

August 19, 2024

<b>National Stock Exchange of India Ltd.,</b>  Exchange Plaza, C-1 Block G, Bandra Kurla Complex Bandra [E], Mumbai – 400051	<b>BSE Limited,</b>  Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai - 400 001	<b>Metropolitan Stock Exchange of India Ltd.,</b>  Vibgyor Towers, 4 <sup>th</sup> Floor, Plot No. C62, G - Block, Opp. Trident Hotel, Bandra Kurla, Complex, Bandra (E), Mumbai – 400098
NSE Scrip Symbol: BLS	BSE Scrip Code: 540073	MSE Scrip Symbol: BLS

**SUBJECT: Business Responsibility & Sustainability Report for the FY 2023-24**

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”), please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2023-24, which also forms part of the Annual Report for Financial Year 2023-24.

The Business Responsibility & Sustainability Report are also available on the website of the Company and can be accessed at [www.blsinternational.com](http://www.blsinternational.com).

Kindly take the same on record.

**For BLS International Services Limited**

.....  
**Dharak A. Mehta**  
**Company Secretary & Compliance Officer**  
**ICSI Membership No.: FCS12878**

Encl.: As above

## Annexure-VI

# Business Responsibility & Sustainability Reporting

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity:-	L51909DL1983PLC016907
2.	Name of the Listed Entity:-	BLS International Services Limited
3.	Year of incorporation:-	1983
4.	Registered office address: -	G-4B-1 Extension, Mohan Co-Operative Indl. Estate, Mathura Road, New Delhi 110044
5.	Corporate address:-	912, Indraprakash Building, 21, Barakhamba Road, New Delhi 110001
6.	E-mail:-	Compliance@blsinternational.net
7.	Telephone:-	+91-11-45795002
8.	Website:-	www.blsinternational.com
9.	Financial year for which reporting is being done:-	Financial year 2023-24 (April 1, 2023 to March 31, 2024)
10.	Name of the Stock Exchange(s) where shares are listed:-	BSE Limited (BSE), National Stock Exchange of India Limited (NSE), Metropolitan Stock Exchange of India Limited (MSEI)
11.	Paid-up Capital:-	Rs. 4117.41 Lakhs
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:-	Name:- Mr. Dharak Mehta Designation:- Company Secretary & Compliance Officer E-mail:- Compliance@blsinternational.net Telephone:- +91-11-45795002
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together:	Standalone
14.	Name of assurance provider	NA
15.	Type of assurance obtained	NA

#### II. Products/services

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

BLS International Services Limited ("BLS International"), a trusted global tech-enabled services partner for governments and citizens, has an impeccable reputation for setting benchmarks in the domain of visa, passport, consular, citizen, e-governance, attestation, biometric, e-visa, and retail services since 2005.

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Visa and consular Services	723	73%
2	Digital Services	649	27%

#### III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	11	11
International	NA	-	-

## 19. Markets served by the entity:

### a. Number of locations

Locations	Number
National (No. of States)	11
International (No. of Countries)	-

### b. What is the contribution of exports as a percentage of the total turnover of the entity?:- 41%

#### A brief on types of customers

BLS International works with both governments and individuals.

- The Company help governments to process application of visa, consular, and citizen services through technology.
- The Company assist individuals with applying for visas, passports, and other government services by offering application centre's in many countries.

## IV. Employees

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

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	357	248	69.47%	109	30.53%
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total employees (D + E)</b>	<b>357</b>	<b>248</b>	<b>69.47%</b>	<b>109</b>	<b>30.53%</b>
<b>WORKERS</b>						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	<b>Total workers (F + G)</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

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

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

### 21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.5%
Key Management Personnel	2	-	-

**22. Turnover rate for permanent employees and workers** (Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13%	5%	18%	14%	8%	22%	20%	6%	26%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****23. Names of holding / subsidiary / associate companies / joint ventures:-**

Refer to Form AOC-1 provided in this Annual Report for information on holding/subsidiary/ associate companies/ joint ventures. Business responsibility initiatives disclosed are pertaining to BLS International Services Limited on standalone basis and does not include the information/initiatives undertaken, if any, by the companies indicated in AOC-1.

**VI. CSR Details****24. (i) Whether CSR is applicable as per section 135 of the Companies Act, 2013: (Yes/No): Yes**

(ii) Turnover (in Rs.): 11,864.22 lakhs

(iii) Net worth (in Rs.): 8,946 lakhs

**VII. Transparency and Disclosures Compliances****25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Nil	-	-	-	-	-	-
Investors (other than shareholders)	Yes. <a href="https://www.blsinternational.com/investor-services.php">https://www.blsinternational.com/investor-services.php</a>	8	-	Closed	-	-	-
Shareholders	Yes. <a href="https://www.blsinternational.com/investor-services.php">https://www.blsinternational.com/investor-services.php</a>	1	-	Closed	1	-	Closed
Employees and workers	Yes. <a href="https://www.blsinternational.com/assets/pdfs/Vigil-&amp;-Whistle-Blower-Mechanism.pdf">https://www.blsinternational.com/assets/pdfs/Vigil-&amp;-Whistle-Blower-Mechanism.pdf</a>	-	-	-	1	-	Closed

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes. Grievance redressal mechanism is in place and there are specific weblinks for each country of operation where in the issues are brought up and the same is addressed then and there.	The numbers would be difficult to provide as there are multiple operations across the globe	-	-	The numbers would be difficult to provide as there are multiple operations across the globe	-	-
Value Chain Partners	For our business partners we are directly addressing them through calls or emails.	-	-	-	-	-	-
Other (please specify)	NA	-	-	-	-	-	-

## 26. Overview of the entity's material responsible business conduct issues

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
--------	---------------------------	--	--	--	--

Kindly refer the "Risk Management section" in Management Discussion and Analysis

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No) (Please refer note no. 1)					Yes <sup>1</sup>				
c. Web Link of the Policies, if available	The corporate policies of the Company can be viewed at weblink: <a href="https://www.blsinternational.com/bls-policies.php">https://www.blsinternational.com/bls-policies.php</a> HR-related policies are available to Employees under ECMS, BLS Intranet								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)					Yes, the code of conduct for business partners extends to value chain partner and the same can be accessed at following link: <a href="https://www.blsinternational.com/bls-policies.php">https://www.blsinternational.com/bls-policies.php</a>				
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.					BLS Code of Conduct BLS International is certified with CMMI DEV L5 v2.0 and SVC L5 v2.0, ISO 10002:2018 certified for Customer satisfaction - Guidelines for complaints handling in organizations ISO 9001:2015 certified for Quality Management Systems, ISO 27001:2013 certified for Information Security Management Systems, ISO 45001:2018 certified for Occupational Health and Safety, ISO/IEC 20000-1:2018 certified for IT Service Management. ISO 14001:2015 certified for Environmental Management Systems ISO 37001:2016 certified for Anti Bribery Management System				
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.					No				
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.					NA				
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure):-					Please refer Message of the Managing Directors in Non statutory section Annual Report of FY 2023-24				
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).					Name: Gautam Aggarwal Designation: Chief Human Resources Officer Telephone number: +91-11-45795002 E-mail id: hr@blsinternational.com				
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.					The company does not have a specified Committee for decision-making on sustainability-related issues. However, in line with ESG aspirations along with the Directors and senior management, additional people are nominated to monitor various aspects of the Environmental, Social, Governance, and Economic responsibilities of the Company on a continuous basis.				

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The department heads and the leadership team examine the Company's Business Responsibility policies regularly or as needed. The efficacy of policies is reviewed, and necessary modifications to policies and processes are adopted during this assessment. As next step, we are planning to make this as part of our regular meetings in line with our vision.																	
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company is in due compliance with all the required regulations as applicable. We are very sensitive to the policies and compliances and ensure that all of our employees are following it.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	There is an independent review of our policy through certifications and standards. These include ISO certifications like Health and Safety, Information security, and Anti Bribery Management System, etc.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities that aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

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

### Essential Indicators

#### 1. Percentage coverage by training and awareness programs on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4	Business & operations, Strategy & Planning, Risk, Updates on laws and regulatory requirements, Code and Policies, etc.	100
Key Managerial Personnel	153	Business, Risk, Discussion on updates of laws and regulatory requirements, Code and Policies, etc. Other topics covered below.	100
Employees other than BoD and KMPs	149	The Company conducts various online and offline training for our employees on key topics including but not limited to BLS CoC, POSH, employee well-being, health & safety, Behavioural, IT and Security, GDPR, Customer Services, Safety and Security, etc.	100
Workers	Not Applicable		

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

	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL				
Settlement					
Compounding fee					

	Non-Monetary			
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL			
Punishment				

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

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

Yes. The BLS is committed to upholding the highest moral and ethical standards and does not tolerate bribery or corruption in any form. The BLS CoC contains guidelines for anti-corruption and anti-bribery. Our employees, vendors and all other internal and external clients are sensitised on this. The Policy is also available at [https://www.blsinternational.com/assets/pdfs/BLS\\_INTERNATIONAL\\_CODE\\_OF\\_CONDUCT\\_FINAL.pdf](https://www.blsinternational.com/assets/pdfs/BLS_INTERNATIONAL_CODE_OF_CONDUCT_FINAL.pdf)

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

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

	FY 2023-24		FY 2022-23	
	No.	Remarks	No.	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL			
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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

Not Applicable

8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	41.84	49.20

9. Open-ness of Business

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

Parameter	Metrics	FY2023-24	FY2022-23
Concentration of Purchases	a. Purchases from trading house as % of total purchases	NA	NA
	b. No of trading houses where purchases are made	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA

Parameter	Metrics	FY2023-24	FY2022-23
Concentration on sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total purchases)	0.56	0.10
	b. Sales (Sales to related parties/ Total sales)	0.40	0.27
	c. Loans & Advances (Loans & advances given to related parties / Total loans & advances)	1	1
	d. Investments (Investments in related parties / Total Investments made)	0.91	1

### Leadership Indicators

Awareness programs conducted for value chain partners on any of the principles during the financial year: The Company is committed to conducting business in an ethical, fair, legal, socially, and environmentally responsible manner. The Company's Business Partners are an integral part of the ecosystem, and the Company encourages the Business Partners to be responsible corporate citizens. The Company has a documented Code of Conduct for Business Partners to emphasize its commitments in business integrity, human rights, labor practices, environment stewardship, etc. All the agreements/contracts/purchase orders entered into by the Company with the business partners include stated confirmation on the above-mentioned aspects. The Code of Conduct for Business Partners is available at <https://www.blsinternational.com/bls-policies.php>. The Company has also initiated taking confirmation from the business partners on acceptance and adherence to the Code of Conduct for Business Partners. The process of holding discussions and conducting awareness sessions with our value chain partners on these principles has been initiated.

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

Yes, there is a code of conduct that the company has established for its senior management staff and board of directors that lays out the rules for avoiding and declaring any real or possible conflicts of interest with the company. The Board of Directors and Senior Management Staff provide a yearly declaration to the Company regarding the firms they are interested in. The Company makes sure the necessary approvals are obtained as needed by applicable laws before engaging in any transactions with these entities.

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

#### Essential Indicators

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

Not Applicable

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

Yes. During the year, the Company has published the Code of Conduct for Business Partners (the Code) which acts as the umbrella policy for driving the sustainability agenda in its value chain. The agreements/contracts/ purchase orders are also cover the principles covered under the Code which is agreed between both the Company and vendors. Vendor selection & onboarding criteria include a necessary evaluation of compliance with environment-related regulations such as valid consent and other authorizations, availability of environment policy and management system as well as self-declaration on key Human Rights principles.

The Company also plan to initiate the process to get confirmation and acceptance of the Code from all its vendors. The idea is to infuse the concept of sustainability across the value chain.

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

Presently, BLS has not carried out any assessment of the percentage of inputs which were sourced sustainably. But, the Company plans to initiate a process very soon.

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

No. This is not applicable to the entity owing to the peculiar nature of the business as the Company is primarily engaged in the business of processing and outsourcing visa, passport and consulate services and do not manufacture any physical products

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

No. This is not applicable to the entity owing to the peculiar nature of the business as the Company is primarily engaged in the business of processing and outsourcing visa, passport and consulate services and do not manufacture any physical products.

**Leadership Indicators**

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

Not Applicable

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

Name of Product / Service	Description of the risk/concern	Action Taken
---------------------------	---------------------------------	--------------

Since BLS does not manufacture products and instead offers processing services such as attesting and consular services, processing visas and passports, etc., LCA does not apply to us.

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

**Essential Indicators**

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	248	248	100%	248	100%	NA	NA	248	100%	248	100%
Female	109	109	100%	109	100%	109	100%	NA	NA	109	100%
<b>Total</b>	<b>357</b>	<b>357</b>	<b>100%</b>	<b>357</b>	<b>100%</b>	<b>109</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>357</b>	<b>100%</b>
<b>Other than Permanent employees</b>	Not Applicable										
Male											
Female											
<b>Total</b>											

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent workers</b>	Not Applicable										
Male											
Female											
Total											
<b>Other than Permanent workers</b>	Not Applicable										
Male											
Female											
Total											

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

Parameter	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of the total revenue of the company	0.41%	0.66%

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	24.67%	NA	Yes	33.80%	NA	Yes
Others - please specify	NIL		NIL	NIL		NIL

**3. Accessibility of workplaces**

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

Yes, All BLS-owned premises have accessibility.

- Offers a fantastic chance to improve workplace assistance and inclusion of differently-abled employees, as well as communication and awareness.
- BLS also ensures that the premises are conducive for people in terms of ramps, disabled-friendly washrooms

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

Yes, a section of HR Manual defines the equal opportunity policy of the Company.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable. Since we do not have permanent workers.
Other than Permanent Workers	No
Permanent Employees and Other than Permanent Employees	Yes. The Company has adopted the BLS Code of Conduct which outlines commitment to ethical conduct. All internal and external stakeholders of the BLS Group are expected to work within the boundaries of the BLS CoC. Training and awareness on BLS CoC is provided to employees and relevant stakeholders from time to time.

Yes/No (If Yes, then give details of the mechanism in brief)
<p>Additionally, the company has a whistleblower mechanism that is controlled by the policy. The company has put in place governance mechanisms to guarantee whistleblower confidentiality and shield them from victimisation or harassment.</p> <p>The following is the link to the Vigil and Whistle Blower policy:  <a href="https://www.blsinternational.com/assets/pdfs/Final_Vigil_Mechanism.pdf">https://www.blsinternational.com/assets/pdfs/Final_Vigil_Mechanism.pdf</a></p> <p>The Whistle Blower Policy and process are overseen by the Chief Financial Officer and the Chairperson of the Audit Committee of the Company. You can also send written reports of concerns to the Chief Financial Officer or Chairman of the Audit Committee.</p> <p>The Prevention of Sexual Harassment at Workplace (POSH) Policy is in accordance with the company's commitment to gender inclusion, diversity, and the creation of a safe, equitable, and just workplace. Employees can file complaints with the HR department or their reporting managers.</p> <p>The following is the link to the Sexual Harassment policy:  <a href="https://www.blsinternational.com/assets/pdfs/Sexual%20Harrasment%20Policy.pdf">https://www.blsinternational.com/assets/pdfs/Sexual%20Harrasment%20Policy.pdf</a></p>

**7. Membership of employees and workers in association(s) or Unions recognised by the listed entity:** Not Applicable

**8. Details of training given to employees and workers**

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	248	248	100%	248	100%	199	199	100%	199	100%
Female	109	109	100%	109	100%	88	88	100%	88	100%
<b>Total</b>	357	357	100%	357	100%	287	287	100%	287	100%
<b>Workers</b>	Not Applicable									
Male										
Female										
Total										

**9. Details of performance and career development reviews of employees and workers:**

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	248	248	100%	199	199	100%
Female	109	109	100%	88	88	100%
Total	357	357	100%	287	287	100%
<b>Workers</b>	Not Applicable					
Male						
Female						
Total						

**10. Health and safety management system:**

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

Yes, BLS believes that achieving business excellence depends on the health and safety of its workers. The International Standard for Occupational Health and Safety, ISO 45001, serves as the foundation for the company's health and safety management system.

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

BLS's Occupational Health and Safety Management System, which complies with ISO 45001:2018, includes a structured process for conducting risk assessments for both normal and non-routine tasks. The process owners identify hazards and risks after consulting with safety specialists. The process owners must see to it that suitable controls are found and put in place to manage the hazards to occupational health and safety. Controls and a mitigation plan are offered to get rid of the risks and hazards that have been identified.

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

No, we don't have any workers.

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

Yes.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

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

BLS is committed to provide safe workplaces focusing on preventing injuries, illnesses, and continuously strives to eliminate hazards and reduce OHS risks.

There are no major health and safety (H&S) risks associated with BLS services as the company provides services like Visa and Passport Processing, Consular and Attestation Services and Other allied Services. Key workplace safety risks include fire safety in office premises and building, office safety risks such as slips/ trips/ falls and electrical safety (e.g., electric shock) from use of office equipment. Key occupational health related risks are associate with workplace ergonomics, indoor air quality, clean water facility, workplace illumination and noise. Hazard identification and risk assessment process is conducted to identify each such risk and ensure that proper mitigation measures are put in place to create a healthy and safe work environment.

Some of the mitigation measures to prevent or mitigate significant occupational health & safety impacts include,

- Provision and maintenance of fire detection, alarm and suppression systems
- Regular training on occupational health & safety training to sensitize employees on OHS aspects to inculcate a culture of safety.
- Employee engagement campaigns and training on health & safety topics such as fire safety, emergency evacuation ergonomics among others

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	Nil	Nil	No	Nil	Nil	No
Health & Safety	Nil	Nil	No	Nil	Nil	No

**14. Assessments for the year:**

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

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

The Company has provided work from home facility to its employees when the employee faces any issue to come to Office. Along with this we also have in house first aid facilities to cater to any medical emergencies.

Stringent operation controls such as maker and checker control points have been deployed across the operational areas and sanitizers are in place. These are also monitored on a periodic basis. There have been no significant risks / concerns arising from assessments of health and safety practices and working conditions..

**Leadership Indicators**

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

(A) Yes

(B) Not Applicable

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

All suppliers are required to make the required statutory payments on time in accordance with the purchase orders, business agreements, and contracts. Through internal audits or external audits, the Company routinely confirms that vendors have paid the relevant government agencies for their statutory payments. Some of the procedures used to guarantee compliance include tracking compliance through the GSTIN portal, controlling e-way bills, and managing invoice running numbers (IRNs).

The Company assigns a compliance status rating to the vendors based on these reviews. Depending on how many times a default occurs, the company may give warning, or stop doing business with the vendor.

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

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

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

Yes

- 5. Details on assessment of value chain partners:**

While the agreements/contracts/ purchase orders also cover the principles covered under the Code which is agreed between both the Company and vendor. Business Partners must be compliant with local and national laws and regulations on Occupational Health and Safety, and have the required permits, licenses and permissions granted by local and national authorities. Accordingly business partners are expected to provide a safe and healthy workplace for their employees and contractors.

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

No significant risk has been observed

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**

**Essential Indicators**

- 1. Describe the processes for identifying key stakeholder groups of the entity.**

Any individual or group of individuals that adds value to the business of the Company is identified as a key stakeholder. This includes employees, shareholders and investors, customers, partners and vendors, Community and NGO regulators, lenders, and various government organizations amongst others.

One of the components of which the company values is client value. In exchange for their rewarding careers, our employees help us create value for the company and our clients. Our primary stakeholders who help us produce company value are our suppliers. Governments and regulators are significant stakeholders in the company's Code of Conduct because it places a strong emphasis on respect for the law. The community is at the core of our sustainable business practices because of our dedication to inclusive growth.

Investors, customers, staff members, suppliers, government officials, and the community are all considered stakeholders.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other -please specify)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investor/ Shareholder	No	Investor Meets, Investor Call, Press Release and Mail updates, Annual General Meeting, Stock Exchange Intimations, Website Newspaper Advertisement.	Quarterly engagement post results. Annual engagement at AGM. Investor meetings on request.	Prudent financial management system, timely business updates and updates on material events, enhancing level of disclosures, compliances.
Employee	No	As needed, Email Direct Interaction project or operations reviews; video conferences; audio conference calls; one-on-one counselling	Regular/On need basis	The company follows an open door policy
Customers	No	Emails, phone calls, notice board, websites, travel agent meets	Regular/On need basis	General information on the process, do's and don'ts, FAQ's and any information that is relevant from a business requirement
Partner and vendors	No	Emails, phone calls, face to face meetings. Direct interactions on a case-to-case basis, response to information sought, routine filing of reports, regulatory audits, and inspections	Regular/On need basis	Business updates, Ethical business conduct and Fair Businesses practice. Strong Partnership Governance. Compliance monitoring and management, payment of statutory levies, submission of information and reports
Community and NGO	No	As needed: Meetings/Calls	Regular/On need basis	Investment in Community and social development

**Leadership Indicators**

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

Key stakeholders include, among others, employees, investors and shareholders, clients, partners, and suppliers; communities and non-governmental organisations; lenders; regulators; and different government departments and agencies. The pertinent departments of the company are in charge of routinely responding to the concerns of their respective stakeholders. The Board conducts extensive discussions with the senior leaders representing these functions as and when any issue arises in this regard. These discussions serve as a major basis for the Board's discussion and guidance regarding key stakeholder concerns. For instance, the Chief Financial Officer ("CFO") and his team receive input on investor trends and challenges; the Chief Human Resources Officer ("CHRO") provides input on employees; Company Secretary ("CS") and his team provide inputs on the shareholders and regulatory authorities and the Heads of Businesses provide feedback on customers, partners and vendors.

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

The company ranks pertinent material topics based on their impact on the company's business and priority after consulting with key stakeholders. For instance, employee input results in well-informed actions being done that improve venues for collaboration and communication as well as our employees' health and safety and general well-being. This has made it easier for suppliers to conduct business and better able to handle social and environmental issues.

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

We engage with vulnerable/marginalised stakeholder groups through CSR outreach programmes. The Company recognises the needs of communities, particularly those of marginalised and vulnerable groups. In response, the company has made a charitable donation to Sansthanam Abhay Danam, an NGO, to support the organization's various awareness campaigns for the Women Empowerment project, which benefits the community as a whole. To improve women's education, talents, and abilities and to positively influence their lives on an intrapersonal, professional, and economic level, the aforementioned NGO has worked to teach women.

**PRINCIPLE 5 Businesses should respect and promote human rights**

**Essential Indicators**

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	357	357	100%	287	287	100%
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	357	357	100%	287	287	100%
<b>Workers</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers						

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

Category	FY 2023-24 Current Financial Year				FY 2022-23 Previous Financial Year					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F / D)
<b>Employees</b>										
<i>Permanent</i>	Due to a variety of factors, the wage rates in scheduled employment vary among states, industries, skill levels, geographic areas, and occupations. As a result, each state has a different minimum wage revision cycle and there is no national minimum wage rate. However, the Company pays and abides by the minimum wages as specified by the Minimum Wages Act and Rules, which are applicable to various establishments and are published by the relevant Central and State organisations.									
Male										
Female										
<i>Other than Permanent</i>										
Male										
Female										

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F / D)
<b>Workers</b>	Not Applicable									
Permanent										
Male										
Female										
Other than Permanent										
Male										
Female										

### 3. Details of remuneration/salary/wages

#### a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	3	6,00,000/-	0	Nil
Key Managerial Personnel	2	5,16,667/-	0	Nil
Employees other than BoD and KMP	243	35,833/-	109	26,000/-
Workers	Not Applicable			

#### b. Gross wages paid to females as % of total wages paid by the entity, in the following format :

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	21.43%	19.83%

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

Yes, Mr Gautam Aggarwal, Chief Human Resource Officer is responsible for addressing human rights issues.

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

The criteria for reporting protected disclosures of BLS CoC violations by employees, directors, and other stakeholders are outlined in the Whistle Blower Policy. By the provisions of the Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 and Rules issued thereunder, the Company has implemented a Policy on Prevention, Prohibition and Redressal of Sexual Harassment at the Workplace. Every workplace and office of the company has an internal committee in place to handle complaints about sexual harassment.

The company is dedicated to offering a secure and encouraging workplace. This mentality is reflected in the organization's open-door policy. Additionally, the employees have access to several forums where they can discuss issues or worries related to their jobs. This is accomplished by a strong and well-established grievance resolution system made up of resolution hubs.

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

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

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

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

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

Retaliation of any kind against someone who reports concerns in good faith is not tolerated by BLS. Discipline will be taken against anyone who targets such a person and makes such complaints.

The core of the company's Code and a reflection of our beliefs is our non-retaliation policy. The company pledges to safeguard the complainant and make sure they face no reprisals for raising any concerns in good faith. The company prohibits any kind of retaliation against an individual for reporting an integrity concern in good faith, regardless of the source—from a boss to a coworker. Anyone who helps with or cooperates with an inquiry into or report of a question or concern regarding integrity is also covered by this protection. We back those who share our ideals.

**9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes

**10. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The company complies with the applicable laws.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

**11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.**

Not Applicable

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

The Company respects human rights of each individual associated with the organisation. The Company handling human rights complaints on regular basis, if any, from time to time. During the year, no such complaint has been received, hence, no business processes for addressing complaints or grievances related to human rights have been added or changed during the reporting period.

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

The organisation is dedicated to upholding and safeguarding human rights, including those concerning human trafficking, forced labour, child labour, freedom of association, the right to collective bargaining, fair compensation, and discrimination. Equal employment opportunities, distributive, procedural, and interactional fairness, a safe and harassment-free workplace, and respect for fundamental rights are all goals pursued by the company. Being an equal-opportunity employer, we do not accept any form of discrimination.

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

Yes, BLS believes in accessibility for all.

**4. Details on assessment of value chain partners:**

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	Not measured
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

*Note: BLS does not conduct any formal assessment of its value chain partner. However, all value chain partners are expected to adhere to the CoC of BLS, which does not tolerate any form of harassment, whether sexual, physical, verbal or psychological.*

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

Not Applicable

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

As a company, we are very sensitive to the resources that we are utilising. Currently we are in premises that are on lease, however as an effort we are pushing our providers to let us know the source of their power for us to take a conscious call of giving priority to spaces which are being operated by Renewable Energy.

Parameter	FY 2023-24	FY 2022-23
<b>From Renewable sources</b>		
Total electricity consumption (A) in joules in lakhs	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	-	-
<b>From non-Renewable sources</b>		
Total electricity consumption (D)	1,84,62,885	1,62,26,252
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	-	-
<b>Total energy consumption (A+B+C+D+E+F)</b>	<b>1,84,62,885</b>	<b>1,62,26,252</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumption/ Revenue from Operations)	1,556.18	1,868.85
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
<b>Energy intensity in terms of physical output</b>	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

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

Not Applicable, as the company does not fall in the category of industries as mandated under the PAT scheme.

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

The sources of freshwater at BLS is from third party vendors only. There is no direct water bill that we are paying and the same is taken care by the landlords. While we have not measured our water consumption so far, we have initiated discussions internally on tracking water consumption at some of our large offices. For ex: we have plan to initiate to deploy water meters at some of our facilities to measure the usage .Also we have started converting normal facuets to sprinkling facuets to save water usage.

**4. Provide the following details related to water discharged:**

During the year, there was no mechanism, however, BLS is in line to our commitment to utilise resources judiciously we are planning to treat the water and reuse it for activities like flushing, etc.

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

As a firm we plan to initiate multiple efforts in the form of recycling and reusing of waste water. The Company has also sensitising our employees and clients about the importance of water, further, we have started displaying posters, boards, informations, etc in relevant places of office which inform about water conservation and zero liquid discharge.

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

Though currently there are no measurements, being into service industry there is no direct emissions. However as a green initiative we may plan to have details from our premise owners on these numbers from coming years

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

Currently there are no numbers However as part of our ESG vision, we may laid down strategy to start with scope 1 emissions and their control mechanism followed by scope 2 & scope 3.

**8. Does the entity have any project related to reducing Green House Gas emissions? If yes, then provide details.**

The company as part of its ESG vision is undertaking initiatives like reduction of unnecessary emails, sensitising employees to utilise public transport, reutilisation of paper, etc. as part of bigger mission towards green nation.

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

The Company is committed to its business in a sustainable manner, however being a facilitator of the Visa business and other allied services, the Company through its operations is trying to minimise the waste in either forms. For this initiatives like replacing plastics with biodegradable materials, etc.

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

We are not in the business of toxic and hazardous processes/services/products. Hence this stands not applicable.

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

Not Applicable

**12. Details of Environmental Impact Assessments (EIA) of projects undertaken by the entity based on applicable laws, in the current financial year:**

Not Applicable

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

Not Applicable

**Leadership Indicators****1. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres): Not Applicable**

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

- (i) Name of the area
- (ii) Nature of operations
- (iii) We are located in the city areas and where water stress is not there.
- (iv) Water withdrawal, consumption, and discharge in the following format:

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

The Company is committed to conduct its business in a sustainable manner. However, being a facilitator of processing and outsourcing visa, passport and consulate services, the Company through its operations has minimal impact on the environment

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

Not Applicable

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

Not Applicable

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

The role of business continuity and disaster management at BLS helps the organisation achieve its strategic goals, safeguards its interests, and fortifies its capacity to fend off threats from both the inside and the outside. It also makes it possible for vital business operations to continue operating without interruption in the case of an emergency.

Through its internal portal, BLS maintains Business Contingency Plans (BCP) for natural catastrophes including earthquakes, floods, cyclones, etc. The action owners' responsibilities are outlined in the plan, along with the precautions to be taken, evacuation protocols, and post-incident action plan that must be adhered to at any sites where the emergency scenario may arise.

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

Not Applicable.

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

Nil.

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

**Essential Indicators**

1. a. Number of affiliations with trade and industry chambers/ associations. 4  
 b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Federation of Indian Chamber of Commerce and Industry (FICCI)	National
3	Travel Agent Federation of India (TAFI)	National
4	Travel Agent Association of India	National

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

Not Applicable

**Leadership Indicators**

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

The Company's approach is to work closely with trade/industry associations in evolving policies that govern the functioning and regulations of the Visa business and other allied services. The idea to focus on engaging in conducive ecosystems and elevate partnerships that support technology and people upliftment. The company participates in stakeholder consultation with Industry players and supports the Government in framing policies in the following areas: Governance and administration, Economic reforms, Sustainable business principles, Social and community development.

**PRINCIPLE 8 Businesses should promote inclusive growth and equitable development****Essential Indicators**

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

Not Applicable

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

Not Applicable as no R&R projects are being done.

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

We do not have a formal mechanism in place for such grievances. However, the company does have informal connections with the community in and around its services providing locations to hear and address any grievances. Further, agreements and contracts between BLS and the stakeholders, contain communication clauses on handling grievances, disputes, etc.

The Company is primarily engaged in the business of processing and outsourcing visa, passport and consulate services and mostly its operations in urban areas.

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

Parameter	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	8%	8%
Directly from within India	92%	92%

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

Location	FY 2023-24	FY 2022-23
Rural	1.97%	Nil
Semi-urban	Nil	Nil
Urban	49.02%	54.92%
Metropolitan	49.01%	45.08%

(Place to be categorized as per RBI Classification System-rural / semi-urban/ Urban/ Metropolitan)

**Leadership Indicators**

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

Not Applicable

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

Sl. No.	State	Aspirational District	Amount spent (In Rs.)
1	Delhi	Central Delhi	5,00,000
2	UP	Ghaziabad, Gautam Buddha Nagar, Dadari	20,00,000
3	Tamil Nadu	Thirvallur, Pandur	10,00,000
4	Jharkhand	Deoghar	10,00,000
5	Maharashtra	Shahada	10,00,000
<b>Total</b>			<b>55,00,000</b>

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

As a firm to try to ensure that our responsible procurement and vendor/supplier diversity policy supports our efforts. The aim is to make more robust and formal in the future

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

Not Applicable

**6. Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	WOMEN EMPOWERMENT	5,000	85%

**PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner**

**Essential Indicators**

**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

As a firm we are committed to meet client expectations consistently. We have robust mechanisms to track and respond to customer complaints and feedback in the delivery of our services. We have been appreciated for our relationship management, client-centric approach, account management, base delivery and quality of deliverables. The Company has a system in place to address consumer complaints. The consumers have the option to raise complaints through three sources: (a.) Email (b.) Toll-free number (c.) Social Media platforms

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

Not Applicable

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

Category	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL	There have been no such complaints in terms of cybersecurity, data privacy and others	NIL	NIL	No such complaints have been reported in the period stated
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

Not Applicable as we are in service domain

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

Yes, BLS has information security and cybersecurity policy approved by management, BLS is also certified with ISO 27001, Cyber Essentials and CMMI ML 5 (<https://www.blsinternational.com/quality.php>). BLS has developed cybersecurity framework which is aligned with NIST Cybersecurity Framework. BLS has implemented global data protection policy harmonised with other applicable privacy regulation, this global policy covers all stakeholders and employees (whether permanent or contractual), customers, partners, vendors/suppliers. All third parties/vendors are engaged post risk assessment thereafter contracted with adequate due diligence and commitment towards privacy obligation.

BLS has comprehensive privacy policy published on website which demonstrate the management's commitment to data privacy (aligned with Digital Personal data protection Act 2023) across all BLS operation.

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

None

**7. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches:** NIL

**b. Percentage of data breaches involving personally identifiable information of Customers:** NIL

**c. Impact, if any, of the data breaches:** NIL

### Leadership Indicators

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

<https://www.blsinternational.com>

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

Applicants are informed of the security regulations and the do's and don'ts through website and their appointment confirmation letter. [https://india.blsspainvisa.com/security\\_rules.php](https://india.blsspainvisa.com/security_rules.php)

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

Yes, the consumers are informed of the disruption/discontinuation of essential services via multiple mediums like emails/sms/ website updation, etc. This is done to ensure that clients don't face any discomfort/challenges.

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

The company is in the business of services and hence display of product information is not applicable. However the company do carry out surveys to check customer satisfaction for major services.