs covered under PCF studies

Water Stewardship

4 5 35

FY 2025-26 Focus/Progress

Water stewardship initiatives across manufacturing operations continued through water conservation, recycling, rainwater harvesting and water monitoring programmes. Operational measures focused on improving water efficiency, reducing freshwater dependency and strengthening responsible water management practices across sites.

FY 2030 Ambition/Direction

2x water positive and 5% reduction in third-party water withdrawal intensity by FY 2029-30.

KPIs

520.3 megalitres
Total water withdrawal

145.35 megalitres
Recycled water utilised

17.71 megalitres
Rainwater harvested

8 megalitres
Water discharged

Circularity and Resource Efficiency

7 21 22 25 35

FY 2025-26 Focus/Progress

Circularity and resource efficiency initiatives across operations continued through TPM, CEP, PARIVARTAN WESAP and process optimisation programmes focused on waste reduction, material optimisation and efficient resource utilisation. These initiatives support improved process efficiency, lower waste generation and strengthened circularity practices across manufacturing operations.

FY 2030 Ambition/Direction

90% waste circularity and 5% reduction in waste generation intensity by FY 2029-30.

KPIs

67%
Waste circularity

12,256 MT
Waste recycled/reused

Material Topics

Sustainable Manufacturing and Process Innovation

24 35 36

FY 2025-26 Focus/Progress

Sustainable manufacturing and process innovation initiatives continued through green chemistry principles, process optimisation, automation and cleaner manufacturing technologies integrated across operations and product development activities. Operational excellence programmes, including Right the First Time (RTFT) and continuous improvement initiatives, supported efficient and responsible manufacturing practices.

FY 2030 Ambition/Direction

Continue scaling sustainable manufacturing technologies and resource-efficient process innovation across operations.

KPIs

122
Patents granted (cumulative)

05
Patent applications filed during the year

Responsible Sourcing and Traceability

27 28 29 30 31 37

FY 2025-26 Focus/Progress

Responsible sourcing and traceability practices across palm-based value chains continued through RSPO-certified procurement, NDPE-aligned sourcing approaches, supplier sustainability assessments and supplier engagement programmes including GalSustain across key raw material categories and supplier networks. These initiatives support responsible procurement, supply chain transparency and improved traceability across sourcing operations.

FY 2030 Ambition/Direction

Strengthen sustainable sourcing, supplier engagement and traceability across palm-based value chains.

KPIs

22,260 MT
RSPO MB-certified raw material procured

99.7%
Traceability to mills (TTM)

57%
Traceability to plantations (TTP)

25
Suppliers assessed on sustainability parameters

42,071 tCO_2e
Emissions avoided through RSPOMB-certified material

Sustainable Innovation and Product Stewardship

21 23 24 36

FY 2025-26 Focus/Progress

Sustainable innovation and product stewardship initiatives continued through lifecycle-based product development, biodegradable formulations and safer chemistry approaches integrated into R&D and innovation processes across personal and home care applications. These efforts support the development of high-performance and environmentally compatible specialty ingredient solutions.

FY 2030 Ambition/Direction

Expand sustainable specialty ingredient portfolio and strengthen lifecycle-led product innovation.

KPIs

94%
SKUs covered under PCF studies

₹16.27 Cr
R&D expenditure

Customer Partnership and Product Quality

16 17 18 19 20 23

FY 2025-26 Focus/Progress

Customer engagement and product quality initiatives continued through technical collaboration, product stewardship, sustainability assessments and quality management systems across customer and product value chains. Ongoing engagement with customers supported product performance, responsible product development and alignment with evolving sustainability expectations.

FY 2030 Ambition/Direction

Strengthen sustainable product collaboration and customer-centric innovation capabilities.

KPIs

4.1
Customer satisfaction score (Scale of 5)

45+
Years of customer quality recognition

66%
Reduction in repetitive complaints

People, Safety & Communities

9 10 11 12 13 14 15

FY 2025-26 Focus/Progress

People and community-focused initiatives across operations continued through occupational health and safety programmes, workforce capability development, employee well-being initiatives and community engagement activities. These efforts support a safe, inclusive and responsible workplace while strengthening long-term community relationships across operating locations.

FY 2030 Ambition/Direction

Strengthen safety culture, employee participation and inclusive community development initiatives.

KPIs

2,098
Permanent employees

214
Women in permanent employees

222
New hires

2,86,800
CSR beneficiaries

₹30.15 Cr
invested in safety, health and environment

₹5.04 Cr
CSR expenditure

Ethics, Governance and Digital Responsibility

26 37 38 39 40 41 42 43

FY 2025-26 Focus/Progress

Governance and digital responsibility practices across operations and value chain activities continued through compliance management, business ethics frameworks, cybersecurity measures, risk management systems and digitalisation initiatives. These measures support transparency, accountability and operational resilience across business functions.

FY 2030 Ambition/Direction

Continue strengthening transparency, governance systems and digital resilience across operations and value chain.

KPIs

43%
Independent Directors on Board

17
Training programmes conducted for Key Managerial Personnel

14%
Female Directors on Board

Zero
Penalties or fines paid on discrepancy

Material Topics

Sustainable Innovation

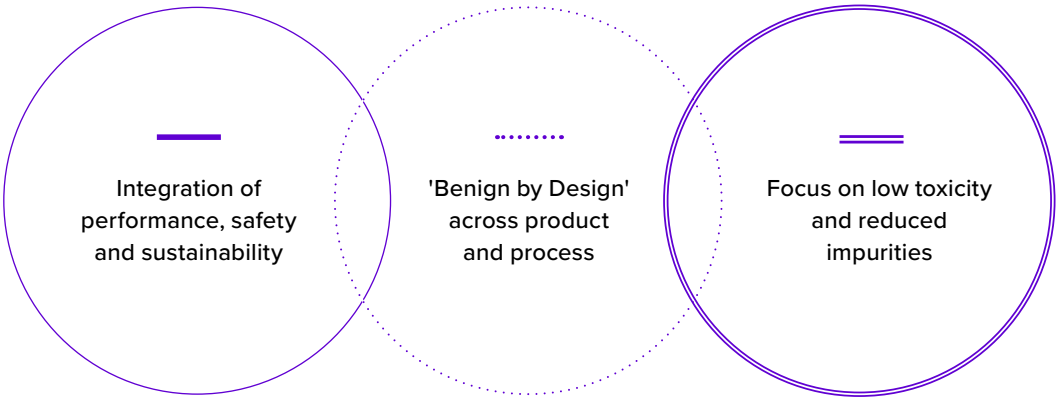
At Galaxy, sustainability is integrated into innovation through responsible product design, process optimisation and green chemistry principles across our complete operations and value chain. We continue to develop surfactants and specialty ingredients that combine performance, scalability and environmental responsibility while aligning with evolving customer requirements, regulatory expectations and sustainability priorities. Our innovation approach focuses on sustainable product and process innovation, lifecycle sustainability considerations, eco-design principles and supply chain innovation across raw material selection, manufacturing processes, product performance and end-use applications.



Through climate, water and forest-focused research and development efforts, we continue to strengthen resource efficiency, responsible sourcing, safer chemistry and operational performance while supporting emissions reduction, water optimisation and responsible raw material sourcing objectives.

Our approach also incorporates SDG-aligned innovation pathways and 'benign by design' principles to strengthen product safety, process safety and environmental performance. Innovation outcomes are further supported through investments in research and development, new sustainable offerings, patents, process efficiency improvements and initiatives contributing towards carbon reduction, circularity and responsible sourcing priorities across personal and home care applications.

Innovation Philosophy



End-of-Life and Micro-pollutants Management

We consider the environmental impact of our products across their lifecycle, including end-of-life outcomes. Our approach focuses on developing formulations that are safer, biodegradable where feasible, and aligned with evolving regulatory expectations on micro-pollutants.

Through product stewardship and technical engagement, we have been supporting customers with guidance on safe handling, optimal usage, and responsible disposal practices to minimise downstream environmental impacts. This is complemented by the provision of comprehensive Safety Data Sheets (SDS) and Technical Data Sheets (TDS), aligned with applicable global standards, ensuring consistent and reliable product information.
We continue to strengthen our understanding of end-of-life pathways and emerging risks related to micro-pollutants to further enhance product sustainability over time.

R&D Excellence and Capability

Our R&D function serves as the backbone of our innovation ecosystem, enabling us to translate sustainability-led concepts into commercially viable solutions.

We focus on

- Developing next-generation surfactants and specialty ingredients
- Advancing green chemistry and biosurfactant technologies
- Enhancing process efficiency and scalability
- Reducing environmental footprint across product lifecycle

Our innovation efforts are closely integrated with operations, enabling faster commercialisation and improved process efficiencies. We also collaborate with external experts and research institutions to solve complex challenges and optimise production using existing infrastructure.

R&D Strength

- **Focus on principles of green chemistry and biosurfactants**
- **Strong lab-to-commercial scale integration**
- **External collaboration for process optimisation**



Innovation Framework

Our product development follows a structured approach to align innovation with customer requirements, sustainability priorities and business objectives across our complete operations and value chain.

1	**Market and Opportunity Assessment**	Assessment of market trends, customer requirements and application opportunities.
2	**Technical Feasibility and Scale-up Evaluation**	Evaluation of technical viability, process capability and manufacturing readiness.
3	**Sustainability and Safety Screening**	Assessment of safety, responsible chemical management principles and sustainability considerations.
4	**Product Differentiation**	Focus on quality improvement, impurity reduction, performance enhancement and resource efficiency.
5	**Commercial Viability and Cost Optimisation**	Evaluation of scalability, operational efficiency and commercial feasibility.

Product Innovation

Innovation at Galaxy is closely aligned with market needs and customer expectations. During the year, we expanded our product portfolio through new product introductions. We have also leveraged third-party manufacturing capabilities to accelerate time-to-market and enhance flexibility. These initiatives enable us to respond dynamically to customer requirements while maintaining high standards of quality and performance.

122

Total patents granted



Sustainable Innovation

Advancing responsible chemistry through sustainable product and process innovation across our complete operations and value chain.

At Galaxy, sustainability is integrated into our innovation approach through responsible product design, process efficiency and green chemistry principles across our complete operations and value chain. We continue to develop surfactants and specialty ingredients that combine performance, scalability and environmental responsibility while aligning with evolving customer expectations, regulatory developments and sustainability priorities. Our innovation approach integrates lifecycle considerations across raw material selection, manufacturing processes, product performance and end-use applications while supporting climate, water, circularity and responsible sourcing objectives across personal and home care applications.

Sustainable Product/Process Innovation

Strengthening lifecycle-focused innovation through responsible chemistry, process optimisation and sustainable product development.

We continue to strengthen sustainable product and process innovation through solutions aligned with responsible chemistry principles and evolving customer requirements. Our innovation approach integrates sustainability considerations across product design, raw material selection, manufacturing processes and end-use applications to support improved environmental performance, resource efficiency and operational effectiveness.

Innovation initiatives during the year focused on:

- Developing biodegradable and environmentally compatible ingredients
- Strengthening lifecycle-focused product development approaches
- Exploring alternative raw materials and greener process technologies
- Improving process efficiency and reducing resource intensity
- Enhancing product stability and shelf life
- Supporting responsible sourcing and traceability objectives across value chains

During the year, we continued to strengthen resource-efficient operational practices through initiatives focused on water conservation, process optimisation and waste reduction across manufacturing operations. Key interventions included the introduction of dry cleaning of barrels, eliminating the need for water-intensive cleaning of raw materials, alongside improved cleaning and sanitisation protocols that enabled more efficient water usage across processes. We also continued to strengthen process optimisation, Right the First Time (RTFT), TPM and continuous improvement initiatives focused on improving yields, reducing process losses and supporting waste reduction and resource efficiency practices without compromising product quality or operational performance.



Innovation Metrics and Performance

₹16.27 Cr

R&D expenditure

05

Patent applications filed during FY2025-26

12.6%

of total R&D investment allocated to specific technologies that enhance the environmental and social impacts of our products and processes

Green Chemistry

Integrating safer chemistry and environmentally responsible product development approaches across innovation activities.

Our innovation philosophy is guided by a 'benign by design' approach that prioritises safer chemistry, responsible product development and environmentally compatible manufacturing practices. We continue to evaluate and incorporate alternative raw materials with an emphasis on reducing the use and generation of hazardous substances, including persistent organic pollutants (POPs), in line with responsible chemical management principles.

These initiatives support improved process efficiency, higher yields and optimised resource utilisation while reducing overall resource intensity and production costs without compromising product performance or quality standards. Sustainability considerations such as biodegradability, safer chemistry, eco-design and lifecycle impact continue to be integrated across product development and manufacturing processes.

Responsible Sourcing and Supply Chain Innovation

Strengthening traceability, responsible sourcing and sustainable raw material integration across value chains.

We continue to strengthen responsible sourcing and supply chain innovation through RSPO-aligned sourcing practices, supplier engagement programmes and traceability initiatives across palm-based raw material value chains.

Through supplier engagement initiatives, including GalSustain, we continue to work towards strengthening sustainability awareness, traceability practices and responsible sourcing alignment across supplier networks.

Our approach also supports NDPE-aligned sourcing practices and supply chain transparency across key raw material categories while strengthening collaboration across suppliers, procurement teams and value chain partners.

94%

SKUs covered under Product Carbon Footprint (PCF) studies

1.23 GJ/MT

Energy intensity

106.1 $kgCO_2e$/MT

GHG emissions intensity

Resource Efficiency and Circularity

Advancing operational efficiency and circularity through process optimisation and resource-efficient manufacturing practices.

Resource efficiency and circularity remain integrated into our manufacturing and innovation approach across operations. Through TPM, CEP, PARIVARTAN and continuous improvement initiatives, we continue to strengthen waste reduction, material optimisation and operational efficiency practices across manufacturing processes.

Our initiatives focus on reducing process losses, improving resource utilisation and strengthening waste circularity practices while maintaining operational reliability and product quality standards. We also continue to strengthen recycling, reuse and efficient utility management practices across sites.

67%

Waste circularity

12,256 MT

Waste Diverted from Disposal - Recycled/reused/other recovery

145.3 ML

Recycled water utilised



Product Stewardship

Supporting sustainable product applications through technical collaboration, quality management and product stewardship practices.

We continue to strengthen product stewardship through technical engagement, product safety guidance and customer collaboration across product applications and value chains. Through Safety Data Sheets (SDS), Technical Data Sheets (TDS) and ongoing technical support, we support customers on safe handling, product usage and applicable regulatory requirements.

Our innovation approach also focuses on strengthening customer-centric product development by aligning product performance, sustainability considerations and evolving market expectations across personal care and home care applications.

Customer Quality Metrics

4.1

Customer satisfaction score (Scale of 5)

45+

Years of customer quality recognition



Digital Innovation

Strengthening process visibility, operational efficiency and decision-making through digital integration and automation.

We continued to strengthen innovation capabilities through automation, laboratory digitisation and centralised database systems across operations. These initiatives support improved process visibility, operational consistency, traceability and faster decision-making across manufacturing and R&D activities.

Operational excellence initiatives focused on process optimisation, yield improvement and efficient resource utilisation through structured monitoring and continuous improvement practices across sites.

Digital and Data Governance

As part of our evolving governance approach, we are strengthening our digital and data governance frameworks to enhance transparency, efficiency, and resilience across operations. During the year, we advanced our Industry 4.0 journey through Project GIFT, enabling integration of operational technology (OT) with advanced analytics systems hosted on cloud platforms. This transition from siloed systems to connected infrastructure enhances real-time visibility and supports data-driven decision-making across operations.

We have also strengthened data governance and IT integration by linking plant-level operations with enterprise systems such as SAP, ensuring seamless data flow, improved accuracy and reduced manual intervention. These initiatives enhance traceability and reinforce governance controls across business processes.

Cybersecurity and Data Protection

With increasing digitalisation, we continue to prioritise robust cybersecurity systems and controls to safeguard organisational data, including customer information and intellectual property.

Our approach includes

- Multi-layered security architecture with secure access controls
- Continuous threat detection systems and monitoring
- Endpoint protection across all user environments
- 24/7 Security Operations Centre (SOC) monitoring

We have also undertaken improvements aligned with external assessments to strengthen our cybersecurity posture and build resilience against evolving threats.

Certifications and Policy Frameworks

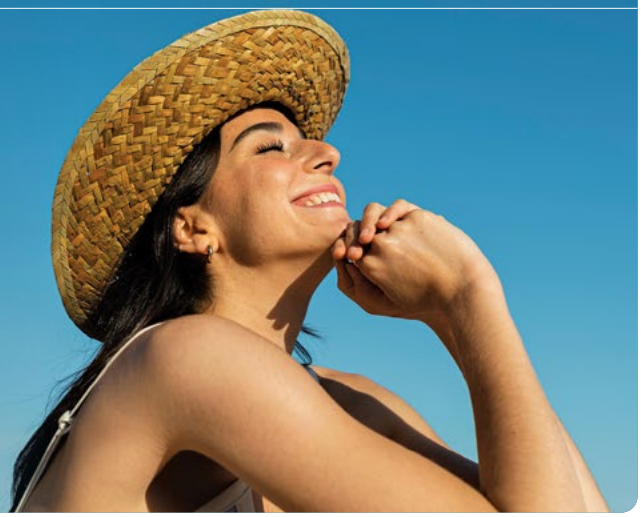
During the year, we achieved ISO 27001 certification, strengthening our Information Security Management System (ISMS) across operations. The certification reinforces our structured approach towards information security through defined policies, risk assessment processes, internal controls and periodic audits focused on maintaining the confidentiality, integrity and availability of information assets.

We also implemented an organisation-wide AI policy to strengthen governance around the responsible use of emerging technologies. The policy outlines principles related to data security, ethical usage, risk mitigation and regulatory compliance, enabling structured and transparent technology adoption across business functions.

Case Studies

DermaGreen – Safer Chemistry for Personal Care

DermaGreen was developed using non-toxic catalysts and environmentally responsible processes to minimise the formation of harmful impurities such as nitrosamines. The product reflects our 'benign by design' philosophy by supporting safer chemistry approaches across both formulation and manufacturing processes.

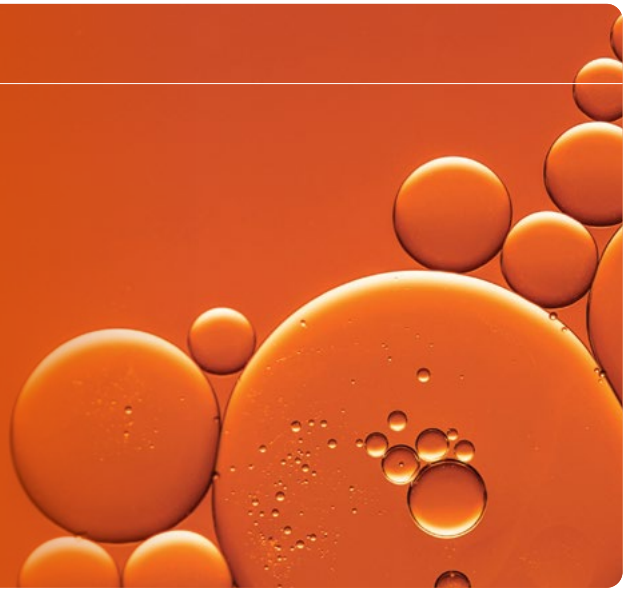


Product Impact

- Eliminates formation of toxic impurities
- Uses non-hazardous catalysts
- Supports safer and sustainable product performance

Prebiotic-based Solutions

We continue to develop prebiotic-based solutions that support safer and non-toxic alternatives to conventional preservative systems. These solutions are designed to support microbiome-friendly formulations while maintaining product performance and safety requirements.



Innovation Highlights

- Reduces reliance on conventional preservatives
- Supports microbiome-friendly formulations
- Combines functionality with safer chemistry approaches

Shelf-life Enhancement and Resource Efficiency

We continued to strengthen product stability and shelf-life performance through formulation and process improvements across selected product categories. These initiatives support reduced product loss, improved supply chain efficiency and enhanced product usability across customer applications.

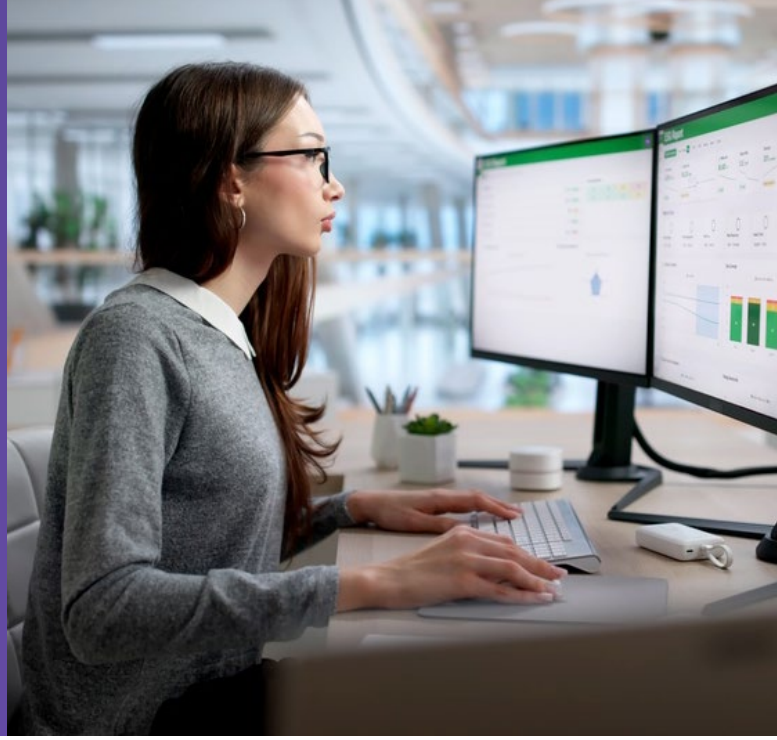


Product Impact

- Reduced need for frequent recertification
- Improved product stability and export viability
- Enhanced operational and supply chain efficiency

Sustainability Governance

At Galaxy, sustainability governance is embedded across all levels of the organisation, ensuring that strategic intent is effectively translated into on-ground action. Our governance framework enables structured decision-making, accountability and continuous progress towards our sustainability goals.



Sustainability Governance Framework

Our sustainability governance framework is built on a multi-tiered structure that integrates strategic oversight with operational execution.

Steering Committee

The Steering Committee, under the oversight of the Board of Directors, guides sustainability governance and its integration into business strategy and enterprise risk management across our operations. Through approved policies, defined sustainability objectives, periodic performance reviews and structured monitoring mechanisms, the Committee supports effective implementation, resource allocation, accountability and transparent sustainability disclosures across business functions.

Working Pillar

Process heads and functional leaders are responsible for operationalising sustainability commitments within their respective domains. They deploy approved policies through standard operating procedures (SOPs), define function-level KPIs, and implement monitoring and control mechanisms. This layer ensures ongoing compliance with regulatory and internal requirements, identifies and mitigates sustainability-related risks, and maintains documented evidence of actions taken, performance trends and improvements. Data validation and consolidation processes are also managed at this level to ensure accuracy and audit-readiness.

Working Groups

Working Groups support implementation of sustainability initiatives across sites through structured monitoring, data collection and operational coordination. They are responsible for tracking key environmental and social performance indicators, maintaining relevant records and supporting internal reviews, external assessments and assurance processes through documented reporting and continuous improvement practices.

The Sustainability Team plays a central role in driving and coordinating key sustainability initiatives across the organisation. It is responsible for setting direction, monitoring progress, and ensuring alignment with organisational priorities, while factory managers and operational teams are accountable for execution at the site level.

We operate through a collaborative, cross-functional approach to advance our sustainability commitments, including:

- 40% absolute reduction in Scope 1 and Scope 2 emissions
- 5% reduction in third-party water withdrawal intensity
- 90% waste circularity
- Transition to renewable energy
- Enhanced employee engagement in sustainability programmes

Sustainable Product Design

We are progressively integrating sustainability principles into our product design by creating solutions that minimise water usage, reduce waste during application and use, and limit the use and generation of toxic substances. These initiatives are aligned with evolving customer expectations and regulatory requirements, ensuring our products support more sustainable end-use applications.

Performance and Lifecycle Enhancement

We continue to enhance product performance through stability-driven improvements, resulting in increased product shelf life. This not only improves its functionality for customers but also reduces product loss across the value chain. Our focus on lifecycle enhancement also enables us to deliver products that deliver consistent performance while supporting sustainable outcomes.

Zero

Data breaches reported across operations in FY 2025-26

Executive Board of Directors

↓

Sustainability Process Head

↓

Sustainability Process Leader

↓

Climate Change

- GHG accounting – ISO 14064 Certification
- Product Carbon Footprint – PACT
- CDP – Reporting
- Carbon Pricing
- Risk Assessment
- Value Chain Engagement

Water Stewardship

Water Accounting

- ISO 46001
- Water Positivity
- Water Security Disclosure
- Water Pricing
- Water Risk Assessment
- Value Chain Engagement

Waste Circularity

Waste Accounting

- EPR – Accounting, Credits, submission
- 3R

Green Supply Chain

RSPO Certification

- ISCC Certification
- VDF Certification
- Oil Palm Traceability
- Landscape Approach
- Supplier Sustainability
- Suppliers Awards
- Galsustain
- CDP – Forest Security Disclosure
- Forest Risk Mapping
- Value Chain Engagement
- DCF
- NDPE-IRF
- SPI
- EPI
- Solidarity Sourcing

Digitization & Compliance

Digitization Software – GHG, Water, Waste, CDP, SR, BRSR, PCF

- Digitization of RSPO, EPR, ISCC plus
- EPR
- ECOVADIS
- SEDEX

Our pillars guide every decision, drive innovation and create long-term value for people, planet and partners.

- **People First**
- **Planet Positive**
- **Responsible Partnerships**
- **Continuous Improvement**
- **Ethical & Transparent**

Sustainable Manufacturing

At Galaxy, we embed sustainability into our manufacturing processes by continuously improving resource efficiency and strengthening operational excellence across our facilities.



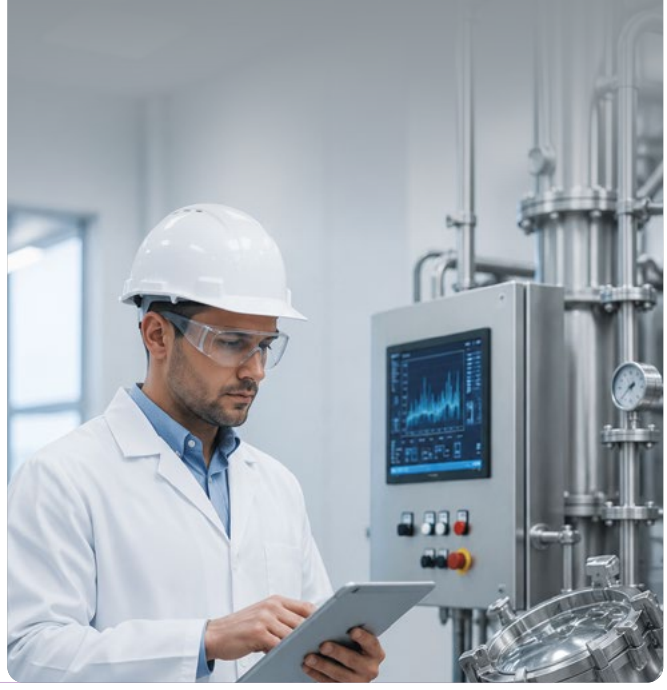
During the year, we continued to strengthen resource-efficient operational practices through initiatives focused on water conservation, process optimisation and waste reduction across manufacturing operations.

We also continued to advance process optimisation, Right the First Time (RTFT), TPM and continuous improvement initiatives aimed at improving yields, reducing process losses and strengthening waste reduction and resource efficiency practices without compromising product quality or operational performance.

Process Optimisation

Process optimisation remains a critical lever for improving operational efficiency and the implementation of sustainable practices. During the year, we focused on reducing the frequency of reactor cleaning, based on product types and blending requirements. This has resulted in lower water consumption while improving overall production efficiency.

Further, initiatives aimed at yield improvement and reduction in process losses have contributed to better utilisation of raw materials. These efforts are aligned with our Right the First Time (RTFT) philosophy, ensuring efficient production with minimal rework and reduced resource wastage.



WESAP Programme

Driving waste circularity

Sustainable Quality

At Galaxy, quality is fundamental to our operations. We are committed to delivering consistent, reliable, and high-performing products by strengthening our quality systems, enhancing assurance mechanisms and building lasting customer trust.



Quality Systems

Our quality systems are anchored in the PDCA (Plan–Do–Check–Act) framework, enabling continuous monitoring, evaluation and improvement across all stages of the product lifecycle.

During the year, we enhanced our systems through data-driven and integrated approaches, focusing on improving data integrity and centralised data management. These initiatives enable better traceability, improve accuracy and consistency across manufacturing locations. Process standardisation efforts, including Right the First Time (RTFT) practices, have further strengthened product consistency and operational reliability.

Assurance Mechanisms

Our quality assurance framework is anchored in ISO 9001 and EFFCI GMP for Cosmetic Ingredients (Quality Management System) certification. We offer Halal and Kosher certifications, ensuring compliance with diverse regulatory and customer requirements. We have also enhanced product performance through stability-driven improvements, increasing the shelf life of several products. These improvements contribute to better usability and long-term reliability of our offerings.

Customer Trust

During the year, we initiated a voluntary product recall upon identification of a deviation in product parameters. The issue was addressed promptly and replacement material was supplied within a defined timeframe, reflecting our commitment to transparency, responsiveness and strong customer relationships.



PDCA

(Plan–Do–Check–Act) framework anchored in our quality systems

Sustainable Procurement and Responsible Supply Chain Management

We integrate sustainability considerations across procurement processes to strengthen responsible sourcing, traceability, supplier capability building and supply chain resilience across our complete operations and value chain. Our Sustainable Procurement Policy and Supplier Code of Conduct establish expectations on environmental performance, labour practices, human rights and business ethics.



93% of suppliers have signed the Supplier Code of Conduct Supplier assessments and supplier audits focus on environmental compliance, occupational health and safety, labour practices, responsible sourcing and business conduct.

Supplier Capability Building and Engagement

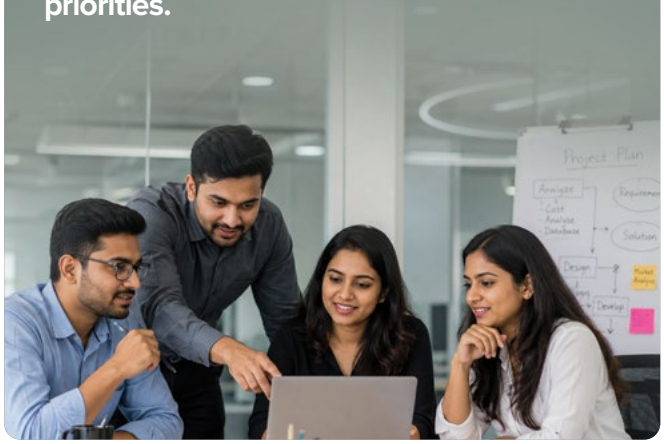
Supplier engagement remains a continuous process across our sourcing ecosystem through

- One-on-one supplier engagement programmes
- Supplier sustainability assessments and scoring mechanisms
- Corrective action and performance improvement plans
- Supplier capability building initiatives
- Continuous sustainability awareness programmes

Our supplier engagement framework further incorporates

- Sustainable Palm Index (SPI)
- Environment Performance Indicators (EPI) Assessment
- Product Carbon Footprint (PCF) considerations
- Supplier emissions engagement supporting Scope 3 improvement efforts

More than 85% of procurement professionals, sourcing teams and buyers received sustainability-related training during FY 2025-26, strengthening alignment on responsible procurement priorities.



Responsible Sourcing and Traceability

Responsible sourcing of palm-based derivatives and bio-based feedstocks remains a priority area within our procurement framework. We continue strengthening supply chain transparency through traceability systems, supplier engagement and responsible sourcing mechanisms.

Our sourcing framework incorporates

No Deforestation, No Peat and No Exploitation (NDPE) principles

- Protection of High Conservation Value (HCV) and High Carbon Stock (HCS) areas
- Human rights and fair labour considerations
- RSPO principles and certification mechanisms
- Solidarity sourcing initiatives
- Sustainable sourcing considerations for palm derivatives and Tung Oil procurement

Supplier monitoring mechanisms support risk identification relating to deforestation, labour practices and environmental performance.

Geospatial tools, traceability dashboards and supplier disclosures support monitoring across sourcing regions and strengthen visibility within the upstream value chain. Traceability systems further support CDP Forest disclosures, responsible sourcing commitments and continuous supply chain improvement.

22,260 MT
RSPO MB-certified raw material procured

99.7%
Traceability to mills (TTM)

57%
Traceability Till Plantation level (TTP)

42,071 tCO_2e
Emissions avoided through RSPO MB-certified material



Climate and Supply Chain Decarbonisation

Supply chain engagement forms an important component of our Scope 3 emissions approach. We continue strengthening supplier collaboration to improve emissions visibility, strengthen primary supplier data collection and improve emissions estimation methodologies. Suppliers engagement strengthen climate risk understanding and support decarbonisation priorities across our value chain.

Supplier engagement supports

- Product Carbon Footprint (PCF) assessment
- Supplier emissions data improvement
- Resource efficiency considerations
- Continuous improvement of Scope 3 emissions assessment

Digital Procurement, Governance and Monitoring

Digital procurement systems strengthen sourcing governance, supplier transparency and procurement traceability.

These systems support

- Procurement audit trails
- Supplier performance visibility
- Integrated sourcing decisions
- Procurement transparency
- Supply continuity planning

GalSustain continues to strengthen supplier capability development and industry engagement through knowledge sharing, sustainability awareness and responsible sourcing practices.

Governance mechanisms including supplier reviews, grievance mechanisms, corrective action tracking and ongoing monitoring support continuous improvement across sustainable procurement processes.