

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1.	Corporate Identity Number (CIN)	L23201MH1959GOI011388
2.	Name of the Listed Entity	Indian Oil Corporation Limited
3.	Year of incorporation	1959
4.	Registered office address	IndianOil Bhavan, G-9, Ali Yavar Jung Marg. Bandra (East), Mumbai-400051.
5.	Corporate address	3079/3, Sadiq Nagar, J. B. Tito Marg, New Delhi-110049
6.	E-mail	sustainability@indianoil.in
7.	Telephone	011-71726044
8.	Website	www.iocl.com
9.	Financial year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	i) National Stock Exchange of India Ltd. ii) BSE Ltd.
11.	Paid-up Capital	₹ 14,121.24 crore as on 31.03.2023 i.e., 14,12,12,38,383 equity shares of ₹ 10 each
12.	Name and Contact Details	
	Name of the Person	Mr. Shantanu Gupta
		Executive Director (Alternate Energy & Sustainable Development)
	Telephone	011-71726277
	Email address	shantanug@indianoil.in
13.	Reporting Boundary	
	Type of Reporting	Standalone Basis (i.e., excluding JV & subsidiaries)

II. Product/Services

14.	Details of business activities	S. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1	Manufacturing	Coke and refined petroleum products	100
15.	Products/Services sold by the entity	S. No.	Product / Service	NIC Code	% of Total Turnover contributed
		1	HSD	466/473	46.29%
		2	MS	466/473	20.87%
		3	LPG	466/473	9.60%
		4	ATF	466	5.86%
		5	POLYMER	466	1.66%
		6	GAS-External	466/473	3.22%
		7	FO	466	1.88%
		8	BITUMEN	466	1.42%
		9	LUBES AND GREASES	466/473	1.44%

III. Operations

16.	Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants
		National	476*
		International	0

*Includes Refineries, Pipeline Terminals, Terminal/Depots, LPG Bottling Plants, Aviation Fuel Stations, Lube Plants, petrochemical units, Cryogenics Units, Petrochemical Plants and Explosive Plants, owned by IndianOil

17.	Market served by the entity		
	a. No. of Locations	Locations	Numbers
		National (No. of States)	28
		International (No. of Countries)	37
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	4.16%	
	c. A brief on types of customers	IndianOil caters to both bulk and retail customers. While retail customers primarily include public & private vehicles, the bulk customers are Defence Forces, Indian Railways, Airlines, State Govt. entities, State Transport Undertakings, Power Producers, Mining Customers, Automotive Industry, etc.	

IV. Employees

18. Details as at the end of Financial Year:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees and workers (including differently abled)						
Employees						
1	Permanent Employees (D)	18,485	16,539	89.5%	1,946	10.5%
2	Other than Permanent Employees (E)	51	48	94.2%	3	5.8%
3	Total Employees (D+E)	18,536	16,587	89.5%	1,949	10.5%
Workers						
4	Permanent (F)	12,610	11,830	93.8%	780	6.2%
5	Other than Permanent (G)	93,401	91,507	97.9%	1,894	2.0%
6	Total Workers (F+G)	1,06,011	1,03,337	97.5%	2,674	2.5%
b. Differently abled employees and workers						
Employees						
7	Permanent Employees (E)	438	384	87.7%	54	12.3%
8	Other than Permanent Employees (F)	NIL	NIL	NIL	NIL	NIL
9	Total Employees (E+F)	438	384	87.7%	54	12.3%
Workers						
10	Permanent (G)	286	249	87.1%	37	12.9%
11	Other than Permanent (H)	NIL	NIL	NIL	NIL	NIL
12	Total Differently Abled Employees (G+H)	286	249	87.1%	37	12.9%

19. Participation/Inclusion/Representation of women

S. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	15*	1	6.67%
2	Key Management Personnel	2**	0	0%

* Includes Whole-Time & Independent Directors

** Includes Chief Financial Officer & Company Secretary

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

Particulars	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	4.9%	4.8%	4.9%	4.7%	4.9%	4.8%	4.4%	3.5%	4.3%
Permanent Workers	6.8%	7.6%	6.8%	6.6%	6.0%	6.6%	6.5%	6.7%	6.5%

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

21. Name of the holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Chennai Petroleum Corporation Ltd.	Subsidiary	51.89%	CPCL is a listed Mini-Ratna Company, which undertakes its own Business Responsibility (BR) initiatives and adheres to the guidelines as issued by the statutory authorities / Government from time to time.
2.	IndianOil (Mauritius) Ltd., Mauritius	Subsidiary	100%	The overseas subsidiary companies undertake various community engagement / development activities, provide better products, have transparent governance structures etc. independently as per the applicable laws of the native country.
3.	Lanka IOC PLC, Sri Lanka	Subsidiary	75.12%	
4.	IOC Middle East FZE, UAE	Subsidiary	100%	
5.	IOC Sweden AB, Sweden	Subsidiary	100%	
6.	IOCL (USA) Inc., USA	Subsidiary	100%	
7.	IndOil Global B.V., Netherlands	Subsidiary	100%	
8.	IOCL Singapore Pte Ltd.	Subsidiary	100%	
9.	Avi-Oil India Pvt. Ltd.	Associate	25%	
10.	Petronet VK Ltd.	Associate	50%	
11.	Petronet LNG Ltd.	Associate	12.50%	
12.	IndianOil Adani Ventures Limited (Formerly known as Indian Oiltanking Limited)	Joint Venture	49.38%	
13.	Lubrizol India Pvt. Ltd.	Joint Venture	26%	
14.	IndianOil Petronas (Pvt.) Ltd.	Joint Venture	50%	
15.	Green Gas Ltd.	Joint Venture	49.98%	
16.	IndianOil Skytanking Pvt. Ltd.	Joint Venture	50%	
17.	Suntera Nigeria 205 Ltd.	Joint Venture	25%	
18.	Delhi Aviation Fuel Facility Pvt. Ltd.	Joint Venture	37%	
19.	Indian Synthetic Rubber Pvt. Ltd.	Joint Venture	50%	
20.	NPCIL - IndianOil Nuclear Energy Corporation Ltd.	Joint Venture	26%	
21.	GSPL India Transco Ltd.	Joint Venture	26%	
22.	GSPL India Gasnet Ltd.	Joint Venture	26%	
23.	IndianOil Adani Gas Pvt. Ltd.	Joint Venture	50%	
24.	Mumbai Aviation Fuel Farm Facility Pvt. Ltd.	Joint Venture	25%	
25.	Kochi Salem Pipelines Pvt. Ltd.	Joint Venture	50%	
26.	IndianOil LNG Private Ltd.	Joint Venture	45%	
27.	Hindustan Urvarak & Rasayan Ltd.	Joint Venture	33.33%	
28.	Ratnagiri Refinery & Petrochemicals Ltd.	Joint Venture	50%	

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29.	Indradhanush Gas Grid Ltd.	Joint Venture	20%
30.	IHB Ltd.	Joint Venture	50%
31.	IndianOil Total Pvt. Ltd.	Joint Venture	50%
32.	IOC Phinergy Pvt. Ltd.	Joint Venture	50%
33.	Paradeep Plastic Park Ltd.	Joint Venture	49%
34.	Cauvery Basin Refinery and Petrochemicals Ltd.	Joint Venture	25%

Note:

- The Company's suppliers, distributors etc., are guided by the country's labour, environment, safety, governance, and other laws for conducting their business responsibly. IndianOil ensures that these entities comply with the national laws and guidelines. Further, the Company also encourages suppliers, distributors etc., to undertake various BR initiatives about social/employee/labour welfare & environmental conservation.
- In the supply network, IndianOil has various policies and guidelines to improve the safety, customer satisfaction, efficiency, and performance. The Company has well laid out guidelines for suppliers/distributors. Various awareness exercises are undertaken to benefit the supply network and align their activities to the Company's goals. Various Business responsibility activities are jointly undertaken with the supply network to increase convergence and impact of such measures.

VI. CSR Details

22	a. Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	Turnover (in ₹)	9,34,953 Crore
	Net worth (in ₹)	1,34,758 Crore

VII. Transparency and Disclosures Compliances

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

Response to this query has been provided in Page no. 5 of this report, i.e. the next page.

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

S. No	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate
1.	Competition	Risk	Threat to market share	For more details, please see Integrated Annual Report (Page: 26)
2.	Macro-economic Factors ^a	Risk	Erosion of margins	
3.	Climate Change ^b	Risk / Opportunity	Growing regulatory / investor pressure towards improving ESG performance	
4.	Currency Exchange Rate fluctuation ^c	Risk	FOREX movement / borrowing cost	
5.	Information Security ^d	Risk	Cyber threat as data volumes grow	
6.	Talent aquisition and retention ^e	Risk / Opportunity	Attract & retain key talent, and health, safety & well-being of human resource	

^a Identified as Market Risk in BRSR 2021-22

^b Identified as Alternate Energy & Environment Conservation in BRSR 2021-22

^c Identified as Financial Risk in BRSR 2021-22

^d Identified as Cyber Security in BRSR 2021-22

^e Identified as Human Resource in BRSR 2021-22

Particulars	2022-23					2021-22			
	Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	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
23 Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct	Communities	Yes	Public Grievance Portal https://pgportal.gov.in/CPGOFFICE/	7,854	NIL	NIL	325	0	-
	Investors/ Shareholders	Yes	The Company has created a designated email-id investors@indianoil.in exclusively for investors to raise their grievances	3,689	18	The investor complaints pertain to those forwarded by MCA / SEBI / Stock Exchanges and directly raised with the Company	7,403	0	The investor complaints pertain to those forwarded by MCA / SEBI / Stock Exchanges and directly raised with the Company
	Employees and workers [#]	Yes	https://grievance.indianoil.in/	54	10	NIL	40	5*	NIL
	Customers	Yes	IndianOil ONE App. https://cx.indianoil.in/EPICIOCL/faces/GrievanceMainPage.jspx SDMS Portal	762,287	76	NIL	9,04,097	436	-
	Value Chain Partners	Yes	E-mails / post / couriers / PG / EPIC-Electronic Platform for Indian Oil Customer/RTI/ etc.,)	47	24	Related to Integrity Pact	64	0	Related to Integrity Pact

[#] Data pertains to permanent employees and workers only

* This is a restatement from last year

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed to demonstrate the structures, policies and processes that have been put in place by IndianOil towards adopting the NGRBC Principles and Core Elements.

- Principle-1 (P1) Business should conduct and govern themselves with Ethics, Transparency and Accountability
- Principle-2 (P2) Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
- Principle-3 (P3) Businesses should promote the wellbeing of all employees
- Principle-4 (P4) Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
- Principle-5 (P5) Businesses should respect and promote human rights
- Principle-6 (P6) Business should respect, protect, and make efforts to restore the environment
- Principle-7 (P7) Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
- Principle-8 (P8) Businesses should support inclusive growth and equitable development
- Principle-9 (P9) Businesses should engage with and provide value to their customers and consumers in a responsible manner

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
I. Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes. The policies are approved by the Board / Competent Authorities as per the approved Delegation of Authority.								
	c. Web Link of the Policies, if available	https://www.iocl.com/policies https://iocl.com/citizen-charter								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	Name of the national and international codes / certifications / labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Standards & guidelines such as OHSAS 18001, ISO 9001/ 8001/ 2701/ 14000/ 14064, BIS, OISD, DPE guidelines, UNGC principles on human rights, labour, environment, and anti-corruption (as applicable) have been adopted across the company								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	IndianOil has set various goals and targets pertaining to the NGRBC principles. Apart from this, the company has also adopted the target of achieving Net Zero operational emissions by the year 2046. IndianOil strives to achieve its commitments towards the Sustainable Development Goals, the Paris Climate Agreement and UNGC. The company is also committed to meet various regulatory requirements and achieve its commitments under various schemes of the Government of India, in the areas of social wellbeing, environmental conservation and sound governance practices. Further details on the goals, targets and achievements are provided in IndianOil's Sustainability Report, hosted on the corporate website.								
6	Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.									

II. Governance, Leadership and Oversight

7 Statement by director responsible for the Business Responsibility and Sustainability Report

It is with great pleasure that we present the latest edition of IndianOil's Business Responsibility and Sustainability Report (BRSR), prepared in accordance with the formats provided by the Securities and Exchanges Board of India (SEBI). IndianOil is proud to be one of India's early adopters of ESG reporting, and has been continuously improving its disclosures in line with global and domestic standards. Upholding the principles of corporate governance is our top priority, ensuring transparency, integrity, and accountability in all our operations. As a public sector undertaking tasked with providing energy security to the citizens of our nation, we are deeply committed to responsible business practices. Our strong frameworks maintain high standards of ethical and responsible conduct in all aspects of our business.

IndianOil has made a steadfast commitment to its core corporate values of Nation First, Care, Innovation, Passion, and Trust, which it has consistently upheld through focused and concerted action. The company adheres to globally benchmarked HR practices and prioritizes the safety and well-being of its employees and contractual workers. Additionally, IndianOil is dedicated to promoting inclusive growth by providing employment and training opportunities to the weaker sections of society. The company has taken a leading role in implementing various community development schemes of the Government of India, and its procurement policies are aligned to support and promote MSMEs and start-ups.

IndianOil has set an ambitious goal of achieving Net Zero Operational Emission by 2046 and has developed a comprehensive roadmap to achieve this target. The company is committed to transitioning to an integrated green energy major by offering a diverse range of energy products, including biofuels, renewables, and green hydrogen. IndianOil is also exploring new low-carbon value chains, including carbon capture, utilization, and storage (CCUS), to further reduce its carbon footprint. The company has made significant strides in the biofuel domain, with notable initiatives in ethanol, bio-diesel, Compressed Biogas (CBG), organic manure, and waste to energy projects. IndianOil's commitment to sustainable biofuels is reflected in its support for the government's SATAT initiative and the establishment of a paddy straw-based 2G ethanol plant at Panipat, Haryana. The company has also expanded its product portfolio to include greener products such as IndiGreen, XP95, XP 100, SERVO Raftaar, and XtraGreen. Additionally, IndianOil has made a substantial push into the emerging green hydrogen landscape of the country by collaborating with ReNew Power and Larson & Toubro Limited to strengthen the green hydrogen ecosystem in India.

IndianOil is committed to responsible environmental stewardship and has taken concrete steps to reduce water consumption and ensure the proper disposal of waste generated from its operations. The company is also leveraging digital technologies to optimize its supply chain and minimize its carbon footprint. As a leader in innovation, IndianOil's R&D has developed several indigenous technologies for process and product improvement, furthering the goal of a self-reliant India. We recognize that the transition to renewable energy is a critical component of a sustainable future, and IndianOil is committed to driving this transition forward through a range of initiatives, including the development of biofuels and green hydrogen.

IndianOil has been consistently striving to reduce water consumption and responsibly dispose of waste generated from its operations. The company is promoting digital connectivity to improve the efficiency and sustainability of its supply chain. As a leader in innovation, IndianOil's R&D has pioneered indigenous technologies for process and product improvement, embodying the spirit of Atmanirbhar Bharat.

This report provides an overview of IndianOil's journey and performance in the area of environmental, social, and governance (ESG) during the last fiscal year. The various sections of the report can be cross-referenced with our annual public disclosures, including the Sustainability Report and the Integrated Annual Report.

IndianOil takes immense pride in making a difference in the lives of a billion-plus Indians and is committed to pursuing a strategic shift towards meeting the aspirations set by the UN Sustainable Development Goals and the Net Zero transition. For IndianOil, "Pehle Indian Phir Oil" is not just a mere slogan or hashtag; it is a strategic mantra that drives every aspect of the company's business. We welcome and value your feedback and suggestions to together build a more sustainable and inclusive future where progress is shared by all. Your views and suggestions can be shared at sustainability@indianoil.in.

-sd-

(Sujoy Choudhury)
Director (Planning & Business Development) holding additional charge of Director (HR)

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8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	The Company has a Board, Board-Committee, Chairman / Functional Directors and/or Executive Director to ensure implementation of the Business Responsibility policy(ies).
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Company has a Board Committee on Corporate Social Responsibility & Sustainable Development (CSR & SD). The Company has established an inter-divisional corporate climate action committee to develop divisional targets, review new projects' contribution to the mitigation plan, monitor corporate communication disclosures, monitor progress, and assess the allocation of resources in line with Net Zero Commitments

III. Evaluation and Review of BRSR Policy Performance

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action																		
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																		
	Yes, the performance of the company against business responsibility policies, company's initiatives, goals, targets etc. is reviewed from time to time									Periodically or Need Basis								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency																		
										P1 P2 P3 P4 P5 P6 P7 P8 P9 IndianOil is a Government of India Enterprise and is subject to various audits by both internal and external agencies.								

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

This section is aimed to demonstrate IndianOil's performance in integrating the Principles and Core Elements into key processes and decisions. The information is provided under the categories "Essential" and "Leadership". While the essential indicators are part of mandatory disclosures, IndianOil has voluntarily attempted to respond to all leadership indicators to highlight our ambition to progress to a higher level in the quest to be a socially, environmentally and ethically responsible company.

PRINCIPLE 1:

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



IndianOil has adopted strong corporate governance practices as it is critical to conduct business in an ethical, responsible and inclusive manner. The company is committed towards conducting business in a manner that complies with the laws of the land while following highest moral and ethical standards. To enhance transparency, fairness and competitiveness at all working levels, IndianOil has adopted and implemented several measures like the Vigil Mechanism / Whistle-Blower Policy, Integrity Pact (IP) Programme, Right to Information (RTI), e-tendering for procurement of goods & services, publicly available Citizens' Charter and also facilitates online grievance application. Independent bodies like the Central Vigilance Commission and Independent External Monitors are empowered to scrutinize the Company's tenders and project-related complaints. The Company has developed a 'Conduct, Discipline and Appeal' (CDA) Rules for officers, 'Standing Order' for Workmen, besides Codes of Conduct for Senior Management & the Board. IndianOil has also put in place an appropriate grievance redressal mechanism to address all stakeholders' grievances.

ESSENTIAL INDICATORS

1. Percentage coverage b/y training and awareness programs on any of the principles during the financial year:

Segment	No. of awareness programmes held	Topics/principles covered under the training and its impact	% persons in respective category covered
Board of Directors	2	i. Familiarization program for Independent Directors ii. Roles & Responsibilities of Independent Director	75%*
Key Management Personnel	2	i. Vendor Invoice Mgmt(VIM) ii. Team Building Training	100%
Employees other than BODs & KMPs	1,150**	i. Developmental ii. General Awareness iii. Functional	100%
Workers	1,293	i. Developmental ii. General Awareness iii. Functional	100%

* 6 out of 8 Independent Directors on the Board at that time attended the programs

** A total of 7.75 lakh man-hours of training undertaken for Employees other than BOD & KMP in 2022-23. This includes roughly 4.62 lakh man-hours of training achieved through online Swadhyaya portal (considered one training session). The balance 3.13 lakh man-hours of training was received by 11000+ employees of the company. Assuming each training duration of 6 hours and total 20 people attending each session, the total number of training programmes is estimated to be 1,150 nos.

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 (Note: Disclosures made herein are on the basis of materiality as specified in Regulation 30 of SEBI (LODR) Regulations, 2015 and as disclosed in the company's website).

a. Monetary					
Type	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL	NA	NIL	NA	NA
Settlement	NIL	NA	NIL	NA	NA
Compounding fee	NIL	NA	NIL	NA	NA
b. Non-Monetary					
Type	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Brief of the case		Has an appeal been preferred? (Yes/No)
Imprisonment	NIL	NA	NIL		NA
Punishment	NIL	NA	NIL		NA

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

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.

IndianOil endeavors to work against corruption in all its forms, including demanding and accepting bribe, illegal gratification or unjust rewards. Appropriate provisions of the Conduct Discipline and Appeal Rules 1980 / Standing Orders have been implemented which govern the actions of all active employees. The cases of corruption or bribery if any, are dealt through due procedure as laid down in the said Rules. The company has also put in place a Whistle-blower Policy to protect employees who bring forth cases of corruption in the company. The policy can be accessed at: https://iocl.com/InvestorCenter/pdf/Whistle_Blower_policy.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:

Category	2022-23	2021-22
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	1	NIL
Workers	NIL	NIL

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

Particulars	2022-23		2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NIL	0	NIL
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	NIL	0	NIL

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.

NA

LEADERSHIP INDICATORS

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

Total number of training and awareness programmes held	Training Area	% age of persons in value chain covered by the awareness programmes
18,945	<ul style="list-style-type: none"> » Safe and Responsible Usage of products » Women empowerment programs » Mock drills at Retail Outlets » Standard Operating Procedure, Safety » Emergency awareness 	33%

** Value Chain Partners considered: Transporters, Dealers / Distributors / Stockists, Suppliers, Contract Labour and Bulk Customers. The data for current FY has been aggregated for entire strength of the value chain partner base whereas the Company had reported % numbers bifurcated for individual partner group in FY 21-22, resulting in difference in reported coverage between the two years.*

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

Yes. The Code of Conduct of the company is in place for Board Members and Senior Management Personnel, wherein a Director / KMP (acting within the authority conferred upon them by the Company and under other applicable laws), undertakes to:

- » Act fairly and transparently and not participate in any decision-making process on a subject matter in which a conflict of interest exists or is likely to exist such that an independent judgment of the Company's best interest cannot be exercised.
- » Disclose & not withstand the instances pertaining to conflict of interest due to any historical reasons
- » Avoid having any personal and/or financial interest in any business dealings concerning the Company.
- » Not hold any positions or jobs or engage in other businesses or interests that are prejudicial to the interests of the Company.

The detailed policy can be accessed at: https://iocl.com/download/code_of_conduct_for_board_members_&_smp.pdf.

In compliance with the requirements of statutory provisions and the Code of Conduct, requisite disclosure(s) are made by the Directors / KMPs to the Company.

PRINCIPLE 2:

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



IndianOil's business interests span the entire hydrocarbon value chain, including refining, pipeline transportation, petroleum product marketing, and crude oil, natural gas, and petrochemical exploration and production. IndianOil understands that environmental degradation poses a significant risk to its business operations and supply chains. To reduce the negative environmental impact of its operations, the Company employs a variety of adaptation and mitigation strategies. These include sourcing local materials, reducing water usage and waste generation, improving energy efficiency, developing greener products, restoring natural habitats, and conserving biodiversity, all guided by the circular economy principles of Reduce, Reuse, and Recycle.

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.

Type	2022-23	2021-22	Details of improvement in social and environmental aspects
Research & Development (R&D)	₹ 409.26 crore (100%)	₹ 479.96 crore (100%)	Expenditure in new product formulations, enhancing product efficiency, emission reduction & decarbonization, Process improvement etc.
Capital Expenditure (CAPEX)	₹ 37,287 crore (100%)	₹ 30,391 crore (100%)	Improving equipment efficiency, augmenting facilities & supply chain (to maintain strategic fuel supply and deliver energy products to all corners of the country), clean energy, etc.

2. Does the entity have procedures in place for sustainable sourcing? (Yes/No). If yes, what percentage of inputs were sourced sustainably?

IndianOil has adopted a strong vendor selection process which takes due care of social, ethical and environmental aspects, as laid down by the laws of the land. The company adopts a transparent tendering process for vendor selection. All the tender invitations include General Conditions of Contract which cover aspects like prohibition of child labour, and welfare of contractual labour, amongst others. Environment related screening parameters, such as suitable IS / BIS / OSHAS etc. standards or fixing of performance criteria are undertaken on tender-to-tender basis. Also, IndianOil has implemented purchase preference conditions including engagement of vendors falling under the category of local suppliers, MSMEs, Start-Ups, Women entrepreneurs, etc.

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.

IndianOil is in the business of providing Oil & Gas related products. While most of the product streams do not have any residual waste remains, the company does sell lubricants and polymers. Polymers are used by manufacturers to generate plastic packaging materials and products which are then uses across the industry. On the other hand, lubricants are packed in plastic containers and also, post usage, waste oil is generated. In line with its commitment of being a responsible company and also in line with the requirements being put in place by various regulatory bodies, IndianOil is undertaking measures to connect with supply chain partners for collection and recycling of wastes which can then be added with virgin material to form new products which contain a designated portion of recycled material, thereby promoting circular economy. For example, for lubricants packaging material, IndianOil has started collecting once used plastic container through collection centers operated by third-party vendors, with the target of undertaking responsible waste disposal in line with the guidelines issued by MoEF&CC. Also, IndianOil has awarded work for creation of state-wise centres for collection of used lube oil containers (hazardous waste) as per EPR Rules and Guidelines.

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.

Yes. IndianOil is EPR registered and complaint with norms as stipulated by Central Pollution Control Board (CPCB) in Plastic Waste Management Rules and its subsequent amendments. Extended Producer Responsibility (EPR) is applicable on lubricant sale (recycling of used oil), and the plastic packaging used for the product. Plastic packaging recycling / safe disposal is undertaken as per regulations. The waste collection plan is aligned to EPR plan submitted with the Pollution Control Board.

LEADERSHIP INDICATORS

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

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	If yes, provide the web-link.
1920	SERVO 4T	0.0%	Boundary: Cradle to Grave	Yes	No	-

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

NIL

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).

Indicate Input Material	Recycled or re-used input material to total material	
	2022-23	2021-22
Plastics (incl. Packaging)	0	0
Recycled Base Oil	49%	58%

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:

Particulars	2022-23			2021-22		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	0	0	69.55*	0	0	48.49*
E-waste			0*			4.76*
Hazardous waste	0	0	35*	0	0	102.89*

* Data in the above table pertains to lubricant products related waste

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

IndianOil has been assigned targets for recycling of plastic packaging waste under EPR. The company was able to fulfil the EPR target by ensuring recycling of plastic waste of quantity equivalent to 70% of the total plastic used in lubricant packaging, and obtained certificates against the same.

PRINCIPLE 3:

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



The people-centric model of the IndianOil prioritizes on stakeholders that are most impacted by its business, including employees, suppliers and contractors, customers, shareholders, and local communities. Being a responsible public sector enterprise tasked with ensuring availability of precious fossil energy in the country, IndianOil is highly dependent on its workforce. In pursuit of maximizing human resource capabilities and output in a fast changing business environment, the Company is focusing on improving employee expertise and learning opportunities, while also creating a safe & healthy work environment. Providing a supportive environment in which workforce can develop, communicate and deliver high quality output remains the company's prime objective.

In this Section

Permanent Employees is the nomenclature used for all Officers employed by the company

Other than Permanent Employees is the nomenclature used for all Liaison Officers / Consultants / Specialist Doctors in the company

Permanent Workers is the nomenclature used for all Staff grade employees of the company

Other than Permanent Workers is the nomenclature used for all Contractual Workers engaged by the company

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	
		No. (B)	% (B/A)	No. (C)	% (C/A)	% (E/A)	% (D/A)	No. (E)	% (E/A)	No. (E)	% (E/A)
Permanent Employees											
Male	16,539	16,539	100%	16,539	100%	0	0%	16,539	100%	16,539	100%
Female	1,946	1,946	100%	1,946	100%	1,946	100%	0	0%	1,946	100%
Total	18,485	18,485	100%	18,485	100%	1,946	10.5%	16,539	89.5%	18,485	100%
Other than Permanent Employees											
Male	48										
Female	3										
Total	51										

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	
		No. (B)	% (B/A)	No. (C)	% (C/A)	% (E/A)	% (D/A)	No. (E)	% (E/A)	No. (E)	% (E/A)
Permanent Workers											
Male	11,830	11,830	100%	11,830	100%	0	0%	11,830	100%	0	0%
Female	780	780	100%	780	100%	780	100%	0	0%	0	0%
Total	12,610	12,610	100%	12,610	100%	780	6.2%	11,830	93.8%	0	0%
Other than Permanent Workers											
Male	91,507										
Female	1,894										
Total	93,401										

2. Details of retirement benefits*

S. No.	Benefits	2022-23			2021-22		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	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 worker	Deducted and deposited with the authority (Y/N/N.A.)
1.	PF	100%	100%	Yes	100%	100%	Yes
2.	Gratuity	100%	100%	Yes	100%	100%	Yes
3.	ESI	NA	NA	NA	NA	NA	NA
4.	Others						

* Data in this table pertains to permanent employees & workers only

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, the premises and offices of the company are accessible to differently-abled employees and workers. Various facilities like wheelchair, ramps, lifts, suitable washrooms, rest rooms, access to company doctors etc are provided to aid the working of differently-abled employees / workers. Any modification in the building structure or in company policy is made in accordance with the requirements of Persons with Disabilities Act, 2016.

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.

IndianOil provides equal opportunities to all its employees and to all eligible applicants seeking employment in the Company. The policy aims to provide an environment that promotes teamwork, cooperation, broader thinking and better decision through elimination of discrimination & harassment, fair practices & behaviour in the workplace, well defined selection processes for recruitment & promotion, equal access to benefits & conditions, equitable distribution of workloads, and structured processes to deal with work-related companies and grievances. The Company also scrupulously follows the Presidential Directives and guidelines issued by the Government of India regarding the reservation in services for SC / ST / OBC / PwBD (Persons with Benchmark Disabilities) / Ex-servicemen / Economically Weaker Sections (EWSs) to promote inclusive growth.

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	97%	100%	97%	98%
Female	67%	98%	70%	96%
Total	92%	100%	96%	98%

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

Category	Yes/No	Details of the mechanism in brief
Permanent employees	Yes	Grievance Redressal Portal
Other than permanent employees	Yes	Grievance Redressal Portal- Public Grievance Portal
Permanent Workers	Yes	Grievance Register
Other than permanent workers	Yes	Grievance Redressal Portal- Public Grievance Portal

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

Category	2022-23			2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Permanent Employees						
Male	16,539	15,355	92.9%	16,048	14,916	92.9%
Female	1,946	1,877	96.3%	1,881	1,821	96.8%
Total	18,485	17,232	93.2%	17,929	16,737	93.3%
Permanent Workers						
Male	11,830	11,760	99.4%	12,488	12,454	99.7%
Female	780	778	99.7%	837	835	99.8%
Total	12,610	12,538	99.4%	13,325	13,289	99.7%

8. Details of training given to employees and workers*

A) Details of Skill Upgradation and Health & Safety related Training given to Permanent Employees

Category	2022-23			2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Skill Upgradation Training given to Permanent Employees						
Male	16,539	15,795	95.5%	16,048	14,123	88.1%
Female	1,946	1,724	88.6%	1,881	1,790	95.2%
Total	18,485	17,519	94.7%	17,929	15,913	88.7%
Health & Safety related Training given to Permanent Employees						
Male	16,539	9,283	56.1%	16,048	7,350	44.8%
Female	1,946	853	43.8%	1,881	709	37.6%
Total	18,485	10,136	54.8%	17,929	8,059	44.9%

B) Details of Skill Upgradation and Health & Safety related Training given to Permanent Workers

Category	2022-23			2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Skill Training (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	% (D/C)
Skill Upgradation Training given to Permanent Employees						
Male	11,830	5,922	50.1%	12,488	5,569	44.6%
Female	780	376	48.2%	837	524	62.6%
Total	12,610	6,298	49.9%	13,325	6,093	45.7%
Health & Safety related Training given to Permanent Employees						
Male	11,830	4,826	40.8%	12,488	5,686	45.5%
Female	780	371	47.6%	837	599	71.6%
Total	12,610	5,197	41.2%	13,325	6,285	47.2%

* Data for only permanent employees and permanent workers, for whom the company takes entire training responsibility, has been included in reporting for this portion

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

Category	2022-23			2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	% (D/C)
Permanent Employees						
Male	16,359	16,359	100%	15,868	15,868	100%
Female	1,946	1,946	100%	1,869	1,869	100%
Total	18,485	18,485	100%	17,737	17,737	100%
Permanent Workers (Staff)						
Male	11,830	11,830	100%	12,311	12,311	100%
Female	780	780	100%	834	834	100%
Total	12,610	12,610	100%	13,145	13,145	100%

10. Health and Safety Management System

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No) What is the coverage of such system?	Yes. Occupational Health and Safety management system has been implemented at IndianOil. The system covers all employees, workers, operational locations and townships. There are dedicated H,S&E Departments at Corporate, Divisional and Regional levels, with Board-level oversight. Operational / Product Safety related trainings and stakeholder engagement exercises are undertaken with local communities and customers as well.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	<ul style="list-style-type: none"> » Hazards identification and risk assessment are carried out by the process owners during the project inception using Rapid Risk Analysis (RRA), Hazop, HAZID, HIRA and QRA studies. Hazards are also identified by the user and H, S & E team during regular work, audits and in departmental discussions. » Quantitative Risk Analysis (QRA) is carried out for any new unit or facilities and thereafter in every five years in line with OISD standards/ PNGRB Regulations. Actions are taken based on QRA to mitigate or minimize the hazards or to develop emergency management plans. » Job Safety Analysis (JSA) is carried out before issuing permits for critical activities such as hot work, height work, entry to confined space etc. to identify hazards and mitigation measures. » Regular Work Environment Monitoring is carried out for toxic gas level and levels of other Hazards such as noise, vibration, radiation, temperature, Chemicals, and illumination etc., to keep the levels within safe limits. » Competency building programs have been implemented at each level and are ensured through trainings
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	<p>Yes,</p> <ul style="list-style-type: none"> » Hazards if identified by worker can be immediately reported to seniors, HSE Department and during the Safety Committee meetings. » SOPs for Safe shutdown of work and processes are prepared and disseminated to all concerned. » Near miss reporting portals have been developed by Refineries, Marketing and Pipeline Division for reporting of unsafe acts/ conditions/ near miss etc. Reporting of near misses is encouraged by regular awareness. » Reporting of near miss incidents by contract workers is also encouraged at all locations. Reporting kiosks have been set up at Refineries where the contract workers can enter details of the near miss incidents. » The reported incidents are reviewed, analysed, and corrective actions are taken to minimize probability of similar incidents. » Safety Briefing is provided to all contractual workers in all refineries and other owned facilities

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes, IndianOil provides best medical facilities to its employees, and they have access to non-occupational medical and healthcare services. Besides employees, camps are organised for vision checks/correction for all tank-truck (TT) crew including spectacle distribution. The company also organizes health check-up camps (BP/ Blood Sugar/ Wt./ Eye Check-up) at regular intervals for employees and the results are shared with employees for addressing any identified non-occupational health concerns.
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11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	2022-23	2021-22
Lost Time Injury Frequency Rate (LTIFR)*	Employees	0.031	0.175**
	Workers	0.014	
Total recordable work-related injuries	Employees	2	3
	Workers	3	55
No. of fatalities	Employees	Nil	Nil
	Workers	2	14
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	Nil
	Workers	2	Nil

* Per one million person-hours worked

** Bifurcation of LTIFR number for 2021-22 is not available

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

A safe workplace is ensured using various Safety Management System elements such as Operation and Maintenance Procedure, Work Permit System, Personnel Safety using PPEs, Trainings, Risk Analysis and Management, Process Safety information, Management of Change, Safety Audit, Employee Participation in building Safety Culture, Incident Investigation and Analysis, Emergency Planning and Response, Contractor and Business associate Safety and Safety in Facility Design / Construction.

To ensure a healthy workplace, the following measures are taken:

- » At the planning stage – selection of right equipment/ technology and process.
- » Regular awareness and training programs.
- » Engineering controls.
- » Disposal of Hazardous material waste in line with the statutory and IndianOil SOPs.
- » Use of appropriate, adequate, and reliable Personnel Protective Equipment (PPE).
- » Regular monitoring of toxic gas and levels of other hazards such as noise, temperature, vibration, radiation, chemicals, and illumination etc., to keep the levels under safe limits.
- » Display boards with hazard signage are displayed at identified areas.
- » Conduct Hearing and Vision conservation programs.
- » Pre-employment, pre-placement and periodic medical check-ups of the workers exposed to Hazards are being done to assess the health of workers and effects of Hazards, these check-ups include Biochemistry, ECG, Audiometry, Vision Testing, Pulmonary Function Test, Liver Function Test, renal Function Test, Chest X Ray etc.
- » Facility for work at height capability testing for persons working at height inside refinery has been developed and put in use for pre-examinations before commencing any work at height.
- » Medical examination for the person assigned the job of working in confined spaces, before issuing permits for the job
- » Monitoring of occupational health and life saving equipment's at doctor chambers provided at locations as applicable.
- » Monitoring of air and water as per PCB norms
- » Hazardous waste management as per PCB norms
- » Organizing health campaign & programs

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

Category	2022-23			2021-22		
	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	0	0	Nil	1	0	Nil
Health & safety	0	0	Nil	0	0	Nil

14. Assessments for the year:

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

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.

- » All the Safety related incidents are investigated in accordance with the PNGRB ERDMP Regulations / OISD guidelines and corporate guidelines for identification of gaps and recommendations for improving the system.
- » The objective is to learn and avoid repetitive shortcomings along with implementation of the recommendations in a time bound manner.
- » Dissemination of information and provision for trainings to prevent recurrence.
- » Ensuring effectiveness of all the component of the safety system and activities, conducting various internal and external audits
- » Strict monitoring of the audit recommendations at various levels.
- » Guidelines on compliance of External Safety Audit (ESA) recommendations have been implemented across all Divisions.
- » ESA recommendations pending for more than one year are reviewed by Committee of Director(s) appointed by the Board to ensure timely Compliance and a quarterly report is also put up for information of the Board.

LEADERSHIP INDICATORS

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

- A. YES - Employee Deposit Linked Insurance Scheme / Tatkal Sahayta Yojana
- B. YES- Employee Deposit Linked Insurance Scheme/ Group Savings Linked Insurance Scheme

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

All the value chain partners of IndianOil are covered under the PF and ESI Act which make them liable for payment of statutory dues. As per contractual agreement all vendors are required to submit a copy of their wage register and PF/ESI challans for the concerned month for processing the monthly invoices. This serves as proof of payment of dues to the contract workers.

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:

Category	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	
	2022-23	2021-22	2022-23	2021-22
Employees	0	1	0	0
Workers	4	11	0	0

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, the company provides various facilities such as defined contribution plan which employee can avail once retired, including pension scheme, provident fund, gratuity, post-retirement medical benefit facility (PRMBF). Resettlement benefit is allowed to employees to facilitate them to settle down upon retirement. The employees can also use 'Employee One' app for any assistance to avail entitled facilities post retirement. A dedicated integrated portal called 'e-Sambandh' has been launched as a single touch point for all the needs of retiring as well as retired employees, catering to all superannuation formalities, PRMBF needs, SABF pension and Ex-gratia related information etc., all at one place.

5. Details on assessment of value chain partners:

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100% (Dealers, distributors & transporters)
Working Conditions	100% (Dealers, distributors & transporters)

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.

Value Chain Partner	Health & Safety Concern	Major efforts undertaken
Retail Network / Dealers / Distributors	Fire accidents during product transfer	<ul style="list-style-type: none"> » All India Safety Campaigns for safe decantation of tank truck (TT) conducted at ROs. » During the campaigns, 1,38,165 mock drills were conducted on handling of emergency scenarios at various retail outlets (ROs).
Tank Truck (TT) Crew	Road Transport of hazardous / flammable fuels	<ul style="list-style-type: none"> » TT crew enrolled using 'Sampark' App for safety trainings. During the financial year, 89,897 nos. of TT crew were enrolled and 5,56,649 nos. of courses were completed on the App. » During 2022-23, simulator-based training was provided to 26,000 TT crew. » Eye tests were conducted for 52,200 nos. of TT crew and free spectacles were provided for drivers and eye surgery of some drivers was also carried out. » 33,033 nos. of TT crew were counselled on 'Anti-Alcohol' behavior and educational films were screened; and for awareness of TT crew banners/ posters were displayed and 'Nukkad Nataks' were arranged
LPG delivery chain / Customers	Safe delivery and usage of LPG cylinders	<ul style="list-style-type: none"> » 'Prerana Campaign' of the company seeks to ensure safe delivery and end use of LPG for domestic use. In pursuit of the same, the company undertakes plant level inspections, awareness sessions for distributors, delivery personnel and even the end customers so that mishaps can be avoided. The company undertook 83,398 safety clinics, 27,874 LPG Panchayat for end customers and 22,442 nos. of training programs conducted for delivery boys under the campaign in 2022-23.

PRINCIPLE 4:

Businesses should respect the interests of and be responsive to all its stakeholders



The ability to anticipate and meet stakeholder expectations while managing risks is critical for IndianOil's long-term sustainability. Regular stakeholder consultations are held to accurately map and assess risks and to develop appropriate mitigation strategies. IndianOil has developed a robust mechanism to translate strategies into action and for communication of performance in a transparent, accurate, and timely manner, to all relevant stakeholders.

ESSENTIAL INDICATORS

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

IndianOil defines its key stakeholders as those who are significantly impacted by the company's operations, or those who can significantly impact the company's operations and activities. Regular engagement with these stakeholders helps the Company in understanding their expectations, review the same internally and imbibe these in developing strategies, plans & business activities.

Over the years, the company has engaged with the following ten major stakeholder groups that influence or are influenced by its activities: (i) Government; (ii) Industry and Trade Associations; (iii) Business Partners & Contractors; (iv) Customers; (v) Investors & Shareholders; (vi) Regulatory Bodies; (vii) Employees; (viii) Media; (ix) Community / NGOs; (x) Academic / Scientific Institutes & Start-ups. The Company engages with them through multiple channels such as formal meetings, customer helplines, industry forums, dealer / distributor / KSK conventions, surveys amongst others.

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 (Y / N)	Channels of Communication	Frequency of Engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government	No	Official Meetings / MoU Reviews, Monthly / periodic project updates Electronic Communications, Public Disclosures, Conclaves / Seminars / events etc.,	As per requirement	<ul style="list-style-type: none"> » To understand expectations / targets » To participate in government schemes » For undertaking community development projects
Industry and Trade Associations	No	Email, SMS, Meeting, Website, events, Seminars, Conferences	Quarterly	<ul style="list-style-type: none"> » Industry concerns related to health, environment, safety, inter-company product transfer, etc. » Collaboration for commercialization of Technologies / Products or Joint Research, providing product / technology components » Complaints and grievance redressal
Business Partners & Contractors	Yes (MSME / SC/ST vendors)	Email, SMS, CRM portal, Supplier Meets, structured meetings, Advertisements, Tenders	As per requirement	<ul style="list-style-type: none"> » Procurement of material / Equipment / services » Vendor Awareness Programs related to Quantity and Quality, health, environment, safety etc.,
Customers	No	Email, SMS, Meeting, Website, CRM portal, Chatbot, etc.	As per requirement	<ul style="list-style-type: none"> » Engagement related to Quantity and Quality, safety, environment. » Customer satisfaction / service improvement » Marketing of products and services

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Y / N)	Channels of Communication	Frequency of Engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors & Shareholders	No	Disclosures on Financial & ESG performance, Annual General Meeting, Press briefing & social media	Annual	» Make investor / shareholders aware of business plans, performance & sustainability
Regulatory Bodies	No	Inspection, Audits & Compliance Reports, Public disclosures on Financial and ESG performance, Meetings, seminars etc	Annual / Half-Yearly / Quarterly / Monthly	» Statutory Compliances, establishing proper SOPs » Strengthening systems through audits & feedbacks (improving existing practices) » Operational / product safety & quality
Employees	Yes (Women / SC/ST)	Employee satisfaction survey, Grievance redressal / HR portal, electronic communications, Conclaves, Workshops & seminars	As per requirement	» Employee awareness on rules / regulations, benefits, career / personal growth, opportunities etc. » Ensuring a safe, healthy & nurturing work environment » Grievance redressal
Media	No	Press briefs, Social media channels, Corporate reports and other disclosures	As per requirement	» Make media aware of business plans, performance & sustainability » Brand building » To create a dialogue for transparent and accurate disclosures
Community / NGOs	Yes (Aspirational Districts / Physically Handicapped / Special Projects)	Meetings, Need Assessment Surveys, Grievance redressal forums	As per requirement	» Needs / impact assessment » Local skill and livelihood development. » Community Development - hospitals, schools, sanitation infrastructure etc. » Awareness sessions on safety / security of infrastructure, assets, and product transport » Grievance redressal / public hearings etc.
Academic, Scientific Institutes and Start-Ups	No	Meetings, Emails, SMS, events, Seminars, Conferences	As per requirement	» Joint Research on mutual interest, Funding for PhD fellowship, MoUs. » New Innovative Technologies addressing the pain points of oil & gas sector, leveraging IoT, Software as service and social relevance.

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.

Stakeholder consultations are typically undertaken by respective groups, business heads and relevant officers. The feedbacks and identified issues of pertaining to corporate are escalated to the Board-level via direct channels or through board Committees that oversee aspects such as business risks, CSR & sustainability, Planning & Projects, Dispute Settlement, and so on. Regular consultation on Health, safety and social issues are also conducted at location level. Any major concern/incidents are apprised to the Board for advice.

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

IndianOil engages with its internal and external stakeholders through various channels to understand their needs, concerns, and expectations and to share the Company’s performance and goals. This helps the Company to align its business practices and maintain necessary communication with its all stakeholders. IndianOil conducts materiality analysis once in every 2 years. The Company is committed to addressing material issues identified through stakeholder engagement and materiality analysis. The company monitors stakeholder interactions via various channels throughout the year, and if any issues arise that are not already identified, the same are included to the list of material issues.

For example:

- I. Various CSR activities / environment conservation projects outside the company boundary are undertaken after feedback from stakeholders such as community, regulatory bodies, etc.
- II. Automobile manufacturers / large industrial users for whom IndianOil is the partner for providing fuel / lubricants regularly provide their feedback on requirement of improved product efficiency, greener products etc. These requirements drive us to undertake R&D and produce better products for customers which can meet the targets of such industrial majors as well as their customer expectations.

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

The company procures goods & services preferably from MSME vendors. Vendors of vulnerable/marginalized stakeholder groups are given due preference. For addressing concerns, proper channels of communications are available. These stakeholder groups are engaged through trainings, business operations, and other mechanisms.

Details of instances when IndianOil engages with vulnerable/marginalized stakeholder groups are given below:

S. No.	Vulnerable / marginalized stakeholder groups	Engagement Fora	Remark
1	Women transporters, dealers, distributors	<ul style="list-style-type: none"> » Transporters’ Meet » Official Visits » Emails / Official communications » App-based Communication (e-PIC Portal) 	
2	Differently abled - dealers, distributors	<ul style="list-style-type: none"> » Transporters’ Meet » Official Visits » Emails / Official communications » App-based Communication (e-PIC Portal) 	Key concerns raised by the stakeholder pertain to schemes, corporate subsidies, corporate vision, policy clarity, sales issues, HSE concerns etc. These are addressed by undertaking suitable corrective action and communicating any changes in practice / policy to all concerned stakeholders.
3	Dealers and Distributors allocated as per reservation policies of the Govt.	<ul style="list-style-type: none"> » Transporters’ Meet » Official Visits » Emails / Official communications » App-based Communication (e-PIC Portal) 	
4	Suppliers including MSME	<ul style="list-style-type: none"> » Supplier / Vendor Meets and Vendor Awareness Programs » Emails / Official communications / eTender Portal 	Key concerns raised by the stakeholder pertain to schemes, corporate vision, policy clarity, transparency, payment issues etc. Complaints pertaining to purchase preference benefits are addressed as per the defined mechanisms.

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

IndianOil has established robust people-centric processes that are benchmarked to the best global practices to ensure that each part of its workforce and extended family of distributor, dealer, transporter etc, is provided the same basic rights, going beyond the laws of the land. The company's HR policy aims to create an inclusive, engaged, open, and diverse work culture in which people can grow and thrive in both their professional and personal lives. Upholding human rights, creating jobs, and being an equal opportunity employer are central to our business. The company has put in place suitable mechanism to implement fundamental HR policies such as freedom of association, collective bargaining, equal opportunity, grievance redressal, Whistleblower Policy, amongst others.

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	2022-23			2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	18,485	18,485	100%	17,929	17,929	100%
Other than permanent	51	51	100%	33	33	100%
Total Employees	18,536	18,536	100%	17,962	17,962	100%
Workers						
Permanent	12,610	12,610	100%	13,325	13,325	100%
Other than permanent	93,401	93,401	100%	82,748	82,748	100%
Total Workers	1,06,011	1,06,011	100%	96,073	96,073	100%

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

Category	2022-23					2021-22				
	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)
Permanent Employees										
Male	16,539	0	0%	16,535	100%	16,048	0	0%	16,048	100%
Female	1,946	0	0%	1,950	100%	1,881	0	0%	1,881	100%
Total	18,485	0	0%	18,485	100%	17,929	0	0%	17,929	100%
Other than Permanent Employees										
Male	48	0	0%	48	100%	19	0	0%	19	100%
Female	3	0	0%	3	100%	14	0	0%	14	100%
Total	51	0	0%	51	100%	33	0	0%	33	100%
Permanent Workers										
Male	11,830	0	0%	11,830	100%	12,488	0	0%	12,488	100%
Female	780	0	0%	780	100%	837	0	0%	837	100%
Total	12,610	0	0%	12,610	100%	13,325	0	0%	13,325	100%
Other than Permanent Workers										
Male	91,507	41,087	45%	50,420	55%	80,335	36,869	46%	43,477	54%
Female	1,894	624	33%	1,270	67%	2,413	850	35%	1,563	65%
Total	93,401	41,711	45%	51,690	55%	82,748	37,719	46%	45,040	54%

3. Details of remuneration/salary/wages (in Rupees):

Category	Male		Female	
	Number	Median remuneration /salary/ wages of respective category	Number	Median remuneration /salary/ wages of respective category
Board of Directors (BoD)	6	96,99,666	1	95,47,622
Key Managerial Personnel	2	90,75,141	-	-
Employees other than BoD and KMP	16,531	37,31,359	1947	34,50,091
Workers/ Staff	11,824	26,72,511	780	31,24,611

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, IndianOil has set up a robust system for addressing human rights related concerns / impacts. Human rights related grievances pertaining to any project or unit are registered through respective project Engineer-In-Charge / grievance cells present at sites. The issues are resolved at sites or escalated to higher level i.e. State Office / Division / Company level, based on the severity of impact.

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

IndianOil has a structured grievance redressal procedure to record and resolve human rights grievances. The procedure involves a written complaint by the aggrieved officer to their superior officer, who in turn can forward the complaint of the head of department or reply back with a response. The matter is escalated to Grievance Redressal Committee on the recommendation of the department head. If the aggrieved officer is unhappy at any stage with the response / decision made with respect to the grievance, the officer can escalate the matter to the Appellate Authority (Director / Chairman level). The decision of the Appellate Authority is final.

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

Category	2022-23			2021-22		
	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
Sexual Harassment	8	5	Action taken as per Law	9	6	Action taken as per Law
Discrimination at workplace	0	0	Nil	0	0	
Child Labour	0	0	Nil	0	0	
Forced Labour / Involuntary Labour	0	0	Nil	0	0	
Wages	2	2	Nil	127	45	Nil
Other human rights related issues	0	0	Nil	0	0	

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

The Company has framed a Whistle-Blower Policy wherein the employees are free to report any improper activity resulting in violations of laws, rules, regulations or code of conduct by any of the employees, including leakage / misuse of unpublished price sensitive information in violation of IndianOil's Insider Trading Code, to the Competent Authority or Chairman of the Audit Committee, as the case may be. Any complaint received would be reviewed by the Competent Authority or Chairman of the Audit Committee. The policy provides that the confidentiality of those reporting violations shall be maintained and they shall not be subjected to any discriminatory practice. No employee has been denied access to the Audit Committee. The Whistle-Blower policy is hosted on the website of the Company.

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

Yes, human rights requirement forms part of business agreement or contract. The service contracts include clauses meeting human rights requirement like child labour, minimum wages etc.

9. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labour	100%
Forced labour / involuntary labour	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Others, please specify	100% (Compliance of different statutory provisions pertaining to Wages, Working Conditions, Social Security etc.)

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

The company has a well-defined Grievance Redressed Procedure for employees. Any employee can raise the grievance and the same is resolved within the prescribed timelines.

LEADERSHIP INDICATORS

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

The Grievance Redressal Committee and guidelines are updated from time to time to address any uncovered aspect arising out of human rights grievances. No such changes were made during 2022-23.

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

All locations maintain 100% compliance of statutory provisions. Reporting of the same is also done to the concerned Government Offices as per the statute before due date. The due diligence for the same is also regulated through the periodic internal inspections.

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. Please see Question-3 of Principle-3: Essential Indicators..

4. Details on assessment of value chain partners:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labour	NIL
Forced labour / involuntary labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others, please specify	

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

Not Applicable

PRINCIPLE 6:

Businesses should respect and make efforts to protect and restore the environment



IndianOil emphasizes the importance of environmental stewardship and protection through its activities and policies. The company recognizes its obligation to reduce its environmental impact and conserve natural resources. As a commitment to address the global concern of climate change, the company has committed to achieve net zero operational emissions by the year 2046. The Company has aggressively pursued future-oriented Green Energy solutions such as on-grid and off-grid renewable energy assets, natural gas, biofuels, and hydrogen, while also developing technologies for hydrogen storage, fuel cells, electric batteries, advanced biofuels, and Carbon Capture, Utilization, and Storage (CCUS). IndianOil's sustainable operations and environmental protection efforts contribute directly or indirectly to all 17 UN SDGs.

ESSENTIAL INDICATORS

1. Details of total energy consumption (in Terajoules) and energy intensity, in the following format:

Parameter	2022-23	2021-22
Total electricity consumption (A)#	3,201	3,373*
Total fuel consumption (B)##	2,98,710	3,10,627
Energy consumption through other sources (C)	NIL	NIL
Total energy consumption (A+B+C) (TJ)	3,01,911	3,14,000*
Energy intensity per rupee of turnover (TJ per ₹ Crore)	0.32	0.43

Energy from total electricity consumption includes data pertaining to purchased grid electricity only

Energy from total fuel consumption includes data pertaining to direct fuel consumption in processes as well as fuel consumption for electricity generation in captive power plants

* This is a restatement from last year.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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.

Yes, 8 IndianOil refineries (except Digboi Refinery) have been identified as Designated Consumers under the PAT-VI scheme. The refineries were assigned energy reduction (MBN) targets for the year 2022-23. Four refineries (Guwahati Refinery, Barauni Refinery, Mathura Refinery, Paradip Refinery) have achieved the PAT-VI target, while Gujarat Refinery is expected to achieve its target post the measurement and verification (M&V) audit. The balance three refineries, i.e. Haldia Refinery, Panipat Refinery and Bongaigaon Refinery, have achieved significant reduction in specific energy consumption even though the PAT-VI target could not be met. Efforts are ongoing for further energy conservation efforts across all refineries.

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

Parameter	2022-23	2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	9,33,14,685	8,10,31,226
(ii) Groundwater	1,30,99,508	1,34,66,842
(iii) Third party water	12,61,989	93,25,464
(iv) Seawater / desalinated water	22,000	0
(v) Others*	8,01,981	1,11,753
Total volume of water withdrawal (in kilolitre) (i + ii + iii + iv + v)	10,85,00,163	10,39,35,285**
Total volume of water consumption (in kilolitre)**	14,61,87,128	15,05,45,100
Water consumption intensity per rupee of turnover (kl per ₹ Cr)	156.36	206.66

* Includes harvested rainwater

** The methodology for reporting this parameter has been updated. From this year onwards, 'Total volume of water consumption' includes Fresh water consumption & recycled water (3,81,84,857 kl in FY 22-23 whereas 4,66,10,099 kl in FY 21-22). Accordingly, the Water intensity figure has been updated.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Five IndianOil major installations namely, Barauni Refinery, Bongaigaon Refinery, Panipat Refinery, Panipat Naphtha Cracker Unit and the R&D Centre at Faridabad have implemented necessary systems and achieved Zero Liquid Discharge (ZLD) in 2022-23. In addition, 18 pipeline terminals have also adopted necessary systems and established Zero Liquid discharge. All locations which are not ZLD have set up Sewage Treatment Plants (STPs) and Effluent Treatment Plants (ETPs) for wastewater treatment.

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

Parameter	Unit	2022-23	2021-22*
NOx	MT	21,940	19,711
SOx	MT	26,799	30,603
Particulate matter (PM)	MT	2,658	1,867
Persistent organic pollutants (POP)	MT	NIL	NIL
Volatile organic compounds (VOC)	MT	8	7
Hazardous air pollutants (HAP)	MT	2,171	NIL
Others (Carbon Monoxide data)	MT	4,620	1,554

*This is a restatement from last year.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Parameter	Unit	2022-23	2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)#	Million Metric tonnes of CO ₂ equivalent	CO2: 19.91 CH4: 0.10 N2O: 0.20 Total: 20.21	CO2: 20.52 CH4: 0.10 N2O: 0.21* Total: 20.83
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Million Metric tonnes of CO ₂ equivalent	0.63**	0.71
Total Scope 1 and Scope 2 emissions	Million Metric tonnes of CO ₂ equivalent	20.84	21.54
Total Scope 1 and Scope 2 emission per rupee of turnover	MTCO _{2e} / ₹ Crore	22.29	29.57

CH₄ and N₂O emission estimated @ 0.5% and 1% of total stationary emissions respectively, as per API GHG Compendium

*This is a restatement from last year. Value of N₂O has been updated

** Scope-2 emissions are lower in FY 22-23 as compared to previous year despite growth in energy sourced from grid due to updation in grid emission factor from 0.79 kgCO_{2e} / kWh to 0.71 kgCO_{2e} / kWh

No independent assessment/ evaluation/assurance has been carried out by an external agency.

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide detail.

IndianOil is undertaking the following measures towards mitigation / avoidance / offset of greenhouse gas emissions.

Sustainability Initiative	Impact/Performance
Promoting use of natural gas IndianOil has been making a conscious effort to increase natural gas consumption by replacing fuels such as naphtha, fuel oil and diesel in its operations.	Estimated 1.32 MMTCO _{2e} avoided through use of natural gas in 2022-23
Energy Efficiency projects Energy efficiency projects result in emission reduction. These include heat recovery / fuel switch / technology change interventions.	The energy efficiency projects undertaken in refineries and petrochemical plants during 2022-23 are estimated to have an annual emission mitigation potential of 0.81 MMTCO _{2e} .
Use of RE power IndianOil has been implementing renewable energy (RE) projects across / beyond its installations, to reduce emissions from power generation.	IndianOil has an RE portfolio of about 240 MW including captive consumption and grid electricity supply. The renewable power generated from these units is estimated to result in emission mitigation of 0.34 MMTCO _{2e} .
Tree Plantation As on 31.3.2023, the cumulative count of trees planted by IndianOil is around 50 lakh	Annual estimated emission offset: 0.08 MMTCO _{2e}

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

Parameter	2022-23	2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	371	1,104
E-waste (B)	145	396
Bio-medical waste (C)	9	11
Construction and demolition waste (D)	523	0
Battery waste (E)	1	0
Radioactive waste (F)	0	0
Other Hazardous waste (G) (includes Oil Sludge, Oil Slop, Spent Catalyst, Old & used drums)	4,69,150	5,24,612
Other Non-hazardous waste generated (H), includes Paper waste, Organic waste, Ferrous & other recyclables	26,494	25,404
Total (A + B + C + D + E + F + G+ H)	4,96,693	5,51,527*

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

Category of waste #		
(i) Recycled		
(ii) Re-used	4,85,263	5,07,465*
(iii) Other recovery operations		
Total	4,85,263	5,07,465*

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

Category of waste #		
(i) Incineration		
(ii) Landfilling	14,967	14,792*
(iii) Other disposal operations		
Total	14,967	14,792*

Cumulative numbers across all categories of waste reported. Bifurcation for the data into: (i) recycled, reused, other recovery operations; and (ii) incineration, landfilling and other disposal operations, is not available

*This is a restatement from last year.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

9. 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.

a) Plastics (including packaging)

IndianOil sells linear low-density polyethylene (LLDPE) and high-density polyethylene (HDPE) products from its Petrochemical units to downstream plastic processors which in turn process the raw materials obtained and produce different plastic products for end-use applications. A small quantity of generated packaging plastic waste was recycled through authorized recyclers and used in operations

b) E-waste

In accordance with E-Waste (Management) Rules, E-waste is being disposed by way of buy-back against new procurements or through government approved trading agency Metal Scrap Trade Corporation (MSTC).

c) Hazardous waste

Spent Catalyst

Spent catalyst bearing precious metals are sent to authorized recyclers for recovery of precious metals, co-processing in cement plants and manufacturers of refractories, ceramics etc., or sent for storage in Common Hazardous Waste Disposal sites or sites developed within refineries which are constructed with safety features like proper impermeable liners, leachate collection system, protection from rain etc. These sites are regularly monitored for ground water contamination.

Slop Oil

Oily sludge recovered from storage tank and Effluent Treatment Plant (ETP) facilities in refineries is subjected to treatment processes where oil is recovered. This oil is further treated in a storage tank for removal of water by using heat and settling time. The resultant water free slop oil is sent for reprocessing in different process units in the refinery for recovery of valuable intermediate products which are suitably blended to get finished product. In marketing and pipeline locations slop oil is recycled after decanting in sump tank and pumping back to product system.

Oily Sludge

Generation of crude oil tank bottom sludge is reduced by regularly running tank stirrers. The sludge is mixed with crude oil and pumped back to pipeline transportation system (i.e., to refineries). At times, storage tank bottom oily sludge is recycled through authorized recycler lined-up through MSTC. In-situ cleaning of tanks using advanced storage tank cleaning methods including mechanical solubilisation etc. for oil recovery. The oil thus recovered is routed back for further processing. The residual sludge is bio-remediated with the help of 'Oilivorous-S' technology of IndianOil's R&D Centre. Bioremediation takes place in properly prepared sites with impervious lining using bacterial consortium developed in-house by R&D centre. Bioreactors, for Confined Fast Bioremediation, with the help of bacteria developed by R&D were installed at Guwahati, Gujarat, Panipat and Bongaigaon for liquidation of oily sludge. In other marketing and pipeline operating locations, disposal of hazardous waste is governed by Hazardous Waste Management Rules 2016 and State Pollution Control Board guidelines.

d) Organic & Kitchen Waste

Solid waste generated is treated in waste management plants to convert it into Biogas or manure, manure is further used for gardening purpose. Wastepaper is recycled through registered recyclers and useful items are supplied against this.

e) Biomedical Waste (BMW)

BMW generation, treatment & disposal is guided by Bio-Medical Waste Management Rules, 2016. BMW generated is collected and primarily stored at designated place in the hospital and then handed over to an outsourced agency approved by SPCB for treatment and disposal.

f) Battery Waste

Batteries are disposed-off through registered recycler of the waste through buy back policy.

g) Other Hazardous waste / recyclable waste

Other Hazardous wastes / recyclables are disposed-off through MSTC as per standard procedure

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

S. No.	Location of Operations / offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/N)
1.	Paradip Refinery	Crude Oil Refining	Yes, Half yearly compliance of the EC/CRZ conditions is sent to MoEFCC, OCZMA & OSPCB

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Crude Distillation Unit augmentation at Gujarat Refinery	2006	Dec 2022	Yes	Yes	-
Expansion by Installation of a 60 KTA Poly-Butadiene Rubber (PBR) plant at Panipat Naphtha Cracker Complex, Panipat (Haryana)	2006	Jan 2023	Yes	Yes	environmentclearance.nic.in
Paradip Refinery (AV Gas)	2006	Aug 2022	Yes	Yes	-
Digboi Refinery Capacity augmentation from 0.65 MTPA to 1.0 MTPA	2006	Jul 2022	Yes	Yes	-

12. Is the entity complaint 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:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1.	The Water (Prevention and Control of Pollution) Act, 1974	Haryana State Pollution Control Board (HSPCB) issued notice to Panipat Refinery regarding flowmeter, water supply logbook, TDS of treated effluent etc.	No	-
2.	The Water (Prevention and Control of Pollution) Act, 1974	West Bengal Pollution Control Board (WBPCB) issued directives to Haldia Refinery with respect to high Total Suspended Solids & Phosphate in treated effluent, ETP operations etc.	No	Close monitoring ensured. Refinery replied suitably to WBPCB on 25.4.2022.
3.	Under Section 31-A of The Air (Prevention and Control of Pollution) ACT-1981	Gujarat Pollution Control Board (GPCB) issued directives to Gujarat Refinery regarding foul smell in the downstream of refinery boundary wall, tank farm area and sour gas flare area.	No	Close monitoring ensured. Refinery replied suitably to GPCB on 21.4.2022.
4.	The Water (Prevention and Control of Pollution) Act, 1974	Mathura Refinery received directives regarding compliance of GSR 186 (E) in view of ELR sampling (done by CPCB on 9.9.2022) results of BOD and COD.	No	Close monitoring ensured. Refinery replied suitably to Uttar Pradesh Pollution Control Board (UPPCB) on 9.11.2022.
5.	Environment (Protection) Act, 1986	Panipat Refinery received directives from HSPCB regarding submission of Action Plan to curtail the Pollution Load -being Top Contributor GPI Operating in Haryana.	No	Action plan submitted to HSPCB on 22.11.2022.
6.	Air (Prevention and Control of Pollution) Act-1981	Paradip Refinery received directive from Odisha State Pollution Control Board (OSPCB) for installation of HD IP surveillance camera with connectivity for stack monitoring.	No	Action plan submitted to OSPCB on 17.12.2022.
7.	The Water (Prevention and Control of Pollution) Act, 1974	Mathura Refinery received directives from UPPCB regarding preparation and implementation of action Plan for Pollution mitigation	No	Action plan submitted to UPPCB on 30.12.2022 and 10.2.2023.
8.	Air (Prevention and Control of Pollution) Act-1981	Mathura Refinery received directives from UPPCB dated 30.12.2022 regarding confirmation for installation of flowmeter & web camera.	No	Action plan submitted to UPPCB on 6.1.2023.
9.	Hazardous Waste Management Rules 2016	Compliance to Hon'ble Supreme Court Order to conduct a Third-Party Audit on HOWM – CPCB letter to Paradip Refinery.	No	Third-party audit completed. Draft report is under review.
10.	Direction U/s 33A of Water (PCP) Act, 1974 and 31A of Air (PCP) Act, 1981	Compliance to Hon'ble Supreme Court Order to conduct a Third-Party Audit on HOWM – CPCB letter to Paradip Refinery.	Directed to deposit ₹1 crore	Notice / penalty contested vide reply dated 2.3.2023 to OSPCB.

11.	The Air (Prevention and Control of Pollution) Act, 1981	Non-compliance of air emission (PM and NOx), vide WBPCB letter to Haldia Refinery	WBPCB forfeited 50% of existing BG of Rs 10 Lakh. Also directed refinery to execute a fresh BG of Rs 10 Lakh valid for 12 months.	Refinery replied suitably along with submission of fresh Bank Guarantee on 11.04.2022.
12.	Under Section 5 of Environment (Protection) Act, 1986	Guwahati Refinery received a Show Cause Notice from MoEF&CC on 18.11.2022. Bore well point nearby ETP for testing of ground water was not found in operation. Using river Brahmaputra water in project work without obtaining approval from competent authority. Non-submission of man animal conflict mitigation measures/ plan . Non-availability of common TSDF facility in the refinery.	No	Action plan submitted to MoEF&CC on 13.12.2022.
13.	The Water (Prevention and Control of Pollution) Act, 1974	Gujarat Refinery received notice from Gujarat Pollution Control Board on 16.12.2022 based on inspection by the Officer of the Board on 05.11.2022 for Air pollution due to sooty flare (un-burnt hydrocarbon gases) by unit. Lot of un-burnt hydrocarbon gases (non-condensable) goes to the air and damage the environment.	No	Reply submitted to GPCB on 30.12.2022.
14.	Under Section 18 (1) (b) the Water (Prevention and Control of pollution) act'1974 and Air (Prevention and Control of pollution) Act'1981 to SPCBs in the matter of pollution control in 17 Category of highly pollution industries	Gujarat Pollution Control Board issued one notice to Gujarat Refinery, directing for taking correctives measures to provide uninterrupted transmission of Online Emission and Effluent Monitoring System(OCEMS) data to the Gujarat Pollution Control Board server as soon as possible and submit reply of this notice within 15 days without fail.	No	Action plan submitted to GPCB on 27.03.2023 and data shared on 18.04.2023.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Tera joules) from renewable and non-renewable sources, in the following format:

Parameter	2022-23	2021-22
From renewable sources		
Total electricity consumption (A)	395	391*
Total fuel consumption (B)	-	-*
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	395	391
From non-renewable sources		
Total electricity consumption (D)	3,201	3,373*
Total fuel consumption (E)	2,98,710	3,10,627
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	3,01,911	3,14,000*

*This is a restatement from last year.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

2. Provide the following details related to water discharged:

Parameter	2022-23	2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	32,97,172	32,80,053*
- No treatment	-	-
- With treatment – please specify level of Treatment	32,97,172	32,80,053*
(ii) To Groundwater	32,176	365*
- No treatment	-	-
- With treatment – please specify level of Treatment	32,176	365*
(iii) To Seawater	17,14,264	19,72,917
- No treatment	-	-
- With treatment – please specify level of Treatment	17,14,264	19,72,917
(iv) Sent to third parties	54,825	-
- No treatment	-	-
- With treatment	54,825	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of Treatment	-	-
Total water discharged (in kilolitres)	50,98,437	52,49,782*

*This is a restatement from last year.

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

IndianOil reports its location in water stress regions as per WRI Aqueduct Atlas. However, no such mapping has been undertaken as per the CGWB notification referenced in the guidelines. Accordingly, we have not reported any location under this question currently.

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

Parameter	Unit	2022-23	2021-22
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)*	Million Metric tonnes of CO ₂ equivalent	277	258
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/ ₹ Cr	297	354

*Data pertains to use of sold products

No independent assessment/ evaluation/assurance has been carried out by an external agency.

5. With respect to the ecologically sensitive areas reported at Question 10 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.

There is no significant impact on neighbourhood ecology and biodiversity because of the Paradip Refinery operations as IndianOil has suitably designed ETP and taken all other necessary measures to remain within permissible limits of treated effluent quality as per Minimum National Standards (MINAS).

To prevent any impact in Coastal Regulation Zone (CRZ) areas, the following are ensured:

- » There is no water discharge from refinery in creek area.
- » Sea discharge of treated water and storm water is done in compliance with the CRZ conditions.
- » With regards to the pipe bridge passing over Santra creek, the following prevention measures are being followed:
 - The refinery complies to design standards, inspection, operation & maintenance standard practices and ensures integrity of pipelines and structure stability.
 - Illumination at pipeline bridge area is ensured for better surveillance.
 - The bridge area is under round the clock patrolling by CISF personnel placed at site.
 - The pipeline bridge is located over the creek area under Refinery operations and surveillance.
 - Pipelines corrosion control, painting and Operation & Maintenance practices are ensured.
 - All the pipelines crossing the creek are subject to health checks such as monthly walk through inspection, quarterly thickness sampling for corrosion detection and periodical Long Range Ultrasonic Testing (LRUT) survey as per standards.
 - Further, in case of remote likelihood of any leak, suitable mitigation measures (spill response - containment and recovery) are in place.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Solarization Projects at locations	Solarization drive in all the states was carried out & a consultant was lined up for identification of potential land available. 4.2 MW _p power installed capacity.	Use of Renewable energy leading to reducing the consumption of conventional energy therefore reducing carbon footprint
2.	'Sustainable and Green' uniform – through Unbottled initiative	The uniform is made entirely by using recycled PET bottles	Expected to support recycling of around 20 million discarded PET bottles
3.	Eco friendly Engine Oil launched	SERVO launched two more green lubricants, SERVO 4T Green and SERVO Tractor Green	Potential to reduce carbon footprint by up to 10%
4.	Commissioning of pipelines replacing TW movements	<ul style="list-style-type: none"> » Tundla Gawaria Pipeline commissioned » Commissioning of Paradip Somnathpur Haldia Pipeline (PSHPL) with Somnathpur HSD » Commissioning of Koyali Manmad Ahmednagar Sholapur Pipeline (KMASPL) with HSD pumping 	Change in mode from railways to pipeline will lead to huge carbon savings

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

All locations and retail outlets have approved Emergency Response and Disaster Management Plant (ERDMP) by Board of Directors under PNGRB regulations including Marketing Locations, have fixed & mobile firefighting equipment/system at locations backed by dedicated firefighting crew to take care of emergencies/eventualities. For preparation of ERDMP, the pre-emergency planning comprising of hazard identification, risk assessment & analysis, and consequence analysis are carried out. ERDMP review meetings are undertaken on need basis. While the ERDMP for refineries and LNG terminals is to be reviewed and updated once every 3 years, for any other installation a five year cycle is followed. Periodic mock drills are also conducted for preparing emergency response team are carried out. Mutual aid agreements are also in place with neighboring industries and district authorities as per PNGRB ERDMP Regulations for Disaster Management.

8. 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 regards.

Issue	Mitigation Measure
Emissions from supply, distribution, and retailing	<ul style="list-style-type: none"> » Pursuing diversification to tap indigenous fossil / non-fossil energy » Offering low sulphur bunker fuels for marine transport » Promoting pipelines transport (75% less emissions as compared to rail transport) » Vapour Recovery System (VRS) is being installed at identified Retail Outlets (ROs) » Ensuring older fleet Tank Trucks do not transport fuels » Awareness generation sessions with value chain partners » Energy Efficiency / renewables promotion in retail network » Use of digitalization to optimize logistics
Product Packaging Waste / Used Oil	Promoting circular economy by establishing a network for collection, recycling and used of recycled waste in products (especially in used plastic and used lubricants / oils)
Product Emissions	Offering cleaner products to customers so that the net emissions from use of products can come down. For further detail please see our Integrated Annual Report and Sustainability Report.

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

NIL

PRINCIPLE 7:

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



IndianOil understands its responsibility to function within the democratic setup and the constitutional framework. It recognises that businesses operate within the specified legislative and policy frameworks prescribed by the Government, which guide their growth and provide for certain desirable restrictions and boundaries. The Company actively interacts with various committees of the Government of India and other organisations for the advancement and improvement of the public good. IndianOil also supports United Nations' Global Compact (UNGC) for implementing the guiding principles in the United Nations' agenda on human rights, labour standards, environment, anti-corruption etc. The Company believes that policy advocacy must preserve and expand public good and thus shall never advocate any policy change to benefit itself alone but always try for the benefit of society at large.

ESSENTIAL INDICATORS**1. a) Number of affiliations with trade and industry chambers/ associations.**

23

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.

Sr. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Centre for High Technology (CHT)	National
2	Oil Industry Development Board (OIDB)	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Federation of Indian Petroleum Industry (FIPI)	National
5	National Research Development Corporation (NRDC)	National
6	Society of Indian Automobile Manufacturers (SIAM)	National
7	Society for Human Resource Management (SHRM)	International
8	Confederation of Indian Industries (CII)	State & National
9	Standing Conference of Public Enterprises (SCOPE)	National
10	World LPG Forum	International

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

Name of Authority	Brief of the case	Corrective action taken
		No adverse order was issued from regulatory authorities during 2022-23 related to anti-competitive conduct by the company.

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

S. No	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other- please specify)	Web Link, if available
1.	Compressed Biogas under the Sustainable Alternative towards Affordable Transportation (SATAT)	Through interactions with government, Financial Institutions, Regulatory Authorities and other related agencies	Yes	As and when needed	https://satat.co.in/satat/
2.	National Policy on Biofuels	Through representations in inter-governmental committees	Yes	As and when needed	https://mopng.gov.in/en/page/11

PRINCIPLE 8:

Businesses should promote inclusive growth and equitable development.



From its inception, IndianOil has been conscious of its responsibility and commitment towards economic, social and sustainability of the environmental ecosystem over and above its business activities. As a socially responsible corporate entity, IndianOil aligns its Corporate Social Responsibility (CSR) activities and engages with all stakeholders towards this end, thereby driving inclusive and equitable growth and development. IndianOil's CSR activities/ projects are undertaken in fundamental areas of overall development, mostly under thrust areas viz. drinking water, healthcare, sanitation, education, skill development, rural development, environment protection, empowerment of women and other marginalised groups, etc. with focused objectives of inclusive growth and equitable development of the economically and socially marginalised sections of the society.

ESSENTIAL INDICATORS

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

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Resulted communicated in public domain	Relevant Web Link
NIL					

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

S. No.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in INR)
NIL						

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

IndianOil has extended several channels of communication to the community. These include:

- A. Engagement through on-site meetings with the plant in-charge for any grievances and issues
- B. Engagement through corporate CSR efforts
- C. Registration & resolution of public grievance: Public can register feedback, suggestions, or complaints about any product or service or otherwise through various methods such as:
 - » Complaint register/ suggestion book available at Indane distributor or Petrol Pumps
 - » Direct contact to retail outlets / Indane distributorship via contact details displayed at sites.
 - » Toll free Call center number
 - » Online web-based complaint system – grievance management portal & IndianOil ONE mobile app

The Company has set timeline of 14 days to respond to the complaints via toll free no. / web portal except in case of circumstances beyond control of the company. IndianOil has set up Grievance cell with nodal officer and divisional heads to resolve the complaints efficiently.

Please refer to [Question-2 of Essential Indicators of Principle-4](#) and [point-VII of Section-A](#) of this report, for further details.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

Parameter	2022-23	2021-22
Directly sourced from MSMEs/ Small producers	29.21 % (pan IndianOil)	37.43% (pan IndianOil)
Sourced directly from within the district and neighboring districts	Not Available	Not Available

LEADERSHIP INDICATORS

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

Details of negative social impact identified	Corrective action taken
	NIL

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

S. No	State	Aspirational District	Amount spent (INR)
1	Andhra Pradesh	Visakhapatnam	1,93,45,147
2	Andhra Pradesh	Vizianagaram	15,65,491
3	Andhra Pradesh	Y.S.R. Kadapa	63,50,295
4	Arunachal Pradesh	Namsai	13,50,000
5	Assam	Barpeta	9,18,71,000
6	Assam	Darrang	55,44,000
7	Bihar	Aurangabad	24,68,000
8	Bihar	Banka	1,92,000
9	Bihar	Begusarai	1,79,76,000
10	Bihar	Muzaffarpur	1,50,99,998
11	Chhattisgarh	Kondagaon	32,58,220
12	Chhattisgarh	Korba	59,50,184
13	Chhattisgarh	Mahasamund	27,09,000
14	Chhattisgarh	Narayanpur	57,62,106
15	Chhattisgarh	Rajnandangaon	26,88,000
16	Gujarat	Dahod	20,17,000
17	Gujarat	Narmada	1,57,82,520
18	Haryana	Nuh	41,10,134
19	Jharkhand	Gumla	1,80,000
20	Jharkhand	Ranchi	57,40,000
21	Jharkhand	Simdega	3,82,000
22	Madhya Pradesh	Guna	5,28,759
23	Madhya Pradesh	Rajgarh	11,00,000
24	Maharashtra	Gadchiroli	1,07,52,000
25	Maharashtra	Nandurbar	98,56,000
26	Maharashtra	Washim	26,33,400
27	Meghalaya	Ri-Bhoi	17,06,879
28	Odisha	Dhenkanal	86,55,205
29	Rajasthan	Dholpur	14,40,000
30	Rajasthan	Sirohi	14,19,870
31	Tamil Nadu	Virudhunagar	1,31,12,140
32	Telangana	Kothagudem	14,85,750
33	Uttar Pradesh	Bahraich	72,80,000
34	Uttar Pradesh	Balrampur	1,16,48,000
35	Uttar Pradesh	Chandauli	89,17,000
36	Uttar Pradesh	Chitrakoot	88,57,726
37	Uttar Pradesh	Fatehpur	87,36,000
38	Uttar Pradesh	Shravasti	43,68,000
39	Uttar Pradesh	Siddharthnagar	1,01,92,000
40	Uttar Pradesh	Sonbhadra	1,28,95,000
41	Uttarakhand	Udham Singh Nagar	14,56,000
42	Uttarakhand	Haridwar	56,37,500
Total			34,30,18,324

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

Yes, preference is given to local suppliers, Micro & Small Enterprises (MSEs), MSE (SC/ST, Women), Start-ups in accordance with the extant Government and Company's policies. As per the Public Procurement Policy 2012 (PPP-2012) and the Purchase Preference linked to Local Content policy (PP-LC 2020), purchase preference is given to MSEs and Class I Local Suppliers. Some items are reserved only for procurement from MSE vendors. Where sufficient local content and capacity exists in India only Class I local suppliers are allowed to participate in the bidding process. For non-critical procurement, pre-qualification criteria is waived for Start-ups and relaxed for Micro & Small Enterprises.

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

Micro & Small Enterprises (MSE), and Startups. In addition relaxation of 50% in the performance bank guarantee (PBG) is provided to Women and Reserved categories (SC/ST) owned MSEs.

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

- » Total MSE procurement: 29.21 %
- » MSE (Reserved SC/STs): 0.86 % of total MSE procurements
- » MSE (Women owned): 0.35% of total MSE procurements

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

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

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

Name of Authority	Brief of case	Corrective action taken
		NIL

6. Details of beneficiaries of CSR Projects.

S. No	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Healthcare projects	~ 24.8 lakh	~ 31%
2	Sanitation projects	~ 11 lakhs	~ 31%
3	Environment Sustainability projects	~ 7.9 lakh	~ 43%
4	Drinking Water projects	~ 4.6 lakh	~ 56%
5	Education projects	~ 4.5 lakh	~ 35%
6	Art & Culture projects	~ 2 lakh	~ 49%
7	Rural Development projects	~ 1 lakh	~ 39%
8	Skill Development projects	~ 0.5 lakh	~ 56%
9	Sports projects	~ 0.5 lakh	~ 51%
10	Other thrust area projects	~ 0.5 lakh	~ 50%
	Total	~ 57.3 lakh	~ 33%

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

IndianOil has a comprehensive system in place to engage with its customers and ensure necessary product improvements. The company recognises its responsibility to respect its customers' rights and interests and to provide them with high-quality services.

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

Customers can register feedback, suggestions, or complaints about any product or service or otherwise through various methods such as

- A. Complaint register/ suggestion book available at Indane distributor or Retail Outlet (Petrol Pump)
- B. Direct contact to retail outlets / Indane distributorship via contact details displayed at sites.
- C. Toll free Call center number
- D. Online web-based complaint system – grievance management portal & IndianOil ONE mobile app

The Company has set timeline of 14 days to respond to the complaints via toll free no. / web portal except in case of circumstances beyond control of the company. IndianOil has set up grievance cell with nodal officers to resolve the complaints efficiently.

Customer complaints are tracked using the Complaint Module in the CARE Customer Relationship Management (CRM) interface. After logging into the portal, customers can file a complaint. The complaints are automatically assigned to the appropriate officials, with a time window for resolution/ escalation to the next level set. The portal includes features for tracking the status of complaints at each level along with quality, quantity, timeline of the complaint and services and efficient use of the product.

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

Business:	As a percentage to total turnover
Environment and Social parameters relevant to product	100% polypropylene bags used for packaging Polymers / PTA are labelled with Recycling code.
Safe and responsible usage	Material safety data sheet (MSDS) published online and informed time to time to all stakeholders for safe handling of material during transit/Use.
Recycling and/or safe disposal	100% bags used for packaging are labelled with Recycling code

3. Number of consumer complaints

Category	2022-23			2021-22		
	Received during the year	Pending Resolution at the end of the year	Remarks	Received during the year	Pending Resolution at the end of the year	Remarks
Data privacy	0	0	Nil	0	0	Nil
Advertising	0	0	Nil	0	0	Nil
Cyber-security	0	0	Nil	0	0	Nil
Delivery of essential services	7,18,861	0	Nil	8,75,096	238	Nil
Restrictive Trade Practices	0	0	Nil	0	0	Nil
Unfair Trade Practices	0	0	Nil	0	0	Nil
Others	0	0	Nil	0	0	Nil

4. Details of instances of product recalls on account of safety issues (not applicable for the services provided)

	Number	Reason for recall
Voluntary recalls	Nil	Nil
Forced recalls	Nil	Nil

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

Yes, the company has a policy on data privacy (for offline data) and Website data privacy (for online data). This Privacy Policy also covers any personal information that Third Parties share with the company.

Link of Data Privacy policy: [Data-Privacy-Policy-Offline-Data-Collection.pdf \(iocl.com\)](https://www.iocl.com/Data-Privacy-Policy-Offline-Data-Collection.pdf)

Link of Website Data Privacy Policy: [Data-Privacy-Policy-Online-Data-Collection.pdf \(iocl.com\)](https://www.iocl.com/Data-Privacy-Policy-Online-Data-Collection.pdf)

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

Not applicable

LEADERSHIP INDICATORS

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

Product related information can be accessed through <https://iocl.com>

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

- » Organizing Workshops / Clinics / Seminars / surveys through google forms and appreciation sessions are arranged for valuable customers IndianOil customer day
- » Through Media i.e., print, TV, webseries, SMS, and banners/posters – Safety clinic organized for LPG customers
- » Printing Critical instructions on body / cover of products such as LPG, lubricant, etc.
- » Polymer bags are printed with necessary guidelines pertaining to plastic waste management
- » Suitable safety signages / Dos & Don'ts Banners/hoardings are placed in retail outlets for customers filling their cars.
- » Customer attendants including dealers are imparted regular trainings to ensure customers can be provided accurate information on the product
- » Periodic awareness and training are conducted on fuel consumption, safe handling of product, responsible use and providing efficient LPG stoves
- » SAKSHAM is a major initiative of the Petroleum Conservation Research Association (PCRA), Ministry of Petroleum and Natural Gas (MoP&NG). Under the initiative, various awareness campaigns, competitions, dialogues, and consultations are undertaken with customers, employee, dealers' representatives to promote sustainable consumption behavior.
- » For Petrochemical Customers, A chatbot (with Rhino Icon on bottom right) has been created for dissemination of information pertaining to various petrochemical products, their applications, and specifications.
- » Dos and don'ts manual issued to customers for safe handling and efficient use of product

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

IndianOil has well established contact mechanism with bulk / retail customers, through its offices as well as channel partners, regarding information dissemination on product availability or disruption. The company also uses avenues like Email/ Telephone / Media / social media / App platforms / SMSs and notices on physical locations to notify end-users

4. a) 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.

In case of lubricants, basic performance standards as per API Standards and expected drain interval of the products is mentioned on the product packaging. Regular information regarding grade name, batch number, quality type etc., are displayed on all polymer / petrochemical product packaging. Details on product specs are sent along with the transportation documents.

b) Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes. The company regularly carries out Customer Satisfaction Survey using its in-house DARPAN app, while also using more conventional practices such as recording customer feedbacks through the Customer Relationship Management portal

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact

Nil

b. Percentage of data breaches involving personally identifiable information of customers

Nil

We have a system in place that protects all confidential and sensitive information.