



IndianOil

Sustainability Highlights 2018-19



**Nurturing Innovations
for Sustainable Tomorrow**

Content

1 IndianOil at a Glance	2 A Word from Chairman	4 Value Chain	6 Giving back to Society
8 Sustainability at IndianOil	10 Reducing Operational Emissions	11 Renewable Energy	12 Reducing Freshwater Consumption
13 Product Responsibility	14 Employees	15 Economic Performance	16 Stakeholder Engagement

About IndianOil

IndianOil is one of the largest commercial and energy companies in India. While the Company works primarily in India, IndianOil has expanded its reach and has business interests in 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 dedicatedly 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; to refining, pipeline transportation and marketing of petroleum products; to downstream integration into petrochemicals; besides foraying into clean 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 and R&D; 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

About Sustainability Highlights

Sustainability Highlights is an abridged version of detailed Sustainability Report. The theme for the Sustainability Report is 'Nurturing Innovations for Sustainable Tomorrow', which shows Company's focus towards innovation & new energy solutions. The Sustainability Report 2018-19 is released in e-format only.

We welcome your feedback at sustainability@indianoil.in.

One of India's largest commercial enterprises

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

Key Player in petrochemicals and gas marketing

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

Follows us On: [/IndianOilCorpLimited](#) [/IndianOilcl](#) [/IndianOilcorporationlimited](#) [/IndianOilcorp](#) www.iocl.com

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

LNG

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.

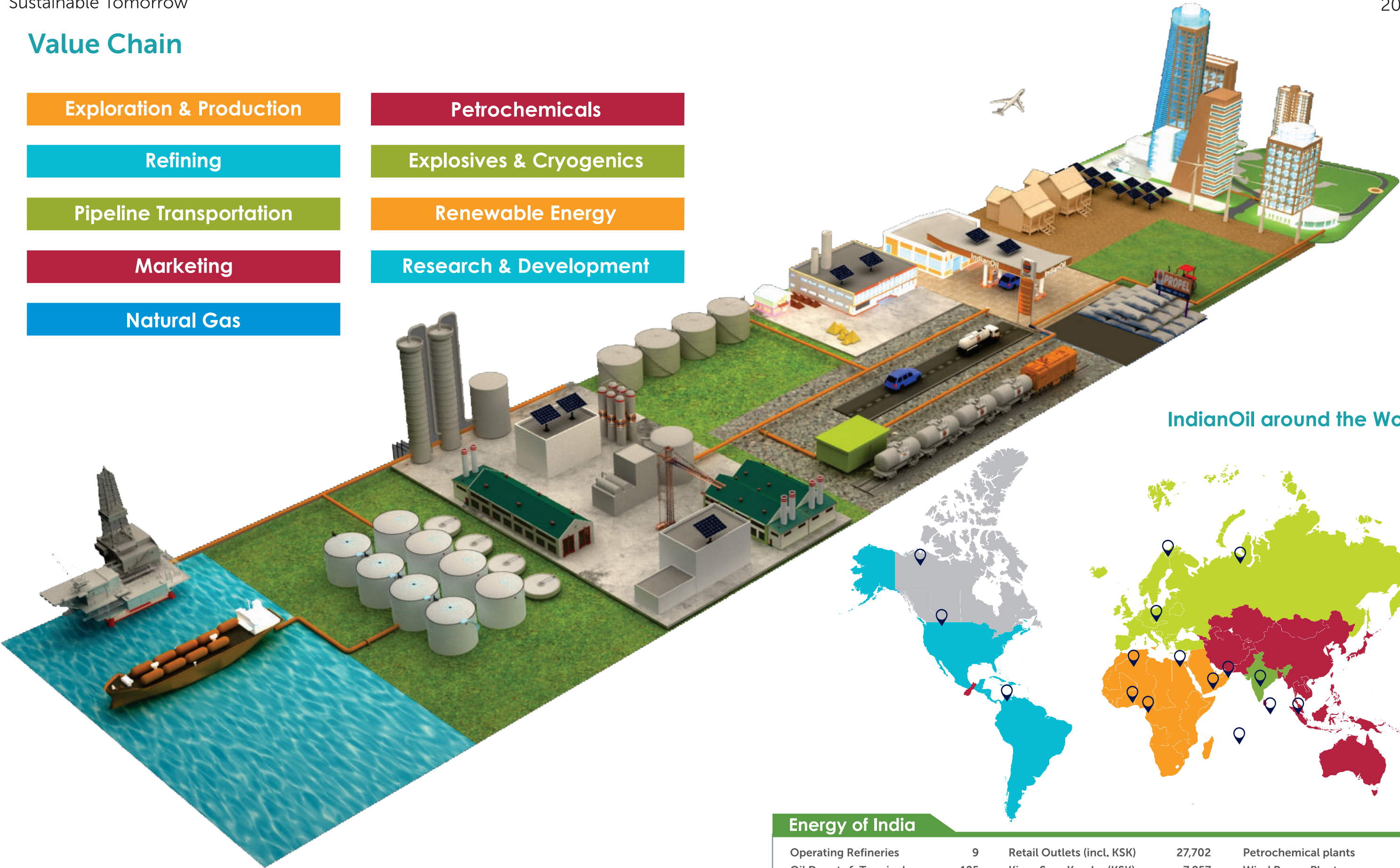
During 2018-19, IndianOil continued its onward march to create yet another landmark year in operational performance by achieving the best ever performance in refineries and pipelines throughput, energy intensity, distillate yield and fuel & loss. These milestones were achieved on the back of technological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

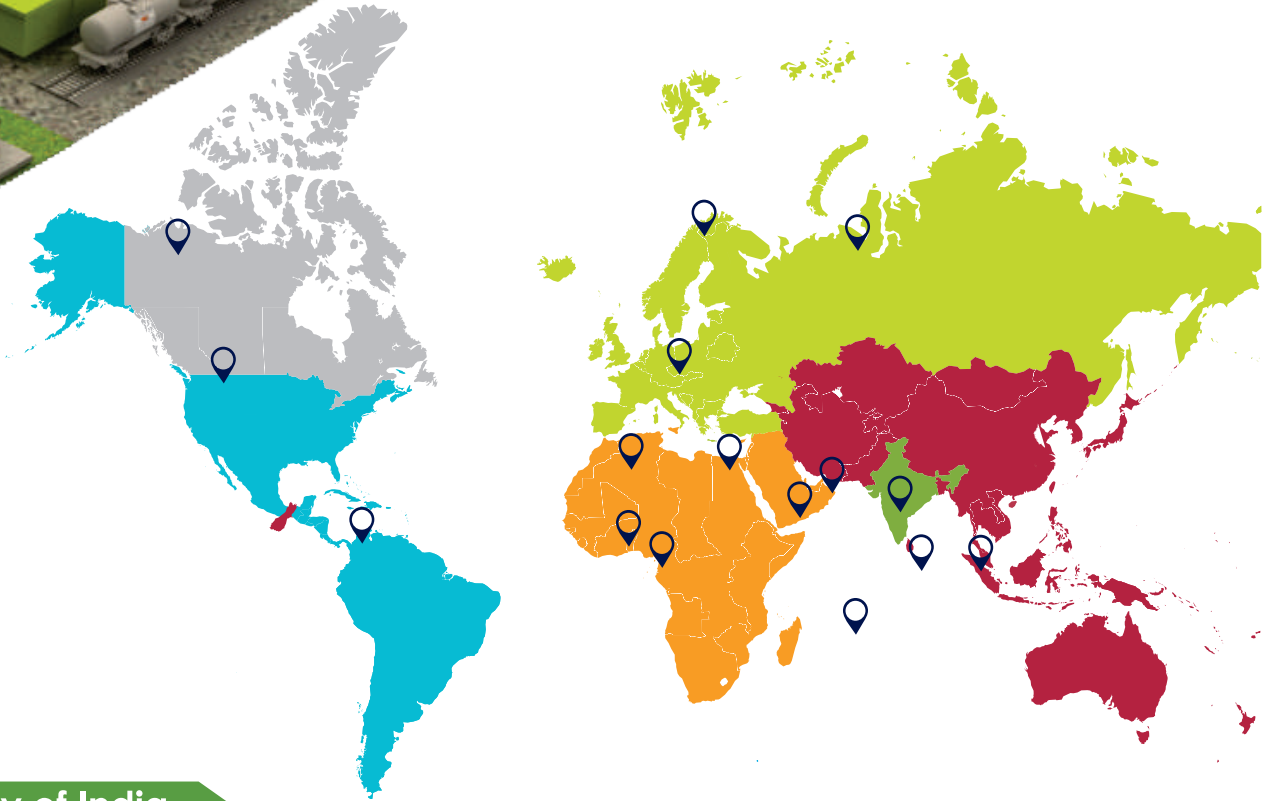
Sanjiv Singh
(Chairman)



Value Chain



IndianOil around the World

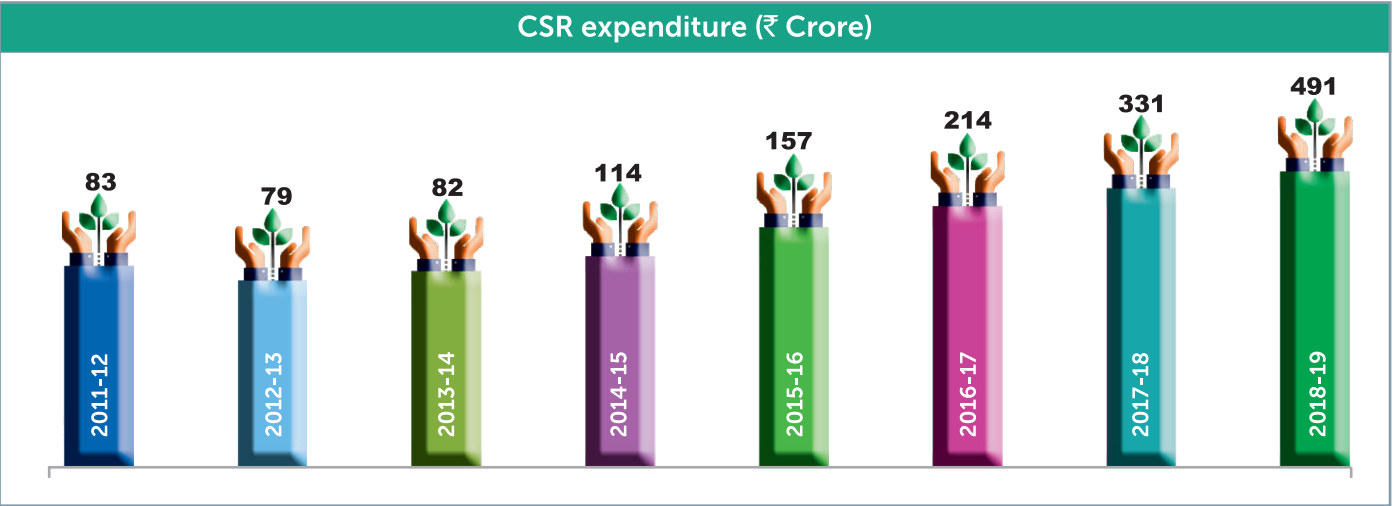


Energy of India

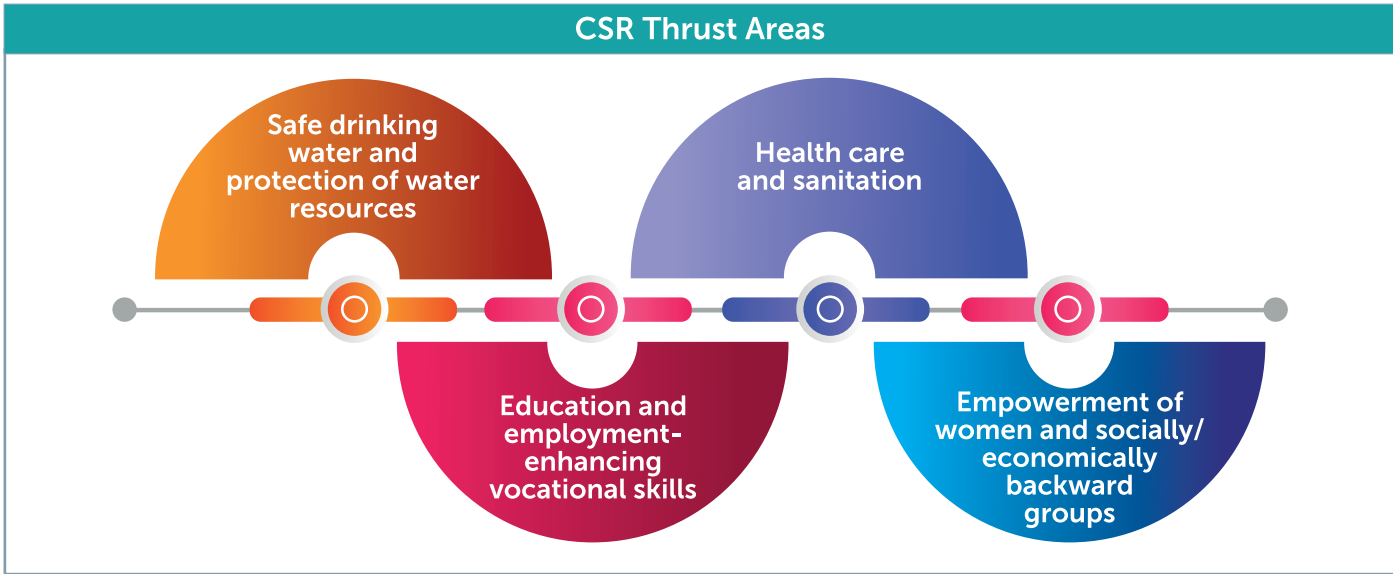
Operating Refineries	9	Retail Outlets (incl. KSK)	27,702	Petrochemical plants	5
Oil Depots & Terminals	125	Kisan Seva Kendra (KSK)	7,857	Wind Power Plants	6
Aviation Fuelling Stations	116	LPG Distributors	11,964	Grid-connected Solar Power Plants	4
LPG Bottling Plants	91	SKO / LDO Dealers	3,889	E&P location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

Giving back to 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.



During 2018-19, more than **1.15 crore** beneficiaries were positively impacted through over 950 initiatives undertaken by IndianOil in various geographies across India.



Corporate Social Responsibility ₹490.60 crore CSR spend	Vidushi 46 cleared IIT JEE Mains out of enrolled 56 students	Gyanodaya Scheme 7.75 lakh students benefitted through various educational projects
Kaushal Vikas 15,000+ Unemployed youth Benefitted through Skill enhancement	Divyangjan 20,000 Provided assistive devices to divyangjan	Jal Jeevan 10 lakh beneficiaries through drinking water facilities

IndianOil Foundation

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.

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.

IndianOil Sports Scholarships

At present, 250 scholarships in 20 games/sports have been awarded to upcoming junior players from 13 to 16 years of age. During 2018-19, 103 sportspersons benefitted from the scheme.

IndianOil at the forefront of National Missions

Swachh Bharat

In support of the Mission, IndianOil undertook more than 30,000 'Swachhta' events such as awareness campaigns, cleanliness drives etc in 2018-19. The company is at the forefront of Government of India's SATAT scheme for procurement and sale of Compressed Biogas (CBG) produced from organic waste.

Digital India

IndianOil has identified 80 initiatives across 10 themes to bridge the technological gap, including drone based pipeline monitoring, virtual reality based e-learning, block-chain inspired supply chain tool, etc. A Digital Centre of Excellence is being developed to enable technology transformation.

Ujjwala

Over the last 5 years, IndianOil has spearheaded mega schemes like PaHaL LPG subsidy scheme, GiveltUp Campaign and Pradhan Mantri Ujjwala Yojana (PMUY), which have made clean energy accessible across socio-economic divides. In 2018-19, IndianOil provided LPG connection to 1.68 crore BPL families under PMUY.

Startup India

IndianOil has set up a 'Start-Up Fund' drive innovation and competitive advantage. The Company is currently supporting 11 start-up ventures for innovative solutions in energy space including digital improvement in surveillance, automation, efficiency improvement, process improvement, customer retention, among others.

Make in India

IndianOil gives procurement preference to indigenous manufacturers and Micro, Small & Medium Enterprises (MSME). In 2018-19, 29.07% of items procured (excluding crude, petroleum products & natural gas), were from indigenous MSME vendors. IndianOil also actively uses the Government's e-procurement portal, GeM.

Skill India

IndianOil's skill development centres provide trainings to unemployed / under-privileged youth of India in areas of Medical Technician, General Housekeeping, Unarmed Security Guard, Computer data assistant, etc. The Company's Kaushal Vikas (Skill Development) initiative benefitted 15,000 unemployed youth in 2018-19.





16,894
Crore
Profit After Tax



97.9
Achieved lowest ever
Energy Intensity Index:



1.68
LPG connections
released under PMUY
scheme (Crore Nos.)



318
Emission reduction from
Renewable Energy
Projects ('000 tCO₂e)



437
(Rs. Crore)
R&D expenditure



820
Ethanol blended with
petrol ('000 KL)



5.3%
Ethanol blending
achieved



388
Renewable energy
generated (GWh)

71.3
Achieved lowest ever
specific energy
consumption (MBN)



1,329
TMTCO₂e
Emission Reduction through
pipeline transportation



BS-VI
Auto fuels supply
extended to 12 districts




5,033
Nos. of Retail outlets
solarized



491
(Rs. Crore)
CSR expenditure





Pradhan Mantri
Ujjwala Yojana (PMUY)





City Gas
Distribution - CGD


Community
Development
Projects


E&P of
unconventional
hydrocarbons



Auto - LPG


Wind Power


Electric vehicle
charging infrastructure



BS VI auto fuel



Ethanol Blending

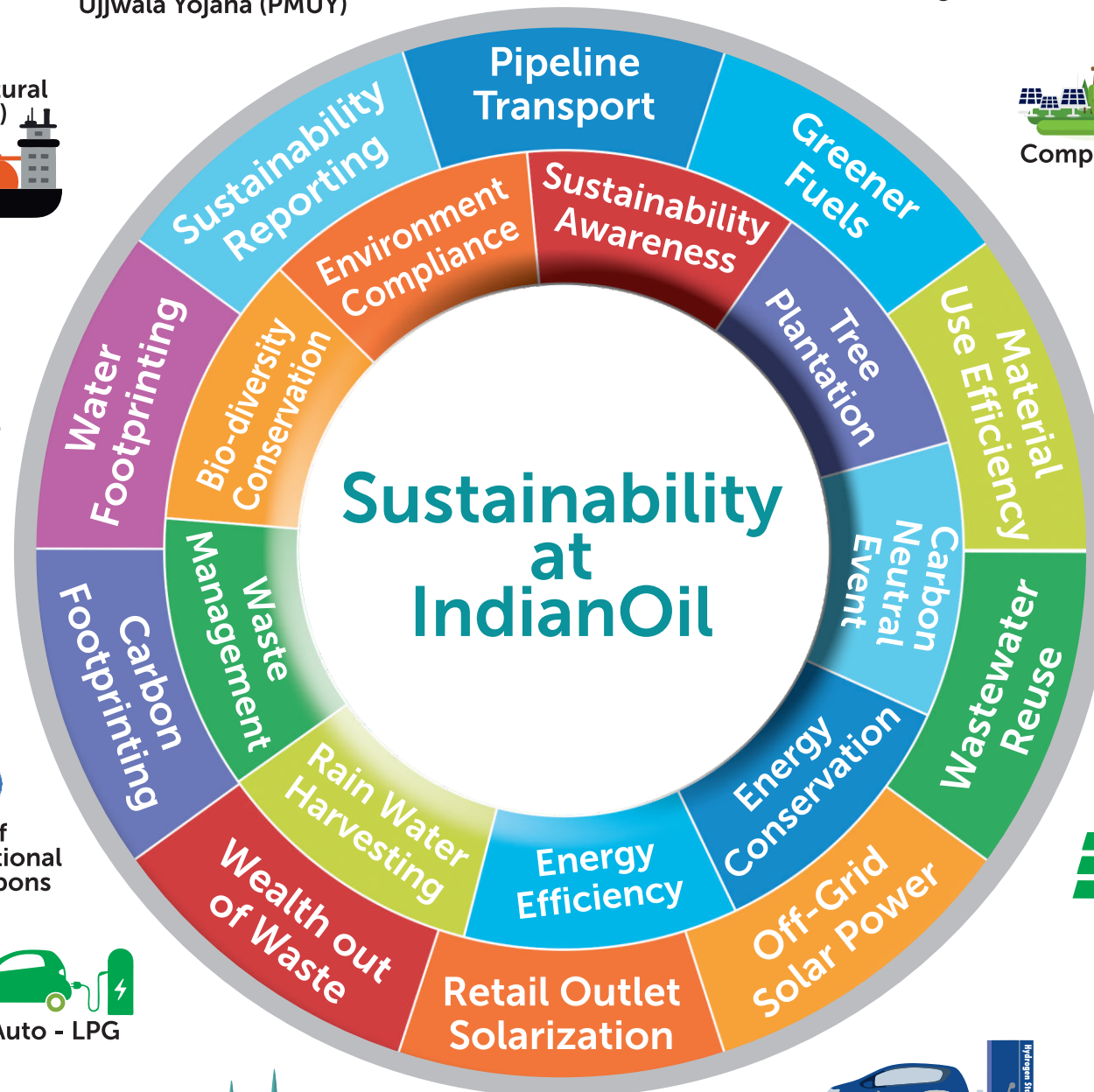

Compressed Biogas (CBG)


H-CNG


MARPOL


Solar Power


H2 Fuel Cell



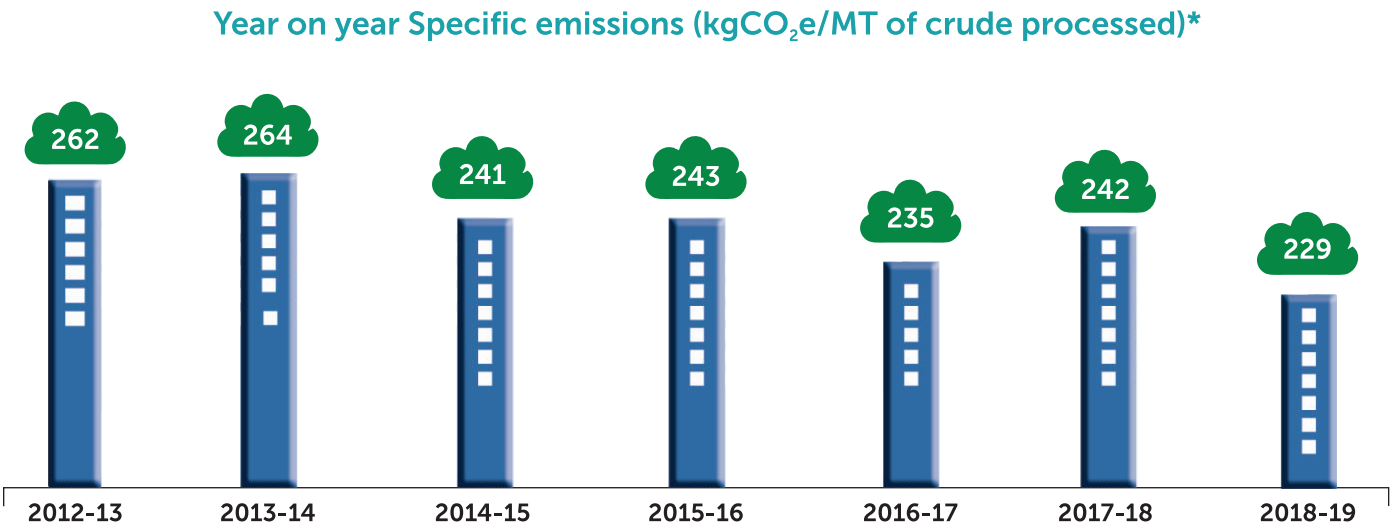
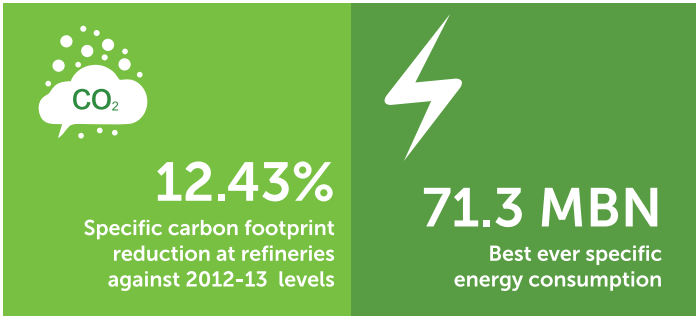
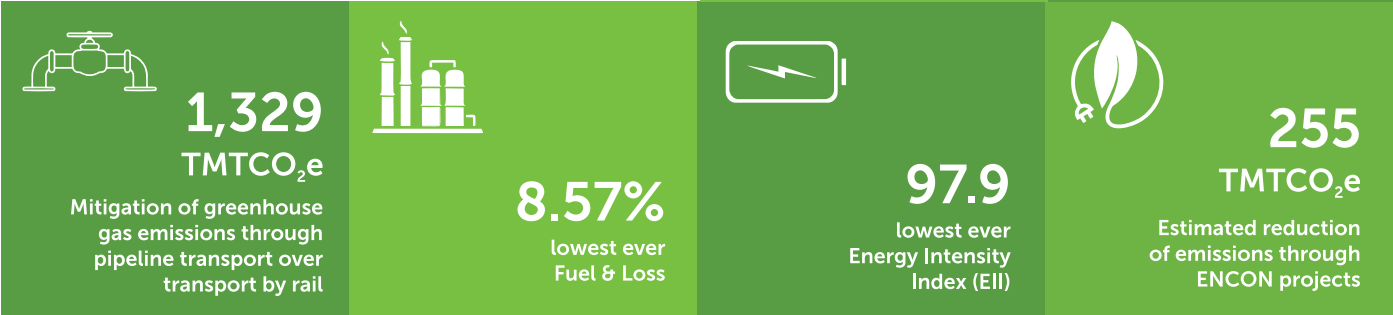
82,078
Estimated annual fuel
savings through ENCON
projects implemented (SRFT)

255
Annual emission reduction
potential from ENCON
projects ('000 tCO₂e)



Reducing Operational Emissions

IndianOil carries out carbon footprinting exercise in its locations every year. Accounting of GHG emissions has helped the company to identify improvement areas and implement emission mitigation measures. The company undertakes various projects in energy conservation & efficiency, renewable energy, switching to green fuels and tree plantation to reduce its GHG emissions.

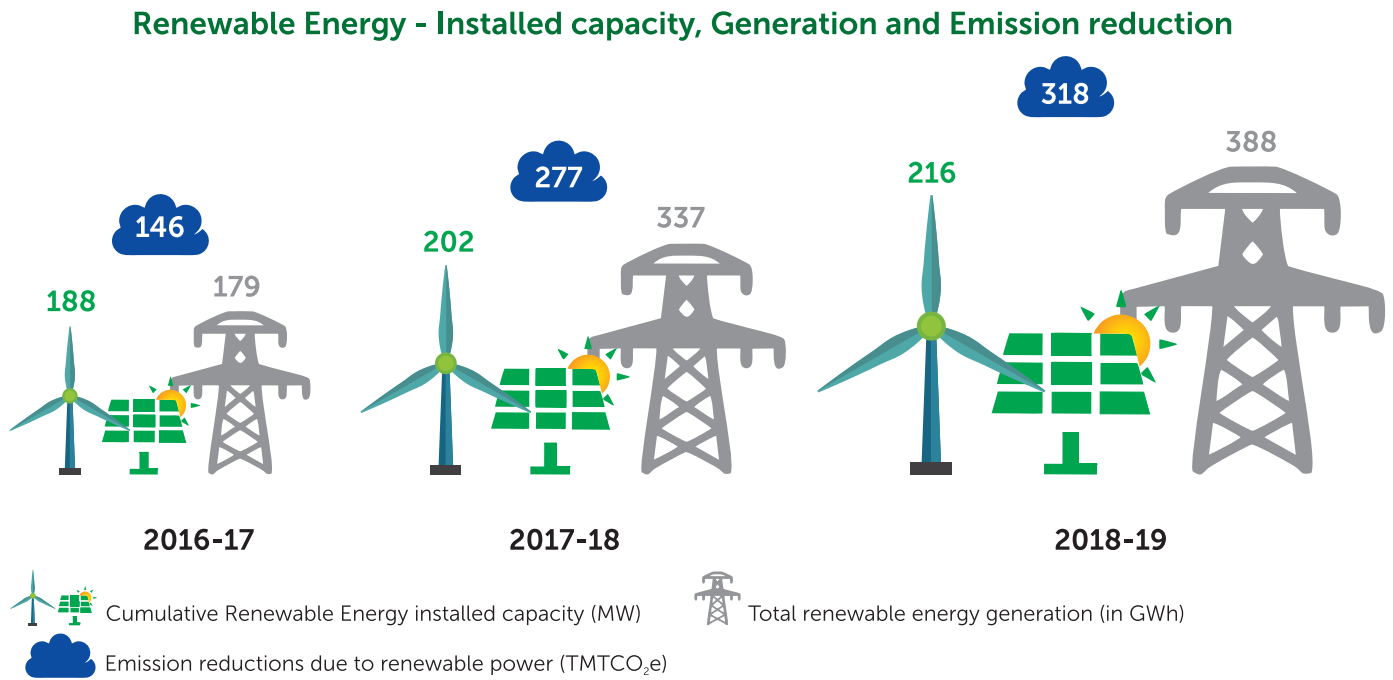
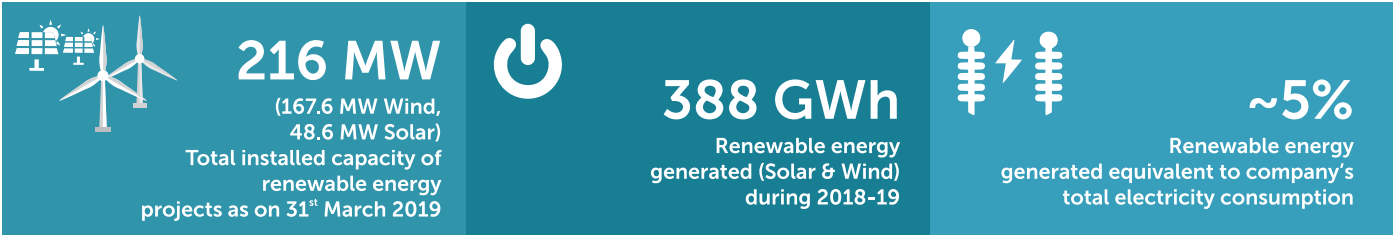


*Refinery Data

Pipeline Transportation Pipelines are the most efficient mode of transport for petroleum products, as compared to road and rail. IndianOil achieved avoidance of 1,329 TMTCO ₂ e of carbon emissions in 2018-19 by transporting 88.5 MMT of crude and finished products through pipeline network.	Energy Efficient Lighting IndianOil has implemented a policy guideline to replace all the conventional lights with LED lights. As on 31 st 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. This initiative also reduces inefficiency related emissions.	ENCON Projects in Refineries Energy conservation projects implemented in 2018-19 has estimated energy saving potential of 82,078 SRFT (equivalent to ₹135.3 crore), with emission reduction potential equivalent to 255 TMTCO ₂ e.

Renewable Energy



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)



Retail Outlet Solarization

Retail outlet solarization is a breakthrough initiative by IndianOil to ensure its supply chain becomes more socially and environmentally responsible. As on 31st March 2019, 14,173 retail outlets were solarised with a cumulative solar power installed capacity of 77 MW.

Year	Cumulative no. of retail outlets solarised	Cumulative Capacity of Solar PV plants (MW)
2016-17	6,607	26
2017-18	9,140	38
2018-19	14,173	77

 Cumulative no. of retail outlets solarised
 Cumulative Capacity of Solar PV plants (MW)

Floating Solar Panel

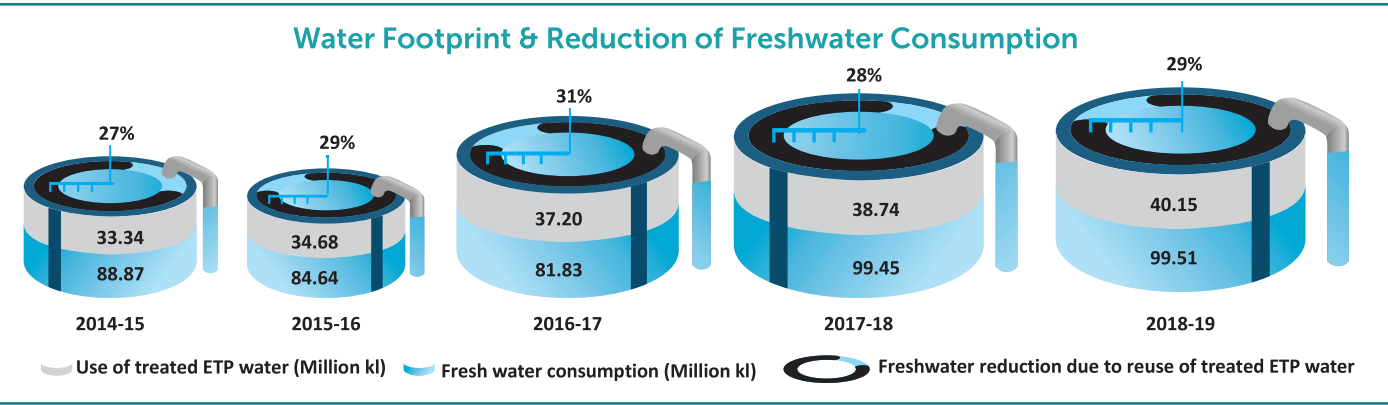
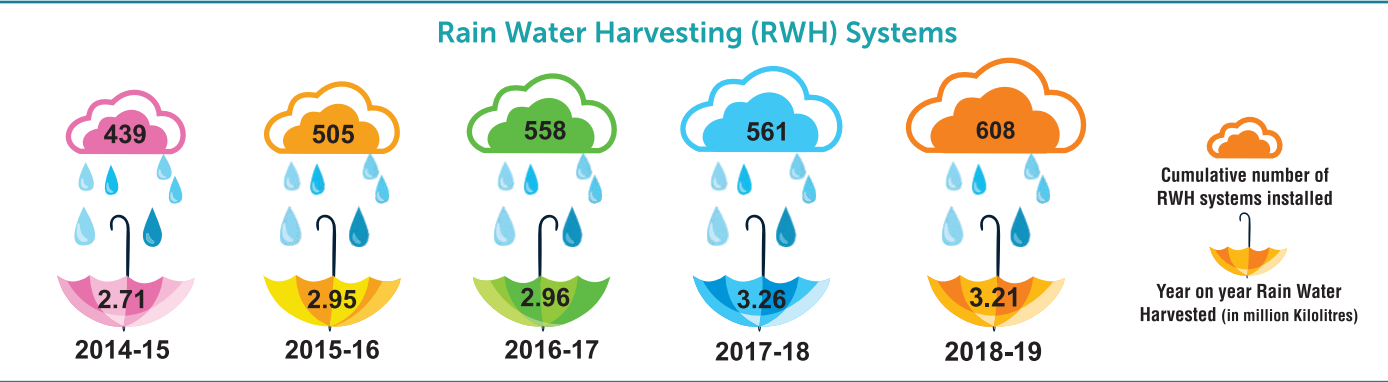
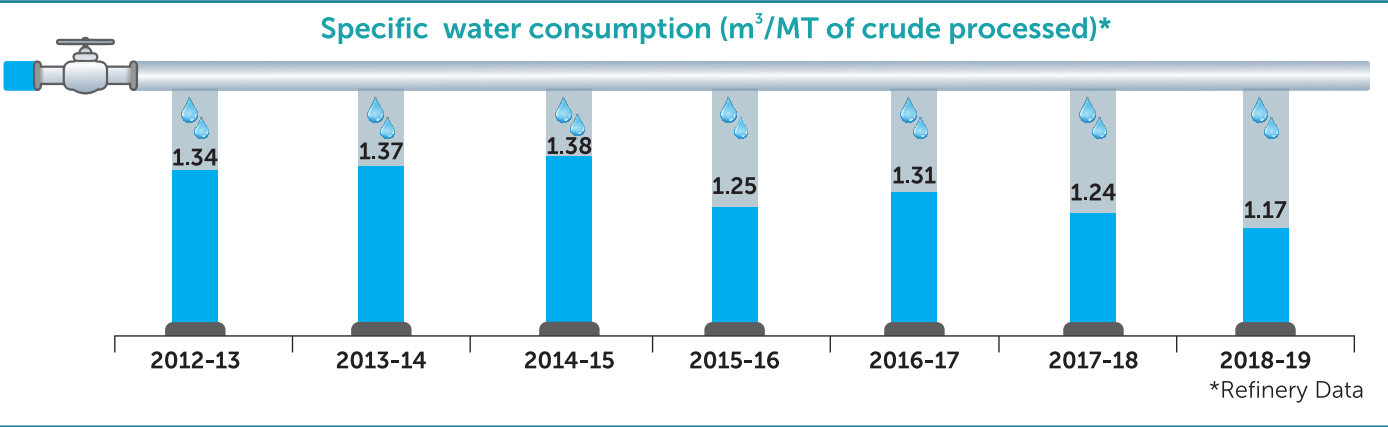
The floating solar plant of 100 KWp, Land-neutral, Floating (fixed tilt type), On-grid Solar Power Plant is installed at Raw water reservoir using suitably designed modular and pre-fabricated floatation device. In the open water reservoir, a large quantum of stored water is lost to environment in form of evaporation losses due to prevalent high temperatures and large surface area 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 and thereby results in saving of scarce water resources.

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 (alternative to CNG) from agricultural / sewage / organic waste generated in the country. IndianOil has issued Letters of Intent to entrepreneurs for setting up CBG plants. The combined capacity of these proposed CBG plants is 792 tons per day. IndianOil shall facilitate appropriate technology for setting up these plants.

Reducing Freshwater Consumption

IndianOil undertakes various measures to ensure responsible sourcing and use of freshwater, improving water use efficiency, recycling and reuse of waste water and rainwater harvesting



Use of treated STP water at Mathura & Gujarat Refinery

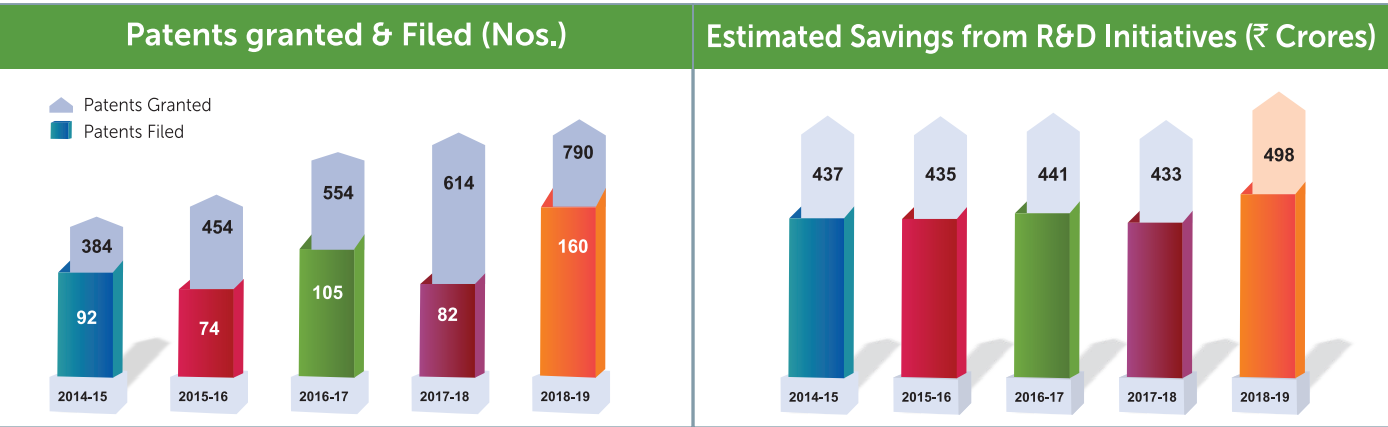
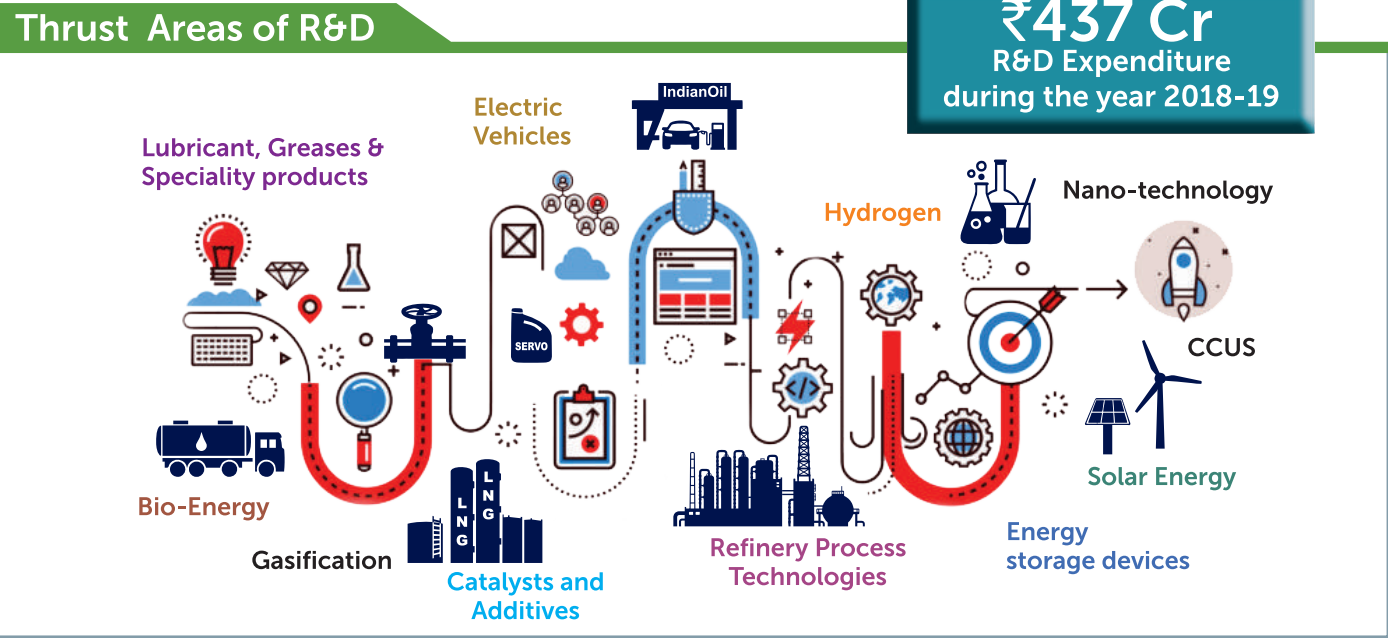
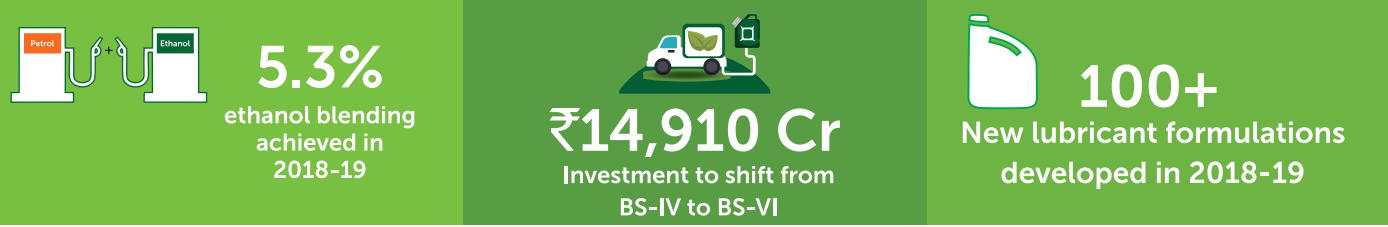
IndianOil's Mathura and Gujarat Refinery are making preparations to replace 41 million litres of freshwater with treated STP water, from the city of Mathura and Vadodara, for refinery operations. Reuse of treated STP water in these two refineries alone would reduce the freshwater consumption by about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

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.


Product Responsibility

IndianOil's 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 are based on technology patents developed in-house.



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.



Employees

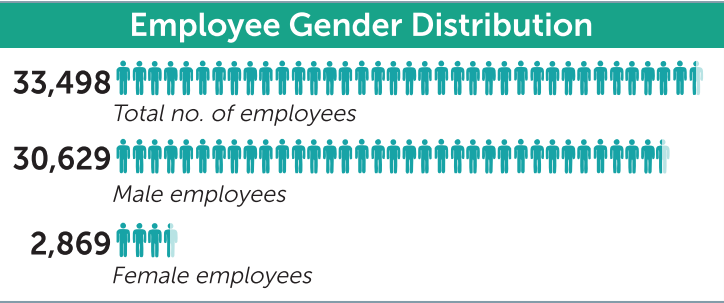
IndianOil's endeavour is to build happy teams of internal customers across the organisation based on empathy and emotional ownership. To achieve empowered and happy teams, the company is continuously calibrating IndianOil's HR strategy on the cornerstones of its core corporate values of care, innovation,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

IndianOil employs talented individuals from top educational institutions of the country based on their capability and competency.



Armed with close to
7,000
millennials
company's manpower has
strength of both
experience & youthful Energy

IndianOil voted as one of the
Top 50 best companies
to work for in India

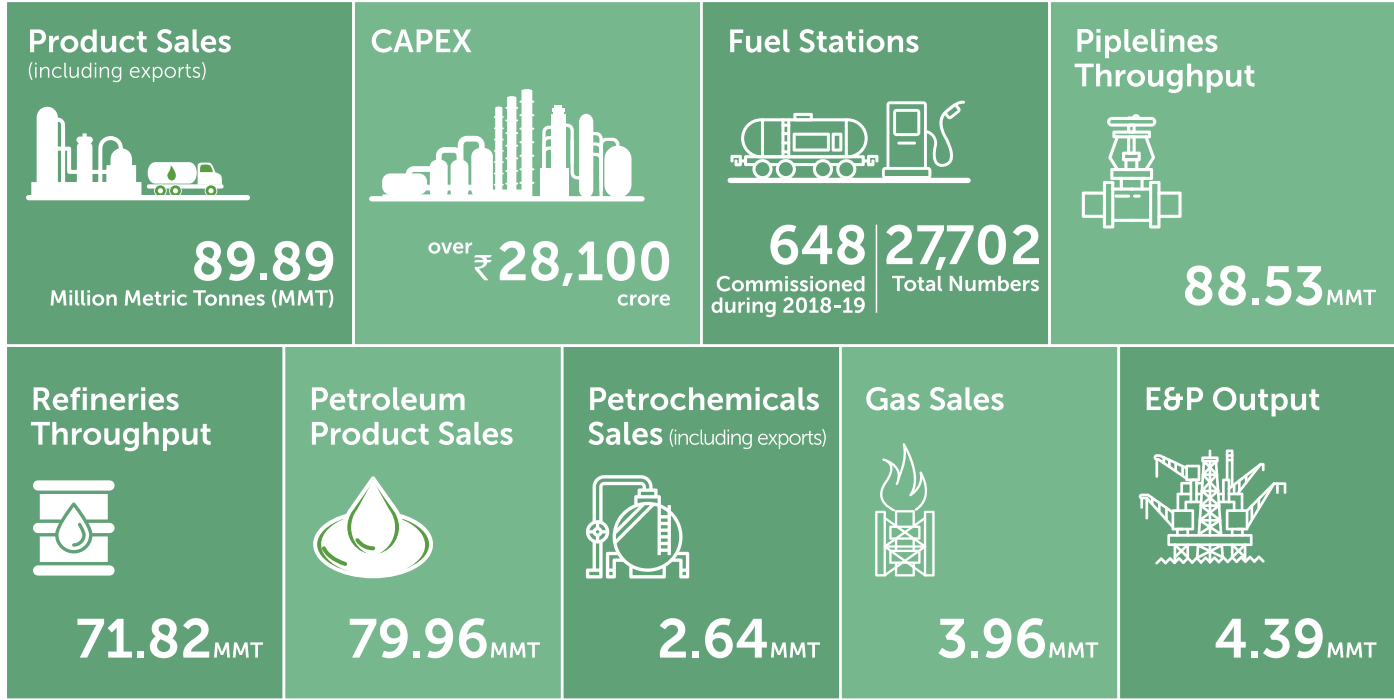
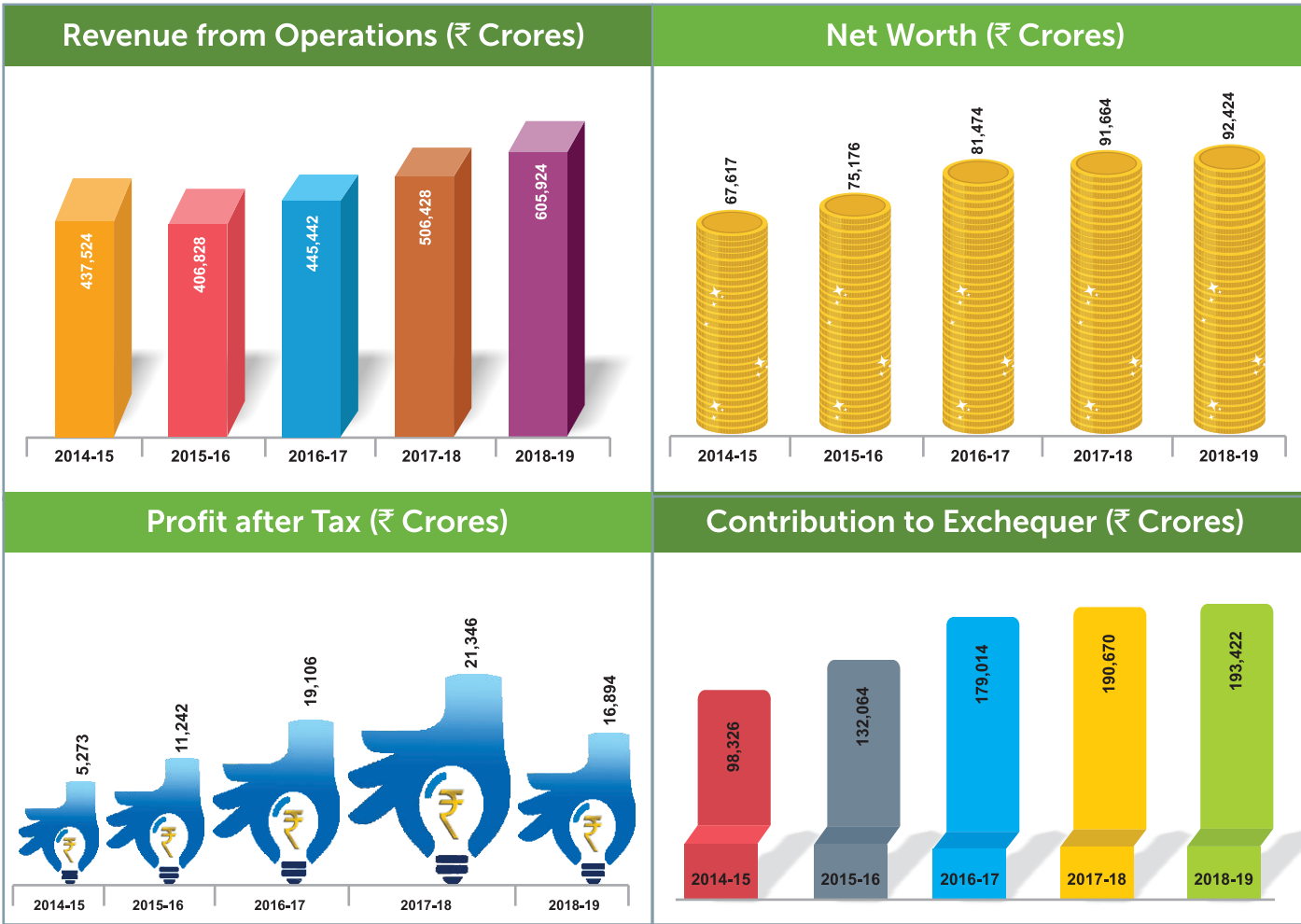


Women Leadership Development

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.

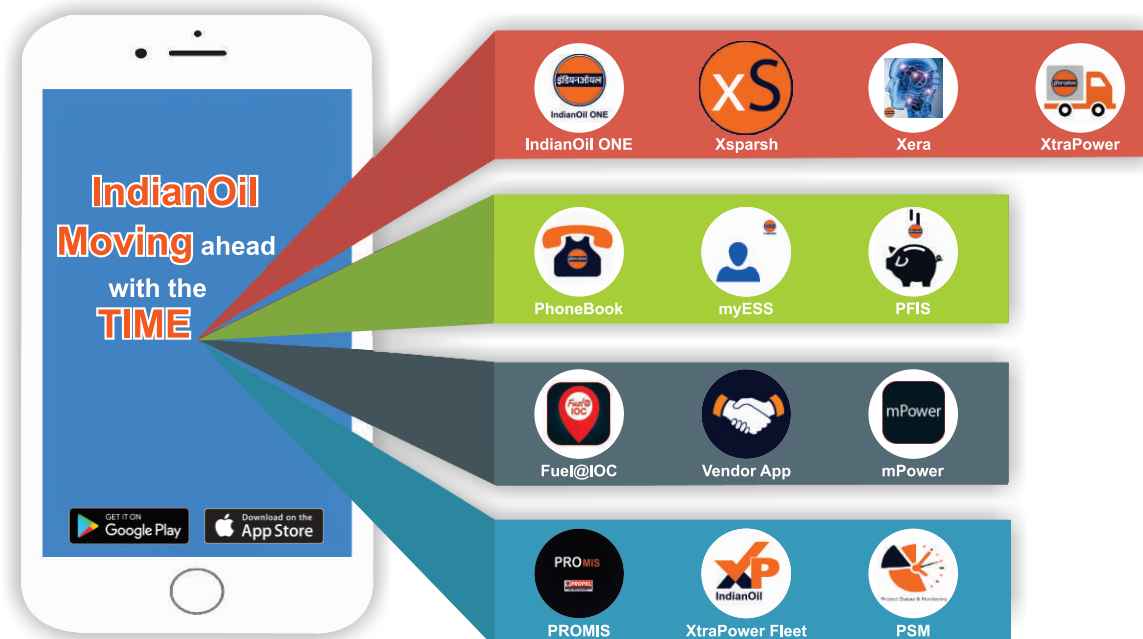
Economic Performance

IndianOil continued to achieve excellent performance on all operational parameters in all business verticals, while meeting the energy needs and aspirations of the country.



Stakeholder Engagement

IndianOil builds trust and long-term relationships with its stakeholders through structured engagement mechanism through various platforms.



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.





IndianOil

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