

CHAIRMAN'S ADDRESS



Dear Esteemed Members

A very warm welcome to all of you at 103rd AGM of the Company. As informed in the notice of the AGM also, in view of the massive outbreak of the COVID-19 pandemic and in compliance with circulars of the Ministry of Corporate Affairs ("MCA"), this AGM is being held through VC/OAVM, unlike the physical attendance of the members at a common venue in earlier years.

We hope you and your family members are safe and healthy during this unprecedented time. Unprecedented times require unprecedented measures. This is for the first time in history of the Company that the AGM is conducted virtually. This is a new experience for the shareholders as well as for the management.

Social distancing is a new norm to be followed and we all have accepted the new normal for better future. On the positive side, the virtual meeting has widen the horizon of participation of shareholders and given us an opportunity to interact with our shareholders globally.

Before we begin, I would also like to take this opportunity to express my gratitude to all stakeholders for their continued support and trust placed in the Company.

1. The Business Environment

The year 2019 was a difficult year for the global economy after slowing sharply in the last three quarters of 2018, the pace of global economic activity remained weak in 2019. Momentum in manufacturing activity also weakened substantially, to levels not seen since the global financial crisis. Rising trade and geopolitical tensions increased uncertainty about the future of the global trading system and international cooperation.

Amidst a weak environment for global manufacturing, trade and demand, the Indian economy slowed down with Gross Domestic Product (GDP) growth moderating to 4.8 % in the first half of 2019-20, lower than 6.2 % in second half of 2018-19. In an attempt to boost demand, Financial Year 2019-20 has witnessed significant easing of monetary policy with the repo rate having been cut by RBI by 110 basis points. It is pertinent to note that the performance of the Indian Economy in terms of the Real GDP Growth is better than the advanced economies. The inflation rate in India was soaring at 4.5% during 2019 and the same has subsided to 3.3 % during 2020.

During April-December 2019, world crude oil prices declined owing to weak global demand. The mineral oils group in Wholesale Price Index saw an inflation of 5.8 % in April 2019, thereafter it saw continuous decline to end at (-)3.2 % in December 2019. While a growth in logistics sector is expected to open new vistas for the Company, the developments like Direct Port Delivery will have adverse effect on CFS business of the Company. Similarly, Travel and Tours business was facing the slowdown in international tourist arrivals since 2018, which was followed by the massive hit because of COVID-19 pandemic thereby disrupting the travel tourism industry.

The coronavirus pandemic has had a negative impact on the economy of the nation. However, India has faced the COVID-19 situation with fortitude and a spirit of self-reliance. India has demonstrated how it rises up to challenges and uncovers opportunities therein.

The Government has introduced various packages covering all segments of the economy and citizens,

which include relaxation in Statutory and Compliance matters, Decriminalisation of the Companies Act, 2013, Collateral-free Automatic Loans for Businesses, including MSMEs, EPF support for business & workers for 3 more months, more world-class Airports through PPP, Reforming Governance for Ease of doing business, Health reforms & initiatives, Technology driven education with Equity post-COVID-19, Public Sector Enterprise Policy for a New self-reliant, India, supporting State Governments.

Hon'ble Prime Minister has called for आत्मनिर्भर भारत or Self-Reliant India and also emphasised on "Vocal for our local products" and "make them global".

Despite the tough scenario at the macro level, we are happy to share some highlights of the new initiatives taken and milestones achieved by the Company during the Financial Year 2019-20:

- In June 2019, the new Industrial Packaging plant for steel drum manufacturing at Vadodara, Gujarat was inaugurated.
- On 15th July 2019, the new avatar of Balmer Lawrie's online travel portal, now known as FlyLikeking.com, was launched.
- On 10th December 2019, the new state-of-art Finishing Chemical plant with cutting-edge technology was commissioned at Chennai.
- On 20th February 2020, SBU: Greases & Lubricants launched 'Balmerol' automotive products at Kathmandu in Nepal.
- In February, 2020, SBU: Logistics Infrastructure has commissioned a Warehouse with capacity of approximately 80000, sq.ft with Cold storage capacity of 5000 sq. Ft at Andhra Pradesh MedTech Zone (AMTZ) located at Pragati Maidan, Visakhapatnam.

We may now discuss the performance of each of our Strategic Business Units in details.

1. INDUSTRIAL PACKAGING [SBU:IP]

The Indian Packaging industry is estimated at Rs. 220,000 crores which can be broadly segmented into Industrial and Consumer Packaging consisting of Rigid and Flexible sub-segments. Rigid Industrial Packaging can be further segmented based on size, type, material etc.

Balmer Lawrie & Co. Ltd. is the market leader in manufacturing of 210 Ltr Mild Steel (MS) Drum industry (which is part of rigid industrial packaging segment) with a market share of more than 32%, and has over 70 players across India. The industry has higher capacity compared to the market demand leading to intense competition in the market place.

The SBU operates through seven manufacturing plants on pan India basis which include the state-of-the-art facility at Navi Mumbai and manufactures high quality Drums ranging from Open-Head, Tight-Head, Plain, Lacquered, Composite, Galvanized, Tall, Necked-In and Conical Drums catering to diverse industry segments and the best-in-class customers in these segments.

The key industry segments, to which MS drum industry cater are: Lubricants, Chemicals & Agrochemicals, Additives, Food & Fruits, Fruit Pulp, Edible Oils and various Liquid and Semi Liquid substances and Transformer Oil. These are the major segments contributing to approximately 90% of SBU sales.

Balmer Lawrie's Industrial Packaging is acclaimed for superior product quality, high reliability in supplies, modern manufacturing systems and excellent servicing through customer centric experienced personnel and enjoys a high brand value, large, diverse and growing customer base and strong pan-India presence. Its focus on continuous improvement, quality assurance, innovation and sharp focus on sustainability and HSE helps the business in having an edge over competition.

The SBU has been showing a consistent growth in volume, turnover and profits. However, during the current year due to overall compressed demand and lower demand from fruit pulp industry, the volumes were under pressure. In spite of the adverse market situation, SBU was able to better the profitability as compared to previous year. The SBU improved its overall efficiency through operational excellence across various manufacturing units.

Newly set up Vadodara plant, is gradually scaling up its operations and expected to provide a significant edge to the SBU for further growth. During the Financial Year 2019-20, the Silvassa plant was rated for Gold Category and Chennai plant was rated Bronze category under National Award for Manufacturing Competitiveness. Further, the Navi Mumbai plant was rated in Gold category in National Green Manufacturing Challenge 2019. Balmer Lawrie retained Silver Rating from Ecovadis – a global solution provider which partners with 300+ leading multinational organizations to reduce risk across the supply chain and drive innovation in their sustainable procurements.

Although the outbreak of COVID-19 pandemic and continuing lockdown has casted general uncertainty regarding the resumption of normalcy, it is expected that the unlocking will be gradual, affecting businesses across all segments. The SBU expects recovery of business in the second half of Financial Year 2020-21. The SBU anticipates significant growth in the coming years with the biggest drivers being Chemicals/

Agrochemicals, Transformer Oils and Additives segment. The SBU has plans to aggressively expand in the Exports segment.

2. GREASES & LUBRICANTS [SBU: G&L]

The lubricant market witnessed growth challenge in Financial Year 2019-20 due to slowdown in economy and sluggish demand from auto industry. The lube market in India is expected to grow at a CAGR of 1.5% through 2023 following the current slowdown due to the COVID-19 pandemic. The competition in the market is intense with global players and local manufacturers putting up aggressive strategies.

The SBU has Pan India operation with three manufacturing plants located in Kolkata, Silvassa and Chennai. The SBU, with currently less than 2% market share, has excellent opportunity to grow. Balmerol Brand is having a positive Brand Image in Greases and Specialties segments due to long presence.

The business of SBU:G&L may be divided into following three categories:

- a) Contract Manufacturing and Processing:
- b) Direct Sales
- c) Channel Sales (Automotive and Industrial)

SBU: G & L will continue focusing on Direct Sales which is a Profitable and sustainable business segment. Measures like shifting from tender business to non-tender business, shifting from conventional products to value added products for better margins in Steel, Mining, Infrastructure, Fleet and Auto OEMs segment, increased level of engagement with customers and end-users would lead SBU to new heights.

The small pack sales have registered growth over Financial Year 2018-19 and there has been an increase in Retail Outlets selling Balmerol Brand, which has contributed to better profitability. The Balmerol brand has now been launched in the Nepal market and we intend to sell 300 KL in Financial Year 2020-21 in this market. The SBU will continue focusing on increasing network in focused states. Diesel Engine Oil & Motor Cycle Oil will be prime focused products.

During the year under review the SBU has witnessed a de-growth in its overall performance in terms of production and sales as well as the topline as compared to last year, resulting in a consequent drop in its bottomline. The SBU has worked out strategies in the perspective of product substitution, cost effective formulations, value addition, bio-degradable products, etc., to combat the challenge of margins in the coming Financial Year.

3. LEATHER CHEMICALS [SBU:LC]

Leather sector has been identified as one of the focus sectors under Make in India program by the Government. There are three stages of processing Beam House, Wet End and Finishing. SBU:LC is traditionally stronger in wet end operations where it is holding considerable market share among the Indian players in India. This year SBU:LC has entered into the Beam House chemicals segment and the SBU has forayed its range of Finishing chemicals. A state of art finishing chemicals plant has been commissioned in Chennai during the year. The SBU has introduced new chemicals in Beam House segments like Wetting agents, Basic Chrome sulphate (BCS), etc. The SBU also launched a range of finishing chemicals being manufactured in a modern manufacturing facility.

SBU:LC will have an advantage to target more customers with its wider product basket. Since export of raw hides and skins are banned in India, the entire resource of hides and skins are getting converted into leather and leather products for export and domestic use. There is a huge scope available in the Syntan market also. SBU has its plan to tap the market with both existing and new products.

The important new products launched in last year were Balmol PG1 and Balwet 90 which played a significant role in gloving segment in Eastern Region. They have been well accepted by majority of the customers.

This industry is a fashion driven industry. Regular new products and cost-effective recipe based technical services are necessary for tanneries and leather chemical manufacturing companies.

SBU Leather Chemicals holds a major market share in the Fat liquors segment and is also a significant market share holder in Syntan segment. This SBU has enough opportunities to grow in other segments like Finishing and Beam House Chemicals.

The SBU has well equipped 'Technical Service Center' in all the major leather manufacturing clusters in India and renders high quality technical service to the tanneries. The SBU developed eco-friendly, metal free tanning process which is now popular in the market.

Inspite of volatile market conditions and closure of tanneries in Northern region, SBU managed to make profits continuously for the fifth year through OPEX initiatives, process improvements, proactive sales and marketing activities. However, shrinking market due to less export order, increasing demand for Non-leather products, environmental issues are the major threats. Closure of Northern region tanneries due to environmental issues, increasing usage of non-leather products, lesser export orders are the major risks and concerns for this SBU.

4. LOGISTICS

Logistics Infrastructure (LI)

Logistics is considered to be the backbone of the economy. The goal of logistics is to meet customer requirements in a timely and cost-effective manner. The Logistics industry in India is evolving rapidly and it is the interplay of infrastructure, technology and new types of service providers, which define whether the industry is able to help its customers, reduce their costs and provide effective services.

The Logistics Infrastructure business comprises of three main segments viz., Container Freight Stations (CFS) typically set up in the vicinity of Ports, Warehousing & Distribution (W&D) and Temperature Controlled Warehouses (TCW).

CFS provides an integrated platform for activities such as loading/unloading, transporting, stuffing, de-stuffing of containers. Presently, the Company has three state-of-the art CFSs located at Nhava Sheva (Navi Mumbai), Chennai and Kolkata. Incidentally, these three ports account for nearly 53% of the total container traffic handled in Indian Ports. The industry witnessed the implementation of technology driven policies to clear the containers or cargo at fast pace so as to facilitate “ease of doing business” for the importers and exporters. Direct Port Delivery (DPD) especially at Nhava Sheva was started during the fourth quarter of Financial Year 2016-17 and the measures taken to streamline its effective implementation resulted in significant reduction of volume available for CFS. Further to this, the DPD concept has been extended to all the locations to facilitate reduction of costs for the importers.

The warehousing industry in India is growing at a rate of 10-12 % every year. The Indian warehousing and logistics sector is estimated to attract nearly 10 Billion USD investments over the next 4-5 years. With addition of around 200 million sq. ft. warehousing space across India, total supply is expected to nearly double by 2022.

The Company's Warehousing and Distribution facilities are presently available at Kolkata and Coimbatore locations. Your Company has successfully bagged a contract for providing warehousing and distribution facility for the manufacturing units operating out of Andhra Pradesh MedTech Zone Ltd. (AMTZ) on Build, Operate, Manage and Maintain (BOMM) basis. The warehouse capacity is of 80000 sq. ft. in which cold storage consists of 5000 sq. ft. The same has been commissioned in February 2020 and the operational activities shall be started soon.

India's cold chain industry is still evolving, not well organized and operating below capacity. Indian cold chain market is projected to reach Rs. 3,000 Billion by

2025, growing at a CAGR of 14.8% during 2020-25. The key growth drivers include growth in organized retail and food service industry, Government's initiatives and rising export demand for processed and frozen food. The industry has now become an integral part of the supply chain industry comprising of refrigerated storage and refrigerated transportation.

There are opportunities for growth as India's containerisation level is still much lower than most of the developed countries. However, for the last few years, CFS /ICD industry was facing tough times which reflected in declining container volumes for CFS and reduced Profit margins for most of the operators primarily due to difficult global environment as well as issues on the domestic front. The decrease in the dwell times of the containers at the CFS is affecting the bottom line of the organization. The competition in the industry is forcing the players to follow the same suit so as to retain the volume.

All the three TCWs of the Company i.e. at Hyderabad, Rai (Haryana) and Patalganga (Maharashtra) are operational. The Company is also in the process of setting up a cold storage in state of Odisha near Bhubaneswar which is expected to be operational in the Financial Year 2020-21.

The Company is venturing into Cold Chain Transportation business and in the process, procured 18 number of reefer vehicles. These will be used for providing end to end solutions to the customers. Through these facilities, the Company will not only be providing reliable temperature-controlled solutions but also act as a differentiator in the TCW domain.

The Company has also been managing Integrated Check Post (ICP) Operations at Jogbani and Raxaul, Bihar.

During the year, the CFS business was not able to grow in volume, revenues and earnings as compared to the previous year but was able to retain its present set of customers. Warehousing activity continues to perform well during the year due to better utilisation of space and business segment of Temperature Controlled Warehouses has also started looking up.

The pandemic has a widespread impact on throughput and occupancy for Warehousing and CFS industry. The SBU is not likely to be able to deviate from the industry growth trajectory.

However, SBU:LI of Balmer Lawrie is able to bring together a unique set of value proposition to its customers. When coupled with SBU:LS it is a combination of asset light and asset intensive plays in the Logistics sector – thus spanning a wider gamut of services for which the customers look at Balmer Lawrie as a “one stop shop”. Within the asset-centric business, the SBU is able to offer a basket of solutions:

Container Freight Stations, Temperature Controlled Warehouses, Ambient Warehouses, ICP catering to Land Ports and a Multimodal Logistics Hub (through Vishakhapatnam Port Logistics Park Limited). The comprehensive services – offered across pan-India locations make the SBU a partner of choice to Importers, Exporters, Shipping Lines, CHAs, Freight Forwarders and the trade.

To sum up, although there are multiple hurdles for the Industry and the SBU, it is expected that a combination of factors like diversified service range, pan-India presence, technology-led customer intimacy, knowledgeable resources – will ensure that the SBU will be able to grow in the face of significant crisis inflicted to the economy by the pandemic.

Logistics Services (LS)

The Indian Logistics sector is contributing around 14% of country's GDP and is expected to expand significantly in the next few years. With the easing of FDI norms, introduction of the E-Way Bill, growth of ecommerce, positive changes in the regulatory policies, and the various Government initiatives such as Bhartmala, Sagarmala, Dedicated Freight Corridors, Inland Waterways & Coastal Shipping programs, Make in India, Multi-Modal Logistics Park Policy, Digital India etc., the sector is poised to grow manifold in the years to come. Granting of infrastructure status and industry status to the sector has made it easier for investment inflows and this is a major growth driver of the Logistics industry.

The Government expects the Indian logistics sector to grow to USD 360 billion by 2032.

Logistics cost in India, is very high compared with more efficient global environments, and the sector continues to be highly unorganized. The overall economic activity and trade volume started declining since January 2020 impacting the Exim volume.

Thus, it is imperative for logistics service providers to innovate and adapt to the transforming logistics landscape.

SBU Logistics has presence in International Air/Ocean Import/Export Freight Forwarding & Project Cargo movement. Air freight services, though suffered a declining trend in the year under review, continued to be a dominant activity of the SBU with around 56% (last year 68%) share of the overall topline. Other than Air Import and Export activities, Ocean freight also has contributed more than 27% of the overall topline for the SBU where the SBU has registered a growth of around 36% (last year).

The SBU was able to retain its major GOI and PSU customers and was also able to get some new businesses from those contracted customers.

The SBU has a well-defined plan and ambition to continue increasing its private sector business with a view to improve topline as the new sales team gains traction on a pan-India basis. The combination of experienced and knowledgeable manpower as well as a fresh talent in the sales team will enable the SBU to adapt to the changes faster. The SBU has focused on strengthening its Marketing wing through proactive Brand positioning and enhancement in different forums and digital platforms to drive exponential growth.

Disruption of services has been observed due to the COVID-19 pandemic which is going to see a lot of consolidations happening amongst the small freight forwarders, which will open up gates with various customers for the SBU.

The SBU has been continuously working closely with its Worldwide Agents & Associates. The SBU has also increased the number of Associates in different countries like China, Africa and South America to be more competitive in handling Ocean volumes.

Due to competitive market, revenue generation avenues in the hands of logistics operators is getting squeezed, while input cost in terms of freight as charged by carriers is showing increasing trend. The issue is expected to become more intense and volatile in the near future for at least the next one year.

The SBU is taking adequate steps to mitigate the challenges. The SBU has revamped its existing technology solutions and has plans to further upgrade it in the near future to meet various business challenges.

5. TRAVEL & VACATIONS

Ticketing

The year 2019-20 was a tumultuous year for the travel industry with closure of Jet Airways, grounding of Boeing 737 Max aircraft and an unprecedented debt crisis of Cox & Kings and Thomas Cook, UK. The overall economic slowdown coupled with the continued changes in the political scenario of the country like - Lok Sabha elections and the Jammu & Kashmir lockdown greatly impacted travel within the country. With increase in the market share of Low-Cost Carriers the ticketing segment faces a further challenge with decline in revenue due to lower commissions and Productivity Linked Bonus.

Despite the SBU facing challenges in terms of changes in airlines strategy to cut distribution cost, denial of segment fee by GDS and stiff competition by online portals & technology firms, it has been able to increase its bottom line by virtue of delivering superior service to its customers.

The SBU has been the most severely impacted amongst all businesses under the COVID-19 crisis

as travel has come to a complete standstill effective March 2020. The number of domestic air passengers fell by 33% in March 2020 as compared to previous year. Austerity measures, risk aversion of flying and the advent of online video conference tools has halted Corporate Travel. For the industry and the SBU, it may take 2-3 years to reach its pre-COVID-19 levels of passengers flown.

The Ticketing Vertical has been operating primarily in the areas of ticketing for Corporates/Government clients, LTC tickets for Government officials/their families and walk-in clients – offline and online in B2C segment. Despite the lower revenue the SBU has grown its profits by over 6% on the basis of continued efforts to control costs such as manpower, Interest and other overheads costs.

Significant opportunities to gain market share in the institutional segment exist and this can be achieved by leveraging technology tools and customer intimacy. Our Company has also established an online B2C brand “FlylikeKing” and significant head room is available for growth as competition struggles to remain afloat during this unprecedented crisis. The business headquarters have moved into its own premises in Delhi at NRO, Okhla, thereby saving rental costs.

Vacations

Due to COVID-19 Pandemic, the tourism and hospitality sector that has been hit the most given all the border closures, travel restrictions and lockdowns. The spread of COVID-19 Pandemic is invariably linked to travel. The Pandemic has slammed all the segments and tourism verticals. The forward bookings for the season of October 2020-March 2021 which should have started picking up are all muted and the industries are showing discouraging signs. Unless the progression of the virus stops, almost the entire value for the remainder of 2020 season is at risk.

Before pandemic, the Ministry of Tourism had also been working tirelessly on strategies to boost domestic tourism. Campaigns such as Swadesh Darshan, theme-based tourist circuits were launched to harness the tourism industry’s potential. Once the pandemic situation settles, the travel is expected to resume initially with weekend staycations, road trips and domestic getaways. This will be later followed by international travel once confidence on air travel resumes. In India, foreign tourists represent less than a percent of tourism activity. The lion’s share of tourism activity being domestic, India’s travel and tourism sector will largely be insulated from the immediate aftermath of the pandemic. The destination marketing services is likely to see a drastic shift.

During these testing times, your Vacations Vertical has researched and accordingly planned strategic

actions to grab the market once it opens. The products have been designed and the manpower has also been trained online during the pandemic based on these strategies. Through social media and by working with the travel trade, the marketing team is keeping the interest in the destinations alive so that consumers have a desire to travel there once the restrictions are lifted. To exploit these opportunities, Vacations Vertical is very adept at putting out domestic as well as international short-haul programmes.

Significant growth in Corporate Business was achieved by Vacations to make up for the shortfall in Retail & MICE which was a result of challenging business environment/significant industry slowdown in Financial Year 2019-20

The recovery might be slow, however once the pandemic is controlled, the tourism industry will be one of the first one to see major growth as after a very long time of restricted / almost nil travel, people would be looking forward to exploring once again.

6. REFINERY & OILFIELD SERVICES [SBU:ROFS]

The SBU:ROFS is engaged in the activity of Mechanized Oily Sludge Processing and Hydrocarbon Recovery from Crude Oil Storage tanks and Lagoons. The Services not only enable recovery of valuable hydrocarbons from Oily waste, but also contribute to environment conservation through eliminating hazards associated with oily waste handling and disposal. This continues to be a niche industry and the Company is a pioneer and the market leader with market share of above 60%.

The SBU continues to enjoy sizable market share in the processing of oily sludge. Additional growth opportunity exists with the applicability of strict pollution norms and increased focus on fuel and environment conservation in the oil industry. The SBU intends to leverage its experience in project execution and wide base of satisfied clientele to foray into allied service areas.

The SBU is also committed towards continuous technology upgradation to be at par with global standards and aims to maintain its competitive edge in the Indian market through absorption of updated technologies for mechanized oily sludge processing.

In Financial Year 2019-20, the SBU has been able to achieve its targeted Turnover and Profit. The Market demand is expected to be focused on faster execution timelines and better HSE compliance, with preference for closed loop technologies, requiring minimal manual intervention, thereby negating the hazards related to exposure to hazardous oily sludge.

The SBU aims to maintain market leadership in Sludge Processing space through technological

upgradation and incorporation of new technologies for reducing processing times and manual intervention in sludge processing. Alternative processes such as chemical cleaning technology is also being explored for augmentation of service offerings.

Tank Bottom Sludge processing and Lagoon Sludge Processing are onsite operations and the SBU adheres to the best norms and HSE practices followed by oil refineries and oil exploration companies.

The SBU has been able to achieve growth in both turnover and profit over last year. The equipment utilization levels have been able to meet the targeted levels and increased operating efficiency and cost control have enabled us to exceed our targets for the Financial Year.

OVERALL FINANCIAL PERFORMANCE

The Company recorded net turnover of Rs.1612 Crores during Financial Year 2019-20 as against Rs.1854 Crores in Financial Year 2018-19 registering a decrease of approximately 13% above last year. The Company recorded a Profit Before Tax of Rs.232 Crores in Financial Year 2019-20 as against Rs.280 Crores in Financial Year 2018-19. The decrease is being attributable to the decrease in the performance of some SBUs, particularly SBU: Logistics.

CORPORATE GOVERNANCE

Corporate governance essentially involves balancing the interests of your Company's many stakeholders, such as shareholders, management, customers, suppliers, financiers, government and the community. Following are the five pillars of Governance that the Company conforms to as a part of its commitment to adopt global best practices—

- High accountability to its stakeholders on affairs of the Company.
- Absolute transparency in its reporting system and adherence to disclosure compliance.
- High ethical standards in the conduct of business with due compliance of laws and regulations.
- Enhancement in the stakeholders' value on consistent basis.
- Contributing to the enrichment of quality of life of the community through discharge of Corporate Social Responsibility and promotion of Sustainable Development.

The Companies Act, 2013 is being amended almost regularly. Similarly SEBI Regulations, are also amended frequently. Your Company is making best efforts to adapt and comply with the changing statutes and continues to comply with the Corporate Governance guidelines/ norms to the extent within its control.

CORPORATE SOCIAL RESPONSIBILITY [CSR]

Balmer Lawrie is committed to conduct its business in a socially responsible manner and be responsive to the needs of the society at large. Consistently, the organization has undertaken various CSR initiatives since the last few decades driving sustainable development and growth for its stakeholders. In line with this, the Company has been driving various projects independently across the country and has also been supporting various programs initiated by the Government of India like Swachh Bharat Abhiyan, Ekal Vidyalayas, Development Work for Aspirational Districts and Skill Development Institutes, etc. CSR has become an integral part of the Company's functioning.

To extend our commitment towards a sustainable society your Company has undertaken various innovative CSR programs. The Company has been successful in its commitment towards the CSR programs, and is constantly making progress for the betterment of the communities. Your Company is building a partnership with the organizations that can access the needs of the communities and can deliver the Company's CSR commitments. Balmer Lawrie takes pride in furthering the initiatives which come under the purview of CSR by engaging with impactful specialized organizations, and in keeping with the DPE guidelines and the Companies Act, 2013.

A total sum of Rs. 514.36 Lakh was spent during the Financial Year 2019-20, towards CSR activities.

ACKNOWLEDGEMENT

I thank all of you for your presence here today. I will always look forward to your continued support and best wishes. On behalf of the Board of Directors, I would like to convey to you our sincere gratitude.

I acknowledge the continued support and guidance of our Administrative Ministry, the Ministry of Petroleum & Natural Gas, Government of India for the guidance and encouragement provided to your Company. I also wish to thank other Ministries of the Government of India and other Governmental authorities for their co-operation.

I would also like to thank our holding company, Balmer Lawrie Investments Ltd., our valued shareholders, customers, vendors, business associates, bankers, financial institutions and other stakeholders for their continued support and co-operation.

Finally, I must convey my gratitude to my colleagues on the Board for their wise counsel and valued involvement.

Prabal Basu
Chairman & Managing Director
Date: 19th August, 2020