

# Business Responsibility & Sustainability Report

## SECTION-A: GENERAL DISCLOSURES

### I. DETAILS OF THE LISTED ENTITY

1. Corporate Identity Number (CIN) of the Listed Entity	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 (Head Office)	3079/3, Sadiq Nagar, J. B. Tito Marg, New Delhi-110049
6. E-mail	sustainability@indianoil.in
7. Telephone	011-71726044
8. Website	<a href="https://iocl.com/">https://iocl.com/</a>
9. Financial year for which reporting is being done	2021-22
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	Rs. 9,414.16 crore as on 31.3.2022 i.e. 9,41,41,58,922 equity shares of Rs. 10 each
12. Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Name: Mr Shantanu Gupta Designation: Executive Director (Alternate Energy & Sustainable Development) Telephone number: 011-71726277 e-mail id: shantanug@indianoil.in
13. Reporting Boundary	Standalone Basis (i.e. excluding JV & subsidiaries)

### II. PRODUCTS & SERVICES

14. Details of business activities (accounting for 90% of the turnover)	S. No.	Main Activity	Description of Business Activity	% of Turnover
	1.	Manufacturing	Coke and refined petroleum products	100
15. Products Sold (accounting for 90% of the entity's Turnover)	S. No.	Product/Service	NIC Code	% of Turnover
	1	HSD	466 / 473	46.65
	2	MS	466 / 473	21.62
	3	LPG	466 / 473	12.78
	4	ATF	466	3.48
	5	POLYMER	466	2.72
	6	GAS-External	466 / 473	2.57
	7	FO	466	1.87
	8	BITUMEN	466	1.62
9	LUBES & GREASES	466 / 473	1.45	

### III. OPERATIONS

16. Number of plant locations	<b>Location</b>	<b>Number of Plants</b>
	National	473* <i>*Includes refineries, pipeline terminals, Terminal/Depots, LPG Bottling Plants, Aviation Fuel Stations, Lube Plants, petrochemical units, Cryo Units, Petrochemical Plants and Explosive Plants, owned by IndianOil</i>
	International	NIL
17. Markets served	a. Number of Locations	
	<b>Locations</b>	<b>Number</b>
	National (Number of States)	28
	International (Number of Countries)	26
	b. Contribution of exports as a percentage of the total turnover? 4.58%	
c. Types of customers IndianOil caters to retail and bulk customers. The 58,000+ customer touch points allow IndianOil to meet the daily fuel needs of its customers. The bulk customers include: Defence Forces, Indian Railways, State Govt. entities, State Transport Undertakings, Power Producers, Mining Customers, Automotive Industry, etc.		

### IV. EMPLOYEES

18. Details as at the end of the Year:

a. Employees and Workers (including differently abled)	<b>S. No.</b>	<b>Particulars</b>	<b>Total</b>	<b>Male</b>		<b>Female</b>	
			<b>(A)</b>	<b>No. (B)</b>	<b>% (B / A)</b>	<b>No. (C)</b>	<b>% (C / A)</b>
	<b>EMPLOYEES</b>						
	i.	Permanent (D)	17,929	16,048	89.5%	1,881	10.5%
	ii.	Other than Permanent (E)	33	19	57.6%	14	42.4%
	iii.	Total employees (D + E)	17,962	16,067	89.4%	1,895	10.6%
	<b>WORKERS / STAFF</b>						
	iv.	Permanent (Staff) (F)	13,325	12,488	93.7%	837	6.3%
	v.	Other than Permanent (G)	82,748	80,335	97.1%	2,413	2.9%
	vi.	Total workers (F + G)	96,073	92,823	97%	3,250	3.0%
b. Differently-abled Employees and Workers	<b>S. No.</b>	<b>Particulars</b>	<b>Total</b>	<b>Male</b>		<b>Female</b>	
			<b>(A)</b>	<b>No. (B)</b>	<b>% (B / A)</b>	<b>No. (C)</b>	<b>% (C / A)</b>
	<b>EMPLOYEES</b>						
	i.	Permanent (D)	710	615	87%	95	13%
	ii.	Other than Permanent (E)	0	0	0%	0	0%
	iii.	Total employees (D + E)	710	615	87%	95	13%
	<b>WORKERS / STAFF</b>						
	iv.	Permanent (Staff) (F)	298	257	86.2%	41	13.8%
	v.	Other than Permanent (G)	11	11	100%	0	0%
	vi.	Total employees (F + G)	309	268	86.7%	41	13.3%

**IV. EMPLOYEES**

19. Participation/ Inclusion/ Representation of women		Total	No. and percentage of Females	
		(A)	No. (B)	% (B / A)
	Board of Directors	16	2	12.5%
	Key Management Personnel	1	0	0%

  

20. Turnover rate for permanent employees and workers	Turnover Rate	2021-22			2020-21			2019-20		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	5%	5%	5%	4%	3%	4%	5%	3%	4%
	Permanent Workers	7%	6%	7%	7%	7%	7%	6%	6%	6%

**V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)**

21. Holding, Subsidiary and Associate Companies (including joint ventures) of IndianOil

S. No.	Name of the Holding / Subsidiary / Associate (Joint Ventures) Companies	% of shares held	Does the entity, participate in Business Responsibility initiatives of listed entity? (Yes/No)
<b>SUBSIDIARIES</b>			
1.	Chennai Petroleum Corporation Ltd.	51.89%	CPCL is a listed Mini-Ratna Company, which undertakes its own Business Responsibility (BR) initiatives and adheres to the guidelines issued by statutory bodies / Government from time to time.
2.	IndianOil (Mauritius) Ltd., Mauritius	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 local / native country.
3.	Lanka IOC PLC, Sri Lanka	75.12%	
4.	IOC Middle East FZE, UAE	100%	
5.	IOC Sweden AB, Sweden	100%	
6.	IOCL (USA) Inc., USA	100%	
7.	IndOil Global B.V., Netherlands	100%	
8.	IOCL Singapore Pte Ltd.	100%	

(contd. in next page)

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<b>ASSOCIATE (JOINT VENTURE COMPANIES)</b>			
9.	Indian Oiltanking Ltd.	49.38%	The associate companies undertake their own Business Responsibility (BR) initiatives and adhere to the guidelines issued by the statutory authorities / Government from time to time.
10.	Lubrizol India Pvt. Ltd.	26%	
11.	IndianOil Petronas (Pvt.) Ltd.	50%	
12.	Avi-Oil India Pvt. Ltd.	25%	
13.	Petronet VK Ltd.	50%	
14.	Petronet LNG Ltd.	12.50%	
15.	Green Gas Ltd.	49.98%	
16.	IndianOil Skytanking Pvt. Ltd.	50%	
17.	Suntera Nigeria 205 Ltd.	25%	
18.	Delhi Aviation Fuel Facility Pvt. Ltd.	37%	
19.	Indian Synthetic Rubber Pvt. Ltd.	50%	
20.	NPCIL - IndianOil Nuclear Energy Corporation Ltd.	26%	
21.	GSPL India Transco Ltd.	26%	
22.	GSPL India Gasnet Ltd.	26%	
23.	IndianOil Adani Gas Pvt. Ltd.	50%	
24.	Mumbai Aviation Fuel Farm Facility Pvt. Ltd.	25%	
25.	Kochi Salem Pipelines Pvt. Ltd.	50%	
26.	IndianOil LNG Private Ltd.	45%	
27.	Hindustan Urvarak and Rasayan Ltd.	29.67%	
28.	Ratnagiri Refinery & Petrochemicals Ltd.	50%	
29.	Indradhanush Gas Grid Ltd.	20%	
30.	IHB Ltd.	50%	
31.	IndianOil Total Pvt. Ltd.	50%	
32.	IOC Phinergy Pvt. Ltd.	50%	
33.	Paradeep Plastic Park Ltd.	49%	

Note:

(1) 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 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 BR activities are jointly undertaken with the supply network to increase the convergence and impact.

**VI. CSR DETAILS**

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
(ii) Turnover (in Rs.)	₹ 7,28,459.94 crore
(iii) Net worth (in Rs.)	₹ 1,31,286.36 crore

**VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES**

23. Complaints / Grievances on any of the nine principles under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Mechanism in Place	Redressal	2021-22		2020-21		Remarks
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
Communities	Public Grievance Portal <a href="https://pgportal.gov.in/CPGOFFICE/">https://pgportal.gov.in/CPGOFFICE/</a>		325	NIL	379	NIL	
Shareholders	Yes. The Company has created a designated email-id <a href="mailto:investors@indianoil.in">investors@indianoil.in</a> exclusively for investors to raise their grievances		7,403	0	6,853	0	The investor complaints pertain to those forwarded by MCA / SEBI / Stock Exchanges and directly raised with the Company
Employees and workers	Yes. <a href="https://grievance.indianoil.in/">https://grievance.indianoil.in/</a>		40	9	64	24	Nil
Customers	Yes. IndianOil ONE App & <a href="https://cx.indianoil.in/EPICIOCL/faces/GrievanceMainPage.jspx">https://cx.indianoil.in/EPICIOCL/faces/GrievanceMain Page.jspx</a>		9,04,097	436	13,89,748	259	
Value Chain Partners	Yes (emails / post / couriers / PG / EPIC-Electronic Platform for IndianOil Customer/RTI)		64	NIL	73	2	Related to Integrity Pact and Bulk consumers

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate
1.	Competition	Risk	Threat to market share	
2.	Market	Risk	Erosion of margins	
3.	Alternate Energy & Environment Conservation	Risk / Opportunity	Growing regulatory / investor pressure towards improving ESG performance	For more details, please see Integrated Annual Report (Page: 18 - 21)
4.	Financial Risks	Risk	FOREX movement / borrowing cost	
5.	Cyber Security	Risk	Cyber threat as data volumes grow	
6.	Human Resource	Risk / Opportunity	Attract & retain key talent, and health, safety & well-being of human resource	

**SECTION-B: MANAGEMENT AND PROCESS DISCLOSURES**

I. POLICY AND MANAGEMENT PROCESSES										
S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
a)	i. 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
	ii. 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.								
	iii. Web Link of the Policies, if available	<a href="https://www.iocl.com/policies">https://www.iocl.com/policies</a> <a href="https://iocl.com/citizen-charter">https://iocl.com/citizen-charter</a>								
b)	Whether the entity has translated the policy into procedures (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c)	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
d)	Name of the national and international codes / certifications / labels / standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	IndianOil has framed various policies that conform to different applicable statutes/guidelines/rules/policies etc., issued by the Government of India from time to time. Industry practices, national/ international standards are kept in view while formulating the policies. Standards such as OHSAS 18001, ISO 9001/8001/2701/14000/14064, BIS, OISD etc, as applicable, are widely adopted across the company.								
e)	Specific commitments, goals and targets set by the entity with defined timelines, if any.	IndianOil has set various commitments, goals and targets pertaining to the NGRBC principles. The company has aligned efforts to various national targets / schemes in the areas of energy, community development and environment sustainability. IndianOil remains steadfast in its commitment to contribute towards achieving the goals set under the Sustainable Development Goals, the Net Zero commitments under Paris Agreement, UNGC amongst others. Further details on corporate goals and performance against these principles can be read in the Integrated Annual Report / Sustainability Report.								
f)	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Further details on corporate goals and performance against these principles can be read in the Integrated Annual Report / Sustainability Report.								

## II. GOVERNANCE, LEADERSHIP AND OVERSIGHT

### a. Statement by Director responsible for the Business Responsibility and Sustainability Report

I am delighted to present to you the 10<sup>th</sup> edition of IndianOil's Business Responsibility and Sustainability Report (previously known as the Business Responsibility Report). The report has been prepared as per the formats provided by the Securities and Exchanges Board of India (SEBI).

Today, corporations across the globe are being assessed on their ESG performance. As a public sector undertaking tasked with providing energy security to the citizens of the country, IndianOil has always adhered to the principles of responsible business in conducting its operations.

IndianOil has been one of the early adopters of ESG reporting in India. The company first published its Sustainability Report way back in the year 2005. Over the years, the company has been improving its disclosures, in line with the GRI standards.

It has been our top most priority to uphold the principles of Corporate Governance to ensure transparency, integrity and accountability in our functioning. We have in place strong frameworks that maintain high standards of ethical and responsible conduct of business.

IndianOil rigorously follows best HR practices. The company encourages inclusive growth by providing employment and training opportunities to weaker sections of the society. Safety and well-being of our employees and contractual workers have always been a priority area of work.

IndianOil is a responsible global citizen. As the flagship oil company of the country, IndianOil has ensured that critical energy needs are met across the length and breadth of the country even during natural disasters or periods of national emergency. The company is the leading implementation agency for many community development schemes of the Government of India such as the Pradhan Mantri Ujjwala Yojana (PMUY), providing free LPG connections to BPL women. IndianOil's R&D has pioneered a number of indigenous technologies in process / product improvements, in the spirit of Atmanirbhar Bharat. Our procurement policies are aligned to support and promote MSMEs and start-ups. IndianOil is also the leading company in implementing the SATAT scheme of the Ministry of Petroleum & Natural Gas,

promoting indigenously produced Compressed Bio Gas (CBG). Through this scheme, IndianOil is also helping in creating rural employment opportunities and nurturing entrepreneurship. Beyond this, IndianOil has a dedicated CSR programme which undertakes various community development initiatives across the country.

Through its efforts in emission mitigation, water and energy conservation, efficiency and waste reduction, IndianOil has been proactively working towards reducing its operational impact on the environment. At the same time, the company is also focusing towards greening its product mix through investments in renewable energy, biofuels, hydrogen, cleaner petroleum products and encouraging circular economy. In our supply chain, IndianOil is encouraging digital connect to make supply chain more efficient and to reduce emissions.

The Business Responsibility & Sustainability Report (BRSR) presents a snapshot of IndianOil's ESG journey and performance during the last financial year. While we have attempted to provide a response to all Essential and Leadership indicators, IndianOil continues to improve upon its systems and matrices further so that the disclosures can become better in future. Various sections of the report can be cross-referenced with our other annual public disclosures i.e. the Sustainability Report and the Integrated Annual Report, for more details.

Looking ahead, the company is geared up to meet the challenges of climate change, environmental degradation and environmental sustainability. The company is making a strategic shift towards meeting the aspirations set by UN Sustainable Development Goals and Net Zero transition, by fulfilling stakeholder expectations for value creation and growth, optimizing resources to mitigate environmental impacts by incorporating environmental and social considerations in business decisions, earning goodwill and building reputation as a responsible corporate citizen, conducting business with ethics and transparency & follow responsible business practices, and harnessing technological / social innovations.

(Sujoy Choudhury)  
Director (Planning & Business Development)





## SECTION-C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

**PRINCIPLE-1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.**

### ESSENTIAL INDICATORS

#### 1. Percentage coverage by training and awareness programmes on any of the Principles during the Financial Year

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (BoDs)	5	<ul style="list-style-type: none"> <li>– Familiarization programs</li> <li>– Capacity Building Programme</li> </ul>	37.5%
Key Managerial Personnel (KMPs)	NIL	NIL	NIL
Employees other than BoDs & KMPs (incl. staff)*	139	Technical / Functional / Behavioural	71%
Workers (Contract Labour)	942	Technical / Safety	100%

\* Employees other than BoDs & KMPs (incl. staff) and workers were provided 22,192 and 1,50,724 man-hours of training respectively. For number of training sessions, it has been assumed that each training programme would constitute of 20 participants and are of 8 hour duration each.

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

Monetary					
	NGRBC Principle	Name of regulatory / enforcement agencies / judicial institutions	Amount (in Rs.)	Brief of Case	Has an appeal been preferred (Yes / No)
Penalty	-	-	-	-	-
Fine	-	-	-	-	-
Compounding Fee	-	-	-	-	-
Non-Monetary					
	NGRBC Principle	Name of regulatory / enforcement agencies / judicial institutions		Brief of Case	Has an appeal been preferred (Yes / No)
Imprisonment	-	-		-	-
Punishment	-	-		-	-

**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.**

Case Details	Name of regulatory / enforcement agencies / judicial institutions
NA	NA

**4. Details of IndianOil's anti-corruption or anti-bribery policy.**

Cases of Corruption and Bribery for employees are dealt with as per the Conduct, Discipline and Appeal Rules (CDA), 1980. Rule 29 of CDA Rules, 1980, which lays down the different types of penalties for the misconducts such as corruption and bribery. For permanent / casual workers, the conduct is guided by standard procedures as defined the Standing Orders, with clearly identified areas of misconducts in corruption and bribery.

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

	2021-22	2020-21
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

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

	2021-22		2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received w.r.t. issues of conflict of interest of Directors	NIL	NIL	NIL	NIL
Number of complaints received w.r.t. issues of conflict of interest of KMPs	NIL	NIL	NIL	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

Number of training programmes held	Training Area	Value Chain Partners covered	Principles Coverage	%age of persons in respective category covered by the programmes
11,874	Standard Operating Procedures (SOP), Safety	LPG Delivery Personnel	3, 9	100%
388	SOP, Safety	LPG Casual Labours, Security Guards & Truck Drivers	3, 9	100%
256	Refresher Programme	LPG Distributors	1, 2, 3, 5, 6, 9	76%
5508	SOP, Safety	Retail Sales Customer Attendants	1, 2, 3, 5, 6, 9	97% of Customer Attendants from targetted Retail Outlets (ROs)
14	Motivational and Goal Alignment	Women customer attendants	3	100% of Women Customer Attendants from targetted ROs
79	SOP, Goal Alignment	New Dealer Training	3, 9	100% new dealers trained
4	Safety Campaign	Tank Truck Drivers	3	27,000+ Tank Truck Drivers covered

### 2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? If Yes, provide details of the same.

Yes.

The Board has approved a Code of Conduct 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
- 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

In compliance with the statutory provisions and the Code of Conduct, requisite disclosure(s) is made by the Director's / KMP to the Company.

**PRINCIPLE-2: BUSINESSES SHOULD PROVIDE GOODS & SERVICES IN A MANNER THAT IS SUSTAINABLE & SAFE**
**ESSENTIAL INDICATORS**
**1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	Current Financial Year	Previous Financial Year	Details of improvement in environmental and social impact
R&D	Rs. 479.96 crore (100%)	228.86 crore (100%)	Expenditure in new product formulations, improving product efficiency, lowering emissions, longer life, improving processes etc.
Capex	Rs. 30,391 crore (100%)	Rs. 28,684 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 was sourced sustainably?**

IndianOil undertakes vendor selection through tendering process. The tenders include General Conditions of Contract covering aspects like abolition of child labour and welfare of labours engaged by the Contractors. Model code for labour welfare in compliance with the Laws and regulations as stipulated by Government of India and respective state laws are strictly implemented at Workplace and compliance ensured. Environment related screening parameters, such as IS / BIS / OSHAS etc standards or fixing performance criteria are undertaken on tender to tender basis.

Further, IndianOil provides purchase preference to local suppliers, MSEs, Startups in accordance with the extant Government and the company's policies. Purchase preference is given to MSEs and Class I Local Suppliers as per the Public Procurement Policy 2012 (PPP-2012) and the Purchase Preference linked to Local Content Policy (PP-LC 2020). Procurements valuing less than Rs. 200 crore are sourced from Indigenous vendors/contracts.

The value / percentage of inputs sourced sustainably, is accordingly, not captured by the company at present.

**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; (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 virgining 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.**

Extended Producer Responsibility (EPR) has been made applicable to IndianOil's lubricant sale (recycling of used oil), and the plastic packaging undertaken 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.

EPR for plastics waste recycling has been made applicable for IndianOil, vide policy notified on 16.2.2022. Discussions are ongoing to bring more clarity on the policy and IndianOil's role.

## LEADERSHIP INDICATORS

### 1. Has product related Life Cycle Perspective / Assessments (LCA) been conducted?

No, LCA study has not been conducted for any product or service.

### 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.

IndianOil refines and sells petroleum products which are acknowledged to be near the epicentre of climate change. IndianOil is undertaking various efforts such as energy efficiency, fuel replacement, renewable energy, carbon capture and storage as well as emission offset through tree plantation. On the product side, the company is improving fuel efficiency / properties, promoting biofuels and creating avenues in electrification of energy.

IndianOil also supplies polymer raw material. There is widespread concern regarding disposability and environmental impact of plastics (made from polymers). IndianOil has been making efforts to establish networks and partnerships to ensure responsible usage and safe disposal of polymers.

Some of the significant efforts to promote plastic recycling include:

- Developed and patented Eco-friendly Plastic to Fuel (IndEcoP2F) technology for co-processing waste plastics in Delayed Coker Units (DCUs) for conversion into fuels.
- IndianOil has signed an MoU with NextChem, a subsidiary of Maire Tecnimont of Italy, to develop industrial projects for fostering the institutionalization of a circular economy in India. Under the agreement, IndianOil and NextChem will jointly explore integrated opportunities for the valorization of the waste by utilizing NextChem's technologies for plastic waste Upcycling and Waste- to-Chemicals solutions.
- IndianOil also supports start-ups to make useful products from waste plastics.
- The Company is also working towards development of supply chain for plastic recycling and sale of Recyclates.

IndianOil's efforts in emission mitigation from products, waste management efforts and creating a circular economy can be accessed in the Company's Integrated Annual Report / Annual Sustainability Report.

### 3. Percentage of recycled or reused input material to total material (by value) used in production

Data not maintained at present and would be provided in subsequent years.

### 4. Of products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed\*

Indicate input material	2021-22			2020-21		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (incl. packaging)	-	-	48.49	-	-	42.68
Hazardous Waste	-	-	4.76	-	-	32.07
Other Waste	-	-	102.89	-	-	57.00

\* Data pertains to lubricant products related waste

### 5. Reclaimed products & their packaging materials (as % of products sold) for each product category.

This data is not maintained at present. A CPCB portal is currently under preparation for monitoring recycling / reclamation of lubricant packaging material. A monthly MIS shall be uploaded in CPCB Portal.

**PRINCIPLE-3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS**
**ESSENTIAL INDICATORS**
**1. Employee Benefit & Wellbeing**
**a. Details of measures for the well-being of employees:**

Category	% of employees covered by:										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Employees</b>											
Male	16,048	16,048	100%	16,048	100%	0	0%	16,048	100%	16,048	100%
Female	1,881	1,881	100%	1,881	100%	1,881	100%	0	0%	1,881	100%
<b>TOTAL</b>	<b>17,929</b>	<b>17,929</b>	<b>100%</b>	<b>17,929</b>	<b>100%</b>	<b>1,881</b>	<b>10.5%</b>	<b>16,048</b>	<b>89.5%</b>	<b>17,929</b>	<b>100%</b>
<b>Other than Permanent Employees</b>											
Male	19	0	0%	0	0%	0	0%	0	0%	0	0%
Female	14	0	0%	0	0%	14	100%	0	0%	14	100%
<b>TOTAL</b>	<b>33</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>14</b>	<b>42.4%</b>	<b>0</b>	<b>0%</b>	<b>14</b>	<b>42.4%</b>

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

Category	% of employees covered by:										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Workers</b>											
Male	12488	12488	100%	12488	100%	0	0%	12488	100%	12488	100%
Female	837	837	100%	837	100%	837	100%	0	0%	837	100%
<b>TOTAL</b>	<b>13325</b>	<b>13325</b>	<b>100%</b>	<b>13325</b>	<b>100%</b>	<b>837</b>	<b>6.3%</b>	<b>12488</b>	<b>93.7%</b>	<b>13325</b>	<b>100%</b>
<b>Other than Permanent Workers</b>											
Male	80,335	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	2,413	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>TOTAL</b>	<b>82,748</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

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

Benefits	2021-22			2020-21		
	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	NA	NA	NA	NA	NA	NA

### 3. Are the premises / offices of the entity accessible to differently abled employees and workers

Yes

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

Yes

### 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	95.6%	99.4%	97.2%	90.4%
Female	65.7%	60.0%	58.3%	57.1%
<b>TOTAL</b>	<b>89.4%</b>	<b>93.4%</b>	<b>95.4%</b>	<b>89.5%</b>

### 6. Details of mechanism to receive and redress grievances for following categories of employees & workers?

Gender	Yes / No (If yes, give details of the mechanism in brief)
Permanent employees	Yes (Grievance Redressal Portal)
Other than permanent employees	Yes (Public Grievance Portal)
Permanent Workers	Yes (Grievance Register)
Other than permanent workers	Yes (Public Grievance Portal)

### 7. Membership of employees and worker in association(s) or Unions recognised by IndianOil

Category	2021-22			2020-21		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) / Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) / Union (D)	% (D / C)
Permanent Employees / Workers	31,254	30,012	96%	31,648	30,443	96%
Male	28,536	27,359	98%	28,873	27,740	96%
Female	2,718	2,653	96%	2,775	2,703	97%

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

Category	2021-22				2020-21					
	Total (A)	On health & safety measures		On skill upgradation		Total (D)	On health & safety measures		On skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E /D)	Number (F)	% (F/D)
<b>Permanent Employees / Workers (Staff)</b>										
Male	28,536	Bifurcation not available for FY 2021-22		20,085	70.38%	28,873	Bifurcation not available for FY 2020-21.*		21,891	75.82%
Female	2,718			2,107	77.52%	2,775			2,359	85.01%
<b>TOTAL</b>	<b>31,254</b>	<b>14,253</b>	<b>45.60%</b>	<b>22,192</b>	<b>71.01%</b>	<b>31,648</b>			<b>24,250</b>	<b>76.62%</b>
<b>Other than Permanent Workers</b>										
Male	80,335	Bifurcation not available for FY 2021-22		NIL		Bifurcation not available for FY 2020-21.*		NIL		
Female	2,413									
<b>TOTAL</b>	<b>82,748</b>	<b>40,046</b>	<b>48.39 %</b>			<b>80,083</b>				

\* Total 13,63,351 man-hours of training provided to employees and workers on health & safety parameters. The bifurcation for employees and workers is not available for FY 2020-21.

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

Category	2021-22			2020-21		
	Total (A)	Number (B)	% (B / A)	Total (A)	Number (B)	% (B / A)
<b>Permanent Employees</b>						
Male	15,868	15,868	100%	16,079	16,079	100.0%
Female	1,869	1,869	100%	1,863	1,863	100.0%
<b>TOTAL</b>	<b>17,737</b>	<b>17,737</b>	<b>100%</b>	<b>17,942</b>	<b>17,942</b>	<b>100.0%</b>
<b>Permanent Workers (Staff)</b>						
Male	12,311	12,311	100%	12,922	12,922	100.0%
Female	834	834	100%	881	881	100.0%
<b>TOTAL</b>	<b>13,145</b>	<b>13,145</b>	<b>100%</b>	<b>13,803</b>	<b>13,803</b>	<b>100.0%</b>

**10. Health & Safety Management System**

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

Yes. 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 by IndianOil to identify work-related hazards & assess risks on routine / non-routine basis?**

Hazards identification and risk assessment are carried out by the process owners during the project inception using Rapid Risk Analysis (RRA), Hazardous Operations (Hazop), Hazard Identification (HAZID), Hazard Identification and Risk Assessment (HIRA) and Quantitative Risk Assessment (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 on the basis of 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.

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

Yes.

- Hazards, if identified by a worker can be immediately reported to (i) seniors; (ii) H,S&E Department; and (iii) during Safety Committee Meetings.
- SOPs for safe shutdown of works 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.

**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.

**11. Details of safety related incidents**

Safety Incident / Number		2021-22	2020-21
Loss Time Injury Frequency Rate (LTIFR)* (per one million person-hours worked)	Employees	0.175	0.0379
	Workers		
Total recordable work-related injuries	Employees	3	4
	Workers	55	8
No. of fatalities	Employees	NIL	NIL
	Workers	14	8
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

\* Bifurcation for workers and employees is not captured at present

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

A safe workplace is ensured with the help of various elements of Safety Management System which are 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 processes
- Regular awareness and training programs
- Establishing engineering controls
- Disposal of Hazardous material waste in line with the statutory as well as IndianOil SOPs.
- Use of appropriate, adequate, and reliable Personnel Protective Equipment (PPE)
- Regular toxic gas monitoring and monitoring of 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.
- Hearing conservation 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 manpower is deployed to work at height.
- Medical examination is performed for a person before allowing them to work in confined space.
- 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 campaigns.

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

Category	2021-22			2020-21		
	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	1	0	Nil	0	0	NIL
Health & safety	0	0	Nil	0	0	NIL

## 14. Assessments for the year

	% of plants and offices that were assessed (by entities or statutory authorities or third-parties)
Health & 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 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, with the objective of learning and to avoid repetitive shortcomings. Recommendations are implemented in time bound manner. Dissemination of information and learning is done to prevent recurrence. To ensure effectiveness of all the components of the safety system and activities, various internal and external audits are carried out as per details provided in description of Safety Management System. Strict monitoring of the audit recommendations is carried out at various levels. Guidelines on compliance of 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.

### LEADERSHIP INDICATORS

#### 1. Does the entity extend any life insurance or any compensatory package in the event of death of:

##### (A) Employees (Y/N)

YES - Employee Deposit Linked Insurance Scheme / Tatkal Sahayta Yojana

##### (B) Workers (Y/N)

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.

It's an established practice that before processing the Contractor's monthly bills, the contractor needs to submit the Wage register copy, PF/ESI challans for the concerned month as proof of payment of wages and remittances of the PF/ESI dues for its contract labours. After ensuring the same, IndianOil processes and approves the monthly bills of the contractor for payment.

#### 3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities, who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total number 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	
	2021-22	2020-21	2021-22	2020-21
Employees	1	0	0	0
Workers	11	3	0	1

#### 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

#### 5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health & 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 Concerns	Major efforts undertaken
Retail Network / Dealers / Distributors	Fire accidents during product transfer	<ul style="list-style-type: none"> <li>— All India Safety Campaigns for safe decantation of tank truck (TT) conducted ROs.</li> <li>— During the campaigns, 66,198 mock drills on handling various emergency scenarios were conducted at various ROs to enhance confidence &amp; capabilities of working staff.</li> </ul>
Tank Truck (TT) Crew	Road Transport of hazardous / flammable fuels	<ul style="list-style-type: none"> <li>— TT crew enrolled using 'Sampark' App for safety trainings. Till March 2022, 63,523 nos. of TT crew have been enrolled and 1,64,506 nos. courses completed on the App.</li> <li>— During 2021-22, simulator-based training was provided to 12,874 TT crew.</li> <li>— Eye tests were conducted for 26,697 nos. of TT crew. Free spectacles were arranged for drivers after the campaign and eye surgery of some drivers was also carried out.</li> </ul>
LPG delivery chain / Customers	Safe delivery and usage of LPG cylinders	<ul style="list-style-type: none"> <li>— 'Prerana Campaign' conducted in 2021-22 including: 5,052 safety clinics, 1,77,864 customers contacted by mechanics, safety indexing of 289 distributors, 3,411 delivery boys trained on Pre Delivery Checks (PDC), etc.</li> </ul>

**PRINCIPLE-4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS**
**ESSENTIAL INDICATORS**
**1. Describe the processes for identifying key stakeholder groups of the entity.**

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.

While stakeholder engagement is a part of day-to-day routine, IndianOil has also undertaken a formal survey to engage with and obtain stakeholder feedback this year. Over the years, the company has engaged with the following ten major stakeholder groups that influence or are influenced by IndianOil 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; and, (x) Academic & Scientific Institutes.

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 (Yes / No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of Engagement (Annual / Half-Yearly / Quarterly / Other)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government / Line Ministry	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"> <li>– To understand expectations / targets</li> <li>– To participate in government schemes</li> <li>– For undertaking community development projects</li> </ul>
Industry and Trade Associations	No	Email, SMS, Meeting, Website, events, Seminars, Conferences	Quarterly	<ul style="list-style-type: none"> <li>– Industry concerns related to health, environment, safety, inter-company product transfer, etc.</li> <li>– Collaboration for commercialization of Technologies / Products or Joint Research, providing product / technology components</li> <li>– Complaints and grievance redressal</li> </ul>
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"> <li>– Procurement of material / Equipment / services</li> <li>– Vendor Awareness Programmes related to Quantity and Quality, health, environment, safety etc</li> </ul>
Customers	No	Email, SMS, Meeting, Website, CRM portal, Chatbot, etc.	As per requirement	<ul style="list-style-type: none"> <li>– Engagement related to Quantity and Quality, safety, environment.</li> <li>– Customer satisfaction / service improvement</li> <li>– Marketing of products and services</li> </ul>

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes / No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of Engagement (Annual / Half-Yearly / Quarterly / Other)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors & Shareholders	No	Public disclosures on Financial performance, Annual General Meeting, Press briefing & social media	Annual	<ul style="list-style-type: none"> <li>Make investor / shareholders aware of business plans, performance &amp; sustainability</li> </ul>
Regulatory Bodies	No	Inspection, Audits & Compliance Reports, Public disclosures on Financial and ESG performance, Meetings, seminars etc	Annual / Half-Yearly / Quarterly / Monthly	<ul style="list-style-type: none"> <li>Statutory Compliances, establishing proper SOPs,</li> <li>Strengthening systems through audits &amp; feedbacks (improving existing practices)</li> <li>Operational / product safety &amp; quality</li> </ul>
Employees	Yes (Women / SC/ST)	Employee satisfaction survey, Grievance redressal / HR portal, Electronic communications, Conclaves, Workshops & seminars	As per requirement	<ul style="list-style-type: none"> <li>Employee awareness on rules / regulations, benefits, career / personal growth, opportunities etc</li> <li>Ensuring a safe, healthy &amp; nurturing work environment</li> <li>Grievance redressal</li> </ul>
Media	No	Press briefs, Social media channels, Corporate reports and other disclosures	As per requirement	<ul style="list-style-type: none"> <li>Make media aware of business plans, performance &amp; sustainability</li> <li>Brand building</li> <li>To create a dialogue for transparent and accurate disclosures</li> </ul>
Community / NGOs	Yes (Aspirational Districts / Physically Handicapped / Special Projects)	Meetings, Need Assessment Surveys, Grievance redressal forums	As per requirement	<ul style="list-style-type: none"> <li>Needs / impact assessment</li> <li>Local skill and livelihood development.</li> <li>Community Development - hospitals, schools, sanitation infrastructure etc.</li> <li>Awareness sessions on safety / security of infrastructure, assets and product transport</li> <li>Grievance redressal / public hearings etc.</li> </ul>
Academic, Scientific Institutes and Start-Ups	No	Meetings, Emails, SMS, events, Seminars, Conferences	As per requirement	<ul style="list-style-type: none"> <li>Joint Research on mutual interest, Funding for PhD fellowship, MoUs</li> <li>New Innovative Technologies addressing the pain points of oil &amp; gas sector, leveraging IoT, Software as service and Social relevance.</li> </ul>

## 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 company officers. The feedbacks / identified issues of corporate concern are escalated to the Board-level either through direct channels or through various Board Committees which oversee aspects like business risks, CSR & sustainability, Marketing Strategies & Information Technology Oversight, Planning & Projects, Dispute Settlement etc.

**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.**

Yes. Stakeholder consultation is key to identification of areas of improvement in corporate environmental & social efforts.

For example:

- (i) While undertaking CSR activities or for environment conservation projects outside the boundary of IndianOil, stakeholder (community, regulatory bodies, etc) consultation & feedback is taken.
- (ii) IndianOil continuously undertakes measures to improve its products, e.g. shifting from BS-IV to BS-VI grade fuels, improving fuel / lubricant efficiency, customised fuels for colder regions, blending of fuels, recycling of products and shifting towards renewable energy / biofuels, in consultation with government, customers, etc.

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

- (i) Within community, IndianOil takes up specific community development programmes in aspirational districts (most backward districts in the country) as identified by NITI Aayog. The company is also undertaking special CSR programmes for Divyangjans, providing free / affordable healthcare services in different parts of the country, providing scholarships for poor children and providing job skills to unemployed youth from poor families.
- (ii) The company mandatorily procures goods & services from MSME vendors. The company also undertakes purchases from MSME vendors belonging to SC / ST category.
- (iii) The company also encourages employment from backward classes such as Scheduled Caste / Scheduled Tribe. Reservations are also made available in petrol pump / LPG dealerships.

## PRINCIPLE-5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

## ESSENTIAL INDICATORS

## 1. Employees and workers who have been provided training on human rights issues and policy(ies) of IndianOil

Category	2021-22			2020-21		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	17,929	17,929	100%	17,762	17,762	100%
Other than permanent	33	33	100%	242	242	100%
<b>TOTAL</b>	<b>17,962</b>	<b>17,962</b>	<b>100%</b>	<b>18,004</b>	<b>18,004</b>	<b>100%</b>
<b>Workers</b>						
Permanent	13,325	13,325	100%	13,886	13,886	100%
Other than permanent	82,748	82,748	100%	75,440	75,440	100%
<b>TOTAL</b>	<b>96,073</b>	<b>96,073</b>	<b>100%</b>	<b>89,326</b>	<b>89,326</b>	<b>100%</b>

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

Category	2021-22					2020-21				
	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/A)	No. (F)	% (F/A)
<b>Employees</b>										
Permanent	17,929	0	0	17,929	100%	17,762	0	0	17,762	100%
Male	16,048	0	0	16,048	100%	15,890	0	0	15,890	100%
Female	1,881	0	0	1,881	100%	1,872	0	0	1,872	100%
<b>Other than Permanent</b>	<b>33</b>	<b>NA</b>	<b>NA</b>	<b>33</b>	<b>100%</b>	<b>242</b>	<b>NA</b>	<b>NA</b>	<b>242</b>	<b>100%</b>
Male	19	NA	NA	19	100%	242	NA	NA	242	100%
Female	14	NA	NA	14	100%	13	NA	NA	13	100%
<b>Workers</b>										
Permanent	13,325	0	0	13,325	100%	13,886	0	0	13,886	100%
Male	12,488	0	0	12,488	100%	12,983	0	0	12,983	100%
Female	837	0	0	837	100%	903	0	0	903	100%
<b>Other than Permanent</b>	<b>82,748</b>	<b>37,719</b>	<b>46%</b>	<b>45,040</b>	<b>54%</b>	<b>75,440</b>	<b>32,019</b>	<b>42%</b>	<b>43,421</b>	<b>58%</b>
Male	80,335	36,869	46%	43,477	54%	73,118	31,313	43%	41,805	57%
Female	2,413	850	35%	1,563	65%	2,322	706	30%	1,616	70%

**3. Details of remuneration/salary/wages, in the following format:**

	Male		Female	
	Number	Median remuneration / salary / wages (Rs.)	Number	Median remuneration / salary / wages (Rs.)
Board of Directors (BoD)	8	74,71,422	1	73,53,078
Key Managerial Personnel (KMP)	1	69,59,937	-	-
Employees other than BoD & KMP*	17,459	Not calculated	2,014	Not calculated
Permanent Workers (Staff)*	13,476	Not calculated	898	Not calculated

\* The Companies' Act 2013 contains a provision relating to calculation of median salaries of employees. However, the requirement is exempt for Government Companies. In view thereof, the median salaries of employees and permanent workers has not been computed.

**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 a system responsible for addressing human rights related concerns / impacts. Human rights related grievances pertaining to any project or unit are registered through respective 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 in place to record and resolve human rights grievances. The procedure starts with 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, they 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	2021-22		2020-21		Remarks
	Filed during the year	Pending resolution at the end of the year	Filed during the year	Pending resolution at the end of the year	
Sexual Harassment	9	6	4	2	Action taken as per Law
Discrimination at workplace	NIL	NIL	NIL	NIL	
Child labour	NIL	NIL	NIL	NIL	
Forced labour / involuntary labour	NIL	NIL	NIL	NIL	
Wages	127	45	41	7	Under investigation by Statutory Authorities
Other human rights related issues	NIL	NIL	NIL	NIL	



**7. Mechanism 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

**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.**

IndianOil has a well defined Grievance Redressal Procedure for employees. Any employee can raise the grievance and the same is resolved within the prescribed timelines. Further, an Internal Committee under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, already in place at all Units/Regional Offices/Head Offices.

### 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 2021-22.

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

All locations maintain 100% compliance of statutory provisions. Due reporting of the same is also done to the concerned Government Offices as per the statute. 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

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

	% of plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced labour / involuntary labour	
Sexual Harassment	
Discrimination at workplace	NIL
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-5: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT**

**ESSENTIAL INDICATORS**

**1. Details of total energy consumption (in TeraJoules) and energy intensity:**

Parameter	2021-22	2020-21
Total purchased electricity consumption (A)	3,369	3,202
Total fuel consumption in process and captive power production (B)	3,10,627	2,98,800
Energy consumption through other sources (C)	-	-
Total Energy Consumption (A + B + C)	3,13,996	3,02,002
Energy consumption per rupee of turnover (TJ / Rs. Cr.)	0.43	0.58

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.**

Six IndianOil refineries i.e. Barauni, Gujarat, Haldia, Mathura, Panipat and Bongaigaon Refinery were notified in PAT Cycle-II. Four refineries were able to meet the targets, while two fell short. On an overall basis, IndianOil refineries were able to generate excess EScerts under the scheme. However, as trading has been suspended, IndianOil has not been able to undertake purchase / sale of EScerts.

Two more refineries i.e. Paradip and Guwahati have been added to the list of Designated Consumers (DC) under PAT-VI cycle on 13.4.2020. Under PAT-VI, energy intensity targets (in the form of MBN) have been assigned to all eight refineries (to be achieved by the end of 2022-23). Refineries have formulated time-bound action plan for achieving PAT VI targets and progress on the same is being monitored.

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

Parameter	2021-22	2020-21
Water withdrawal by source (in kilolitres)		
i. Surface Water	8,10,31,226	8,59,66,031
ii. Ground Water	1,34,66,842	1,60,50,596
iii. Third party Water	93,25,464	13,33,942
iv. Seawater / Desalinated Water	-	-
v. Others	1,11,753	34,850
Total Volume of water withdrawal [(i) + (ii) + (iii) + (iv) + (v)]	10,39,35,762	10,33,85,420
Total volume of water consumption (in kilo-litres)	9,86,82,311	9,79,53,873
Water consumption intensity (kilo-litres / Rs. Cr turnover)	135	189

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.**

IndianOil's Barauni & Bongaigaon Refineries are Zero Liquid Discharge locations. The Panipat Naphtha Cracker Unit and R&D centre at Faridabad are also ZLD locations. In Barauni & Panipat Naphtha Cracker Unit, the RO reject water is currently being stored in designated pits to ensure ZLD. In Bongaigaon Refinery and at R&D centre, the wastewater quality is reasonably good and with little treatment is reused in horticulture.

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

Parameter	Unit	2021-22	2020-21
NOx	Tonne	15,515	14,396
SOx	Tonne	22,090	28,299
Particulate Matter (PM)	Tonne	1,416	2,963
Persistent Organic Pollutants (POP)	Tonne	NIL	Nil
Volatile Organic Compounds (VOC)	Tonne	48	Data not captured
Hazardous Air Pollutants (HAP)	Tonne	NIL	Nil

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	2021-22		2020-21	
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> and N <sub>2</sub> O (estimated values) is provided)	Million Metric tonnes of CO <sub>2</sub> equivalent	CO <sub>2</sub>	20.52	CO <sub>2</sub>	19.96
		CH <sub>4</sub>	0.10	CH <sub>4</sub>	0.10
		N <sub>2</sub> O	0.20	N <sub>2</sub> O	0.14
		<b>Total</b>	<b>20.83</b>	<b>Total</b>	<b>20.21</b>
Total Scope 2 emissions (Break-up of the GHG is not available)	Million Metric tonnes of CO <sub>2</sub> equivalent		0.71		0.70
Total Scope-1 and Scope-2 emissions	Million Metric tonnes of CO <sub>2</sub> equivalent		21.54		20.91
Total Scope 1 and Scope 2 emissions per rupee of turnover	MTCO <sub>2</sub> e / Rs. Cr.		29.57		40.61

\*CH<sub>4</sub> and N<sub>2</sub>O emission estimated @ 0.5% and 1% of total stationary emissions respectively, as per API GHG Compendium

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

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

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

Sustainability Initiative	Impact / Performance
<b>Promoting use of natural gas</b> 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 1.60 MMTCO <sub>2</sub> e avoided through use of natural gas in 2021-22
<b>Energy Efficiency projects</b> Energy efficiency projects result in emission reduction. These include heat recovery / fuel switch / technology change interventions.	The energy efficiency projects undertaken in IndianOil refinery and petrochemical plants during 2021-22 are estimated to have an annual emission mitigation potential of 0.22 MMTCO <sub>2</sub> e.
<b>Use of RE power</b> IndianOil has been implementing renewable energy (RE) projects across / beyond its installations, to reduce emissions from power generation.	The company currently has an RE portfolio of about 240 MW, including captive consumption and grid electricity supply. The renewable power generated from IndianOil's plants is estimated to result in emission mitigation of 0.28 MMTCO <sub>2</sub> e.
<b>Emission Offset: Tree Plantation</b> IndianOil undertakes emission offsetting primarily through tree plantation. As on 31st March 2022, the cumulative count of trees planted by IndianOil is estimated to be above 40 lakh.	Annual estimated emission offset: 0.08 MMTCO <sub>2</sub> e

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

Category	Total Waste Generated (MT)		Waste Recycled / Reused / Recovered (MT)		Waste Disposed (MT)	
	2021-22	2020-21	2021-22	2020-21	FY 2021-22	FY 2020-21
Plastic Waste (A)	1,104	2,188	1,022	2,189	0	453
E-waste (B)	396	4,331	360	4,339	0	0
Bio-medical waste (C)	11	8	0	0	11	8
Radioactive waste (D)	-	-	-	-	-	-
Oil Sludge / slop (E)	5,13,648	4,09,546	4,75,050	4,07,638	12,430	7,774
Spent Catalyst (F)	9,127	8,618	6,733	8,767	2,200	1,326
Paper Waste (G)	523	291	439	289	1	2
<b>Total (A + B + C + D + E + F + G)</b>	<b>5,09,410</b>	<b>4,24,982</b>	<b>5,00,266</b>	<b>4,23,230</b>	<b>6,172</b>	<b>9,556</b>

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

**9. Brief description of waste management practices adopted by IndianOil along with strategy adopted to reduce usage of hazardous and toxic chemicals in 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 from IndianOil and produce different plastic products for end-use applications. A minimal quantity of generated packaging plastic waste was recycled through authorised recyclers, and used in Panipat Naptha Cracker Complex.

**b) E-waste**

In accordance with E-Waste (Management) Rules, 2016, 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 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

**9. Brief description of waste management practices adopted by IndianOil along with strategy adopted to reduce usage of hazardous and toxic chemicals in products and processes, and the practices adopted to manage such wastes.**
**d) Kitchen Waste**

Solid waste generated in Refinery townships and canteens is treated in waste management plants to convert it into Biogas or manure. In other Divisions, organic waste is treated in small domestic biogas generation plants; residue after treatment is disposed through landfill or used as compost for gardening. Wastepaper is recycled through registered recyclers and useful items are supplied against this.

**e) Biomedical Waste**

Bio-medical waste 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) Batteries**

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

**g) Other Hazardous wastes / recyclables**

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.

In its Sustainability Report 2020-21, IndianOil had reported that Guwahati Refinery, located within a 10 km radius from the boundary of Amchang Wildlife Sanctuary in Assam was falling under eco-sensitive zone. However, the location does not have any specific advise from the SPCB regarding adoption of special measures towards ensuring biodiversity protection. Accordingly, the same has not been included / reported in this input.

**11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in 2021-22**

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
Mounded LPG Storage Vessels - 3x600MT (Madurai BP)		October 2021	Yes	No	NO
Augmentation of Salaya-Mathura Crude Oil Pipeline System to meet additional crude oil requirement for Koyali Refinery project	S.O. 1533(E)	December 2021	Yes	No	Not Applicable

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

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	<b>Panipat Refinery</b> – Total Dissolved Solids (TDS) of the discharge effluent of one of the effluent treatment plants (ETP) was slightly high.	No	Suitable corrective action taken; monitoring is done.
2	The Water (Prevention and Control of Pollution) Act, 1974	<b>Panipat Refinery</b> – Advised on flowmeter installation at ETP inlet and logbook maintenance.	No	
3	The Water (Prevention and Control of Pollution) Act, 1974	<b>Panipat Naphtha Cracker-</b> Exceedances in pH in one of the ETPs.	No	
4	The Air (Prevention and Control of Pollution) Act, 1981	<b>Gujarat Refinery</b> - Flowmeter, temperature detectors, auto monitoring mechanism etc for flaring system of Gujarat Refinery.	No	
5	Suo Moto matter	<b>Haldia Refinery</b> – The National Green Tribunal (NGT) issued a notice to Haldia Refinery due to a flash fire in one of the units during maintenance and inspection activity.	No	
6	The Air (Prevention and Control of Pollution) Act, 1981	<b>Haldia Refinery</b> – The West Bengal Pollution Control Board (WBPCB) issued a notice to Haldia Refinery in January 2022 for non-compliance of environmental norms w.r.t stack emission exceedances.	50% Bank Guarantee (Rs 5 Lakh) forfeited by WBPCB	
7	NA	<b>Panipat Naphtha Cracker complex:</b> The Central Pollution Control Board (CPCB) asked the unit to submit time bound action plan for reduction of contaminants Ammoniacal Nitrogen, Nitrate and Phosphate in effluent to reduce pollutant in water of Yamuna River in February 2022.	No	
8	Environment Protection Act 1986	CPCB asked IndianOil for closure of a Retail outlet (M/s Lakshmi Kantham Service Station), Chennai in August 2021 as vapour recovery system (VRS) was alleged to have not been installed.	No	
9	The Water (Prevention and Control of Pollution) Act, 1974 and The Air (Prevention and Control of Pollution) Act, 1981	<b>Panipat Naphtha Cracker</b> (PNC) received notice from Haryana State Pollution Control Board (HSPCB) in March 2022 for (i) installation of flowmeter at canal water supply / logbook maintenance, and (ii) installation of flowmeter at ETP inlet outlet, Sludge, Energy meter, water supply etc.	No	

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	2021-22	2020-21
<b>From Renewable Sources</b>		
Total purchased electricity consumption (A)	-	-
Total fuel consumption in process and captive power production (B)	391	340
Energy consumption through other sources (C)	-	-
<b>Total Energy Consumption from renewable sources (A + B + C)</b>	<b>391</b>	<b>340</b>
<b>From Non-Renewable Sources</b>		
Total purchased electricity consumption (D)	3,369	3,202
Total fuel consumption in process and captive power production (E)	3,10,627	2,98,800
Energy consumption through other sources (F)	-	-
<b>Total Energy Consumed from non-renewable sources (D + E + F)</b>	<b>3,13,996</b>	<b>3,02,002</b>

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

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

Parameter	2021-22	2020-21
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To surface water	27,69,313	22,38,168
- No treatment	NIL	NIL
- With treatment	27,69,313	22,38,168
(ii) To groundwater	NIL	9,270
- No treatment	NIL	NIL
- With treatment	NIL	9,270
(iii) To seawater	19,72,917	31,84,089
- No treatment	NIL	NIL
- With treatment	19,72,917	31,84,089
(iv) Sent to third-parties	NIL	20
- No treatment	NIL	NIL
- With treatment	NIL	NIL
(v) Others	NIL	NIL
- No treatment	NIL	NIL
- With treatment	NIL	NIL
<b>Total water discharged (in kilolitres)</b>	<b>47,42,223</b>	<b>54,31,547</b>

*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):

In its Sustainability Report 2020-21, IndianOil had reported three locations as being located in water stress regions as per WRI Aqueeduct 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	2021-22	2020-21
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Million Metric tonnes of CO <sub>2</sub> equivalent	258	242
Total Scope 3 emissions per rupee of turnover	tCO <sub>2</sub> e / Rs. Cr.	354	470

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.

#### Paradip Refinery:

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 location 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 pipelines 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:**

S. No.	Initiative Undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Diesel Exhaust Fluid (DEF) "Clear Blue" developed for Diesel vehicles	Diesel engines are typically operated with a lean burn air-to-fuel ratio to ensure the full combustion of soot and to prevent them from exhausting unburnt fuel. The excess air leads to the generation of NOx, which are harmful pollutants. Selective Catalytic Reduction (SCR) is used to reduce the amount of NOx released into the atmosphere. To meet the stringent NOx emission norms, Heavy Diesel Vehicles (HDV) are using SCR Reactors with DEF. Urea solution (DEF) ensures SCR systems to operate efficiently and effectively to meet these new regulations. The harmful NOx emissions are reduced to harmless nitrogen in order to meet the stringent emission norms.	IndianOil is producing DEF (IOC-Clear Blue) from its Marketing and Refinery locations meeting ISO22241:2019 / IS17042:2018 specifications. The product is VDA certified with certificate no. 0004232 for production & distribution of the product under the brand name AdBlue®. The product is being marketed by IndianOil from retail outlets. This product is essentially required in SCR fitted diesel vehicles to meet BS-VI emission norms.
2.	Solar cooktop "Surya Nutan"	Surya Nutan, an indoor solar cooking system developed by the R&D Centre, is a stationary, rechargeable, and always kitchen connected indoor cooking solution capable of cooking of a variety of Indian food items involving boiling, steaming, frying and "roti" making. SuryaNutan is suitable for family of 4 persons and the SuryaNutan design offers modularity to fulfill cooking requirement of bigger family sizes also. Surya Nutan is designed based on a patented (Granted Indian Patent) concept developed by R&D Centre.	Surya Nutan was officially launched by Hon'ble Minister at Vigyan Bhavan, New Delhi on March 22, 2022 with the Pan India Launch of the product pilot (100 nos. of Suryan Nutan)
3.	"Crop Residue Decomposer"	Decomposition of the crop residues is one of the sustainable methods that can be adapted at ground level to overcome the climate mitigation challenges arriving due to crop/stubble burning. The effective decomposition methods also provide a quick means of crop rotation and help farmers to retain the nutrients from crop residue in their fields. Further, the decomposition also helps in retaining the major portion of the nutrients left over in stalk and the roots through microbial action that helps in increasing the soil fertility. Biological decomposition is an efficient decomposition method in which specific microbes (bacteria and fungi) facilitate the degradation of the crop residue at faster rate.	Development of potential microbial blend for faster & efficient degradation of crop residue will provide sustainable solution for mitigating the pollution loads coming from stubble burning & will improve the soil fertility.
4.	Eco-Friendly Engine Oil "Servo Green Mile 5W-30" & "Servo Raftar"	In an endeavor to combat global warming and with a view to reduce carbon footprints and utilization of scarce resources, IndianOil has developed two novel & eco-friendly engine oils, meeting the most stringent specifications which are suitable for the most advanced petrol & diesel vehicles. Basically these two products include used base oil(used oil after refining) up to 25% thereby helping in circular economy objective	IndianOil is the first Oil Marketing Company in India to have such high-performance products based on re-refined base oils meeting latest industry specifications for both diesel and petrol vehicles. IndianOil is putting efforts to commercialize these grades in retail market.  Estimated 10% reduction in carbon footprint.

**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:**

5. Bio-energy	<p>Ethanol blending in petrol has reached close to 10%. The company is working to deliver 20% ethanol blended fuel by 2023, with pan India supply by the year 2025.</p> <p>As there is a shortage in providing food-based ethanol, the company is making progress to set up 100 kilo-litres per day (KLD) 2G ethanol units in Panipat, Haryana and Gorakhpur, UP.</p> <p>IndianOil has also started an initiative to procure biodiesel produced from used cooking oil. 31 Lol's have been awarded having cumulative annual biodiesel production capacity of about 23 crore litres. Two plants have started production with supply of 70 kl of biodiesel.</p>	<p>By blending ethanol to the extent of 20% in petrol, the product related emissions can be reduced to the extent. Further, biofuels also help avoid burning of agri-residue which is a key source of air pollution in north India.</p>
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**7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

- IndianOil has fixed as well as mobile firefighting equipment and system at locations backed by dedicated firefighting crew to take care of emergencies/ eventualities.
- All Refineries, Marketing and Pipelines Installations have valid Emergency Response and Disaster Management Plan (ERDMP), prepared in accordance with PNGRB (Petroleum and Natural Gas Regulatory Board) ERDMP Regulation 2010 (amended in Sep'20) and certified by PNGRB accredited 3rd Party. The ERDMPs are approved by Board of Directors in line with PNGRB ERDMP Regulations.
- IndianOil Board has nominated one of its Directors to ensure the compliance of PNGRB ERDMP Regulations.
- ERDMPs are also available for Road Transportation, Retail Outlet Network and City Gas Distribution.
- For preparation of ERDMP, the pre-emergency planning comprising of hazard identification, risk assessment & analysis, and consequence analysis are carried out.
- The ERDMP lists all possible disaster scenarios like toxic leak, fire, explosion hazard, etc. including leakage scenarios of harmful and chemical leaks and mitigation methods to be undertaken for tackling such scenarios.
- Mutual aid agreements are also in place with neighbouring industries in line with the PNGRB ERDMP Regulations.
- Periodic mock drills are conducted at locations for preparing the emergency response team for any such eventuality in real life scenario & district authorities are also informed & requested to witness the drills for their suggestions & improvement in preparedness.
- In addition, Disaster Management Plan of MoP&NG is also in place, which is prepared on industry basis.

**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 regard.**

Issue	Mitigation Measure
Emissions from supply, distribution and retailing	<ul style="list-style-type: none"> <li>– Pursuing diversification to tap indigenous fossil / non-fossil energy</li> <li>– Offering low sulphur bunker fuels for marine transport</li> <li>– Promoting pipelines transport (75% less emissions as compared to rail transport)</li> <li>– Vapour Recovery System (VRS) is being installed at identified Retail Outlets (ROs)</li> <li>– Ensuring older fleet Tank Trucks do not transport fuels</li> <li>– Awareness generation sessions with value chain partners</li> <li>– Energy Efficiency / renewables promotion in retail network</li> <li>– Use of digitalization to optimize logistics</li> </ul>
Product Packaging Waste / Used Oil	<ul style="list-style-type: none"> <li>– 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)</li> </ul>
Product Emissions	<ul style="list-style-type: none"> <li>– 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.</li> </ul>

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

NIL

**PRINCIPLE-7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT**

**ESSENTIAL INDICATORS**

**1. Trade / Industry Associations**

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

23

**b) List the top 10 trade and industry chambers/associations IndianOil is a member of/affiliated to.**

S. No.	Name of the trade and industry association / chamber	Reach of trade and industry association / chamber (State / National)
i.	Centre for High Technology (CHT)	National
ii.	Oil Industry Development Board (OIDB)	National
iii.	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
iv.	Federation of Indian Petroleum Industry (FIPI)	National
v.	National Research Development Corporation (NRDC)	National
vi.	Society of Indian Automobile Manufacturers (SIAM)	National
vii.	Society for Human Resource Management (SHRM)	International
viii.	Confederation of Indian Industries (CII)	State & National
ix.	Standing Conference of Public Enterprises (SCOPE)	National
x.	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 such action taken / underway.		

**LEADERSHIP INDICATORS**

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

S. No.	Public Policy Advocated	Method resorted to for advocacy	Whether information available in public domain (Yes / No)	Frequency of review by Board (Annually / Half-yearly / quarterly / Other – please specify)	Web link, if available
NIL					

**PRINCIPLE-8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT**
ESSENTIAL INDICATORS
**1. Details of public policy positions advocated by the entity\***

Name & brief details of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant web link
NIL					

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

S. No.	Name of project for which R&R is ongoing	State	District	No. of project affiliated families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (in INR)
NIL						

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

Please refer to Question-2 of Essential Indicators of Principle-4 and point-VII of Section-A of this report.

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

Parameter	2021-22	2020-21
Directly sourced from MSME / small producers	37.43% (pan IndianOil)	28.36% (pan IndianOil)
Sourced directly from district / within districts	Not Available	Not Available

\* For expansions, IndianOil purchases the land and is typically not required to undertake any Social Impact Assessments or Rehabilitation and Resettlements. Accordingly, these aspects have been reported NIL by us.

### 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 in previous page)\*

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 (in INR)
1	Andhra Pradesh	Visakhapatnam, Vizianagaram & Y. S. R. Kadapa	86,37,429
2	Arunachal Pradesh	Namsai	24,04,000
3	Assam	Barpeta, Darrang	7,80,19,800
4	Bihar	Aurangabad, Banka, Begusarai, Gaya & Muzaffarpur	2,80,46,573
5	Chhattisgarh	Korba, Mahasamund & Rajnandgaon	93,17,528
6	Gujarat	Dahod & Narmada	23,89,000
7	Haryana	Nuh	16,34,375
8	Himachal Pradesh	Chamba	7,18,289
9	Jammu and Kashmir	Kupwara	25,81,545
10	Jharkhand	Bokaro, Khunti & Simdega	1,04,70,923
11	Madhya Pradesh	Guna	44,45,000
12	Maharashtra	Nandurbar & Washim	98,42,600
13	Meghalaya	Ri Bhoi	16,99,831
14	Odisha	Dhenkanal & Kalahandi	29,59,004
15	Rajasthan	Dhoulpur & Karauli	42,07,588
16	Tamil Nadu	Ramanathapuram	60,98,000
17	Uttar Pradesh	Chandauli	31,79,023
18	Uttarakhand	Haridwar	65,18,000
<b>TOTAL</b>			<b>18,43,19,509</b>

\* For expansions, IndianOil purchases the land and is typically not required to undertake any Social Impact Assessments or Rehabilitation and Resettlements. Accordingly, these aspects have been reported NIL by us.

### 3. Procurement Preference

#### 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. Purchase preference is given to MSEs and Class I Local Suppliers as per the Public Procurement Policy 2012 (PPP-2012) and the Purchase Preference linked to Local Content policy (PP-LC 2020) provided they quote in the margin of preference and are willing to match the lowest price. 358 items are reserved only for MSE procurement. 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.

A further relaxation of 50% is given to Women and Reserved categories (SC/ST) owned MSEs in the performance bank guarantee (PBG).

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

Please refer to Director's Report section of Integrated Annual Report 2021-22 (Page-101).

### 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:

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.

NIL

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

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups*
1.	Healthcare & Nutrition related projects including Covid-19 Care	~ 42.50 Lakh	~46%
2.	Sanitation & Drinking Water related projects	~9.22 Lakh	~55%
3.	Education & Skill Development related projects	~1.76 Lakh	~65%
4.	Empowering Differently abled, Women, Orphans & Senior Citizens	~0.33 Lakh	100%
5.	Rural Development Related Projects	~0.80 Lakh	~49%
6.	Sports related projects	~0.28 Lakh	~73%

\*IndianOil's CSR projects are undertaken to improve the quality-of-life of community as a whole. The above figures are based on the CSR project for which beneficiary categorization is available.



**PRINCIPLE-9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER**

**ESSENTIAL INDICATORS**

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

Customer complaints are monitored through Complaint Module in the Customer Relationship Management (CRM) portal named 'CARE'. Customers can raise complaint after logging in to the portal. Complaints are automatically assigned to the concerned officials with targeted time frame for resolution/ escalation to next level. The portal has functionality to monitor status of complaint at each level.

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

	As a percentage of total turnover*
Environmental and social parameters relevant to the 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.

\* Data pertains to petrochemical [polymer / Purified terephthalic acid (PTA)] packaging only

Information on product / services is provided in the technical sheets & citizen's charter. In terms of information on product packaging, the same is only applicable for petrochemical and lubricant products.

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

	FY 2021-22		FY 2020-21		Remarks
	Received during the year	Pending as on end of the year	Received during the year	Pending as on end of the year	
Data Privacy	NIL	NIL	NIL	NIL	-
Advertising	NIL	NIL	NIL	NIL	-
Cyber-security	NIL	NIL	NIL	NIL	-
Delivery of essential services	8,75,096	238	13,61,829	181	All pending cases have been resolved as on date
Restrictive Trade Practices	NIL	NIL	NIL	NIL	-
Unfair Trade Practices	NIL	NIL	NIL	NIL	-
Other	NIL	NIL	NIL	NIL	-

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

	Number	Reason for recall
Voluntary recalls	NIL	NA
Forced recalls	NIL	NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? If available, provide a web-link of the policy.

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Yes.

<https://iocl.com/download/Data-Privacy-Policy-Offline-Data-Collection.pdf>

<https://iocl.com/download/Data-Privacy-Policy-Online-Data-Collection.pdf>

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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.

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NA

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## LEADERSHIP INDICATORS

### 1. Channels / platforms where information on products and services of the entity can be accessed

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.

- Organising Workshops / Clinics / Seminars
- Specialised Surveys, such as Lubricant Surveys
- Media i.e. print, TV, SMS and banners/posters
- Safety clinic organized by LPG distributors and LPG sales Officers
- Critical instructions are also printed on body / cover of products such as LPG, lubricant, etc.
- Suitable safety signages / Dos & Don'ts 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
- A major initiative is the SAKSHAM 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 behaviour.
- Details published on website as well as communicated to customers/ channel partners for safe use and handling of products.
- For bulk customers, product related trainings, demonstrations and meetings are undertaken to instruct on safe and responsible usage of products

### 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 media / social media / app platforms / SMSes and notices on physical locations to notify end-users.

### 4. Product Labelling

**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. 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, Customer Satisfaction Survey are being carried out on regularly

### 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