IndianOil

Sustainability Report 2018-19

Nurturing Innovations for Sustainable Tomorrow

About the Report

Sustainability Report 2018-19 is the 14th consecutive year of IndianOil reporting on its triple bottomline performance. The report is a voluntary in-house effort of IndianOil, 'The Energy of India', to provide its stakeholders an insight into the Company's internal and external environment, opportunities, risks, material issues & mitigation plan, strategies, performance and future roadmap to contribute towards sustainable development.

Report Theme

The year is marked by the Company's continuous efforts in providing cleaner fuels and renewable energy while meeting stakeholder needs. As the world moves towards becoming climate resilient, the company is also driving its focus towards innovation and new energy solutions. Accordingly, the theme for this year's Sustainability Report is 'Nurturing Innovations for Sustainable Tomorrow'.

Scope of the Report

What is covered in the Report

Refineries

Marketing

Pipelines

Planning & Business Development

R&D

What is not covered

Joint Ventures & Subsidiaries

International Operations

Reporting Framework & Assurance

Sustainability Report 2018-19 has been prepared in accordance with the "Global Reporting Initiative (GRI) Standards: Comprehensive" and conforms to the Oil and Gas Sector Supplement (OGSS). Reference has also been made to align the disclosures with the principles of United Nations Global Compact (UNGC) and Sustainable Development Goals (SDGs).

Sustainability Report 2018-19 is not assured by a third party. However, IndianOil management provides assurance for the data published in this report. In reporting the sustainability performance for 2018-19, there have been no significant changes in the scope, boundary, or measurement methods, from previous reporting period. There are no restatements from the previous year's report.

Performance Data

In this report, the sustainability performance data of each section has been provided in Performance Summary section at the end of the report.

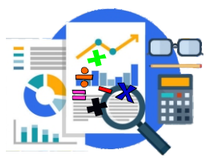
In this report, one lakh corresponds to 0.1 million and one crore to ten million.

Report Accessibility

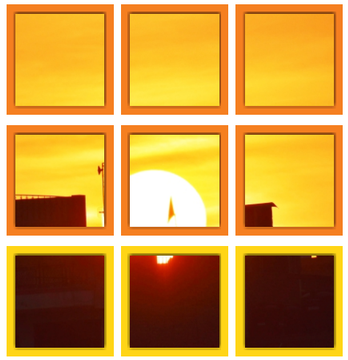
As a part of commitment to sustainable practices, IndianOil is publishing the Sustainability Report only in soft copy pdf format since 2012-13. However, a 20-page abridged version of the report titled, "Sustainability Highlights" is printed for circulation to internal and external stakeholders. In order to reach a wider section of stakeholders, IndianOil is publishing Sustainability Highlight in Hindi language from this year. The soft copy of Sustainability Report and Sustainability Highlights can be accessed from the following link: https://iocl.com/sustainability/home.aspx.

We welcome your feedback on the Sustainability Report at **sustainability@indianoil.in.**

The reporting period for sustainability report 2018-19 is 1st April 2018 to 31st March 2019.



CONTENT



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The Energy of India

IndianOil is one of the largest commercial and energy companies in India. The company is headquartered in New Delhi. Over the years, the Company has expanded its reach and business interests to various countries across the globe and is ranked 137th on Fortune 'Global 500' list of largest companies in the world. IndianOil's 33,000+ employees, work diligently and passionately towards meeting India's energy demands and supplying petroleum products to every part of the country.

The Company's journey as a national oil refining company started in the year 1959. Over the years, IndianOil has grown exponentially to become a globally recognised integrated energy major. The Company's business interests range from exploration & production of crude oil and natural gas; to refining, pipeline transportation and marketing of petroleum products; to downstream integration into petrochemicals; besides foraying into clean energy sources such as natural gas and alternate energy.

IndianOil identifies itself as a responsible public sector enterprise, offering affordable energy and quality products with transparency; ensuring operational excellence across functions; having state-of-the-art technologies; tapping energy in the most responsible manner; and contributing to improve the life of billions across the globe.

Find out more about IndianOil in:
www.iocl.com

One of India's **largest commercial enterprises**

IndianOil

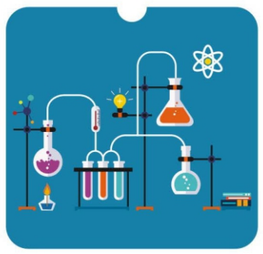
Ranked 137th amongst **World's Largest** corporates in the prestigious **FORTUNE Global 500** listings

Biggest
Owns the biggest network of fuel stations in the country

Largest
Owns the largest combined refining capacity in the country

Widest
Owns the widest network of crude oil and petro-product pipelines

Most Advanced
Owns the most advanced R&D Centre in the downstream sector



On call
33,498 IndianOil People
to meet the energy demands in India and beyond

IndianOil
The Energy of India

Follows us On:
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www.iocl.com

Key Player
in petrochemicals and gas marketing

Largest Contributor
to National & State Exchequer

Maintained **Top Position** by net revenue in annual rankings of top business magazines of India

Emerged as **one of the 'Best PSU Company to work for** in India

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A Word from Chairman

Dear Stakeholders,

Climate change and resource scarcity have emerged as a major threat to the future of our planet. There is growing realisation that our present way of life is unsustainable and a significant course correction is required to save mankind from potential catastrophes in future. This is reflected in various high-level meets of global leaders on the future course to avert climate change and to take up of national level commitments. With the humanity experiencing the vagaries of climate change, there is a growing demand for greener energy, products and services, as well as sustainable businesses.

On the other side, India requires more energy to develop its infrastructure, agriculture, medicine, education and other sectors that would help us to lift the standard of living of a significant portion of people in the country. As a responsible public sector enterprise, IndianOil is committed to meeting the present and future energy needs of the country while keeping the national and global climate priorities in perspective.

IndianOil's strategic focus on energy security & access, greener fuels, safety, social upliftment and better value to customers, demonstrate the Company's continued stress on meeting stakeholder expectations and being future-ready. It also supports India's commitment to the Paris Agreement with focus on climate-friendly green fuels, renewable energy options, operational excellence and mitigation of greenhouse gas emissions.

"IndianOil's business strategy supports India's commitment to the Paris Agreement with focus on climate-friendly green fuels, renewable energy options, operational excellence and mitigation of greenhouse gas emissions."

Energy Security & Access

To ensure continuous supply of fuel products in the country, IndianOil is securing its overseas oil supplies through long-term contracts and asset purchases. Continuous expansions and upgradations are being made in storage and transportation infrastructure. IndianOil's cross-country pipeline network has expanded to more than 14,000 km, with many more pipeline projects under execution. IndianOil uses its 50,000+ customer touch points to provide uninterrupted fuel access to every nook-and-corner of the country. The Company's commitment to provide continuous access to fuel extends to times of national emergencies.

Better Fuels

Through concentrated efforts in refinery expansions, de-bottlenecking and technology upgradation, IndianOil is on course to supply cleaner BS-VI compliant fuel of world's cleanest standard from April '20.

Over the past decade, the Company has made significant investments in alternative fuels such as Solar Energy, Wind Energy, Natural Gas, Coal Bed Methane (CBM) and Shale Gas. To tackle the growing problem of organic & municipal waste and to explore potential clean energy options, IndianOil has undertaken '2G Ethanol' and 'Waste-to-Compressed Biogas' projects.

Safety - within and outside premises

Safety and security is a prerequisite for our growth as a Company and a priority area for IndianOil. Everyone in the Company is working towards delivering safer products and maintaining the highest levels of safety at our work premises & surroundings. Safety awareness is emphasised not only amongst employees but also extended to our resellers and customers.

Social Upliftment

IndianOil is foremost committed to India and its people. The Company is privileged to be at the forefront of several national missions, including 'Pradhan Mantri Ujjwala Yojana', 'Make in India', 'Skill India', 'StartUp India', 'Digital India' and 'Swachh Bharat Abhiyan'.

Value to Customers

IndianOil continuously engages with its customers, supply chain, employees and contracted staff to improve its product and service offerings. Through our dedicated staff, infrastructural reach and various associations & partnerships, IndianOil is able to customise its products and service package to suit diverse customer needs.

During 2018-19, IndianOil continued its onward march to create yet another landmark year in operational performance by achieving the best ever performance in refineries and pipelines throughput, energy intensity, distillate yield and fuel & loss. These milestones were achieved on the back of technological advancements, improved capacity utilisation and wide scale automation.

We at IndianOil realise that achieving India's development targets while staying aligned to national and global climate commitments is a formidable challenge. However, we remain confident and committed as ever to secure India's present & future energy needs and fulfil our responsibilities to attain a sustainable future for all. We are sure of your support in IndianOil's endeavours.

Sanjiv Singh
(Chairman)

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VISION

Ethics
Setting high standards for ethics and values

Customers
Fostering relationships for a lifetime

People
Leading with passion to excel

IndianOil

The Energy of India

A Globally Admired Company

Technology
Harnessing frontier technology

Innovation
Pioneering the spirit of creativity and research

Environment
Caring for the environment and community

VALUES

Care • Innovation • Passion • Trust

Business Coordinates

Joint Ventures

- Avi-Oil India Pvt. Ltd.
- Delhi Aviation Fuel Facility Private Ltd.
- Green Gas Ltd.
- GSPL India Transco Ltd.
- GSPL India Gasnet Ltd.
- Hindustan Urvarak and Rasayan Ltd.
- IOT Infrastructure & Energy Services Ltd.
- IndianOil Adani Gas Pvt. Ltd.
- IndianOil Petronas Pvt. Ltd.
- IndianOil LNG Pvt. Ltd.
- IndianOil Skytanking Pvt. Ltd.
- Indian Synthetic Rubber Pvt. Ltd.
- Kochi Salem Pipelines Private Ltd.
- Lubrizol India Pvt. Ltd.
- Mumbai Aviation Fuel Farm Facility Pvt. Ltd.
- NPCIL – IndianOil Nuclear Energy Corporation Ltd.
- Petronet LNG Ltd.
- Ratnagiri Refinery & Petrochemicals Ltd.
- Suntera Nigeria 205 Ltd.

IndianOil around the World

Overseas Subsidiary

- IndianOil (Mauritius) Ltd., Mauritius
- Lanka IOC PLC, Colombo, Sri Lanka
- IOC Middle East FZE, Dubai, UAE
- IOC Sweden AB, Sweden
- IOCL (USA) Inc., USA
- IndOil Global B.V., Netherlands
- IOCL Singapore Pte. Ltd.

Indian Subsidiary

- Chennai Petroleum Corporation Ltd.

Exploration & Production (E&P) locations

- India
- USA
- Venezuela
- Canada
- Russia
- UAE
- Oman
- Libya
- Gabon
- Nigeria
- Israel

Representative / Branch offices

- Myanmar
- Bangladesh

The Energy of India

Operating Refineries	9
Oil Depots & Terminals	125
Aviation Fuelling Stations	116
LPG Bottling Plants	91
Lube Blending Plants	10
R&D Centre	1
Pipeline Terminals	88
Retail Outlets (incl. KSK)	27,702
Kisan Seva Kendra (KSK)	7,857
LPG Distributors	11,964
SKO / LDO Dealers	3,889
Consumer Pumps	6,960
Explosives Plants	11
Cryogenics Plant	1
Petrochemical plants	5
Wind Power Plants	6
Grid-connected Solar Power Plants	4
E&P location	1
LNG Terminal	1

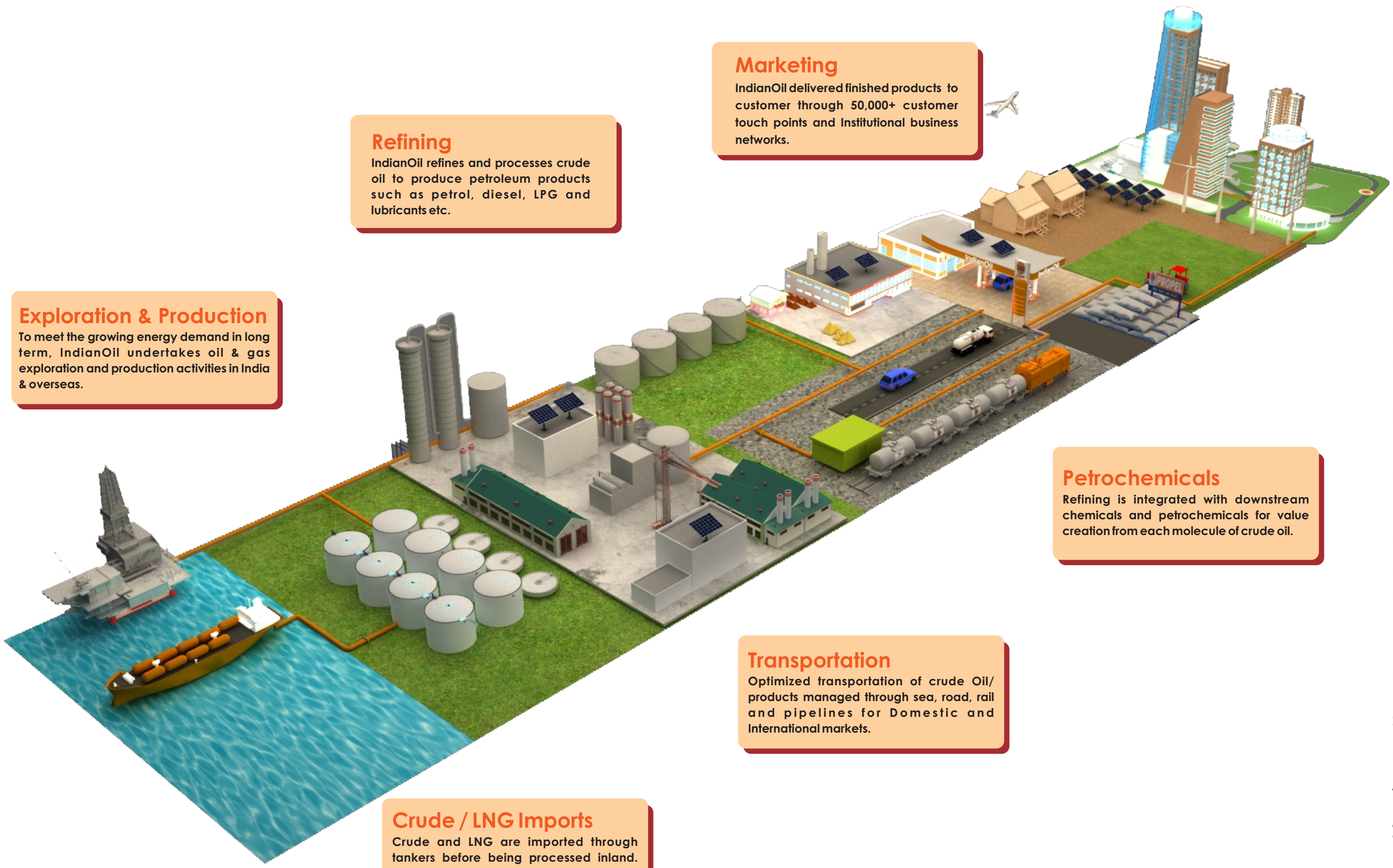
Integrated Value Chain

Renewable Energy
IndianOil is tapping renewable energy potential by foraying into wind power, solar power, setting-up 2G ethanol plants, waste to energy plants and Compressed Biogas (CBG) marketing.

Marketing
IndianOil delivered finished products to customer through 50,000+ customer touch points and Institutional business networks.

Refining
IndianOil refines and processes crude oil to produce petroleum products such as petrol, diesel, LPG and lubricants etc.

Exploration & Production
To meet the growing energy demand in long term, IndianOil undertakes oil & gas exploration and production activities in India & overseas.



Petrochemicals
Refining is integrated with downstream chemicals and petrochemicals for value creation from each molecule of crude oil.

Transportation
Optimized transportation of crude Oil/ products managed through sea, road, rail and pipelines for Domestic and International markets.

Crude / LNG Imports
Crude and LNG are imported through tankers before being processed inland. Imported LNG is re-gassified in terminals and transported to markets.

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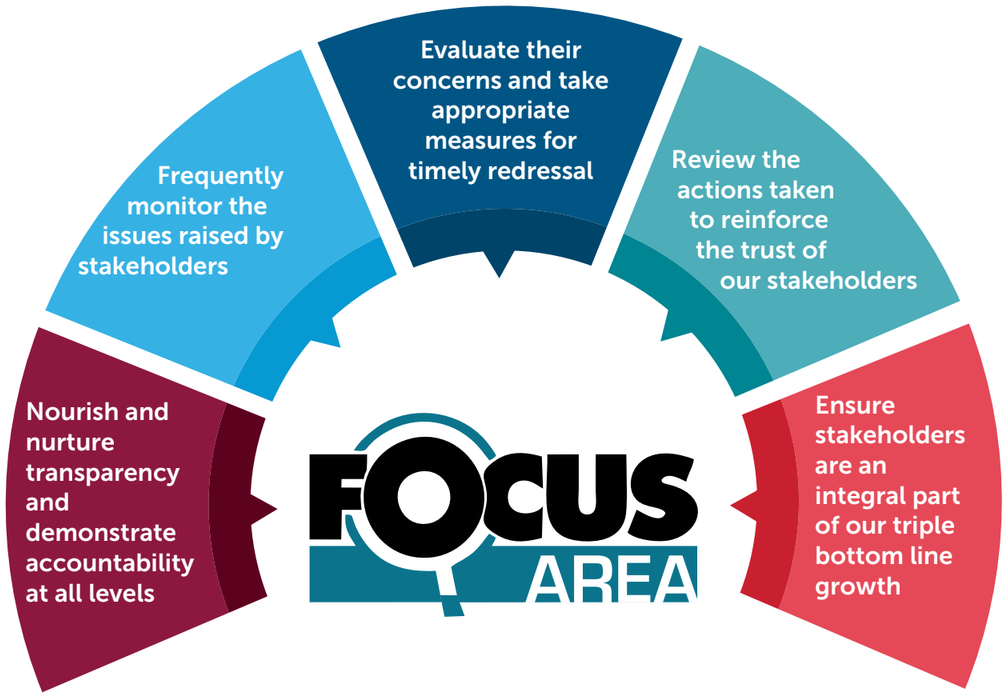
STAKEHOLDER ENGAGEMENT & MATERIALITY

Stakeholder Engagement

IndianOil believes that successful businesses are built on trust and long-term relationships with stakeholders. IndianOil engages with its stakeholder to understand their needs, interests and expectations, on periodic as well as need basis. The process ensures that stakeholder expectations are taken into account in formulating the Company's strategy and suitable value proposition is made to concerned stakeholders.

IndianOil engages with its internal and external stakeholders throughout the year using various channels to understand their expectations and to communicate company's performance and future outlook. The inputs received from stakeholders are collated and through a process of internal assessment, material issues are identified.

Stakeholder concerns and material issues are prioritised and dovetailed into long-term strategy of the Company. The Company also undertakes various initiatives to address prioritized material issues in the short and medium term.



Way we connect

Materiality

Approach to Materiality

Steps followed

Identification of Material issues

Methodology

- Identification of topics based on internal risks and opportunities
- Continuous engagement with stakeholders
- Reference to Oil and Gas sector specific Guidelines
- Reference to Global & National peers

Outcome

26 material issues identified

Steps followed

Prioritization of Material Issues

Methodology

- Material topics are shortlisted based on the IndianOil's long- term strategic goals and substantive influence of the stakeholders
- Material topics prioritised based on the inputs from internal and external stakeholders

Outcome

Material Issues categorized under Economic, Environmental, Social and Corporate Governance & Compliance

Steps followed

Validation of Material issues

Methodology

- Issues categorization by relevance & importance on the basis of potential of impact on business and importance to stakeholders.
- Materiality Analysis

Outcome

Material issues prioritized

Community Engagement for a CSR project

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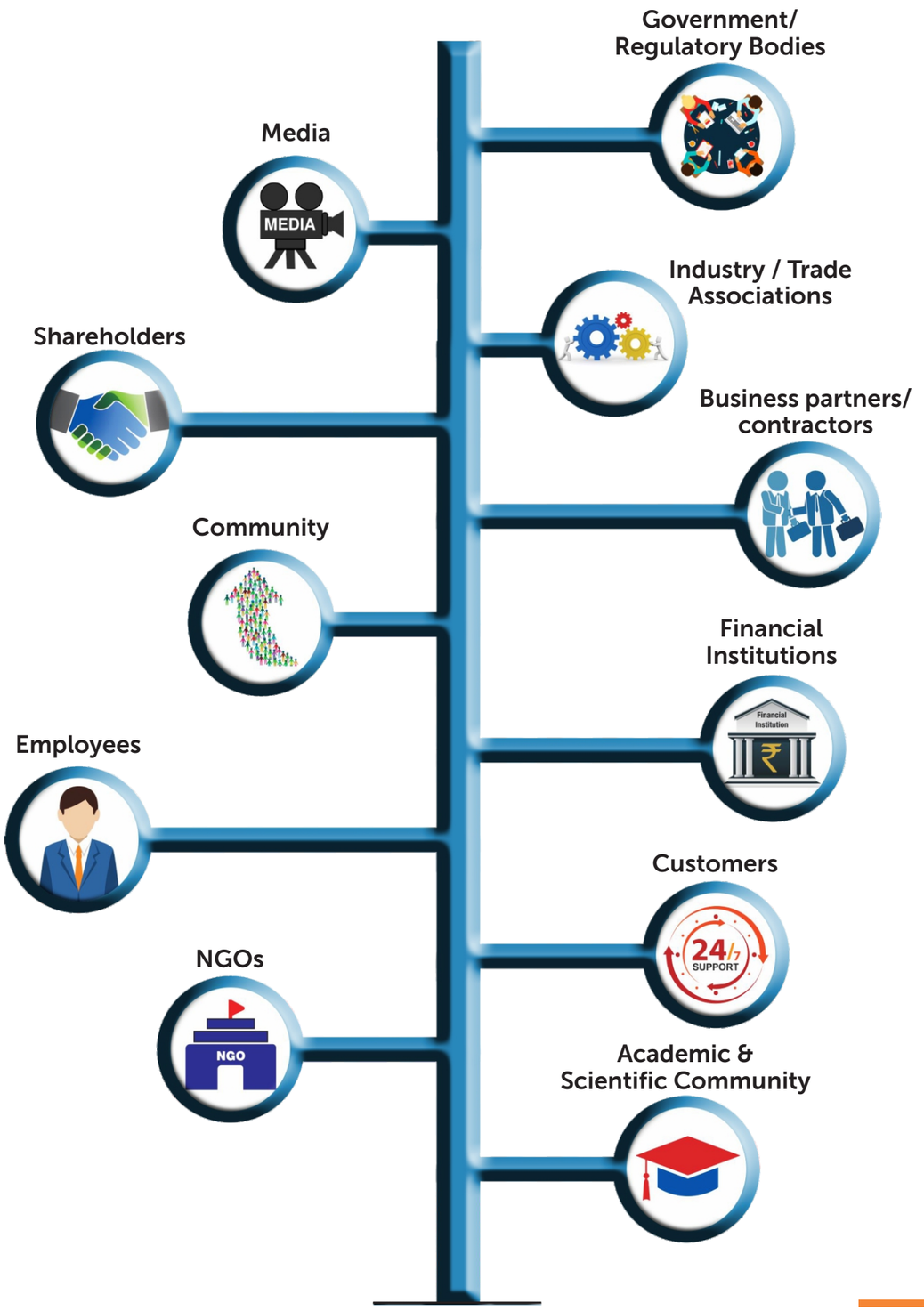
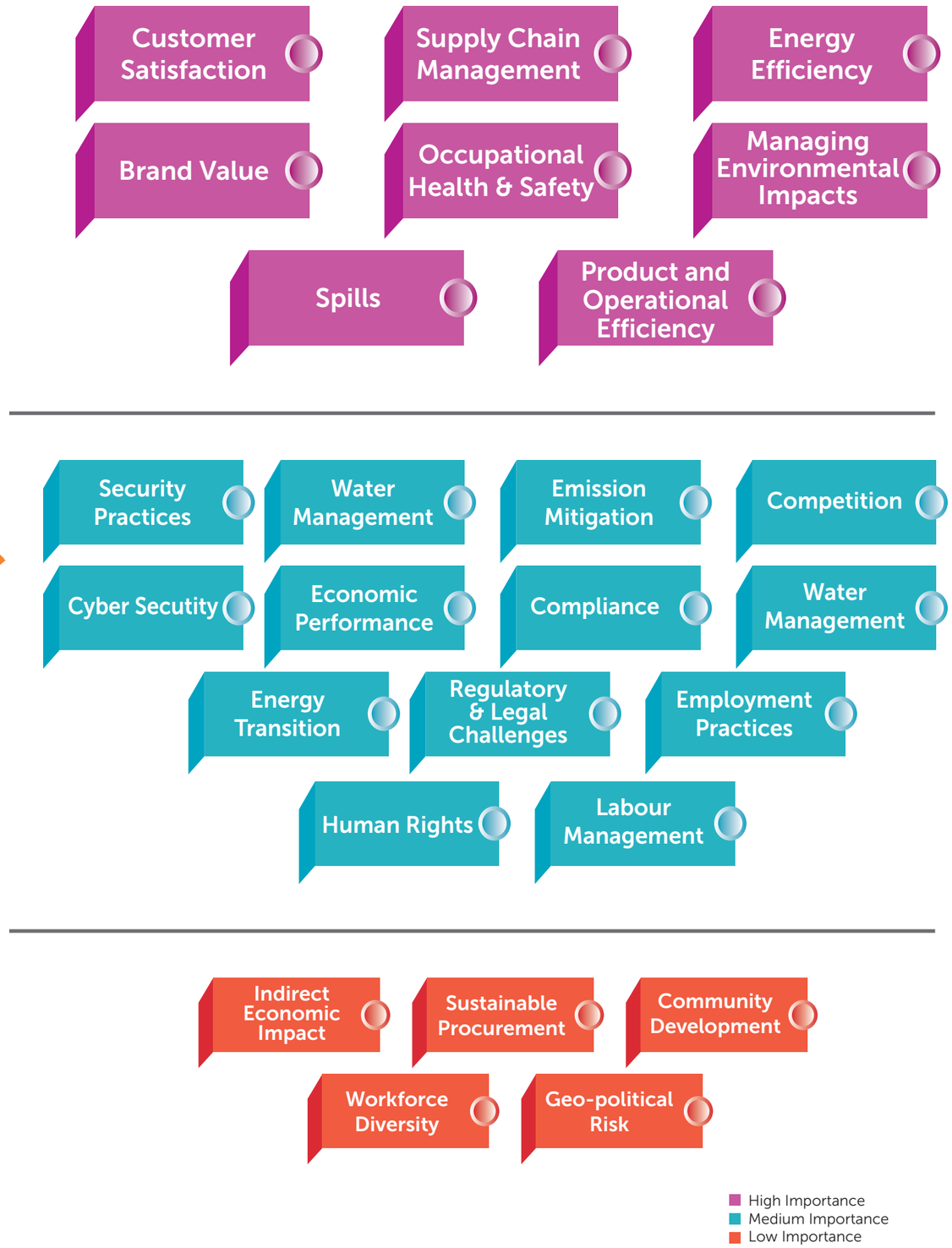
Our Stakeholders



Material Issues of IndianOil



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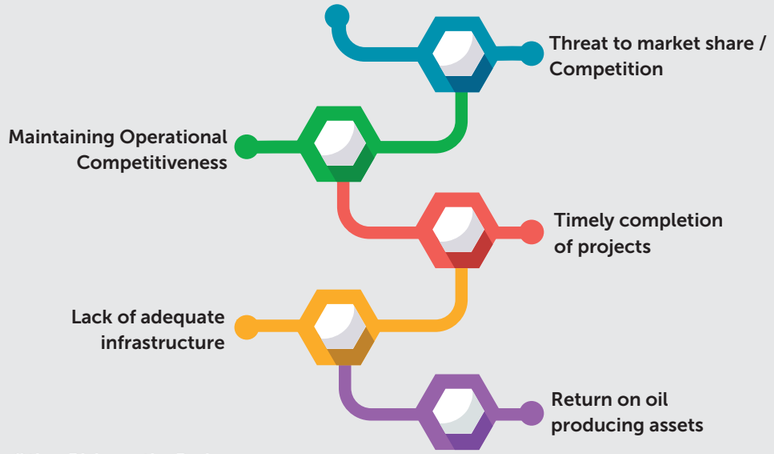
Business Risk

IndianOil operates in a highly dynamic business environment which are affected by various internal and external drivers such as geo-political environment, changing laws and regulations, technological advancements, increased competition, disruptive innovations and growing stakeholders' concerns. To deal with this changing business paradigm, IndianOil has a comprehensive, robust and inclusive risk management framework that empowers the company to deal with any potential risk and aids in becoming a future ready organisation. The Company has a Risk Management and Compliance Board (RMCB) which regularly scans the internal and external environment to keep track of potential risks.

A snapshot of major operational & other risks identified by the company is given below. Details regarding the risk mitigation initiatives is provided in IndianOil's Integrated Annual Report (IAR) 2018-19.

Business risks identified by IndianOil



Other Risks on the Radar:
Safety risks, Environmental risks, Tax disputes and litigation, Electric mobility, Cyber-security

**the above list is non-exhaustive*

E&P Asset in Russia

Material Issues Linkage

Material Issues	Covered under Title	Page no.
Economic		
Competition	Business Strategy	12
Supply Chain Management	Product Responsibility, Human Rights, Safety & Security, Governace	26,39,45
Indirect economic impacts	Giving Back to the Society	32, 42
Brand value	The Energy of India, Product Responsibility	2,46
Geo-political Risks	Product Responsibility	45
Environment		
Sustainable Procurement	Product Responsibility	45
Energy Efficiency	Business Sustainability & Environment	21
Water Management	Business Sustainability & Environment	23
Managing Environmental Impacts	Business Sustainability & Environment	24
Emission Mitigation	Business Sustainability & Environment	20
Waste Management	Business Sustainability & Environment	24
Spills	Business Sustainability & Environment	24
Energy Transition	Business Sustainability & Environment	17-19
Social		
Employment Practices	Employees	37-38
Labour Management	Employees	37-38
Occupational Health & safety	Employees	38
Community Development	Giving Back to the Society	32-34
Workforce Diversity	Human Rights	39
Human Rights	Human Rights	39
Security Practices	Safety & Security	30
Customer Satisfaction	Product Responsibility	47
Product & Operational Efficiency	Product Responsibility, Business Sustainability & Environment	46, 20-23
Cyber Security	Safety & Security	30
Corporate Governance & Compliance		
Compliance	Governance, Business Sustainability & Environment, Safety & Security	41-43, 24, 27-29
Regulatory & Legal Challenges	Business Strategy , Governance	12, 41-43

The material issues and identified risks drive IndianOil's business decisions. These are discussed in details in subsequent segments of this report.

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BUSINESS STRATEGY & PERFORMANCE

SUSTAINABLE DEVELOPMENT GOALS

2 NO HUNGER

5 GENDER EQUALITY

7 RENEWABLE ENERGY

8 GOOD JOBS AND ECONOMIC GROWTH

9 INNOVATION AND INFRASTRUCTURE

12 RESPONSIBLE CONSUMPTION

13 CLIMATE ACTION

14 LIFE BELOW WATER

15 LIFE ON LAND

- IndianOil moved up 31 positions as the top ranked Indian company among the world's largest corporates in the prestigious Fortune 'Global 500' listing for 2018.
- IndianOil retained its top position in the annual rankings of Business Today (BT-500), Businessworld (The BW Real 500), Business Standard (BS-1000), The Economic Times (ET-500) and Financial Express (FE-1000) by net revenue
- IndianOil bagged the Dun & Bradstreet Awards 2018 in three categories: Manufacturing, Processing & Generation: Petroleum - Refining & Marketing; Best Maharatna in Manufacturing; and Overall Best Maharatna
- IndianOil bagged the 'Company of the Year' Award in petrochemicals at the 10th edition of IndiaChem-2018 at Mumbai. The prestigious award has been instituted jointly by the Department of Chemicals & Petrochemicals, Govt. of India, and FICCI
- Panipat Refinery & Petrochemicals Complex was conferred 'Refinery of the Year' award for excellence in production and operational efficiency, energy conservation and refinery margin while meeting HSE norms by the Federation of Indian Petroleum Industry (FIPI) for the year 2017

Business Strategy

India is set to lead the global energy story for the next 20-30 years, and as a flagship energy company of the country, there could not have been a better time in terms of the spectrum and scale of opportunities available to IndianOil. The following areas would govern India's energy demand:

- Need to bridge energy divide through improved access to energy and clean cooking fuel to marginalized populace
- Contain environmental pollution in major cities
- Meet the Nationally Determined Contributions (NDCs) under Paris Climate Agreement
- Secure energy supplies in the face of India's high import dependence

In an effort to meet the nation's energy demands and be the Energy of India, IndianOil has developed its long-term strategic approach to optimise synergistic value creation for its stakeholders while mitigating future risks. The company's strategy lays emphasis on keeping pace with the dynamic business scenario being agile and responsive in adapting to global and domestic market trends and maintaining its leadership position in the market.

The company's strategic intent is to be a future ready organisation, to be able to exploit emerging opportunities and mitigate potential risks to accomplish this objective. IndianOil nurtures a culture of innovation and technological advancement and at the same time leverages its core competence in infrastructure and reach to stay competitive in the market. The company also fosters a conducive environment for research and innovation to enhance efficiency, reliability, productivity and safety in its business operations. IndianOil is committed to providing energy access to the rural population through enhancing its geographical reach. The company is making significant efforts to usher in clean and green energy alternatives to mitigate the risks of global warming.

Strategic Focus

Strategic Approach

Technology and policy changes are driving the 'Energy Transition' into renewable energy, storage technology, shale revolution, LNG, electrification, advanced biofuels, digitalization, energy efficiency and shared mobility. This is redefining how and what the Company produces and supplies. Major efforts are being undertaken to make IndianOil future ready.

Integrated Business

The Company's effort to integrate the value chain through forward and backward linkages is emerging as a key area of strength. IndianOil's production from its upstream assets is on the rise and its upstream integration ratio stands over 5% at this stage. It is, however, the downstream petrochemicals business that has emerged as major value driver.

Transition to Low Carbon Solutions

IndianOil refineries started supplying BS-VI fuels in the National Capital Territory, to address the air quality concerns, as the Company gears up to meet the 2020 deadline. The Company's refineries on both east and west coast are already in readiness for supplying MARPOL 0.5% sulphur bunkering fuels. IndianOil is improving its product pattern from refineries by making a shift towards cleaner transportation fuels and other POL products.

With growing thrust on cleaner fuels, IndianOil is making strategic in-roads into Compressed Natural Gas (CNG), Piped Natural Gas (PNG), Compressed Biogas (CBG), Liquefied Natural Gas (LNG), biofuels and solar & wind energy business. In the transport fuel segment, CNG is already a growing fuel in a number of cities and electric mobility & LNG are emerging as future options. In the cooking space, PNG is emerging as a major fuel in a growing number of Indian cities, and in industrial segment, electricity and gas are increasingly becoming popular options as regulatory pressure for clean fuels increases.

Operational Efficiency

In view of market volatility, IndianOil has been undertaking major upgradations in its infrastructural & processing set up. Thrust is given on diversification of crude basket, use of cheaper heavy crude varieties, making operations energy & resource efficient, improvements in storage & transportation and automating its processes.

Retail Network Transformation

IndianOil is constantly working on improving its retail operations through automation, digital interventions, technological support, retail outlet face-lift and adoption of new business models. Another major area of work is strengthening of customer relationship at retail outlets through CRM interventions.

In rural markets, IndianOil has been a market leader with its strong network of rural retail outlets – Kisan Seva Kendra (KSK). As a leading implementing agency for Pradhan Mantri Ujjwala Yojana (PMUY), IndianOil is assiduously working to ensure that LPG becomes the cooking fuel of choice for marginalized rural population in the country.

Research & Development into future energy

Traditionally, the focus of IndianOil's R&D facilities has been on process efficiency improvement, refining and lubricant technology. Over the past few years, IndianOil has been increasingly taking up R&D work in solar, bio-energy, nano-technology, CCUS, petrochemicals, diversified business and other new forms of energy in line with its strategy of integrated value chains, diversified businesses and in the context of the ongoing energy transition.

Automation & Digital Revolution

IndianOil's quest for efficiency improvement is getting significant thrust from ongoing digital revolution-armed by Big Data, analytics, artificial intelligence, AR/VR, cloud computing, block chain, Internet of Things.

Another, value proposition of digitalization is in the customer experience front of the downstream business. India has witnessed e-commerce, digital payment, shared mobility, changing market dynamics in a short span of time. IndianOil has been among the first adopters of the digital payment systems in India. IndianOil's automation drive and mobile applications for customers have been enhancing customer experience and satisfaction.

IndianOil's newly commissioned 5 MMTPA capacity LNG Terminal at Ennore, Tamil Nadu

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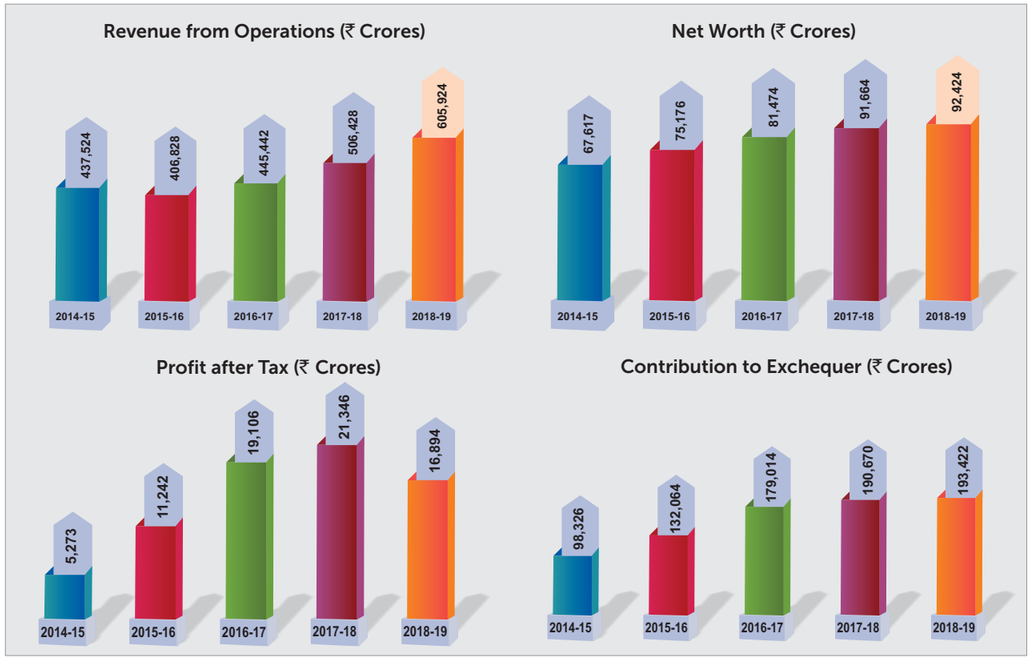
Economic Performance

Deregulation and shift towards market prices has raised competition level significantly with entry of private players in the domestic market. Over time, IndianOil has significantly improved its performance in providing best-in-class services to its customers and is constantly working on improving it through automation, digital interventions, technological support and new business models, while growing its presence in the market. IndianOil is also strengthening relationship with customer at the retail outlets by enhancing the bouquet of non-fuel services and fuel offerings to the customers through alliances and partnerships.

Company is consistently looking to increase its market share, improving fuel access, customer satisfaction, by enhancing reach in rural markets, gaining customer loyalty, customised product offerings & thrust on non-fuel revenue. The operational competitiveness is maintained by optimizing crude mix, exploring new crude grades, reducing fuel loss, modernizing technology / refinery complexity.

Performance Highlights for 2018-19



Refineries

- Highest ever crude oil throughput of 71.82 million metric tonnes
- Refinery capacity utilisation of 103.8% and distillate yield of 80.4%

Pipeline Transportation

- Highest ever pipeline throughput of 88.53 million tonnes, registering a growth of 3.3% against 2017-18
- Gas pipelines achieved highest ever throughput of 1,834 MMSCM

Marketing of Petroleum Products

- Highest sales of 79.96 million metric tonnes of petroleum products
- Commissioned 648 retail outlets (including 335 Kisan Seva Kendra outlets in rural areas). Total retail outlets increased to 27,702

Petrochemicals

- Highest petrochemicals sales of 2.64 MMT (domestic and exports), recording a growth of 11.4% against 2017-18
- Expanding global reach of petrochemicals brand 'PROPEL'

Natural Gas

- Commissioned 5 MMTPA LNG Import Terminal at Ennore, near Chennai through a joint venture
- Sold 36.12 TMT of LNG through 'LNG at Doorstep' service, registering a growth of 30.5% against 2017-18

Exploration & Production

- 10 domestic blocks including 4 discovered small fields (DSF) & 2 coal bed methane blocks, and 12 overseas blocks
- Production from upstream assets increased to 4.39 MMT, registering 65% growth against 2017-18

Explosives & Cryogenics

- Manufactured and sold 1,83,194 metric tonnes of explosives, registering a growth of 3.6% against 2017-18
- Sold 29,555 units of cryocans and cryovessels

Research & Development

- R&D Centre filed for 160 patents and was granted 107 patents (30 Indian and 77 overseas)
- 794 active patents

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BUSINESS SUSTAINABILITY & ENVIRONMENT

- IndianOil was conferred Sustainability 4.0 Award 2018 jointly by Frost & Sullivan and TERI in recognition of its comprehensive sustainability initiatives as a Leader in the Mega Large Business Process Sector
- PETROTECH-2019 Special Technical Award for 'Greening of the Oil & Gas Business and Sustainability' was jointly bestowed on IndianOil and Engineers India Ltd. for BS-VI DHDT project at Haldia Refinery, employing indeDiesel® technology developed by IndianOil R&D
- Mathura Refinery bagged the first prize in the prestigious Refinery Performance Improvement Award for 2017-18 given away at the 23rd Refining & Petrochemicals Technology Meet hosted by Centre for High Technology
- IndianOil was conferred Oil & Gas Pipeline Transportation Company of the Year' Award consecutively for the third time in a row for leading performance in the growth of pipeline infrastructure and its optimal utilisation in an energy-efficient manner by Federation of Indian Petroleum Industry (FIPI) for the year 2017

Sustainability at IndianOil

IndianOil has implemented various sustainability policies/guidelines at the corporate level:

IndianOil's Sustainability & CSR Policy

Vision

IndianOil's Sustainability & CSR vision is to operate its activities in providing energy solutions to its customers in a manner that is efficient, safe & ethical, which minimizes negative impact on environment and enhances quality of life of the community, towards sustaining a holistic business.

Mission

- **Meet stakeholders' aspirations for value creation and grow along with the society.**
- **Ensure a safe & healthy working environment.**
- **Incorporate environmental and social considerations in business decisions.**
- **Earn stakeholders' goodwill and build a reputation as a responsible corporate citizen.**
- **Conduct business with ethics and transparency & follow responsible business practices.**

Thrust areas

- **Efficiency in operations and processes.**
- **Safe and healthy environment in and around the workplaces.**
- **Basic livelihood needs & societal empowerment.**
  - **Safe drinking water and protection of water resources.**
  - **Healthcare and sanitation.**
  - **Education and employment-enhancing vocational skills.**
  - **Empowerment of women and socially/ economically backward groups, etc.**
  - **Tourist friendly facilities at monuments of national importance.**
  - **Environmentally sustainable practices within & beyond the organization's premises:**
    - **Clean energy options.**
    - **Rain water harvesting (at co. owned premises, retail outlets).**
    - **Limit emission of Greenhouse Gases.**
    - **Reduce/reuse/recycle resources/ waste & dispose waste streams in environmentally safe manner.**
- **Promotion of responsible business practices: Conduct business with transparency, integrity and accountability**

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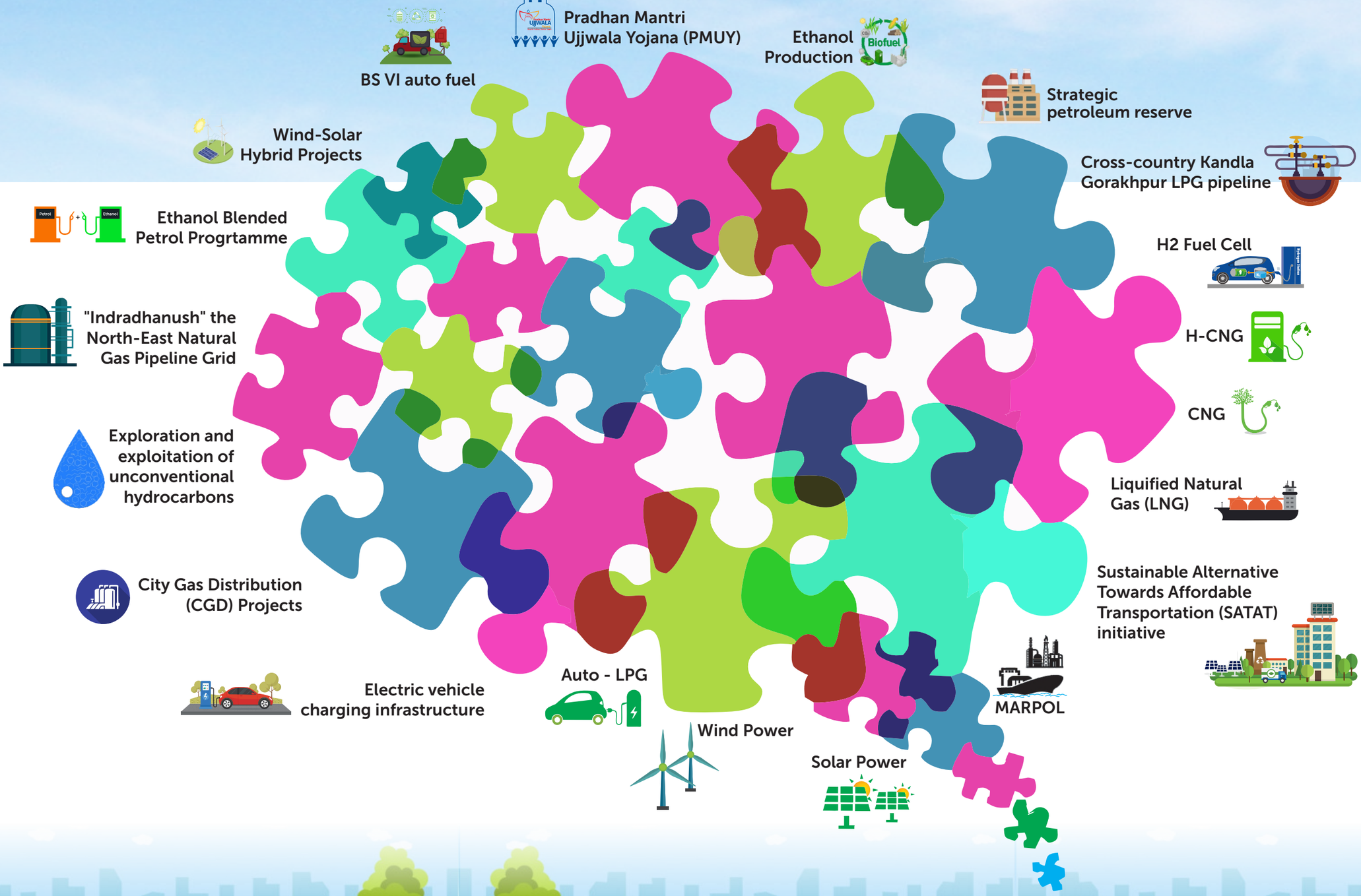
Business Sustainability

IndianOil's new Energy Paradigm



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Transition to Green Energy

Climate change is a global concern, and IndianOil realises that use of its products and business operations have an adverse impact on the environment and climate. The world also faces resource scarcity in the face of growth in demand, mismanagement of wastes, falling water levels and changing ecological dynamics. As a responsible corporate citizen, the Company takes onus to mitigate its ecological footprint and to also help the supply chain & society lower their environmental impact.

The Company offers cleaner fuels, reduces operational emissions, makes efforts towards water conservation, waste management & environment protection, complies with various regulatory norms, promotes sustainability initiatives in supply chain and undertakes various awareness generation exercises to promote sustainable consumption and reduce threat to the environment & climate.

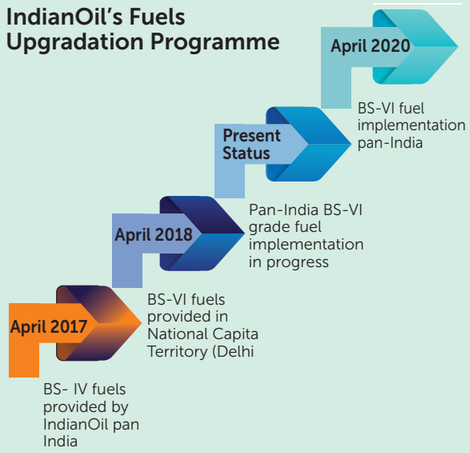
Over the years, IndianOil has made a conscious effort to provide cleaner fuels & products and to diversify its business into alternate energy. The Company's efforts in offering cleaner energy is covered in this segment, while improvements made in IndianOil's product offerings are covered in Product Responsibility segment of this Report.

Cleaner Fuels

IndianOil refineries are undertaking major technology upgradations to deliver BS VI fuel, as per world's cleanest standards, from April 2020. The sulphur content in BS VI standard fuel is 10 parts per million (PPM) against 50 PPM in presently available BS-IV fuel, which significantly reduces particulate and SOx emission.

IndianOil is also increasing ethanol and biodiesel blends in its fuel offerings and improving their coverage across the country. During 2018-19, IndianOil achieved 5.3% ethanol blending in petrol in notified states across the country.

IndianOil's Fuels Upgradation Programme



Rs. 14,910 Cr

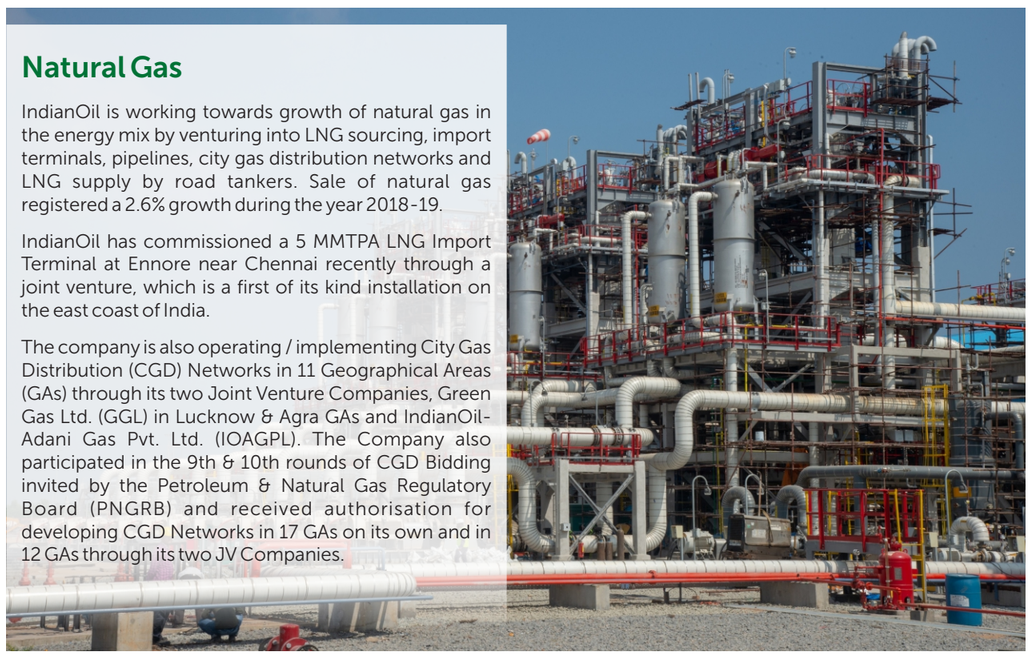
Investment to shift from BS-IV to BS-VI

Natural Gas

IndianOil is working towards growth of natural gas in the energy mix by venturing into LNG sourcing, import terminals, pipelines, city gas distribution networks and LNG supply by road tankers. Sale of natural gas registered a 2.6% growth during the year 2018-19.

IndianOil has commissioned a 5 MMTPA LNG Import Terminal at Ennore near Chennai recently through a joint venture, which is a first of its kind installation on the east coast of India.

The company is also operating / implementing City Gas Distribution (CGD) Networks in 11 Geographical Areas (GAs) through its two Joint Venture Companies, Green Gas Ltd. (GGL) in Lucknow & Agra GAs and IndianOil-Adani Gas Pvt. Ltd. (IOAGPL). The Company also participated in the 9th & 10th rounds of CGD Bidding invited by the Petroleum & Natural Gas Regulatory Board (PNGRB) and received authorisation for developing CGD Networks in 17 GAs on its own and in 12 GAs through its two JV Companies.



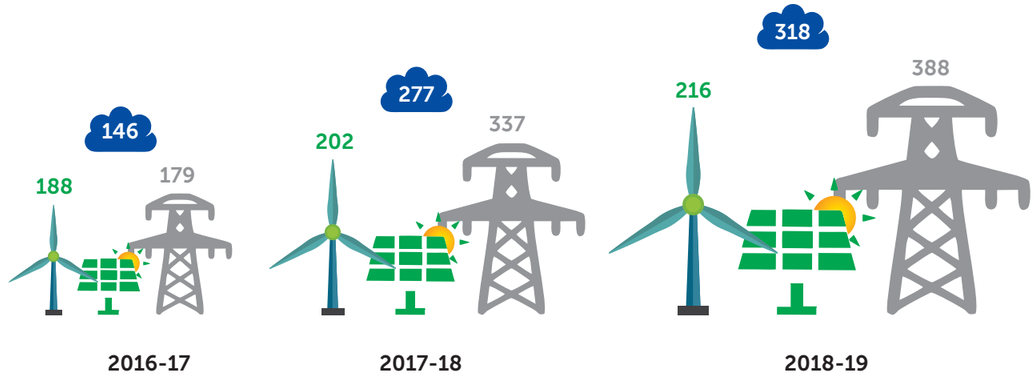
Renewable Energy

Solar & Wind Energy

IndianOil is promoting installation of renewable energy projects as a business diversification initiative and keeping in mind the stakeholder concerns regarding pollution and climate change due to conventional fuels.

IndianOil has cumulatively commissioned 216 MW of renewable energy projects, which includes 167.6 MW of wind power and 48.6 MW of solar (comprising 20.5 MW grid connected solar PV and 28.1 MW off-grid solar). The renewable energy generated from the wind power projects during the year 2018-19 was 337 million units (GWh), whereas the total electricity generation from solar PV projects was 51 million units (GWh). The estimated emission saving from renewable power generation is 318 TMTCO_2e.

Renewable Energy - Installed capacity, Generation and Emission reduction



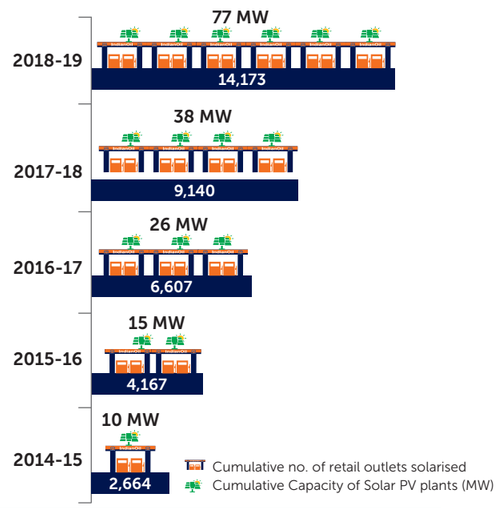
Retail Outlet Solarization

IndianOil ensures that its supply chain like suppliers, distributors etc. also demonstrate and acts as a responsible business entity. Retail outlet solarization is one of the company's initiatives which has been a major breakthrough in greening IndianOil's supply chain.

Under this initiative, IndianOil has promoted use of off-grid / localised solar energy to replace conventional power sources, in its retail network (fuel stations). 14,173 retail outlets have been converted to operate on solar energy with a cumulative installed capacity of 77 MW, which is approximately 51% of IndianOil's total retail outlets. During 2018-19, number of retail outlets solarized increased from 9,140 to 14,173 i.e., increase by 55%.

Through this initiative, the retail outlet in rural areas has been able to do business activities beyond sunset and also improve their profitability by reducing the cost of operating diesel genset.

RO Solarisation over the years



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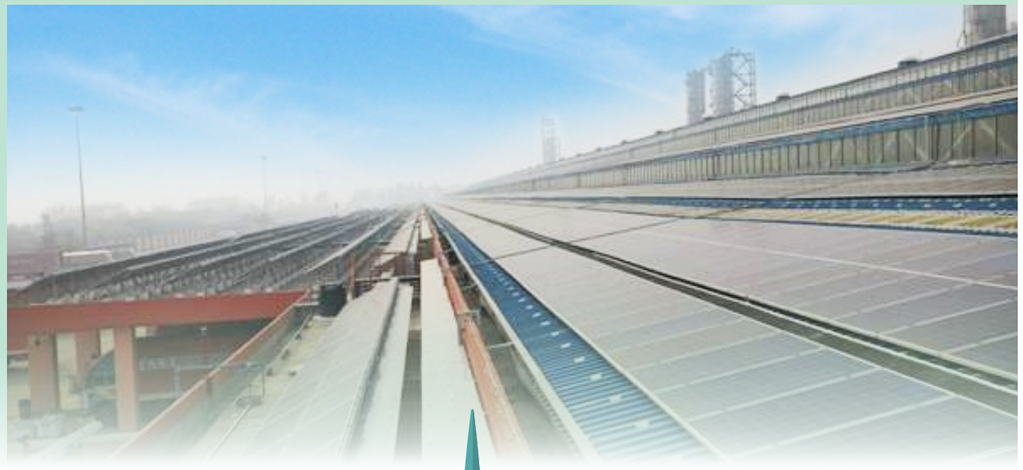
100 KW_P Floating Solar panel at Panipat Naphtha Cracker Unit (NCU)

A 100 KW_p, Land-neutral, Floating (fixed tilt type), On-grid Solar Power Plant is installed at Raw water reservoir at Panipat NCU using suitably designed modular and pre-fabricated floatation device. In the open water reservoir, a large quantum of stored water was otherwise lost to environment in form of evaporation losses due to prevalent high temperatures and with large surface area being exposed to the atmosphere. The solar floating plant will not only augment the overall renewable energy potential but also results in mitigation of evaporation losses, saving scarce water resource. Additionally, the initiative also avoids the displacement of land and gives high energy yield, due to cooling effect of water.

2.75 MWp Rooftop Solar Power Plant at Panipat Petrochemical Marketing Complex

As a part of IndianOil's sustainability initiatives, 2.75 MWp rooftop solar power plant was commissioned on rooftop of Polymer warehouse of IndianOil Panipat Petrochemical Marketing Complex (PPMC). The plant is one of the largest capacity solar power plant placed on a single roof. The captive solar power plant is expected to generate around 4 million units of electricity during first year which will offset CO_2 emission of around 3,280 tonnes.



Rs. 136 Cr
Invested in Renewable Energy during 2018-19

Total electricity generated from renewable power resulted in emission reduction of 318 $TMTCO_2e$

Electricity generated from wind and solar power projects is equivalent to 5% of Company's total electricity consumption

216 MW
Renewable Energy capacity

167.6 MW
Wind Power

48.6 MW
Solar Power

Installed renewable energy (RE) capacity has increased from 54 MW in 2012-13 to 216 MW in 2018-19 at a CAGR of 26%.

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Renewable Energy is being promoted within the organisation as an alternate to grid electricity and traditional captive energy sources. Captive consumption of renewable energy helped reduce company's GHG emissions by 69 TMTCO_2e.

1.5 kW Micro Wind Turbine at Kollam Bottling Plant

IndianOil's first 1.5 kW Micro Wind Turbine was commissioned at Kollam Bottling Plant as a pilot project to utilise the moderate winds available in the area, throughout the year. The system is equipped with grid-tied inverter and grid-interface controller for connection to the plant power network. The annual generation is expected to be about 2,000 units resulting in electricity bill savings.

SERVOmesh WEG 320 Windmill Oil

SERVOmesh WEG 320 has been launched to address lubrication requirements of windmills. IndianOil has now become the first Indian company to roll out a specialized lubricant for windmills.

2G Ethanol

IndianOil is venturing to set-up pilot 2nd Generation (2G) ethanol plants in the country. The envisaged capacity of each plant shall be 100KL per day. These plants will generate ethanol from ligno-cellulosic biomass like paddy straw, wheat straw, cotton stalk, bagasse, etc.

Compressed Biogas (CBG)

IndianOil has been at the forefront of the Government of India's SATAT (Sustainable Alternative Towards Affordable Transportation) scheme. The scheme aims to produce automotive grade Compressed Biogas (CBG), an alternative to CNG, from agricultural / sewage / organic waste generated in the country. The project is a significant breakthrough in clean energy.

IndianOil has issued Letters of Intent to entrepreneurs for setting up CBG plants.

The 100th LoI on industry basis was awarded by Hon'ble Minister, Petroleum and Natural Gas

SATAT -Sustainable Alternative Towards Affordable Transportation

'SATAT' (Sustainable Alternative Towards Affordable Transportation) scheme on Compressed Bio Gas (CBG) was launched by Ministry of Petroleum & Natural Gas. The scheme envisages to target production of 15 MT of CBG from bio-waste by 2023, from 5000 Plants. The initiative was launched as a mass movement to fulfill Mahatma Gandhi's vision of Clean India.

Under this innovative initiative, PSU Oil Marketing Companies (OMCs) invited Expression of Interest (EoI) from potential entrepreneurs to set up plants and supply CBG to OMCs for sale as automotive & industrial fuel.

There are valuable by-products of the CBG plants including Bio-Manure, which can promote organic farming in the country.

This initiative holds great promise for efficient municipal solid waste management and in tackling the problem of polluted urban air due to farm stubble-burning and carbon emissions. Use of CBG will also help bring down dependency on crude oil imports and in realizing the Prime Minister's vision of enhancing farmers' income, rural employment and entrepreneurship.

Other Initiatives

E-Mobility

Major policy thrust is being given to promote cleaner electric mobility in India. IndianOil is undertaking measures to set up charging infrastructure in the country, to support the growing electric vehicle population. The Company has set up pilot electric vehicle charging facility at select retail outlets across the country. Additionally, IndianOil is also exploring opportunities in manufacturing and retailing of batteries.

IOCL & Ola cabs collaborate for electric charging facility

3G Ethanol

IndianOil is undertaking a project to convert refinery off-gases to ethanol using Lanzatech technology. The technology allows refineries to harness waste gas streams to produce fuel grade ethanol, supporting the transition to fully renewable power while recycling this carbon into liquid fuels and petrochemicals.

CCUS

Carbon Capture, Utilization, and Storage (CCUS) technology is also an area of interest to IndianOil owing to growing concerns over carbon emissions and its potential economic benefits. Presently, the project is in research phase in the company.

H-CNG Buses in Delhi

IndianOil has undertaken a pilot project with Indraprastha Gas Limited to run buses on reformed Hydrogen-CNG (H-CNG) fuel. Initially, 50 buses are being targeted on pilot basis in Delhi. The technology for compact reforming process of CNG is patented by IndianOil. No physical mixing of hydrogen fuel is required. The fuel is cleaner than CNG and a move towards hydrogen economy.

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Environment

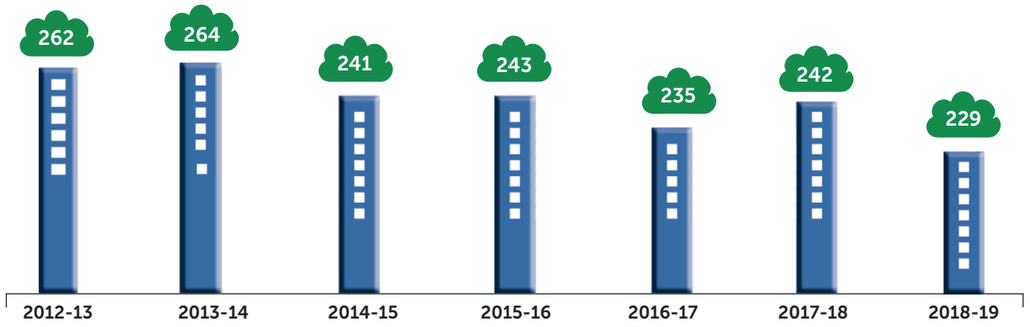
Besides green fuel offerings, IndianOil also undertakes a host of environment conservation, emission mitigation and waste management projects in the Company.

Reducing Operational Emissions

Accounting of GHG emissions has helped the company to identify improvement areas and implement emission mitigation measures. For IndianOil, emission from Refineries and Naphtha Cracker Unit (NCU) account for more than 90% of the total Company's emissions. The total GHG emission from IndianOil refineries and NCU in 2018-19 is 18.74 MMTCO_2e.

The Company undertakes various projects in energy conservation / efficiency, renewable energy, switching to green fuels and tree plantations to reduce its GHG emissions.

Year on year Specific emissions (kgCO_2e/MT of crude processed)*



*Refinery Data

12.43% Reduction in specific emission from 2012-13

Hyderabad LPG BP: Platinum rated Green Building

The Hyderabad LPG Bottling Plant achieved the highest Platinum Rating under the Green Factory Building Rating System of Confederation of Indian Industries - Indian Green Building Council (CII-IGBC). The plant achieved all 81 credit points as per the rating system, and includes:-

- 100 kW_p captive Solar Power Plant
- 350 kl potential Rain Water Harvesting System
- 5 kld Sewage Treatment Plant
- 10 kld Bio-digester
- Drip Irrigation System for gardening, lawns
- LED lighting system for the entire plant
- VFD drive units in carousal & conveyor system
- Reflective paint coating on the roof top at employees and visitors vehicle parking area
- Electric Vehicle Charging station
- Facilities for differently abled persons
- Oxygenating plants inside the admin building
- Sensor based lighting system at toilets, stores etc.

IndianOil undertakes major efforts towards environment conservation

Improving energy use in Operations

IndianOil undertakes technological improvements at its locations with a view to improve energy use and efficiency. Benchmarking studies and energy audits are carried out by various international and national agencies to identify energy saving measures in operating locations and administrative buildings. Thereafter, technology upgradation, automation and energy conservation projects are undertaken to improve operational efficiency. The Company has placed designated energy managers at locations to identify and implement energy conservation measures. Initiatives like ENCON, process efficiency improvements, automation, LED lighting etc. have helped the Company to reduce its energy consumption.

Efficiency measures are also driven by statutory / regulatory compliances, e.g. reduction of specific energy consumption (MBN), Perform, Achieve & Trade (PAT) scheme etc.

97.9

Energy Intensity Index (EII)

71.3

Overall Specific Energy Consumption (MBN)

8.57%

Fuel & Loss

ENCON Projects in Refineries

Refinery Performance Improvement Programme (RPIP) implemented by IndianOil, aims at improving the refinery performance in areas like distillate improvement, energy reduction, hydrogen management etc

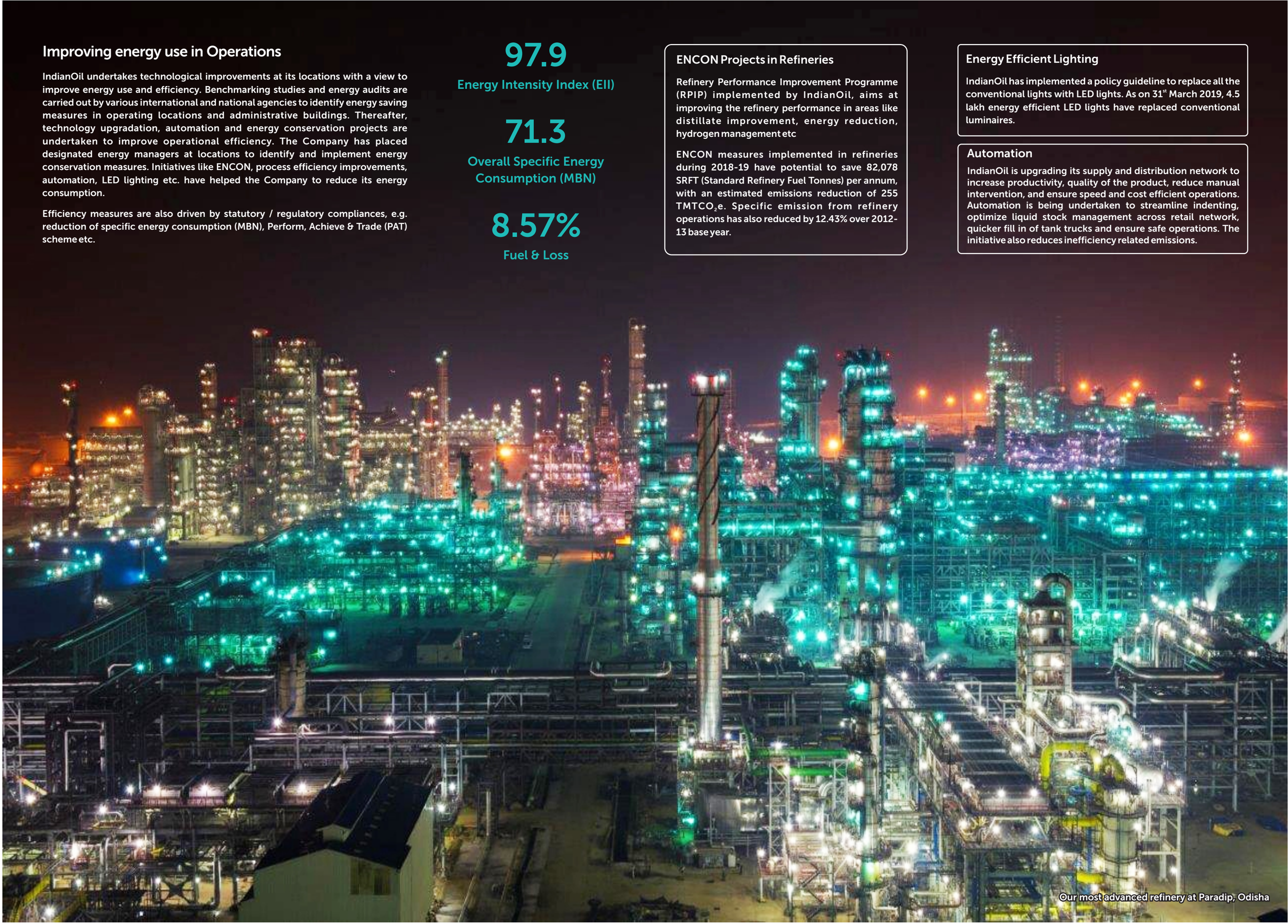
ENCON measures implemented in refineries during 2018-19 have potential to save 82,078 SRFT (Standard Refinery Fuel Tonnes) per annum, with an estimated emissions reduction of 255 TMTCO_2e. Specific emission from refinery operations has also reduced by 12.43% over 2012-13 base year.

Energy Efficient Lighting

IndianOil has implemented a policy guideline to replace all the conventional lights with LED lights. As on 31st March 2019, 4.5 lakh energy efficient LED lights have replaced conventional luminaires.

Automation

IndianOil is upgrading its supply and distribution network to increase productivity, quality of the product, reduce manual intervention, and ensure speed and cost efficient operations. Automation is being undertaken to streamline indenting, optimize liquid stock management across retail network, quicker fill in of tank trucks and ensure safe operations. The initiative also reduces inefficiency related emissions.



Our most advanced refinery at Paradip, Odisha

Pipeline Transportation

Pipelines are the most efficient mode of transport for petroleum products, as compared to road and rail. IndianOil avoided 1,329 TMTCO_2e of carbon emissions in 2018-19 by transporting 88.5 MMT of crude and finished products through pipeline network instead of rail transport.

Transition from engine driven to motor driven

IndianOil's extensive pipelines network continued its exemplary contribution in ensuring uninterrupted supply of crude oil to refineries and finished products from refineries to bulk storage terminals in the most sustainable manner, leading to substantial savings in greenhouse gas emissions as compared to alternative transportation options. Pipeline operations are in transition from engine driven mainline pumping unit to electric motor driven pumping unit. This initiative would improve operational efficiency, reduction in energy usage, low maintenance cost and less environmental effect.

Emission saving by transporting ATF through pipeline

Aviation Turbine Fuel (ATF) from Paradip or Vizag, on the eastern coast of India, was transported by road as the product was losing its conductivity in pipelines. Last year, a dosing system was developed to resolve the issue. The innovation was successfully implemented, effectively saving about 48 kl of fuel consumed in transporting ATF through tank trucks. This initiative has resulted in significant emission saving.

1,329

TMTCO_2e emission saved due to pipeline transportation

Reducing Freshwater Consumption

Fresh water is a precious resource. Growing population, concentrated development, pollution of water resources and depleting groundwater have had a severe impact on freshwater availability across the country.

For IndianOil, water consumption at its refineries and NCU accounts for more than 90% of company's total water consumption. The freshwater consumption by IndianOil's refineries and NCU in 2018-19 was 99.51 million kl.

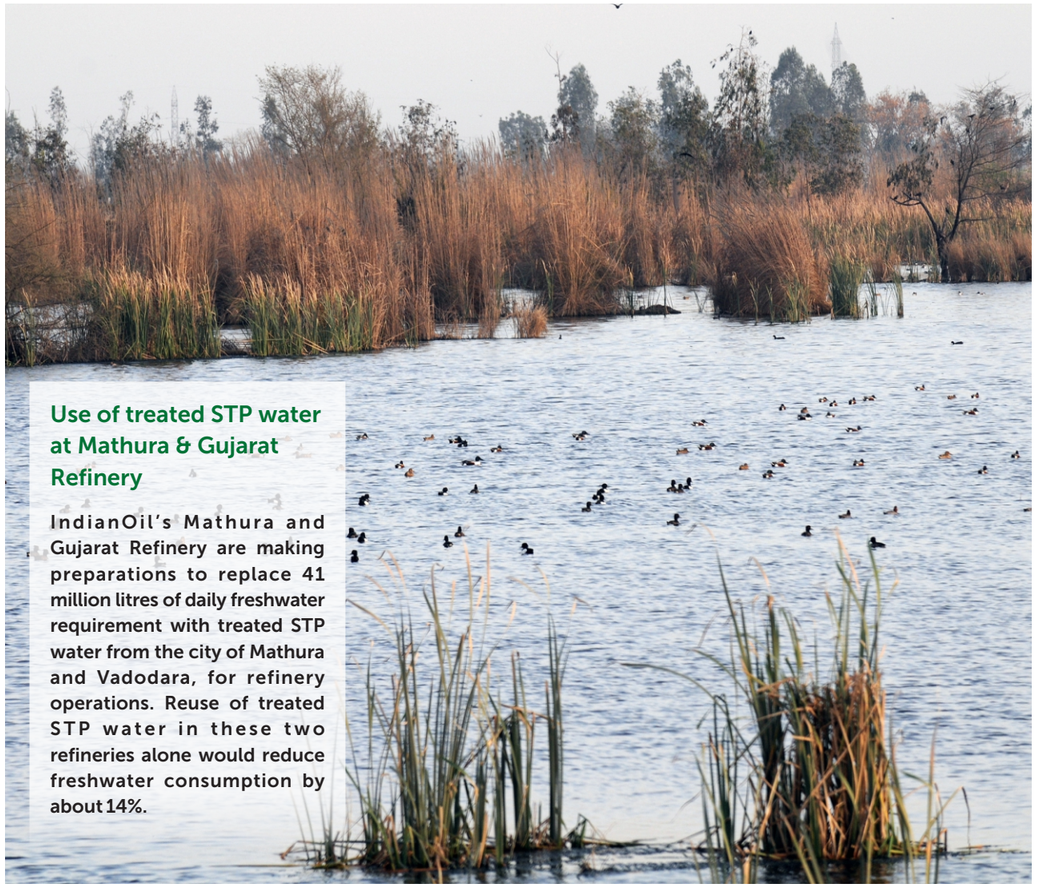
IndianOil understands the importance of water for sustained operations. The company takes up various measures to ensure responsible sourcing and use of freshwater, improving water use efficiency, recycling and reuse of waste water and rainwater harvesting.

Wastewater Recycling

Use of water and quality of effluent discharged are carefully monitored by the company. Refineries are equipped with a network of underground sewers for segregated collection of various wastewater streams, which are subjected to precise treatment in well-designed effluent treatment (ETP) facilities involving physical, chemical and biological processes. State of art equipment have been provided in the ETPs like Tilted Plate Interceptor (TPI), Dissolved Air Floatation (DAF), Bio-tower, activated sludge basins, dual media filters and reverse osmosis for treating waste water. These treatment facilities are backed by sophisticated instrumentation and real time data systems for close and precise monitoring. Online connectivity to such systems is provided to CPCB / SPCBs to provide real time data.

In Marketing and Pipeline locations effluent water is routed through oil water separator before discharge as per CPCB / SPCB norms.

During 2018-19, IndianOil reused 40.15 million KL of treated effluent water, which is approximately 89% of effluent generated in refineries. The Company's freshwater intake was reduced by 28.7% due to use of treated effluent water.



Use of treated STP water at Mathura & Gujarat Refinery

IndianOil's Mathura and Gujarat Refinery are making preparations to replace 41 million litres of daily freshwater requirement with treated STP water from the city of Mathura and Vadodara, for refinery operations. Reuse of treated STP water in these two refineries alone would reduce freshwater consumption by about 14%.

Optimizing Process Water Consumption

Enhancing water efficiency in industrial operations has become crucial as water plays a significant role in continuous operations. IndianOil monitors & assesses its water use, identifies water saving opportunities and implements water efficiency measures, to optimize water consumption. By implementing various optimization measures, IndianOil refineries achieved 12.87% reduction in specific water consumption till 2018-19 with 2012-13 as base year.

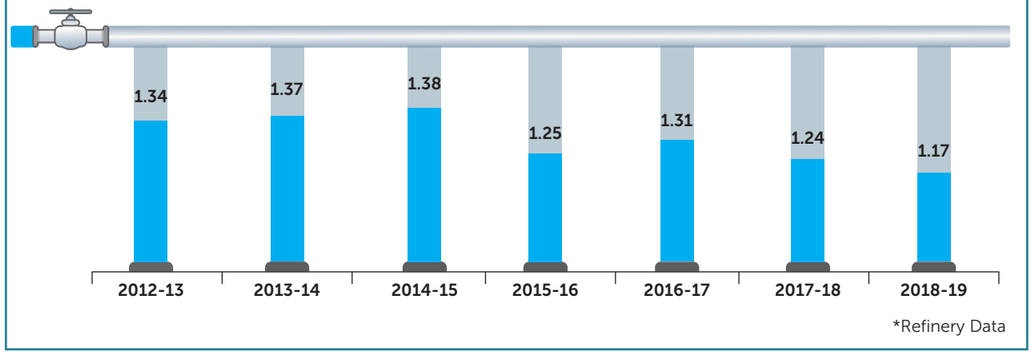
12.87%
Reduction in specific water consumption from 2012-13

Maximizing wastewater recycling in Paradip Refinery

IndianOil's ultra-modern refinery at Paradip on eastern coast of India uses the largest industrial recycling plant in India to recycle around 54,000 m3 of treated water every day for the refinery. By ensuring maximum reuse of the generated effluent for application as process water in the refinery, dependence on freshwater is reduced by over 17,000 ML every year.

The project highlights a comprehensive treatment model including treatment of VOC (Volatile Organic Compounds) and passing of RO reject water through a hard COD management unit before discharge into the sea. This ensures the environment around the refinery is not polluted with harmful contaminants.

Specific water consumption (m^3/MT of crude processed)*



*Refinery Data

Use of harvested rainwater

IndianOil has cumulatively installed 608 rainwater harvesting systems with potential to collect approximately 3 billion litres of rainwater every year. This water is used either to reduce freshwater makeup or for recharge of groundwater. The harvested rainwater is equivalent to about 3% of the Company's fresh water consumption.

Watershed Project at Digboi Refinery

Asia's first and one of oldest refineries in the world to be still in operation, Digboi Refinery, also earned the distinction of becoming the first refinery in the country to collect and use rainwater for its operations, through a watershed management project. The refinery has set up inter-connected Storage-cum-Percolation ponds in its vicinity to accumulate rainwater throughout the year. In 2018-19, 19,483 KL of collected rainwater was used in refinery operations, reducing freshwater intake.

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Waste Management

Oil & Gas industry deals with various hazardous and toxic products. For IndianOil, safe treatment and disposal of waste is of utmost importance. The wastes that are not recycled in operations are disposed off as per the Central & State Pollution Control Board (CPCB & SPCB) norms.

Hazardous waste

The major hazardous wastes generated during operations are oil slop, oil sludge, spent catalyst and ETP sludge. Generated slop oil is entirely recovered and processed in refinery operations. The oil sludge is processed for oil recovery and reused and any residual sludge is bio-remediated with the help of patented 'Oilivorous-S' technology of IndianOil. Spent catalyst is sent for co-processing in Cement industries or given back to supplying companies. Other hazardous waste like biomedical waste is disposed through authorised agents of CPCB / SPCB, while for e-waste management, buyback arrangements are made with supplier. The Company is not transporting, importing, exporting or treating waste deemed hazardous under the terms of Basel Convention.

Bio-remediation

Confined bio-reactors were installed at Guwahati, Gujarat, Panipat and Bongaigaon Refineries for fast liquidation of oil sludge using bio-remediation process. The bacteria used in the process is developed by IndianOil's R&D. Due to use of controlled environment and steam, the process is faster, cleaner and efficient. Process completion time is one month as compared to 8-9 months in conventional bio-remediation.

Non-hazardous waste

While ferrous / non-ferrous scrap generated is sold to government authorized third party recyclers, paper waste is being given to third party recyclers in exchange for stationery. Biogas plants and composters are being used to process organic waste to produce energy and manure.

Various paper saving practices such as SMS indenting, digital receipts and reducing paper size are being undertaken across the Company. Retail Outlet inspection reports, rental payments, dealer portals etc are being implemented across the organisation. Digitisation has resulted in tremendous paper savings.

Prevention of Air Pollution

Utmost attention is given to control and reduce air emissions in IndianOil refineries. For continuous monitoring of emissions, on line analyzers are installed in refinery stacks. Central / State Pollution Control Boards are provided on-line connectivity of the analyzers, to monitor the emission. Mobile vans and fixed monitoring stations are used to monitor ambient air quality.

Measures like tall stacks, use of low sulphur fuel in boilers and heaters, use of low NOx burners, use of sulphur recovery units, flue gas scrubbing, flare gas recovery systems, among others are used to minimize air emissions from operations.

Bottom loading facilities are being provided at all new grass root locations with Vapour Recovery system at required locations. Installation of Vapour Recovery System to control fugitive emissions at marketing installations and retail outlets in NCR and NCT is in progress.

Sustainability Awareness

IndianOil believes enhancing the awareness of each employee of the Corporation about climate change vulnerability, impacts, and adaptation can help build individual and institutional capacity for undertaking climate change mitigation and adaptation measures.

Accordingly, IndianOil organizes sustainability workshops across the divisions and operating locations to enhance awareness about sustainability among the employees at all levels

Environmental Compliance

IndianOil complies with all the local and national laws and regulations. The Company complies with all the environmental standards of Central Pollution Control Board (CPCB) / State Pollution Control Board (SPCB) and also adheres to relevant national / international guidelines for environmental discharges.

All IndianOil refineries have undertaken certification of their GHG emissions under ISO: 14064 and Environment Management practices under ISO-14001 standards. Majority of IndianOil's Pipeline and Marketing installations are also certified under ISO-14001.

A total of seven legal notices were received during the year 2018-19 and six of them have been resolved to the satisfaction of the statutory body.

As on 31.3.2019, there are three pending cases with CPCB / SPCB regarding environmental complaints. The details of the same are provided in Performance Summary / Data section.

Spills & Pilferages

Spills

Accidental oil spills, whether on land or water (including both sea and fresh water) have been on top of IndianOil's safety and environmental concerns. Oil spill covers all possible sources of oil leak including oil tanker spills, non-tanker ship spills, pipelines from Single Buoy Mooring (SBM) to onshore tanks & tank farms, and cross country crude oil as well as product pipelines.

The preparedness to be maintained to handle an oil spill and the activities to be undertaken in the event of a spill disaster in Indian waters is covered with in the National Oil Spill Disaster Contingency Plan (NOS-DCP). The document also delineates the roles and responsibilities of various entities in the event of a spill. The Indian Coast Guard is the nodal agency for handling oil spill in Indian waters.

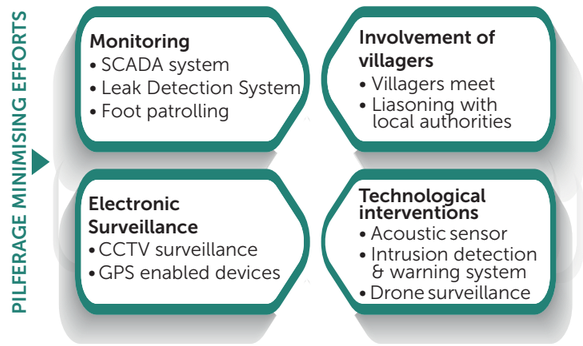
IndianOil has placed necessary measures for oil spill management at identified points in consultation with the regulatory bodies. Oil spill response facilities such as oil dispersant liquid & absorbent pads are made available at all installations. Various awareness programs and oil spill mock drills are conducted to keep the systems and personnel prepared for any untoward incidents.

No significant oil spills were reported during the year.

SBM at western coast of India

Pilferages

Cross-country pipelines are an environmentally and economically prudent way of transporting fuel across the land. Unfortunately, this also means that these are at greater risk to pilferage, affecting us economically and also compromising the safety and security of nearby areas. Various technological interventions, community involvement and random checks are in practice to cut down on pilferage incidents.



Optical Fibre Method Intrusion Detection System

To strengthen the Pipeline's security & safety system a Pipeline Intrusion Detection and Warning System has been devised. This is an optical fibre based surveillance cum integrity management system for detecting activities/ disturbances threatening the pipeline system along with Right of way. The Optical Fiber Cable (OFC as sensor) runs along the pipeline and is able to detect, locate and identify any intrusion attempt including third party interference, illegal tapping attempts and unauthorized excavation along the entire monitored length of buried pipeline in real-time. The system also detects intrusion like personnel movement, manual/mechanical digging, and vehicle movement and generates alerts once the activities cross the predefined threshold value.

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Bio-diversity

To conserve the flora & fauna, IndianOil has developed greenbelt at large operating locations. The Company undertakes extensive tree plantation across locations every year. 33% green cover is maintained at smaller installations and plant sites. These scientifically designed green belts / eco-parks act as pollution sinks, maintain local flora & fauna and enhance aesthetic look of the refinery area. A large number of migratory birds have made these green belt areas, their habitat. The water ponds developed in some of the eco-parks nurture native fish species.

During the year 2018-19, 2,10,000 tree saplings have been planted in IndianOil's locations. Cumulatively, the company has planted more than 2 million trees with a carbon sequestration potential of 40 TMTCO_2e per annum.

Migratory Birds in Mathura Refinery

As per study by Bombay Natural History Society (BNHS), the Mathura Refinery green belt area was identified to have 87 species of birds - including 30 species of migratory birds in the park, indicating richness of biodiversity in the ecosystem.

Bongaigaon Refinery – Herbs & Orchid Garden

Bongaigaon Refinery maintains an 'Herbal and Orchid Garden' named "Nandan Kanan", which is spread over an area of 1.84 acres. The garden has been developed for conservation of rare varieties of herbs & orchids available in the North Eastern region. The garden has more than 150 varieties of herbs and more than 40 varieties of orchids.

Refuelling Nature

Kerala is an ecologically rich and bio-diverse state at the southern tip of India. Developing urban areas are having an impact on the state's forest cover. A plantation drive, "Refuelling Nature" is undertaken by IndianOil's marketing network in Kerala to support environment protection. For wide scale engagement and awareness amongst masses, saplings are being provided through the company's retail outlets in the state and branded as Vipinam (the word translates to dense forest in Malayalam).

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5 GENDER EQUALITY
6 CLEAN WATER AND SANITATION
8 GOOD JOBS AND ECONOMIC GROWTH
11 SUSTAINABLE CITIES AND COMMUNITIES
16 PEACE AND JUSTICE
SAFETY & SECURITY

Safety

Operational & personnel safety and security are of paramount importance to IndianOil. The Company realises that any untoward incident undermines the effort it undertakes to make its operations safe and secure. It also has a ripple effect on stakeholder concerns and corporate image.

IndianOil follows an Integrated Safety Management System to mitigate various safety threats to the Company. This includes laying down of safety guidelines, safety preparedness, adherence to standard safety procedures, training employees and workers, having signages at site regarding safety areas, warning systems and safety beyond operational premises. No employee / workers were involved in activities having high incidence or risk of specific health issues.

Operational Safety: Creating a Culture of Safety

To boost safety consciousness, all the direct and indirect employees are involved in creating a safe work culture. Representatives of the workmen and officers work together in the Zonal Safety Committees. Safety awareness is enhanced by observance of Safety Day every month, safety performance is encouraged through Safety awards.

Process hazards are reviewed at all phases of project life by multi-disciplinary teams. Studies such as Hazard and Operability (HAZOP) and Risk Analysis are carried out to identify, assess and control process hazards. Quantitative Risk Analysis (QRA) is carried out for any new unit or facilities and actions are taken to mitigate or minimise the hazards.

Safety Policy

IndianOil has a well-defined Health Safety & Environment (HSE) Policy approved by the Board, which gives direction for various safety, occupational health and environment protection related activities.

Monitoring of HSE performance by Management

Compliance of safety systems & procedures and environmental laws is monitored at unit, divisional and corporate level. The Board reviews HSE activities of the company in every meeting. Directions issued by the Board during such reviews are implemented in time bound manner.

Safety Committee

IndianOil has two-tier of Safety Committee: the Management Safety Committee & the Shop Floor Safety Committee. All major local issues pertaining to health, safety and environment are discussed in periodic meetings covering issues faced during normal operation, recent near miss incidents, learning from incidents, unsafe acts / conditions observed etc. The HSE performance is also apprised through monthly Chairman Dashboard Report.

100% of employees are represented by Safety Committees

Safety Audits

Following safety audits are undertaken in the Company

- External Safety Audit/ Surprise Safety Audit by Oil Industry Safety Directorate (OISD) for select locations.
- Internal Safety Audits of locations as per relevant OISD standards
- Safety audits / checks of installations conducted by Corporate HSE
- Pre-commissioning audit for new facilities by OISD

Safety Training

On the job site trainings are provided to field personnel, contractor personnel and security personnel. In refineries, all gas safety inspectors, fire permit signatories and permits in process plants are provided training on Work Permit System once every year as per OISD guidelines.

8,474

Safety Training Man-days imparted to employees & workers in 2018-19

All IndianOil refineries are certified for Occupational Health & Safety Management System (OHSMS/OHSAS-18001) and rated under International Safety Rating Systems (ISRS).

Safety Preparedness

Standard Operating Procedures (SOPs) related to operation, maintenance & inspection are available for all equipment. Only trained manpower can ensure safe operation. Mechanical Integrity of equipment/ system is ensured through condition monitoring, periodic inspection and preventive/predictive maintenance for reliable and safe operation.

Centralized control rooms are manned throughout the operations and equipped with modern communication facilities like walkie-talkie for prompt action in case of any emergency.

Emergency call point systems have been provided at strategic places around the plant area and siren for sounding emergencies in line with applicable OISD standard.

Installations are provided with various safety measures such as emergency shutdown system, fire alarm and gas detection system, pressure limiting devices, dedicated fire fighting system like Fire hydrant network, Rim seal fire protection system, foam pourer system etc for storage tanks storing crude/petroleum products as per International Standards. The company adheres to OISD Standards and PNGRB Safety Standards backed by trained employees to take care of emergencies/ eventualities.

All the locations having storage capacity more than 30,000 KL have been provided fire fighting facilities considering Double Fire Contingency.

All incidents are investigated with the objective of learning and to avoid repetitive shortcomings. Recommendations are implemented in time bound manner. Near-miss incident reporting & dissemination of information is carried to prevent recurrence.

Emergency Preparedness and Crisis Management

IndianOil prepares for any emergency or accident, and to contain its potential impact on human life and environment, to minimum possible extent.

A well-structured Emergency Response Disaster Management Plans (ERDMP) as per PNGRB guidelines is in place at all installations. Mutual aid agreements are also in place with neighbouring industries and district authorities.

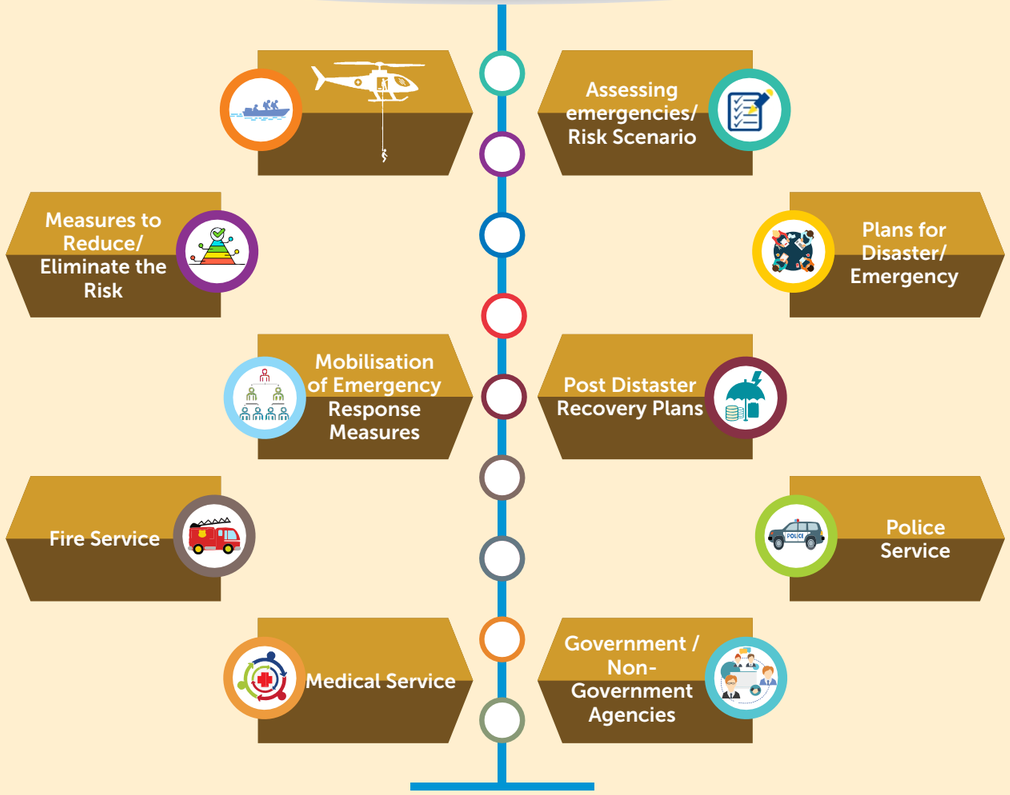
In an effort to prepare its people and installations for emergency situations, the following areas have been identified :

- Fire fighting
- Safety in construction and Operation
- Quantitative Risk Analysis
- Construction Safety for employees & contract workers
- Accident Investigation
- Electrical Safety
- HAZOP Training
- Live Fire Fighting training
- Field exposure on Work at Height
- Working on Fragile Roof
- Storage Tank Fire Scenarios

As part of the Company's readiness in dealing with such situations, IndianOil undertakes several emergency drills with local government agencies, business partners and local community members.

A Transport Emergency Management Plan is in place to effectively handle supply crisis situations and safe stocking of petroleum products. As a part of commitment towards defence services, IndianOil maintains adequate supplies during normal as well as for national emergencies.

Emergency Preparedness: Thrust Areas & Coordinations undertaken



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Safety extended to Contractors / Supply Chain

Contractual Labour Safety Management

- All equipment provided to the workers bear a BIS mark.
- OISD guideline on "Safety Practices during Construction" forms a part of the tender document.
- OISD guidelines on "Contractor Safety" is strictly adhered by contractors.
- Considering the socio-economic conditions and high turnover of contractor personnel, major thrust is given for training of contractor personnel.
- Use of proper Personal Protective Equipment (PPE) is enforced.
- Inclusion of guidelines on safety in the tendering stage itself like General Conditions of Contract (G.C.C)/ Special Conditions of Contract (S.C.C) ensures safety standard during execution of the contract.
- Guidelines on use of PPEs have been formulated and the same also form a part of the tender document.
- Contractors are strictly monitored for adherence to the Rules & Regulations under Factories Act, Workmen Compensation Act, National/State laws and regulations etc.
- Penalty scheme is also implemented for safety violations.
- For new projects, pre-commissioning checks and audits are carried out by multi-disciplinary teams and deviations, if any, are corrected before start up. Also pre-commissioning audit is carried by the Oil Industry Safety Directorate (OISD) for new plants.
- The near miss reporting system is in practice which is a proven safety improvement tool. The reported incidents are being analyzed and corrective actions are being ensured to minimize the probability of accident.
- Mock drills are conducted periodically to assess preparedness for different kind of emergency situations which may arise during operations/ maintenance.

Safety initiatives for Tank Truck Drivers

- Tank Truck Road Safety Campaign conducted for more than 160 locations covering about 36,000 Drivers, resulting in 50% reduction in Tank Truck Road accidents and 37% reduction in fatalities from 2015-16 to 2018-19.
- Eye check-up camps conducted at locations during 2018-19 covering 9079 TT crew. Free spectacles are distributed to deficient drivers and Eye surgery of some drivers also carried out through nominated hospitals. This has resulted in reduction of eyesight deficiency from 34 % to 12.5% contributing to lesser numbers of road accident during transportation of petroleum products.
- All India campaigns for safe decantation of tank truck conducted with the help of 3000 field officers covering 17,795 ROs, 19,900 Dealers and 51,500 customer attendants from various ROs. During the Campaigns 2,800 mock drills were also conducted at various Retail Outlets.
- Tank Truck Drivers are also provided Defensive Driving Training by verified reputed agency with relevant experience &Training.
- In order to curb pollution and for operational safety, a clause pertaining to age of contracted TTs / trucks has been included in the tender document.
- Mandatory for Tank Truck drivers to have valid Driving License for specific type of vehicle and endorsement for transportation of hazardous goods as per Central Motor Vehicle rules.

16%
fall in LPG / bulk tank truck road accidents as compared to 2017-18

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Security

Asset Security

IndianOil has an extensive refining, distribution & marketing infrastructure across the country. The safety of IndianOil's infrastructure is important not only from economic but also from a security point of view and the company is committed to prevent loss, damage and theft of its assets. IndianOil's locations are guarded by security personnel deployed by the Central Industrial Security Force (CISF) and the Directorate General of Resettlement (DGR). Regular training is provided to improve and equip the security personnel further.

Cyber-Security

IndianOil has one of the largest data networks in India. With increasing penetration of information technology, cyber security has gained significant importance for the company. IndianOil, through constant vigil and surveillance across its data centres, software, devices, IT and communication services, strives to eliminate cyber security risks.

The company carries out cyber Security Audit of select locations to identify potential vulnerabilities and appropriate mitigation steps are taken to strengthen the security wherever vulnerabilities were found. IndianOil continuously upgrades its cyber-security systems to ensure data security / privacy.

Cyber security awareness sessions and campaigns are undertaken for employees and other stakeholders.

Briefing of CISF personnel at Refinery

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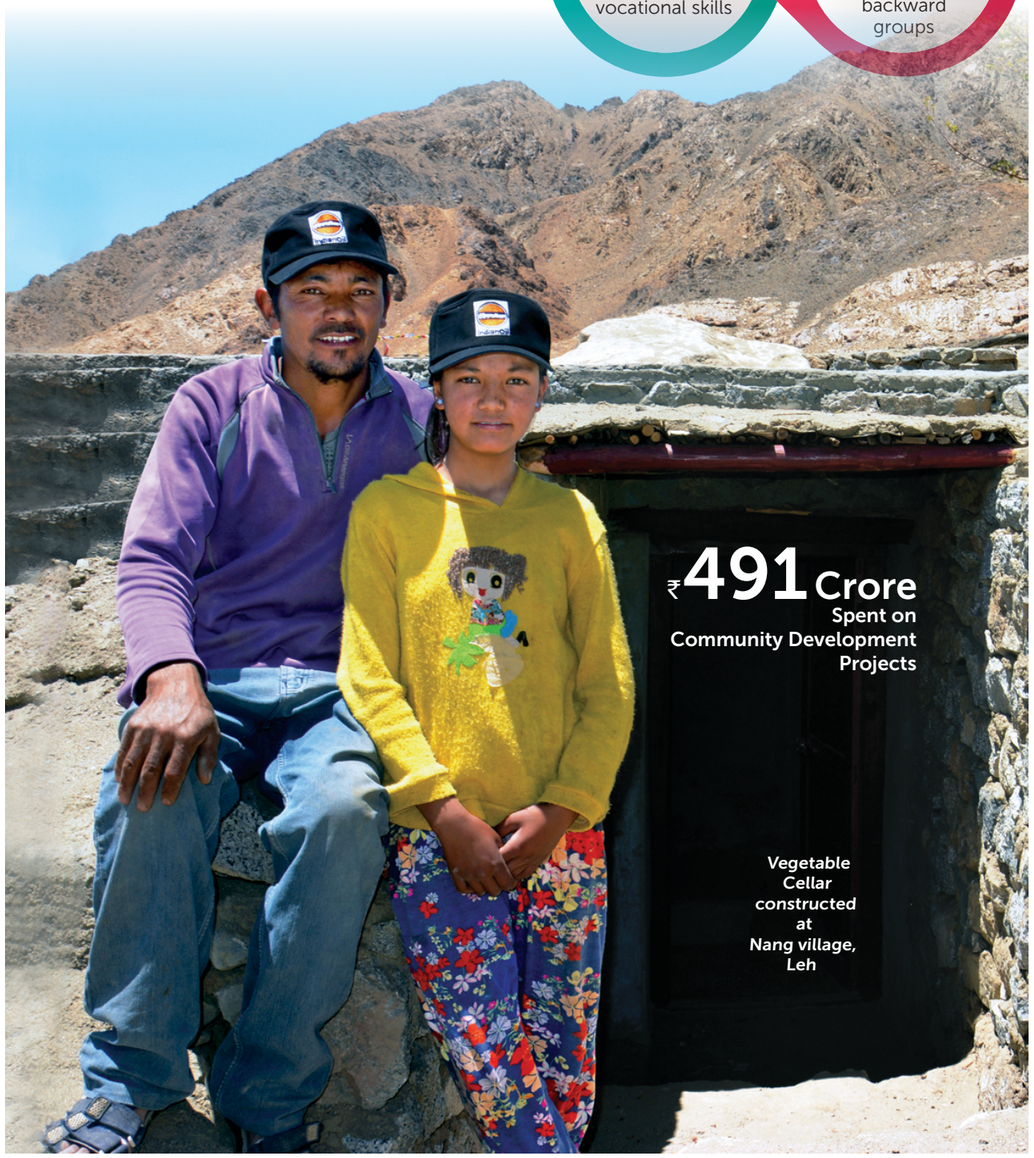
The Energy of a Smiling India

GIVING BACK TO THE SOCIETY

- IndianOil was felicitated as the Best Performer in Maharatna category for promotion of SC/ST entrepreneurs by the Ministry of Micro, Small and Medium Enterprises, Govt. of India
- IndianOil was awarded 'Dainik Jagran CSR Award-2019' under Poverty Eradication Category amongst PSUs for the vegetable cellar project at Leh, Jammu & Kashmir
- Indian Chamber of Commerce (ICC) declared IndianOil the winner in PSE Excellence Awards among Maharatna PSUs for its innovative vegetable cellar project undertaken for farmers in Leh
- IndianOil bagged the 'Diamond Haryana CSR Award-2018' among PSUs during Haryana CSR Summit-2018 organised by the Government of Haryana. The award was bestowed on IndianOil for its various CSR initiatives undertaken in Haryana in FY 2017-18
- IndianOil bagged the runners-up award at Swachhta Pakhwada Awards-2018, an MoP&NG initiative to honour companies that have done exemplary work during the Swachhta Pakhwada fortnight (July 1-15, 2018)

Giving Back to the Society

As a responsible corporate citizen, IndianOil undertakes a number of social welfare and community development programmes. With pan India presence, IndianOil undertakes CSR activities across the country, from Leh in J&K in the North, to the North Eastern States, to the aspirational / backward districts/ naxal affected areas, to Gujarat in the west and Tamil Nadu/Kerala in the south. The local gram panchayats, district administration, NGOs and social workers are involved to ensure maximize the outcome of the CSR projects. Fund utilization is closely monitored to ensure that the benefits of the programmes reach the beneficiaries.



IndianOil at the forefront of National Missions

IndianOil is undertaking various CSR and cleanliness projects under the scheme, including putting up toilet infrastructure in schools, cleanliness drives at operating locations & retail outlets. The Company also has 3 operating waste to energy plants in Varanasi to process city's Municipal Waste.

A slew of digital applications and forums have been developed for ease of customers, business partners, employees and supply chain. From placing orders, to communicate, to knowing more about company's products and services, raising complaints, undertaking digital payments etc., everything is available on the e-platform.

IndianOil released 2.1 crore new LPG connections during 2018-19 of which 1.68 crore were give in to the BPL families under PMUY.

In 2017, IndianOil launched a Start Up Scheme to promote promising start-ups and nurture an eco-system conducive for innovations in the domestic hydrocarbons sector.

To promote local industry, IndianOil has provided preference to indigenous manufacturers in its tenders.

In 2018-19, 29.07% of all items procured (excluding procurement of crude oil, petroleum products & natural gas) was sourced from indigenous Micro-Small Enterprises (MSE).

IndianOil has several new and old skill development centres across the country. IndianOil's Kaushal Vikas (Skill Development) initiatives have benefitted 15,000 unemployed youth.

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Key CSR initiatives in 2018-19

IndianOil Vidushi

With an objective to help girls from underprivileged sections of the society to gain admission in prestigious Engineering Institutes viz. IITs, NITs, CETs, IIITs, etc., IndianOil started a unique program "IndianOil Vidushi" at 2 residential centres viz. Bhubaneswar (Odisha) & Noida (Uttar Pradesh). Maximum 30 students, selected on merit–cum-means basis every year, are provided specialized coaching and mentoring after passing school. The entire cost for coaching, study material, boarding, food & other consumables, blanket, hygiene kit, dress set, health insurance etc. is borne by IndianOil.

Out of 56 girls covered under the programme, 46 cleared JEE Main and out of which, 17 cleared JEE Advanced and will get the chance to join IITs, balance 29 likeliy to join NITs / IIITs.

IndianOil Aarogyam

Under IndianOil Aarogyam, the flagship CSR scheme, twelve Mobile Medical Units (MMU) have been operating in the catchment areas of 3 Refinery Units, i.e. Mathura, Bongaigaon & Paradip. The MMUs cover more than 140 villages in the catchment areas of 3 Refinery Units. In 2018-19, patient footfall in the target geographies was about 90,000.

Aids & Assistive devices to Divyangjans

Assistive devices like tricycles, wheel chairs, crutches, walking sticks, Braille kits for visually impaired, hearing aids, artificial limbs, etc. were provided to more than 20,000 Divyangjans across 21 states of India in association with Artificial Limbs Manufacturing Corporation (ALIMCO). The training to use these assistive devices was also provided at the distribution camps.

Robotic Scavenging Machine (Bandicoot) for Kumbakonam Municipal Corp., Tamil Nadu

To alleviate the problem of manual scavenging, IndianOil provided Robotic Scavenging Machine (named Bandicoot) to Kumbakonam Municipal Corporation, Tamil Nadu. Bandicoot has a control unit/user interface and a robotic spider-like device at the bottom with four limbs, which is lowered into the manholes for undertaking cleaning operations. Bandicoot works with precision, takes less time, requires only one/two persons to operate, saves many man-hours and can effectively prevent any loss of life or accident related to manual scavenging.

IndianOil Sports Scholarships

IndianOil has been promoting sports for over three decades now. IndianOil has, over the years, recruited many promising sportspersons, who went on to scale many peaks in their chosen disciplines. The purpose of recruiting sportspersons is to nurture their talent early on, enhance their performance at the National & International level to bring laurels for the Company and the Country.

At present, 250 scholarships in 20 games/sports (Olympic sports categories & other popular games viz. Cricket, Carom, Chess, etc) have been awarded to upcoming junior players from 13 to 16 years of age. During 2018-19, 103 sportspersons benefitted from the scheme and since inception, more than 900 sports persons have benefitted from IndianOil scholarship scheme.

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IndianOil Start-up Scheme

IndianOil launched the start-up scheme to promote promising start-ups and nurture an eco-system conducive for innovations in the domestic hydrocarbons sector. Driven by IndianOil's Research & Development Centre at Faridabad, the scheme is designed to support projects that aim to establish innovative technology and business process re-engineering ideas with significant business potential, social relevance and focussed on environment-protection related to Oil & Gas Industry.

IndianOil Start-up Fund
Fuelling the Future

Sukriti Social Foundation was selected in the IndianOil Start-Up scheme to develop Eco-Mitra. Eco-Mitra, is a smart toilet that reuses 95% of its wastewater for cleaning, and requires minimal human intervention for maintenance.

Round-1 of the scheme commenced in Sept 2017. 11 projects were selected for incubation. Projects like use of nano compound for onsite pipeline repair, smart eco-toilet, carbon capture from boiler / furnace stacks, bio-mass to DME / Methanol, smart petrol dispensing unit, fuel cell based power pack, are under various stages of completion.

Under Round-2 of the scheme which commenced last year, 13 additional projects were taken up. Besides various technology and process efficiency improvements in operations, these projects also include projects which have a positive socio-environmental impact such as plant based air purification, creating pavement block from waste plastic and microbial disinfection of water.

Community Health & Safety

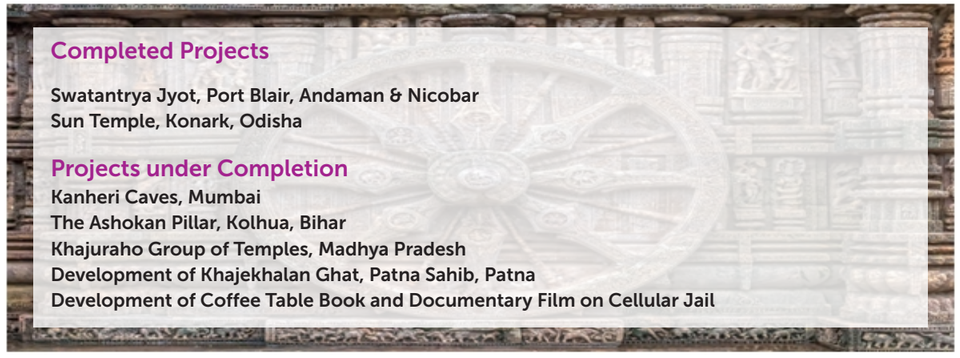
In an effort to promote and improve the health of communities in the vicinity of its operating locations, IndianOil runs child and maternity health centres. These are conducted with active involvement of the local communities.

Safety training and awareness programs are conducted for communities to sensitize them towards the safety, security and environmental aspects relating to company's operations. Community involvement is also sought to keep a check on cases of pilferage & thefts along pipeline network.

IndianOil Foundation

India is a land of great diversity – in culture, people and languages. IndianOil has created a non-profit trust, the IndianOil Foundation (IOF), in collaboration with the Archaeological Survey of India (ASI) and the National Culture Fund (NCF) of the Ministry of Culture, Government of India to protect India's heritage monuments.

The foundation is exclusively funded by IndianOil. The major objective of the foundation is to protect, preserve and promote the glorious past of the country and to adopt at least one heritage site in every State and Union Territory.



Completed Projects

Swatantrya Jyot, Port Blair, Andaman & Nicobar
Sun Temple, Konark, Odisha

Projects under Completion

Kanheri Caves, Mumbai
The Ashokan Pillar, Kolhua, Bihar
Khajuraho Group of Temples, Madhya Pradesh
Development of Khajekhalan Ghat, Patna Sahib, Patna
Development of Coffee Table Book and Documentary Film on Cellular Jail

Engaging Local Workforce & Vendor Development

Procurement from indigenous Micro, Small & Medium Enterprise (MSME) is promoted by the Company. This boosts local employment. This aspect is covered in Products Responsibility section of this Report.

Besides this, local youth and small vendors are provided skill development trainings so that they gain necessary qualification and expertise to be employed.

Skill Development Institute, Bhubaneshwar

IndianOil started the Skill Development Institute at Bhubaneswar (SDI-B) in May 2016 to offer opportunities for skilling to the unemployed and underprivileged youth of Odisha and to provide skilled manpower to the industry. The institute offers skill development training in 8 major trades, i.e. Industrial Electrician, Welder, Computer Data Application, Fitter Fabrication, Instrumentation Technician, Pipe Fitter (City Gas Distribution), Solar PV installation and LPG Mechanic. Since inception, 850 under-privileged youth have been skilled and certified, with over 85% job placement.

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EMPLOYEES

- IndianOil emerged as one of the 'best companies to work for' in India for 2019 in a study conducted by Great Place to Work Institute in association with The Economic Times
- IndianOil was conferred the Global HR Excellence Award-2019 at the World HRD Congress held at Mumbai
- IndianOil won the prestigious ISTD (Indian Society for Training & Development) National Award for innovative training practices
- 'Woman Executive of the Year' award to Ms. Ruma Barua, Chief Manager (Construction), Pipelines Division, for handling several challenging assignments of pipelines construction in difficult areas of Jharkhand and Odisha
- IndianOil's Refineries Division won the prestigious TPM Award instituted by Japan Institute of Plant Maintenance
- IndianOil was bestowed the Global HR Skill Development Award-2019 in Talent Management category by the Energy and Environment Foundation
- The BEST (Budding Executive Search for Talent) contest of IndianOil's Pipelines Division was awarded at India Concord Summit - 2018 in the category of Best HR practices by a PSU
- IndianOil was conferred Human Resources Management – Company of the Year' Award for excellence across the entire spectrum of HR management, particularly succession planning and innovative employee-related initiatives by Federation of Indian Petroleum Industry (FIPI)

Employees

"Employees are the face of a company. They interact with customers at touch points and create a lasting brand impression."

IndianOil's endeavour is to build happy teams of internal customers across the organisation based on empathy and emotional ownership. To achieve empowered and happy teams, the company is continuously calibrating IndianOil's HR strategy on the cornerstones of its core corporate values of care, innovation, passion and trust.

Human Resource

IndianOil employs talented individuals from top educational institutions of the country based on their capability and competency. As on 31.3.2019, the IndianOil family stood strong with 33,498 employees.

Reflecting the changing demographics of India, IndianOil is also getting younger. More than one-fifth of the Company's employees are 'Millenials'. The Millennials are making their presence felt with their out-of-box innovative ideas and their command over emerging technologies. They represent the talent pool that will provide IndianOil its future leadership.

Employee Gender Distribution

33,498 *Total no. of employees*

30,629 *Male employees*

2,869 *Female employees*

Armed with close to

7,000 millennials,

company's manpower has strength of both experience & youthful Energy

One of the Best Companies to Work for in India

IndianOil offers good exposure to latest technology, training facilities to its employees, professional as well as personal security in terms of a secured job, defined career progression, good benefit policies, etc. In recognition of the Company's stand-out HR practices, IndianOil was ranked 46th on the list of 'India's Best Companies To Work For' in the year 2018.

Training & Development

IndianOil lays strong emphasis on learning and development to keep its workforce continuously updated and future-ready. The Company inducts officers at the junior most level of the management hierarchy and develops them for functional and leadership roles.

Corporate Induction Module and Mentoring

The Company provides comprehensive induction training for its new recruits introducing them to IndianOil's culture, functional areas, future outlook, HR practices, code of conduct, soft skills and etiquettes, among others. The recruits then join their respective functions where they are mentored by the teams. This helps in transition of new recruits from the theoretical ambience of the classroom to the real world of work challenges, their integration to values of the Company and in making the employee, feeling valued.

e-Learning Platform

IndianOil has introduced a structured technology-aided e-Learning platform catering to the functional learning and development needs of employees.

Executive Education

IndianOil sponsors its employees for executive management programmes at select premier management schools in the country. The programme helps in enhancing the competency and capability of the vast talent pool available within the Company.

Industry-Academia Partnership

The Company partners with premier technical and management institutes in the country like IITs, IIMs, MDI, RGIPT, etc for conducting research work and also to formulate courses, seminars, etc for upgrading the skills and knowledge of its executives.

In 2018-19, IndianOil collaborated with Institute of Chemical Technology (ICT) Mumbai to set up ICT-IOC Campus at Bhubaneswar. Specific programmes have been designed to upgrade the skills of sponsored executives from the Company.

Partner Institutes

IIM Ahmedabad · IIMB तेजस्वि नावधीतमस्तु · Indian Institute of Management Calcutta · XLRI Xavier School of Management For the greater good · IIT Kharagpur · IIM Shillong · IIM Indore · Institute of Management Nirma University · TISS

Employee Engagement

The Company's work environment abounds with opportunities to learn, implement and grow which are the key ingredients of employee engagement.

Quality Circles are an integral part of the IndianOil organization structure and are operational at various offices and work areas. Executives in junior cadres as well as non-officers meet at regular intervals to identify, analyse and resolve work related problems.

Total Productive Maintenance (TPM) is practiced to improve operational productivity by engaging employees, inculcating a culture of ownership by creating a perfect relationship between people, process and equipment.

IndianOil has a rewarding and open suggestion scheme that invites employee participation to recommend areas of improvement. The activity harnesses the latent creativity of employees and is recognised by the Management.

IndianOil organizes festival celebrations, cultural programmes, yoga sessions, sports events, tree plantation drives and undertakes weekly events which turn focus to safety, environment, national integrity, vigilance etc. to engage its employees and also their families outside the formal office set up. Periodic employee satisfaction surveys are taken up for improving HR practices.

Mai Bhi Safaiwala Campaign

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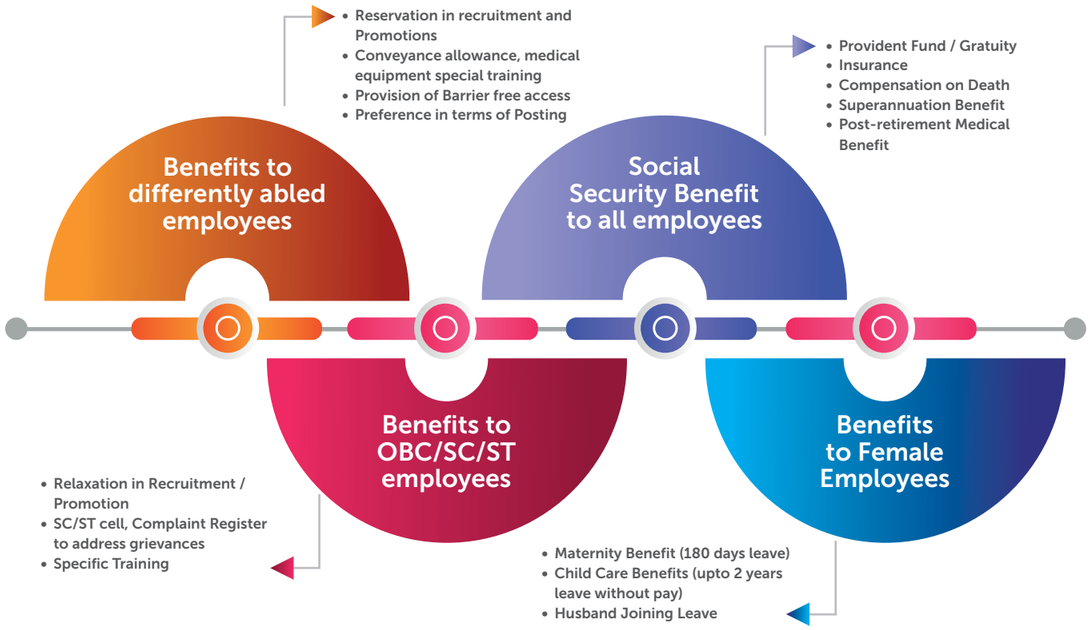
Employee Benefits

Being a Public Sector Enterprise, the pay scale for IndianOil is governed by the recommendations of the Pay Commission, which is revised from time to time. The Company has always been ahead in implementing the pay revisions. The salary paid to employees also complies with the Minimum Wages Act and fulfils all norms as prescribed by the Government of India without any discrimination based on caste, colour, gender, religion or region. Employee allowances and perquisites are implemented as per Guidelines provided by Department of Public Enterprises (DPE) under Presidential Directives. During the year, the ratio of organization's highest paid individual to the median annual total compensation stood at 5.5:1.

IndianOil provides a slew of benefits to its employee to ensure that their needs are suitably met and they are fully focussed on fulfilling their official responsibilities.



Career Growth & Transition

IndianOil offers a world of opportunities across more than 600 locations across India including refineries, pipeline, terminals, marketing units such as LPG bottling plants, bulk storage terminals, Aviation Fuel Stations, Retail/Consumer/Lubricants sales, and at the R&D Centre.

Job rotation and inter-location transfers throughout the country facilitate planned development of employee careers and to broaden their outlook. Career growth opportunities are based on the individual's performance and contribution to the common goal of sustained growth.

Most of IndianOil's top executives have grown from within - a testimony to the unlimited opportunities for growth available to the meritorious.

Performance Assessment

All employees are covered under performance management system or e-PMS. The system maps the performance, potential and competency of employees, based on target achievement and overall employee growth. Assignments and promotions are based on e-PMS ratings. Incentives are provided to whole time directors and employees that are linked with performance.

Superannuating & Ex-Employees

IndianOil believes in taking care of its present as well as superannuated employees. Various programs such as career transition trainings and asset building schemes enable all employees to create adequate assets for the long term social security of their families. Various programs/ trainings are held on retirement, psychological aspects of retirement, investment and tax planning, post-retirement benefits and health related issues for senior management and employees nearing retirement.

Employee Health

At IndianOil, focus on employee health is a priority. All programmes are designed with an eye to ensure healthy work places and employee well-being, to improve the productivity of employees. The medical facilities extended to the employees are rated amongst the best in the country. Apart from fully equipped hospitals at refinery townships, the Company has also nominated hospitals at various locations to meet employee needs for healthcare.

In order to monitor the health of personnel working in a work environment prone to exposure, full-fledged Occupational Health Centres (OHCs) have been provided at all Refineries. At locations where these facilities are not available, employees' health check up is carried out through retainer doctors. The health care personnel regularly interact with shop floor managers and staff in the shop floor meetings on health and safety.

Various media of communication such as house journals, posters, films, etc. are extensively used for creating awareness. Pre-employment medical examinations are undertaken for selecting right person for the job. In addition, personnel working in hazardous areas are subjected to periodical medical examination to study the effect of hazards. All these measures are aimed to ensure safe work environment & to maintain the highest standards of physical, mental and social well being of the employees.

An Occupational Health Manual has been developed for uniform practices in implementing Occupational Health services across the company. Guidelines on Fatigue Management at Workplace and Medical Ready Reckoner were released during the year.

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HUMAN RIGHTS

Human Rights

At IndianOil, every person is recognised to have a right to life & liberty, freedom from slavery & torture, freedom of opinion and expression, right to work and education, amongst others. IndianOil conducts business on the basis of its core values and support universal human rights for employees and communities. IndianOil prohibits child labour, forced labour and discriminatory behaviour and also ensures that its business partners also comply in their organization. Initiatives like allotment of dealership/ distributorship, petty contracts, CSR initiatives, etc. are regularly undertaken for upliftment of the disadvantaged, vulnerable and marginalized external stakeholders.

IndianOil installations are monitored and reviewed periodically to ensure compliance to human rights. A robust redressal mechanism is accessible to all employees.

General Disclosures

During the year 2018-19, no incidents of human rights violations were reported. No incidents involving rights of indigenous people and discriminated practices or significant disputes involving local communities and indigenous people were reported during the year 2018-19. No instances of forced, compulsory or bonded labour were reported during the year. No child labour was employed at any of the establishments and a minimum age limit of 18 years for permanent and contract labour was maintained. No financial and/or in-kind political contributions were made directly or indirectly by the organization to any country, recipient or beneficiary.

IndianOil provides equal opportunity in recruitment, career development, promotion, training and rewards for all employees, without discrimination on the basis of caste, colour, gender, religion or region.

Workforce Diversity and Inclusion

IndianOil is an equal opportunity employer and strives to work towards ensuring that all its employees feel empowered and equal. A continuous effort is made by the company to improve its work force and workplace by undertaking various measures for employee welfare, having well laid out policies, structured process for dealing with any HR related issues, improving workforce diversity and inclusion of marginalized communities & physically challenged individuals. Besides this, the company lays strong emphasis on ensuring that HR policies & practices are transparent and inclusive with suitable recourse to grievance redressal.

IndianOil does not engage into or support direct or indirect discrimination in recruitment, promotion, salary benefits, training and post-retirement benefits based on caste, religion, disability, gender, age, race, colour, marital status, etc.

IndianOil scrupulously follows the presidential directives and guidelines regarding reservation in services for Scheduled Caste (SC) / Scheduled Tribe (ST) / Other Backward Class (OBC) / Physically Handicapped (PH), etc. IndianOil has provided 3% reservation for differently-abled candidates. In addition, various concessions and relaxations are being extended to differently-abled candidates in the recruitment process.

Equal Opportunity Policy of IndianOil applies to all its employees, including the employees posted in Subsidiaries / Joint Ventures etc.

Empowering Women Employees

At IndianOil, steps are taken to make the work environment secure, friendly and enriching for its women employees to encourage them take up challenging assignments in various business verticals. The culture of the organization is congenial and conducive to enhance productivity, enabling women employees to contribute freely.

IndianOil remains one of the largest employers of Women in the Public Sector companies of India, with nearly 8.56% of the workforce being women. Women employees in Public Sector are part of a separate association called "Forum of Women in Public Sector" (WIPS). Women Cells have been created across the Divisions to ensure that women can put forth their grievances / complaints and demand action. These cells function under the active guidance of Head of Human Resource Department of the Unit / Region concerned.

Not only are women recruited and represented without bias, they are also given equal opportunity to grow within the organisation.

Beyond the organisational boundary, women entrepreneurs are given 33% reservation while handing out rural retail outlet / KSK distributorships and petty contracts among others.

There is a zero tolerance policy towards sexual harassment at workplace and a stringent policy in this regard has been implemented across all locations and installations. All reported cases of sexual harassment are inquired into by a Complaint Committee. If proved, disciplinary action is taken in accordance with the Conduct, Discipline and Appeal Rules (CDA Rules) against the delinquent employee(s).

Right to Collective Bargaining

Freedom of Association is available to all 33,498 employees. Overall there are 25 recognized unions representing workmen and one common Officers' Association. Around 47% of total employees are covered by collective bargaining agreements.

The Collectives are engaged in dialogue with the Management on areas of mutual concern with an objective to arrive at productive solutions. Bilateralism is an established way of working in IndianOil and decisions with regard to pay scales, benefits and service conditions are normally arrived at under settlement with collectives. The participative culture is further augmented in the form of Works Committee, Canteen Committees, Grievance Committees, Safety Committees, House Allotment Committees, Superannuation Benefit Fund Trust, EPF Trust, Joint Management Councils and other similar committees.

Promoting Human Rights in Supply Chain

All contracts have laid down terms and conditions (under General Conditions of Contract) for contractors and suppliers instructing them to comply with the human rights aspects. IndianOil ensures that the manpower engaged by contractor / supplier adhere to all statutory laws including social security compliances like Provident Fund, Employees' State Insurance etc.

All the vendors and suppliers are also made to submit a written declaration stating that no party has engaged child labour at his/her facilities and any industry deploying child labour is discouraged from doing so. No form of forced or compulsory labour is supported by IndianOil.

Women Leadership Development

IndianOil has introduced a 'one-of-its-kind' initiative which aims at long term and all-round development of select group of women leaders at the middle management level. The purpose of this endeavour is to facilitate enhancement of leadership capacity of participating women officers by developing greater self confidence, directing their passion to grow, improving their understanding of how other women leaders have coped with their professional careers across varied industries (the role models), building a support / network group amongst women leaders, becoming more effective at the workplace, and developing an action plan for performance excellence and goal achievement.

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SUSTAINABLE DEVELOPMENT GOALS

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 GOOD JOBS AND ECONOMIC GROWTH

16 PEACE AND JUSTICE

GOVERNANCE

- IndianOil was ranked among the top 10 'Most Respected Companies' in India in a special report published by Business World in Nov./Dec. 2018
- IndianOil earned the prestigious 'Vigilance Excellence Award' of the Central Vigilance Commission for its outstanding vigilance awareness initiatives. The award was given away by the Hon'ble President of India, Shri Ramnath Kovind

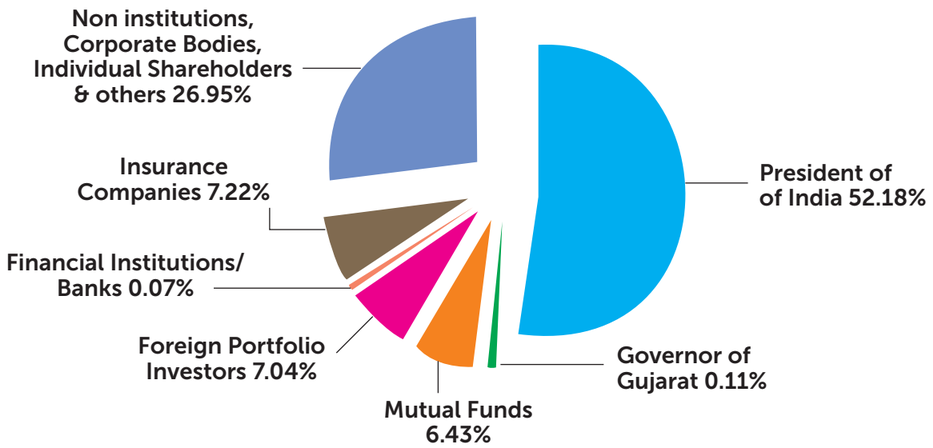
Governance

Good Corporate Governance practices are the key to ethical & efficient business conduct and also maximize value for stakeholders. IndianOil follows practices of Corporate Governance at all levels to ensure transparency, integrity and accountability in its functioning.

All IndianOil's installations comply with the provisions of the Corporate Laws, Guidelines and Rules, as mandated by the MoP&NG. The company also complies with all the statutory requirements as per SEBI.

IndianOil constantly endeavours to inculcate ethical behaviour at all levels in the organization in order to make it an essential part of the work culture. "Care, Innovation, Passion and Trust" are the company's "Core Values", which are the guiding philosophies for all its transactions and activities.

Shareholding Pattern



Governance Policy Framework

A well-defined policy framework and strong structural set up is key to effective implementation of corporate governance initiatives. IndianOil's policies have been formulated after detailed deliberations amongst the concerned stakeholders. The policies are reviewed from time to time to cater to the emerging and new business paradigms.

IndianOil's Policy Framework

Board of Directors

IndianOil is the largest Central Public Sector Enterprises (CPSE) and works under the aegis of the Ministry of Petroleum and Natural Gas (MoP&NG). The IndianOil Board, comprising of multi-faceted individuals with varied backgrounds, forms the apex body and are appointed / nominated by the Government. The Board is headed by the Chairman, who is appointed by the Government, as per the provisions of the policy for CPSE's. Non-Executive Directors are selected on merit basis and come from diverse backgrounds viz., academics, administration, energy, government and public sector, law, marketing, etc. The Board of Directors oversee the overall functioning of the company, policy formulation and set strategic goals in order to achieve the vision and mission of the company. Information related to the agenda of various board meetings is provided in the Annual Report.

As on 31.3.19, the Board of the Company comprised of 17 Directors which included 8 Executive Directors (Whole-Time Directors including Chairman), 2 Government Nominee Directors and 7 Independent Directors. Women representation on the Board was 5.88%. Mandatory disclosures regarding the positions held by each of the Directors in other companies or committees have been made in the Annual Report.

Remuneration for Directors is fixed as per the DPE's Guidelines for Central Public Sector Enterprises. However, the performance related pay and other perquisites, for Directors, are approved by the Nomination and Remuneration Committee of the Board. Since, the actuarial valuation of the retirement benefits scheme or any provision made during the year towards post retirement benefits are not ascertainable individually for the Directors, they are not considered a part of the remuneration. As per the terms and conditions laid down by the Government of India, the Whole-time Functional Directors have to provide a 3-month notice or salary in lieu of release from service.

The Core Team

From Left to Right: Dr. SSV Ramakumar, Director (Research & Development), Mr. Ranjan Kumar Mohapatra, Director (Human Resources), Mr. Gurmeet Singh, Director (Marketing), Mr. Sanjiv Singh, Chairman, Mr. Akshay Kumar Singh, Director (Pipelines), Mr. G.K.Satish, Director (Planning & Business Development)

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Board Committees

The powers of the Board are conferred upon the following Board Committees which ensure efficient and smooth flow of the decision-making process.

Audit Committee

Examines, decides and deals with issues relating to Ethics in the Corporation.

Shareholders Relationship Committee

Examines and redresses the grievances of shareholders, investors and approves issuance of share certificates.

Corporate Social Responsibility and Sustainable Development Committee

Recommends, monitors and administers activities under Sustainability and CSR Policy and oversees its performance / implementation.

De-leasing of Immovable Properties Committee

Considers de-leasing of company leased flats/ accommodation/ immovable properties

LNG Sourcing Committee

Reviews the terms and conditions of LNG Sales & Purchase Agreement and recommend the same to the Board for approval for purchase of LNG on long-term basis.

Dispute Settlement Committee

Examines and gives recommendations on the settlement proposals having financial implication of more than Rs. 25 Crore for approval of the Board as per the Conciliation Policy of IndianOil.

Risk Management Committee

Quarterly reviews the Risk Management Process involving risk assessment.

Planning & Projects Commitee

Considers and approves all Project Proposals above Rs. 100 Crore and upto Rs. 250 Crore.

Nomination and Remuneration Committee

a. Approves certain perquisites for whole-tim Directors and below Board level Executives as well as approves the Performance Related Pa (PRP) with respect to the Executives of th Corporation as per the DPE guidelines.
b. Creates and sanctions posts as well as considers and approves motions to Senior Management Personnel.

Project Evaluation Committee

Appraises projects costing Rs. 250 Crore and above before the Projects are submitted to the Board for approval.

Marketing Strategies Committee

Evolves the strategies, policies, guidelines and takes decisions on all matters relating to marketing activities including a revival of dealerships/ distributorships.

Spot LNG Purchase Committee

a. Approves execution of Master Sales & Purchase Agreement (MSPA) with suppliers on bilateral basis
b. Approves deviation to standard MSPA
c. Reviews and approves LNG price formula/ gas pricing/ SPA terms
d. Approves bids for purchase of LNG
e. Accepts offer on single tender basis from domestic R-LNG suppliers.

Contracts Committee

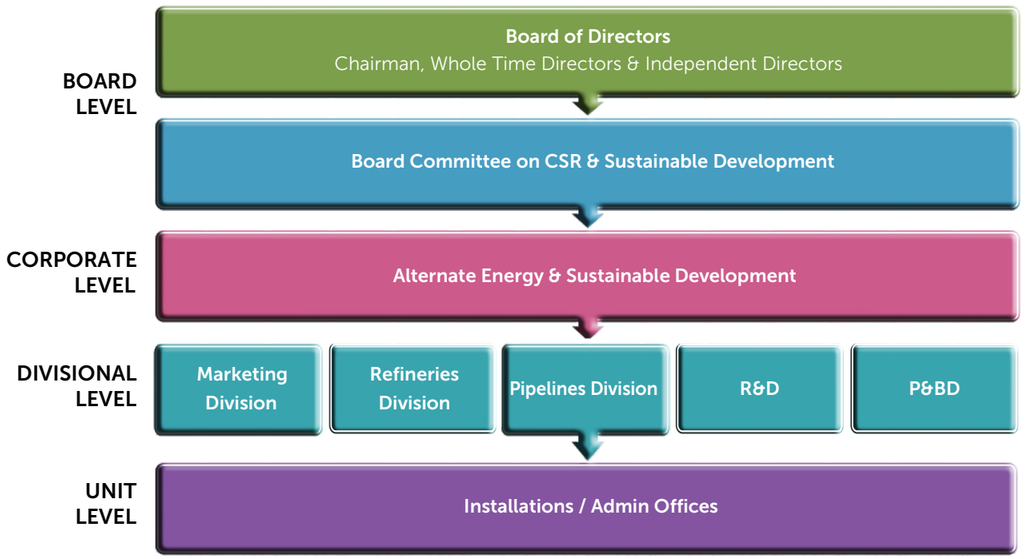
Approves contracts beyond certain limit as provided in the Delegation of Authority of the corporation.

Embedding Sustainability into Corporate Governance

IndianOil is committed to integrate its sustainability initiatives into business strategy to continue to grow as an environmentally responsible and socially inclusive organization.

IndianOil has formed a Board Committee on Corporate Social Responsibility and Sustainable Development (CSR&SD) at the apex level, which guides and monitors the initiatives related to Sustainability & CSR. The 'Alternate Energy & Sustainable Development' Group, formed at the corporate level, under Planning & Business Development vertical, implements action plans to address the environmental issues viz. climate change, global warming, etc.

Driving Sustainability in IndianOil



Code of Conduct & Business Ethics

IndianOil has defined Code of Conduct for its Board of Directors, Senior Management and all employees. The Company's code of conduct requires officers to act with professionalism, utmost care, skill, diligence, honesty, good faith and integrity as well as high moral and ethical standards. All business dealings need to be undertaken with fairness and transparency.

To guide employee conduct and ensure transparency and accountability within the Company, IndianOil has implemented the Conduct, Discipline and Appeal (CDA) Rules and Whistle Blower Policy. The codes that govern the actions of IndianOil's representatives in all business dealings.

Transparency, Fairness & Accountability

Being a PSE, IndianOil is at the forefront of nation building and remains accountable to its stakeholders. In an effort to enhance transparency, fairness and competitiveness at all working levels, IndianOil has adopted and implemented the Integrity Pact (IP) Program, e-tendering for procurement of goods and services, RTI (Right to Information), Citizen's Charter and Vigilance setup. All relevant guidelines and product related information are available on corporate website.

IndianOil does not enter into or support anti-competitive behaviour, and is guided by various Government policies in this regard. IndianOil has in-built mechanisms to resolve stakeholder complaints on anti-competitive behaviour. As on end of FY 2018-19, 4 cases on anti-competitive behaviour were pending on IndianOil. These are reported in detail in the company's Integrated Annual Report.

Anti-Corruption

IndianOil works actively to remove corruption and malpractices in all its forms. 100% of units / installations are analysed for corruption and related risks. The anti-corruption guidelines are reviewed and revised as per policy guidelines issued by the Government. The anti-corruption measures cover the Company as well as its business partners.

IndianOil organizes awareness programmes to improve employees understanding on the Central Vigilance Commission (CVC) rules/ guidelines. Studies are undertaken to bring out systemic inconsistancies and irregularities and removing them, making the whole structure robust. The latest policies are accessible on intranet/ the CVC website. These ensure transparency in awarding as well as execution of contracts.

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Public Policy Participation

IndianOil actively propagates public welfare with an aim to bring about a positive change in governance and compliant behaviour among key stakeholders such as employees, customers and business partners.

Being a Government of India enterprise, IndianOil works with various ministries. IndianOil is also actively involved with the various Committees formed by the Government of India and other professional bodies, both national and international, for advancement or improvement of public good by contributing to Economic Reforms, Sustainable Business Principles, Energy Security, Inclusive Development Policies and other industry-related issues. In addition, IndianOil participates in national and international industry and policy making fora to discuss emerging challenges and trends on sustainability.

Grievance Redressal Mechanism

IndianOil has a robust structured grievance redressal mechanism in place to address employees and other stakeholders' grievances. A Grievance / Complaint Record are also maintained for registering grievances / representation. These grievances are considered for resolution.

The mechanism instituted for redressal of grievance against any product or service offering of IndianOil is provided in the company's corporate website (link provided in important weblinks section).

Associations, Charters & Memberships

National

- Indian Institution of Industrial Engineering
- Council of Indian Employers (CIE)
- All India Management Association (AIMA)
- Association of Business Communicators of India
- Indian Society of Advertisers (ISA)
- Confederation of Indian Industry (CII)
- National HRD Network (NHRD)
- Associated Chambers of Commerce and Industry of India (ASSOCHAM)
- TERI-Business Council for Sustainable Development
- All India Industrial Gas Manufacturers Association (AGMA)
- Indian LP Gas Industry Association (ILPGIA)
- Advertising Standards Council of India (ASCI)
- Standing Conference of Public Enterprises (SCOPE)
- International Advertising Association (IAA)
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- Petroleum Federation of India (PetroFed)
- Indian Auto LPG Coalition (IAC)
- Indian Dairy Association (IDA)

International

- International Air Transport Association (IATA)
- Transparency International India (TII)
- World LP Gas Association Paris
- United Nations Global Compact (UNGC)
- India International Collaborations (U21 Global Universities, Singapore, IFP France, etc.)

IndianOil recieved the prestigious "Certificate of Recognition" for adopting and promoting exemplary Corporate Governance practices in the year 2017-18 from The Institute of Company Secretaries of India at the 18th ICSI National Award for Excellence in Corporate Governance.

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PRODUCT RESPONSIBILITY

- Retail Network Brand 'IndianOil' and Lubricant brand 'SERVO' received Reader's Digest Awards in successive years
- IndianOil received Best Loyalty Programme award from Times Network for its XTRAPOWER fleet card
- IndianOil earned the Best Supplier Award2018 from Volvo-Eicher Commercial Vehicles for outstanding performance as lubricants supplier
- IndianOil's SERVO brand lubricants was conferred the Superbrand status by the Superbrand Council of India in its 2018 edition. This is the 14th consecutive year of prestigious recognition for the brand
- Innovator of the Year-2017' award was conferred on IndianOil R&D Centre for successful commercialisation of Octamax technology by Federation of Indian Petroleum Industry (FIPI) in the year 2017

Product Responsibility

IndianOil has grown from being an oil major to an integrated oil and gas company to being an energy major in India. Oil and gas shall remain the fuel of choice in foreseeable future, while renewables grow in relevance owing to impending climate change and global warming concerns. Thus, while IndianOil pursues diversification into natural gas and renewable energy, the Company is also putting a lot of emphasis on better and safer petroleum products.

IndianOil has been continuously improving its product offering by focusing on efficiency improvements. IndianOil balances its products so that they match up to customer requirement for fuel quality, efficiency and lower emissions, while maintaining wide scale availability and affordability.

Some of the major product improvements include offering of BS-VI grade fuel, increase in ethanol & bio-diesel blending in vehicular fuels, value added fuels like xtraPremium, supplying LPG cylinders to rural areas, undertaking various renewable energy projects and promoting Natural Gas as vehicular fuel / cooking fuel in cities. These are covered in Business Sustainability section of this report.

Product Quality

IndianIndianOil has a robust system to maintain uniform product quality by implementing standard operating procedures across its process units and the supply chain to deliver best quality products to its valued customers. Measures such as inspection by company officials, sample & batch testing in labs, action against defaulting dealers engaged in any irregularity at retail outlets, fuel quality checking kits for customers, awareness campaigns, etc, are used to ensure that customers get right quantity and quality of fuel and products.

In the year 2018-19, IndianOil replaced over 2.5 lakh old fuel dispensing units with state-of- art electronic dispensing units. These units have potted pulsar units and are effectively tamper proof.

Product Labelling

IndianOil ensures that product specifications are made available to the consumer and highest standard of Quality Control & safety procedures are followed whilst marketing the products.

- Information on product and service offerings are provided on Company's website.
- Awareness exercises / trainings for customers / bulk product consumers on safety and efficient use of products.
- Safety labels, warning signs for hazardous material, product information provided to the end user. Safe handling methods including Dos & Don'ts are sent along with every Cryo Container.
- All commercial products of IndianOil follow Bureau of Indian Standards (BIS) guidelines for product information, safety and labelling. All Lubricant product labels comply with Legal Meteorology requirement and displaying the product information.
- For petrochemical products, release certificate is given by independent laboratory for each lot. The Certificate of Quality is provided to customer.

Sustainable Sourcing

Crude Sourcing

Crude oil is the single major input for the Company. As most of IndianOil's crude oil is imported, many considerations such as trade terms, geo-political ties, transport distance, type of crude oil, etc. have an impact on the imports. IndianOil sources 10% indigenous crude. Majority of its oil imports are sourced from the Middle-East, owing to economic considerations. Moreover, these also result in significantly less freight travel and related emissions. The crude oil is transported through an efficient network of pipelines to the refineries.

Procurement from MSME vendors

In a bid to promote indigenous MSMEs, and to support Govt. of India's initiatives, IndianOil has taken steps such as inclusion of relevant tender clauses and preferential procurements from MSME vendors. Against the target of 25% procurement from Micro-Small Enterprises (MSE), the actual procurement by IndianOil during the year 2018-19 was 29.07% (excluding the procurement of crude oil, petroleum products & natural gas).

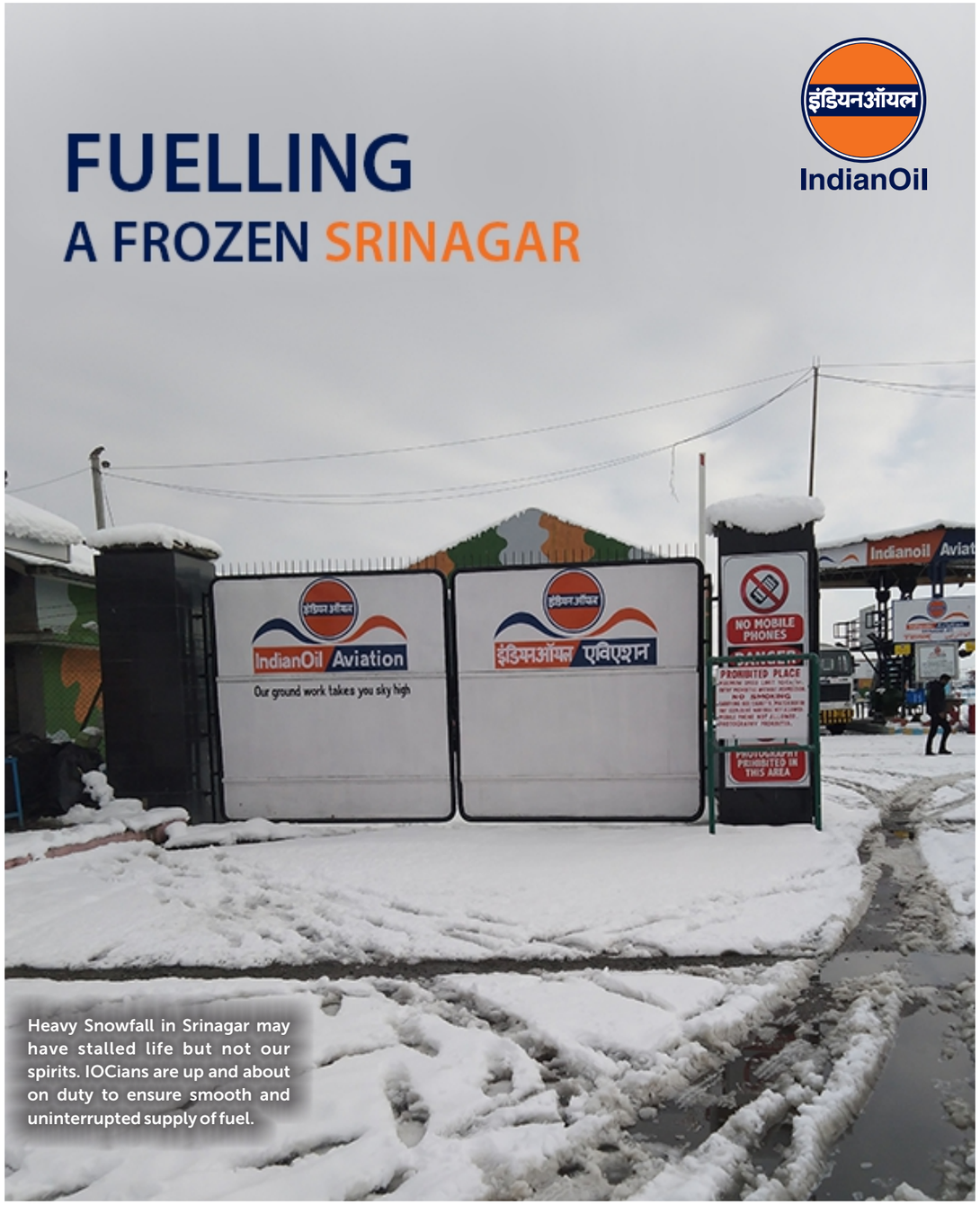
More than **80%** of lube packaging material procured from MSME vendors

Transporting ATF in Andaman & Nicobar Island

During 2018-19, ISO tank containers replaced barrels used for transportation of ATF from Port Blair Terminal to Carnicobar AFS at Carnicobar Island. The scrap barrels with no utility had to be brought back to mainland India for recycling. ISO tank containers are robust and reusable. This would result in saving of material, energy, water and other resources due to manufacturing as well as due to transportation and recycling of scrap.

Fuel Accessibility

IndianOil uses its vast network of 50,000+ retail touch points, to ensure uninterrupted fuel supply and customers at every nook-and-corner of the country. The company's commitment to provide continuous access to fuel extends to times of national emergencies and natural disasters.



Heavy Snowfall in Srinagar may have stalled life but not our spirits. IOCians are up and about on duty to ensure smooth and uninterrupted supply of fuel.

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Sustainable Consumption

Efficient use of resources in production process improves economic and business competitiveness besides reducing the environment impacts. IndianOil aims to ensure material & resource efficiency in its operations, efficient utilization of raw materials, recycling of materials at different phases of operations and reducing the overall waste footprint. IndianOil is conscious of the fact that its operations are highly dependent on imported raw materials and hence, various initiatives have been taken to optimise utilization of resources. Raw material consumption and waste generation across the value chain is tracked to avoid any leakage and utilize the input material efficiently.

IndianOil is offering greener products to its customers which will result in lower emissions while fulfilling their requirements. IndianOil has spearheaded mega schemes like PaHaL LPG Subsidy Scheme, GiveItUp Campaign and Pradhan Mantri Ujjwala Yojana (PMUY) that have made clean energy accessible across socio-economic divides.

IndianOil is a part of the Petroleum Conservation Research Association (PCRA) under the MoP&NG, which undertakes various advertising and awareness campaigns to promote sustainable consumption behaviour.

IndianOil's Green Fuel Offerings

BS-VI grade fuel offers improved reach to cleaner fuels

Achieved 5.3% ethanol blending in petrol. Biodiesel blending also being undertaken

10% less emission from branded XtraPremium petrol

2.1 Crore total LPG connections of which **1.68 Cr** LPG connections distributed to Below-Poverty-Line (BPL) families in 2018-19, reducing indoor pollution

2% Fuel Savings Offered by Servo Futura G Plus engine oil

Doorstep delivery of Fuel

IndianOil became the first OMC to deliver fuel through mobile dispensers, upon commencement of 'Fuel at Doorstep' initiative in Chennai. At present, the industrial and bulk customers, who require fuel (Diesel) have to visit the nearest retail outlet to fuel in containers/barrels. The unique initiative aims to make it convenient for the customers to get the fuel delivered to their doorstep. Customers can place orders through a mobile app (Repose app). The 'Fuel @ Doorstep' service would ensure hassle-free supply of fuel to end-users, which would avoid unnecessary fuel spillage, unsafe handling of fuel in containers/barrels and pilferage too.

Cleaner LPG Fuel in Rural India

IndianOil released 2.1 Crore new LPG domestic connections during 2018-19 of which 1.68 Crore were given to BPL families under PMUY. More than 50% of LPG connections were given in rural area which would go a long way in arresting deforestation and eliminating use of biomass for cooking purposes, thus arresting domestic pollution and improving the health of women.

Reduction in Lubes Packaging Material

IndianOil replaced steel barrels used for procurement of additives with in tank truck based bulk purchases. By procuring additives in bulk, the Company avoided scrapping of 5 barrels each weighing 110 kg for every 1000 kg of additive procurement. Till date, 7,000 tons of additives have been procured through bulk tank trucks. These have resulted in metal scrap reduction of 850 tons.

Also, IndianOil has redesigned the HDPE containers used for packing of lubes. The weight of the container has been reduced by 10-15% over existing packs, which would potentially save 400 tons of HDPE scrap annually.

Responsible Marketing

IndianOil is reaching out to the remotest corners of the country through its vast network of customer touch points spread across the country. IndianOil has a strong and set up of Corporate Communications which drafts, designs and places all marketing communications at the appropriate public platforms and media channels to inform a diverse cross section of customers. Conscious efforts are made to ensure that predatory or discriminatory marketing and advertising practices are not followed by the company. Compliance with marketing communication norms is regularly monitored at the unit, division and corporate levels of the company.

IndianOil's Brand Portfolio

Branded Product Offerings

Indane – SAFE. RELIABLE. CONVENIENT
PROPEL – 100% TRUST. 100% VALUE.
XTRAMILE SUPER DIESEL
SERVO – WORLD-CLASS LUBRICANTS
XTRAPREMIUM Petrol With Super Cleansers – The best your vehicle can get
autogas – EXPERIENCE THE ECO-DRIVE
IndianOil Aviation – Our groundwork takes you sky high

Rural Retail Outlets
IndianOil | KISAN SEVA KENDRA

Auto Care Brand
SERVOXPRESS

IndianOil Loyalty Programs
XTRAREWARDS – XTRA REWARDS. XTRA VALUE
XTRAPOWER FLEET CARD – CONVENIENT, SECURE & REWARDING.
XTRAPOWER – EASY FUEL

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Customer First

Customer Connect

IndianOil connects to its customers through its official pages on social media forums viz., Facebook, Twitter, Instagram and Youtube.

The Company has also designed several mobile applications to improve ease of customers in accessing, safe usage and raising of complaints / grievances against its product and service offerings.

Customized products & service offerings

IndianOil has taken various measures to improve customer loyalty and add value to its product offerings. The company's retail network is being modernised with latest customer convenience facilities, well-trained customer attendants and a slew of promotional activities directed at customer engagement.

- IndianOil introduced Mobile Dispensers for fuelling stationery equipments at customer premises, thereby providing door step delivery of product (HSD) to such customers.
- The Company embarked on a Retail Transformation Project named "Dhruva" with a vision to provide standardized facilities and services to customers. This is done through professional training, streamlined guidelines and a reward & recognition mechanism.
- Option to customers for booking LPG refill online
- Ease of electronic payments through various modes like e-Wallet, online payment etc.
- Specially designed 5 kg LPG cylinders for specific need of customers
- Offer of value-added technical services such as Total Lubrication Management (TLM) to large institutional clients
- Business Portal for customers

Customer Safety

IndianOil recognises the potential threats to life and property in case petroleum products are not used with proper care and consciousness. The Company accordingly undertakes various trainings and customer awareness programs to educate its customers towards safe usage of petroleum products. Various visual channels, online and on-ground campaigns are being undertaken.

32%
reduction in domestic LPG incidents during 2018-19

27%
reduction in domestic LPG fatalities during 2018-19

5 Kg LPG Cylinder for New India

A large category of customers can afford LPG but are unable to avail new connection in view of absence of proof of address and paucity of time to visit the distributorship during the working hours, because of their highly irregular work timings. Similarly the small tea stall, road side eateries owners prefer 5 kg FTL cylinder because of less initial investment and ease to carry the cylinders. In order to meet the requirement of target segment of customers, IOC is marketing 5 kg FTL cylinders through its distributors, retail outlets and various point of sale like Kirana Stores.

IndianOil's retail outlets are being modernised to cater to changing customer needs

Customer Satisfaction

Customer feedbacks are taken through dedicated surveys, feedback / complaint registers maintained at the Company's retail touch points, dedicated customer portals such as e-Platform for IndianOil customers (ePIC), Twitter handle / Facebook page of MoP&NG and IndianOil, along with various engagement mechanisms for the Company's bulk consumers.

For bulk consumers, IndianOil has a system of Nodal Officers / CRO (Customer Relationship Officers) for resolution of customer issues, through a single window option.

The retail group takes customer feedback on regular basis. The Branding group is administering the Online Reputation Management (ORM) on the web, which tracks the customer sentiments (negative/positive/neutral) with respect to IndianOil's products and services. The ongoing periodical reporting system and the online ORM dashboard content, capture all the conversations on the web including the tweets (and excluding the Facebook accounts) on IndianOil by all its stakeholders including customers.

Customer Data Privacy

IndianOil is strongly committed to protecting and safeguarding the privacy of its customers and has taken all necessary and reasonable measures to protect the confidentiality of the customer information. Breaches in customer privacy and other customer grievance can also be reported in 'e-PIC Grievance Module'.

facebook

LIKE US

Stay Connected with IndianOil by joining us on Facebook

https://www.facebook.com/IndianOilCorpLimited

Twitter

FOLLOW US

Follow us on Twitter for regular updates, news and events

https://twitter.com/IndianOilcl

YouTube

SUBSCRIBE US

Subscribe to official YouTube Channel of IndianOil and Watch latest Videos

https://www.youtube.com/channel/UC5ho18VZHwEFSahW0Q_o-6g/feed

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Research & Development

R&D lends backend support in the form of proprietary research and commercialisation capabilities in lubricants, catalysts, refinery processes and pipelines operations. Several of the quality upgradation projects implemented at IndianOil refineries for production of BS-VI fuels are based on deep desulphurisation, isomerisation and di-merization technology patents developed in-house.

₹437.34 Cr
R&D expenditure in 2018-19

1000+
patents filed till date'

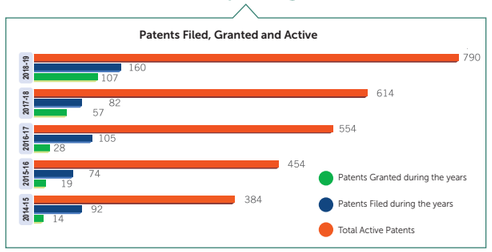
A total of 160 patents were filed during 2018-19 out of which 107 patents were granted.

Various projects related to methanol blended fuels, catalyst development, bio-methanation technology, pipeline inspection, hydrogen CNG, nano additised LPG, niche polymer grades etc, were undertaken during the year.

794
Active patents

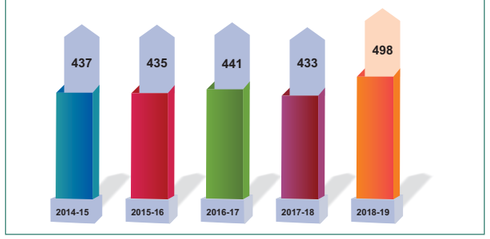
100+
new lubricant formulations developed in 2018-19

YoY increase in patents granted

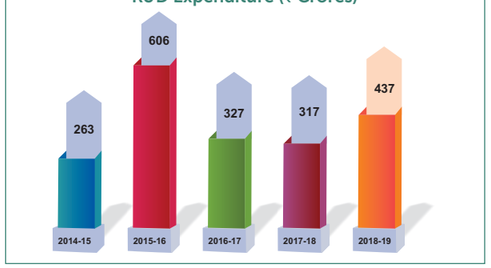


Increase in R&D expenses with a plan to come out with a state-of-the-art second R&D Campus at Faridabad

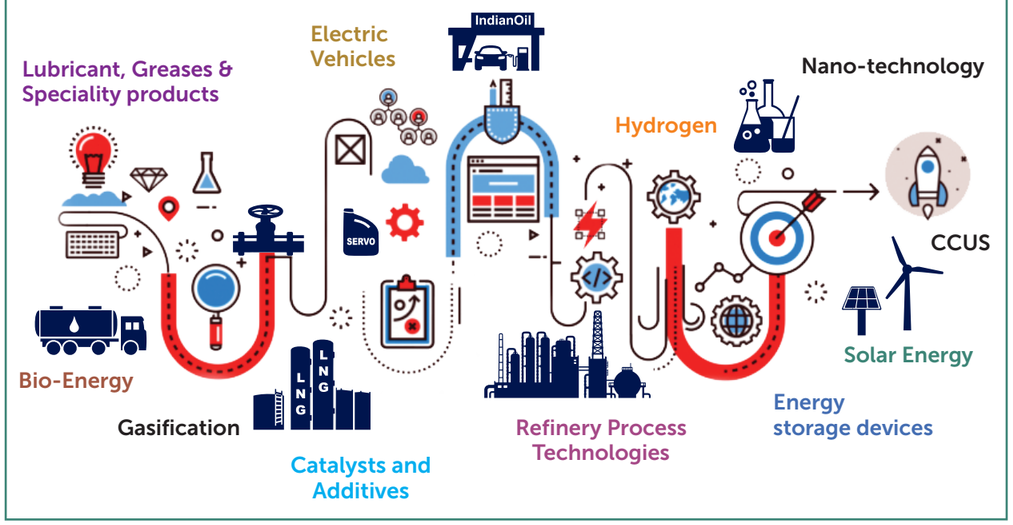
Estimated Savings from R&D Initiatives (₹ Crores)



R&D Expenditure (₹ Crores)



Thrust Areas of R&D



Indane NANOCUT

IndianOil has been working on the ways and means of enhancing the performance of LPG for high flame temperature applications. IndianOil new product "Indane NANOCUT" is additized LPG for high temperature Industrial applications which is based on a proprietary additive formulation. The indigenously developed additive enhances the efficiency of LPG as cutting gas in terms of high flame temperature, heat through put, low oxygen consumption, reduced cylinder inventory, thereby leading to better economy to the user of "Indane NANOCUT".

Biomethanation

IndianOil R&D has developed an efficient two stage bio-methanation technology for converting organic waste to biogas having very high methane content. Biomethanation is a process in which organic waste such as food waste, municipal solid waste and crop residue is converted into bio-gas in the presence of micro-organisms under anaerobic conditions. Its byproduct, organic manure, is used as soil conditioner.

Indigenous Indmax Tech

INDMAX, a propriety refining technology, was born out of a need for lighter, more valuable products and an alternative source for propylene production. IndianOil R&D thus created the technology to produce a high yield of light olefins and high octane gasoline from various petroleum fractions. A 100,000 MTPA capacity INDMAX unit was installed at the Guwahati refinery back in 2003 and has alo been set up in Paradip refinery.

IndianOil's modern R&D facilities work extensively towards finding the right solutions for the Nation's changing energy needs

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PERFORMANCE SUMMARY

ECONOMIC PERFORMANCE

Financial Data

	2015-16	2016-17	2017-18	2018-19
Revenue from Operations (Rs. '000 Crores)	406.83	445.44	506.43	**605.92**
Profit after Tax (Rs. '000 Crores)	11.24	19.11	21.35	**16.89**
Net Worth (Rs. '000 Crores)	75.18	81.47	91.66	**92.42**
Earnings per Share (Rs.)	11.86	20.16	22.52	**17.89**

Operational Performance — Figures in Million Tonnes (MMT)

	2015-16	2016-17	2017-18	2018-19
Petroleum Products Sold	72.60	74.11	77.13	**79.96**
Refinery Throughput	56.69	65.19	69.00	**71.82**
Pipelines Throughput	79.82	82.49	85.68	**88.53**
Petrochemical Sales	2.41	2.45	2.27	**2.55**
Natural Gas Sales	1.93	1.92	1.90	**1.95**

Social Contribution

	2015-16	2016-17	2017-18	2018-19
Contribution to Central & State Exchequer (in Rs. '000 Crores)	132.06	179.01	190.67	**193.42**
CSR Expenditure (in Rs. Crore)	157	214	331	**491**

ENERGY USE*

	2015-16	2016-17	2017-18	2018-19
Energy Consumption (10^3 MMBTU)	177,121	178,198	223,305	**225,962**
Direct Energy Consumption (10^3 MMBTU)	177,120	178,197	223,304	**225,961**
Indirect Energy Consumption (MMBTU)	1.03	0.68	0.96	**0.96**
Specific Energy Consumption (MBN)	76.6	74.9	72.6	**71.3**
Energy Intensity Index	101.8	101.5	98.5	**97.9**
Fuel & Loss (%)	8.53	8.49	8.75	**8.57**

*Refinery Data

ENVIRONMENTAL PERFORMANCE

GHG Emissions[1]

	2015-16	2016-17	2017-18	2018-19
Total GHG emissions ($MMTCO_2e$)	15.96	18.69	18.85	**18.74**
Direct GHG emissions ($MMTCO_2e$)	15.88	18.64	18.76	**18.69**
Indirect GHG emissions ($MMTCO_2e$)	0.07	0.05	0.09	**0.05**

Air Pollutants[2] — Figure in Tonnes

	2018-19
Total Ozone Depleting Substances	**0.96**
Flared Hydrocarbon	**108,806**
NOx	**16,560**
SOx	**35,211**
Stack and fugitive emissions	**5,877**
Particulate Matter (PM)	**7,459**

ENCON Projects[3]

	2015-16	2016-17	2017-18	2018-19
Annual energy savings potential of ENCON projects implemented during the year (SRFT)	47,480	44,880	1,05,344	**82,078**
Expenditure on ENCON Projects (in ₹ Cr)	23	49	157	**45**
Annual emission saving potential from ENCON Projects (in '000 tCO_2e)	147	139	327	**255**

Renewable Energy Projects (Wind & Solar)

	2016-17	2017-18	2018-19
Installed capacity - Wind Power (in MW)	167.6	167.6	**167.6**
Installed capacity - Solar Power (in MW)	20.0	34.0	**48.6**
RE installed capacity (in MW)	188	202	**216**
Total renewable energy generation (in GWh)	179	337	**388**
Emission saving from Renewable Energy Projects ('000 Tonnes of CO_2e)	146	277	**318**
RE as % of total electricity consumption	~3%	~5%	**~5%**
Expenditure on RE projects (in ₹ Cr)	651	54	**136**

Renewable Energy in Supply Chain – Retail Outlet (RO) Solarisation

	2016-17	2017-18	2018-19
Nos. of ROs solarised - cumulative figures	6,607	9,140	**14,173**
Installed capacity (in MW) - cumulative figures	26	38	**77**

Note:

[1]Total GHG emission data pertains to Scope-1 and Scope-2 emission from IndianOil refineries and Naphtha Cracker Unit (NCU).

[2]The data pertains to IndianOil's refineries and NCU

[3]The figures given in this table pertain to Energy Conservation (ENCON) projects undertaken at IndianOil's refineries.

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Tree Plantation

	2015-16	2016-17	2017-18	2018-19
Trees planted during the year ('000 nos.)	51.54	136.68	122.34	**210.00**

Making Events Carbon Neutral

	2018-19
Cumulative number of events (nos.)	**119**

Other Emission Saving Initiatives

	2018-19
Cumulative LED lights replaced ('000 nos.)	**450**

Pipeline Transportation

	2018-19
Pipeline Network	**14,231**
Emission saved from Pipeline Transportation('000 Tonnes of CO_2e)	**1,329**

Freshwater Consumption[4]

	2018-19
Total fresh water consumption	**99.51**
Fresh water sourced from surface water[5]	**84.24**
Fresh water sourced from ground water	**15.26**

Effluent water generated, treated and reused

	2018-19
Effluent water generated (million kl)	**45.17**
Effluent water recycled (Million kl)	**40.15**
Effluent water recycled/ reused (%)	**89%**
Freshwater savings due to use of treated effluent water (%)	**28.7%**

Rainwater Harvesting

	2018-19
Cumulative number of RWH systems[6]	**608**
Rain water harvested (Million kl)	**3.21**

Note :

[4]Total freshwater consumption includes freshwater consumption at refineries and NCU.

[5]Includes canal, river etc.

[6]Rainwater harvesting systems has the potential to harvest 3 billion litres per annum which is equivalent to 3% of total freshwater consumption of the company

Hazardous Waste [7]

Type of waste	Quantity of waste treated / recycled / responsibly disposed in 2018-19 (tonnes)
Spent Catalyst	**18,098**
Oil Sludge	**37,529**
Oil Slop	**3,55,724**
ETP Sludge	**12,377**
Biomedical Waste	**7.51**

Non-Hazardous Waste

Type of waste	Quantity of waste treated / recycled / responsibly disposed in 2018-19 (tonnes)
Waste paper	**137**
Organic waste	**~400**
Ferrous Scrap	**7,807**
Non-Ferrous Scrap	**2,157**

Pilferage from Pipelines

	2018-19
Total case of pipeline pilferage (Nos.)	**60**
Total volume spilled (KL)	**492**

Environment Expenditure[8]

	2018-19
Environment Expenditure (in ₹Cr)	**125**

Environment Compliance[9]

	2018-19
Pending cases as on 31.3.2019	**3**

Note:

[7]Figures pertain to IndianOil's refineries & NCUs

[8]Figures pertain to IndianOil's refineries

[9]Details of the three cases are as under:

- A complaint was filed by Sarpanch, Gram Panchayat, Singhpura, Sithna, Panipat before National Green Tribunal (NGT) alleging that Panipat Refinery and Petro Chemical Complex (PRPC) of IOCL is creating air and water pollution resulting in diseases affecting large number of persons and the environment, including water, air and soil. Subsequently, a Show Cause/ Legal notice was received on 8.1.19 from Haryana State Pollution Control Board (HSPCB) with respect to discharge, smell, stack analyser data etc. Reply to HSPCB was sent on 16.1.19. As on 31.3.2019, the matter is under investigation.
- NGT had issued notice on provision of Vapour Recovery System (VRS) at Terminals / Depots and Retail Outlets in National Capital Territory (NCT) and National Capital Region (NCR). Work for installation of VRS in NCT and NCR is in progress as per timelines fixed by Hon'ble Supreme Court of India.
- A case was filed by Shri Sant Dasganu Maharaj Shetkari Sangh, Akolner in Nov'14 for contamination of groundwater caused due to leakages of products from petroleum storage tanks and pipelines installed by IndianOil (Akolner (Ahmednagar) Depot) & BPCL. The directions given by NGT court have already been complied with by IndianOil & BPC. Final decision on case is pending as on 31.3.2019.

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SAFETY

Occurence of Safety Events & Accidents

	2018-19
Fatal accidents (Nos.)	12
Fatalities (Nos.)	14
Near Miss (Nos.)	90,501
Man-days Lost	97
Loss time accidents (Nos.)	4
Major fire accidents (Nos.)	2
Minor fire accidents (Nos.)	20
Lost Time Injury Frequency Rate	0.06
Total Recordable Injury Rate	0.06
Tier 1 process safety events (Nos.)	5
Tier 2 process safety events (Nos.)	5

Occupational Health

	2018-19
Occupational disease (Nos.)	Nil
Workers involved in activities with High incidence or risk of specific diseases (Nos.)	Nil

Safety Training

	2018-19
Employee safety training man days (Employees + Contract Workers)	8,474
Number of Central Industrial Security Force (CISF) underwent training	3,336
Number of Director General of Resettlement (DGR) underwent training	7,057
No of IndianOil security officers underwent trainings	36

EMPLOYEES

Employee Data

	2018-19
Total Employees (nos.)	33,498
Male Employees (nos.)	30,629
Female Employees (nos.)	2,869
Women Employee (%)	8.56%
Total no of employees (Officers)	17,704
Total no of employees (Non-officers)	15,794
Total no. of employees (<30 years)	8,260
Total no. of employees (30-50 years)	15,111
Total no. of employees (>50 years)	10,127
Differently abled persons employed (%)	1.69%
Employees recruited (nos.)	2,167
Employee Turnover (%)	5.43%

Training Data

	2018-19
Total training man-days	1,23,754
Average No. of Training Days Per Employee Per Year (Officer)	6.85
Average No. of Training Days Per Employee Per Year (Non-Officer)	1.57
Training Provided to Superannuating Employees and Ex-Employees (Total Nos.)	1101
Training Provided to Superannuating Employees and Ex-Employees (Total man-hours)	6,993

Maternal Leave Data

	2018-19
Employees that took maternal leave	60
Employees who returned to work after maternal leave ended	36
Employees who returned to work after maternal leave ended and who were still employed 12 months after their return to work	36

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GOVERNANCE

Board of Directors

	As on 31.3.2019
Number of Board Members (nos.)	17
Chairman, Whole-Time & Executive Directors (nos.)	8
Independent Directors (incl. Govt. Nominees) (nos.)	9
Female representation in Board (%)	5.88%
Number of Board Meetings held in 2018-19	12

Cases on Disciplinary Matters / Anti-Competitive Behaviour

	2018-19
Number of cases pending before the Courts pertaining to anti-competitive behaviour as on end of Financial Year	4
Number of disciplinary matters related to vigilance cases disposed	48
Number of disciplinary matters related to vigilance cases pending as on end of Financial Year	46

Vigilance (Anti-Corruption) Training

	2018-19
Number of vigilance awareness programme conducted	78
Number of employees attending vigilance awareness programme	2,000

HUMAN RIGHTS

Collective Bargaining

	2018-19
Percentage of employees covered under collective bargaining	~47%
No. of days' notice given to workers before any change in workmen conditions	21

Child Labour / Forced Labour / Involuntary Labour

	2018-19
Complaints received during the year (nos.)	Nil
Complaints pending as on end of Financial Year (nos.)	Nil

Sexual Harassment

	2018-19
Complaints received during the year (nos.)	6
Complaints pending as on end of Financial Year (nos.)	5

Discriminatory Employment	2018-19
Complaints received during the year (nos.)	Nil
Complaints pending as on end of Financial Year (nos.)	Nil

Other Human Rights Incidents	2018-19
Incidents of human rights violations (nos.)	Nil
Incidents involving rights of indigenous people (nos.)	Nil
Incidents of discriminated practices (nos.)	Nil
Incidents of significant disputes involving local communities and indigenous people (nos.)	Nil

PRODUCT RESPONSIBILITY

R&D

	2018-19
Patents filed (nos.)	160
Patents Granted (nos.)	107
Active Patents (nos.)	794
R&D Expenditure (₹ Crores)	437

Raw Material Consumption

	2018-19
Crude Oil consumption (MMT)	71.82
Ethanol procured ('000 KL)	820
Ethanol blending achieved (%)	5.3%
Base Oil ('000 MT)	419
Additives ('000 MT)	50

Fuel Consumption

	2018-19
Liquid fuel (FO/Naphtha/Diesel) ('000,000 MT)	1.56
Fuel gas/LDO/HSD ('000,000 MT)	2.94
Coke ('000,000 MT)	0.55
Natural Gas ('000,000 MT)	1.05

Packaging Material Consumption

Lube	2018-19
Metal Containers ('000 MT)	13.99
Plastic containers ('000 MT)	9.95
Corrugated boxes ('000 MT)	3.02

Petrochemicals Product	2018-19
Plastic Bags ('000 MT)	6.95

LPG Bottling	2018-19
Cylinders Bottled ('000,000 Nos.)	772.97
New cylinders consumption at Plants ('000,000 Nos.)	24.20

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Abbreviations

AE&SD - Alternate Energy & Sustainable Development

AFS - Aviation Fuel Station

ALIMCO - Artificial Limbs Manufacturing Corporation

AR/VR - Augmented reality and virtual reality

ASI - Archaeological Survey of India

ATF - Aviation Turbine Fuel

B2B - Business-to-Business

B2C - Business-to-Consumer

BIS - Bureau of Indian Standards

BNHS - Bombay Natural History Society

BPC - Bharat Petroleum Corporation limited

BPL - Below Poverty Line

BSIV/VI - Bharat Stage IV / VI

CAGR - Compound Annual Growth Rate

CBG- Compressed Biogas

CCI - Competition Commission of India

CCUS - Carbon Capture, Utilization, and Storage

CDA rules - Conduct, Discipline and Appeal Rules

CGD- City Gas Distribution

CISF - Central Industrial Security Force

CNG- Compressed Natural Gas

CPCB/SPCB - Central Pollution Control Board/ State Pollution Control Board

CPSE - Central Public Sector Enterprises

CRO - Customer Relationship Officers

CSR - Corporate social responsibility

CSR&SD - Corporate Social Responsibility and Sustainable Development

CVC - Central Vigilance Commission

DAF - Dissolved Air Floatation

DGR - Directorate General of Resettlement

DME - Dimethyl Ether

DPE - Department of Public enterprises

E & P - Exploration and Production

Eco Parks - Ecological Parks

EII - Energy Intensity Index

e-PMS - Performance Management System

ENCON - Energy Conservation

ERDMP - Emergency Response & Disaster Management Plan

ETP - Effluent Treatment Plants

FO - Fuel Oil

GAs- Geographical Areas

GCC - General Conditions of Contract

GGL - Green Gas Ltd.

GHG - Greenhouse Gases

GRI - Global Reporting Initiatives

GWh - Gigawatt hour

H-CNG - Hydrogen CNG

HAZOP - hazard and operability study

HR – Human Resources

HSD - High Speed Diesel

HSE - Health, Safety and Environment

ICT - Institute of Chemical Technology

IIT - Indian Institutes of Technology

IOAGPL - IndianOil-Adani Gas Pvt. Ltd.

IOCL - Indian Oil Corporation Limited

IOF - Indian Oil Foundation

IP - Integrity Pact

ISO - International Organization for Standardization

kl - Kilo litre

km - Kilo Meter

KSK - Kisan Seva Kendra

KW - Kilowatt

KWh - Kilowatt Hour

kWp – KiloWattpeak

LDO - Light Diesel Oil

LEDs - Light-emitting diodes

LNG - Liquefied Natural Gas

LPG - Liquefied Petroleum Gas

MARPOL - International Convention for the Prevention of Pollution from Ships

MBN - Specific energy consumption in Million British Thermal Unit per Thousand barrels per Energy Factor

MMBTU - Metric Million British Thermal Unit

MMSCM - Million Metric Standard Cubic Meters

MMT - Million metric tons

MMTPA - Million metric tons Per Annum

MMTCO2e - Million Metric Tonne of Carbon Dioxide Equivalent

MMU - Mobile Medical Units

MoP&NG - Ministry Of Petroleum and Natural Gas

MSE - Micro-Small Enterprises

MSME Micro, Small and Medium Enterprises

MT - Metric Tonne

MW - Mega Watt

MWP – MegaWattpeak

NCF - National Culture Fund

NCR- National Capital Region

NCT- National Capital Territory

NCU - Naphtha Cracker Unit/Petrochemical plant

NDC - Nationally Determined Contributions

NGOs- Non-Governmental Organisation

NIT - National Institutes of Technology

NOS-DCP - National Oil Spill Disaster Contingency Plan

NOx - Nitrogen oxides

OBC - Other Backward Class

OGSS - Oil and Gas Sector Supplement

OHC - Occupational Health Centres

OHSMS/OHSAS - Occupational Health and Safety Management System/Occupational Health and Safety Assessment System

OISD - Oil Industry Safety Directorate

OMC - Oil Marketing Company

ORM - Online Reputation Management

PAT- Profit After Tax

PAT scheme - Perform, Achieve & Trade scheme

PCRA - Petroleum Conservation Research Association

POL – Petroleum-Oil-Lubricants

PM – Particulate matter

PMUY - Pradhan Mantri Ujjwala Yojana

PH- Physically Handicapped

PNG - Piped Natural Gas

PNGRB - Petroleum & Natural Gas Regulatory Board

PPE - Personal Protective Equipment

PPMC - Panipat Petrochemical Marketing Complex

PV - Photovoltaic

QRA - Quantitative Risk Analysis

R&D - Research and Development

RMCB - Risk Management and Compliance Board

RO - Retail Outlets

RTI - Right To Information

SATAT - Sustainable Alternative Towards Affordable Transportation

SBM - Single Buoy Mooring

SC- Scheduled Caste

SCADA - supervisory control and data acquisition

SCC - Special Conditions of Contract

SDGs - Sustainable Development Goals

SDI-B - Skill Development Institute at Bhubaneswar

SEBI - Securities and Exchange Board of India

SOPs- Standard Operating Procedures

SOx – Sulphur Oxides

SRFT - Standard Refinery Fuel in Tonnes

ST - Scheduled Tribe

STP - Sewage Treatment Plant

tCO2e - Tonne of Carbon Dioxide Equivalent

TLM - Total Lubrication Management

TMTCO2e – Thousand Metric Tonne of Carbon Dioxide Equivalent

TPI - Tilted Plate Interceptor

TPM - Total Productive Maintenance

TT - Tank Truck

UNGC - United Nations Global Compact

WIPS - Forum for Women In Public Sector

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Important Web-links

Corporate Website	**https://www.iocl.com/home.aspx**
Sustainable Development Initiatives/ Policies/Sustainability Report	**https://www.iocl.com/sustainability/home.aspx**
Annual Report	**https://www.iocl.com/AboutUs/FinancialPerformance.aspx**
Initiatives under Corporate Social Responsibility (CSR)	**https://www.iocl.com/AboutUs/corporatesocialresponsibility.aspx**
Integrity Pact (IP) Program	**https://www.iocl.com/Talktous/IntPact.aspx**
e-Tendering for procurement of Goods and Services	**https://iocletenders.gov.in/nicgep/app**
RTI (Right to Information)	**https://iocl.com/Talktous/right-to-information.aspx**
Citizen Charter	**https://iocl.com/Talktous/CitizensCharter.aspx**
Vigilance	**https://iocl.com/VigilanceInquiry.aspx**
Grievance Redressal Mechanism	**https://www.iocl.com/download/Grievance_Rev_1R.pdf**

IndianOil - In Step with the Times

IndianOil has a remarkable legacy of growing with the times. IndianOil's business strategy has always been in tune with the evolving technology and innovations of the times. Energy access, environment and people have been at the forefront of the Company's agenda. These are demonstrated by continuous reinventions in product and service offerings and going the extra-mile to reach the remotest corners of India.

IndianOil has upgraded itself to meet the changing needs of its stakeholders. The Company has upgraded its process automation and is equipped with latest safety systems. Optimised operations & logistics, automated processes and a dedicated field force, are helping us lead the competition. IndianOil has now embarked on digital transformation of the organisation to serve and sustain the trust of its billion plus customers across the world.

IndianOil's team of 33,000+ dedicated and competent employees is committed to the service of the nation, its customers and other stakeholders. The Company is continuously improving its human capital through natural and formal developmental opportunities. E-Learning is being mainstreamed across the organisation and the employees are actively encouraged to acquire new knowledge and skills to be active partners of a 21st century organisation with growth opportunities of the future.

As the Company completes the 60th year of its journey, going from strength to strength, one can safely say that the best of IndianOil is yet to come.

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