



# Gulf Oil Lubricants India Limited

August 21, 2024

**BSE Limited**  
**Scrip Code: 538567**

**National Stock Exchange of India Ltd**  
**Scrip symbol: GULFOILLUB**

*Through: BSE Listing Center*

*Through: NEAPS*

Dear Sirs,

**Sub.: Business Responsibility and Sustainability Report ("BRSR") for Financial Year 2023-24 ("FY 23-24")**

**Ref.: Regulation 34(2)(f) of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations").**

In compliance with Regulation 34(2)(f) of the SEBI Listing Regulations, please find enclosed herewith the Business Responsibility and Sustainability Report ("BRSR") of the Company for the FY 23-24. The BRSR also forms part of the Annual Report of the Company for the FY 23-24 submitted to the Stock Exchange(s) vide letter dated August 21, 2024.

**For Gulf Oil Lubricants India Limited**

**Shweta Gupta**  
**Company Secretary and Compliance Officer**

*Encl.: as above*

**Gulf Oil Lubricants India Limited**  
**Registered & Corporate Office:**  
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# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## Section A- General Disclosures

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L23203MH2008PLC267060
2	Name of the Listed Entity	Gulf Oil Lubricants India Limited (GOLIL)
3	Year of Incorporation	2008
4	Registered office address	IN Centre, 49/50, M.I.D.C., 12th Road, Andheri (East), Mumbai, MH 400093.
5	Corporate address	IN Centre, 49/50, M.I.D.C., 12th Road, Andheri (East), Mumbai, MH 400093.
6	E-mail	<a href="mailto:secretarial@gulfoil.co.in">secretarial@gulfoil.co.in</a>
7	Telephone	+91 22 6648 7777
8	Website	<a href="https://india.gulfoilltd.com/">https://india.gulfoilltd.com/</a>
9	Financial year for which reporting is being done	April 1, 2023 to March 31, 2024
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11	Paid-up Capital	INR 983.36 Lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Sandip Ghume, Head – Finance & Accounts, CO Email : <a href="mailto:sandip.ghume@gulfoil.co.in">sandip.ghume@gulfoil.co.in</a>
13	Reporting boundary	Standalone Basis
14	Name of assurance provider	Not Applicable
15	Type of assurance obtained	Not Applicable

### II. Products/services

#### 16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing	Coke and Petroleum Products	98%



**17. Products/Services sold by the entity**

S. No.	Product / Service	NIC Code	% of total Turnover contributed
1	Manufacturing and selling automotive and non-automotive lubricating oils, greases, and selling of two-wheeler batteries.	19201	98%

**III. Operations**

**18. Number of locations where plants and/or operations/offices of the entity are situated:**

Location	Number of plants	Number of offices	Total
National	2	30	32
International	NIL	NIL	NIL

**19. Markets served by the entity:**

**a. Number of locations**

Locations	Number
National (No. of States*)	36
International (No. of Countries)	22

\*Includes Union Territories

GOLIL's market presence covers 28 States and 8 Union Territory.

**b. What is the contribution of exports as a percentage of the total turnover of the entity?**

6%

**c. A brief on type of customers**

GOLIL serves a diverse customer base including leading Global and Indian OEMs across Industries as well as retail customers through touchpoints in urban, semi-urban and rural India. We cater to the open market (B2C/ Bazaar Channel) through a robust pan India distribution network across both physical and digital platforms. Our OEMs and B2B Customers include customers from industries such as Steel, Cement, Textile, Infrastructure, Mining, Fleet, Port, Marine, State Transport and Government undertakings. Our network comprises of 300+ Auto Distributors, 70+ Industrial Distributors, 1000+ rural stockists, 40+ OEMs, over 85,000 retailers, 10000+ Independent Workshops and 1000+ Infra, Mining, Fleet, and Industrial Customers. We are furthering our access to new age customers through e-commerce players and Garage-cum-service aggregator platforms.

**IV. Employees**

**20. Details as at March 31, 2024**

**a. Employees and workers (including differently abled):**

S. No.	Particulars*	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	591	556	94.08%	35	5.92%
2.	Other than Permanent (E)	958	927	96.70%	31	3.30%

Business Responsibility & Sustainability Report (Contd.)

S. No.	Particulars*	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
3.	<b>Total employees (D + E)</b>	<b>1549</b>	<b>1483</b>	<b>95.74%</b>	<b>66</b>	<b>4.26%</b>
			<b>Workers*</b>			
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	<b>Total workers (F+G)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**b. Differently abled employees and workers**

S. No.	Particulars *	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
			<b>Differently Abled Employees</b>			
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total differently abled employees (D+E)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
			<b>Differently abled workers*</b>			
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	<b>Total workers (F + G)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*GOLIL categorizes its entire workforce as 'Employees' and none as 'Workers'. Therefore, the information in BRSR under Workers' category is not applicable.

**21. Participation/Inclusion/Representation of women:**

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	16.67%
Key Management Personnel (KMP)*	3	1	33.33%

\*KMPs are as defined under the provisions of section 203 of the Companies Act, 2013

**22. Turnover rate for permanent employees and workers**

Particulars	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17%	17%	17%	17%	41%	18%	17%	16%	17%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA



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

**23. (a) Names of holding / subsidiary / associate companies / joint ventures (As on March 31, 2024)**

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Gulf Oil International (Mauritius) Inc	Holding	71.80%	No
2	Techperspect Software Private Limited	Associate	26.00%	No
3	Tirex Transmission Private Limited	Subsidiary	51.00%	No

**VI. CSR Details**

**24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes**

**(ii) Turnover (in Rs.):** 3,28,409.68 Lakhs

**(iii) Net worth (in Rs.):** 1,29,477.18 Lakhs

**VII. Transparency and Disclosures Compliances**

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes <a href="mailto:info@gulfoil.co.in">info@gulfoil.co.in</a>	0	0	NA	0	0	NA
Investors (other than shareholders)	NA	NA	NA	NA	NA	NA	NA
Shareholders	Yes <a href="#">Contact details for Stakeholders</a>	6	0	NA	17	0	NA
Employees and workers*	<a href="#">POSH Policy</a> <a href="#">COC Policy</a>	0	0	NA	0	0	NA
Customers	Yes <a href="#">My Gulf Care</a>	230	0	NA	285	0	NA
Distributors (Value Chain Partners)	Yes (Weblink: Not Available)	0	0	NA	0	0	NA
Other (please specify)	No	NA	NA	NA	NA	NA	NA

\*Employees have access to grievance redressal mechanisms available on Intranet. Code of Conduct (COC) guides our employees through a grievance mechanism in which they reach out to GOLIL's HR department directly. For POSH related complaints, all complaints are received via email Id - [icc.posh@gulfoil.co.in](mailto:icc.posh@gulfoil.co.in).

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

Various material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to the Company's business are as indicated below:

<b>S. No.</b>	<b>Material issue identified</b>	<b>Indicate whether risk or opportunity (R/O)</b>	<b>Rationale for identifying the risk / opportunity</b>	<b>In case of risk, approach to adapt or mitigate</b>	<b>Financial implications of the risk or opportunity (Indicate positive or negative implications)</b>
1	Product Stewardship	Opportunity	Product stewardship presents a strategic opportunity for the organization to embed sustainability into its business strategy, thereby enhancing the environmental performance of its products. Additionally, as the demand for sustainable products increases, products with a lower environmental footprint are likely to drive higher sales.	NA	Positive
2	Water and Effluents	Risk and Opportunity	Water is a crucial natural resource for our business. Implementing effective water management and conservation practices not only reduces costs but also ensures uninterrupted business operations. Effluent water can contain contaminants and if not properly controlled or treated, it poses significant environmental risks. Achieving zero liquid discharge from plants mitigates these risks entirely.	To mitigate risks associated with wastewater, we have implemented robust wastewater management systems. Both of our plants are equipped with zero liquid discharge (ZLD) facilities. These ZLD systems are designed to effectively treat and process wastewater, ensuring that no liquid discharge is released. The treated wastewater is either reused within the facility or subjected to additional treatment processes.	Positive/ Negative



Business Responsibility & Sustainability Report (Contd.)

<b>S. No.</b>	<b>Material issue identified</b>	<b>Indicate whether risk or opportunity (R/O)</b>	<b>Rationale for identifying the risk / opportunity</b>	<b>In case of risk, approach to adapt or mitigate</b>	<b>Financial implications of the risk or opportunity (Indicate positive or negative implications)</b>
3	Waste management and Circularity	Risk	Improper disposal of lubricant waste can contaminate water, land, and/or seawater with harmful chemicals, adversely affecting ecosystems and human health. Non-compliance with waste management regulations also poses significant risks to the organization. Therefore, proper waste management is essential to prevent environmental and legal repercussions. This highlights the importance of responsible disposal, recycling, and strict adherence to regulations.	We have implemented robust waste management practices based on the 3R principle: Reduce, Recycle, and Reuse. Additionally, we have engaged a waste management agency to collect waste on our behalf, ensuring compliance with Extended Producer Responsibility (EPR) regulations.	Negative
4	Climate Change Strategy	Risk and Opportunity	Climate change presents both risks and opportunities for Gulf Oil. Stakeholders expect organizations to disclose climate-related risks and detail their management strategies. Additionally, climate change offers Gulf Oil the chance to develop sustainable products, aligning with evolving market demands and expectations.	GOLIL installed Solar Panels as Renewable source of Energy in Plants. In our endeavor to reduce our Scope 2 emissions, we target to cover 100% Plant Rooftop by 2025. Additionally, we are replacing diesel based forklift to EV based under an initiative to reduce our Scope 1 Emissions.	Positive/ Negative

Business Responsibility & Sustainability Report (Contd.)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Human Capital Development	Opportunity	Human capital development is crucial for empowering employees to continuously grow and advance within the organization. By equipping them with the necessary skills and knowledge, they are prepared to take on new roles and responsibilities, as opportunities arise. Investing in workforce development creates an environment that nurtures talent and fosters professional growth, demonstrating a commitment to the long-term success of both employees and the organization as a whole.	NA	Positive
6	Occupational Health and safety	Risk and opportunity	Occupational Health and Safety (OHS) serves as a risk management strategy designed to mitigate and minimize work environment-related risks. OHS addresses hazard risks, human risks, legal and compliance risks, and reputational risks.	GOLIL has implemented a robust Health and Safety management system and process. The company identifies and mitigates risks through Hazard Identification and Risk Assessment (HIRA) and aspect impact studies. Employee training is a key focus, with regular sessions to educate and update staff on health and safety measures. By investing in comprehensive training programs, Gulf Oil equips its workforce with the knowledge and skills to maintain a safe working environment. This proactive approach not only protects employees from potential hazards but also underscores our commitment to their well-being.	Positive





Business Responsibility & Sustainability Report (Contd.)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	Business Resilience	Opportunity	Business resilience enables GOLIL to adapt to changes, thrive amid disruptions, and stay ahead of the curve. Through effective risk management, strategic partnerships, and innovation in the quality of products, we achieve consistent growth rates.	NA	Positive

**Section B- Management & Process Disclosures**

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)					Yes				
	<a href="#">Code of Conduct</a>	Sustainable Supplier Code of Conduct available on Intranet	<a href="#">Code of Conduct</a>	<a href="#">CSR Policy</a>	<a href="#">Prevention of Sexual Harassment Whistle Blower and Vigil Mechanism Policy</a>	<a href="#">Safety Health and Environment Policy</a>	<a href="#">Code of Conduct</a>	<a href="#">CSR Policy</a>	<a href="#">Code of Conduct</a>
c. Web Link of the Policies, if available									

Business Responsibility & Sustainability Report (Contd.)

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the relevant policies extend to value chain partners								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	GOLIL aligns its Company policies with the overarching Gulf Oil International policies, adhering to internationally recognized best practices. The organization is committed to maintaining compliance with several key standards, including ISO 9001 for Quality Management Systems (QMS), ISO 14001 for Environmental Management Systems (EMS), IATF 16949:2016 specifically for the automotive sector, and ISO 45001:2018 for Occupational Health and Safety Management Systems. In developing these policies, GOLIL takes into consideration a variety of relevant national legislations, such as the Factories Act of 1948, the Companies Act of 2013, and the SEBI (Securities and Exchange Board of India) Listing Obligations and Disclosure Requirements Regulations of 2015, among other pertinent regulations and standards at both the national and international levels.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<ol style="list-style-type: none"> <li>100% Solar Rooftop Capacity Coverage till FY 2025</li> <li>Zero Liquid Discharge Plants</li> <li>Zero tolerance to POSH</li> <li>15% Women in workforce by 2030</li> </ol>								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<ol style="list-style-type: none"> <li>100% Solar Rooftop Capacity Coverage till FY 2025 - 50% Rooftop covered - 500KWP Solar panel installed</li> <li>Zero Liquid Discharge Plants - All plants (Silvassa and Chennai) are ZLD</li> <li>Zero tolerance to POSH - No case reported for POSH in FY 2024</li> <li>15% Women in workforce by 2030- As of FY 2023-2024 achieved 6% Women in workforce</li> </ol>								
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>Recognizing the critical importance of Environmental stewardship, Social responsibility, and good Governance factors in our operations, Gulf Oil is committed to integrating ESG principles into our business strategy. We strive to create positive social and environmental impact through collaborative efforts in the communities where we operate, guided by the values of our Group Founder, Late Shri Parmanand Deepchand Hinduja.</p> <p>Our commitment to sustainability is evident in our expanding initiatives. We are increasing our E-Mobility portfolio with strategic investments in companies like Indra, Electreefi, and Tirex. We also manufacture EV fluids and lubricants designed to optimize performance, enhance fuel economy, and support carbon emissions reduction, thereby fostering growth in the EV sector. In line with our ESG goals, we prioritize using post-consumer recycled (PCR) packaging to reduce virgin plastic consumption.</p> <p>Community development remains the cornerstone of our efforts. Programs like Road to School and Road to Livelihood, with a strong focus foundational literacy and learning, we are dedicated to making a positive impact on communities we serve. We focus on road safety, driver safety, wellbeing and empowerment through initiatives such as Suraksha Bandhan</p> <p>Diversity and inclusivity are core values at Gulf. We aim to increase female representation in our workforce to 15% by 2030, promoting a safe, equal, and inclusive workplace environment.</p>								



Business Responsibility & Sustainability Report (Contd.)

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	<p>Environmental conservation and resource replenishment is central to our operations. We conduct tree plantation drives, implement water stewardship projects such as installation of Water ATMs for safe drinking water access. Our environmentally friendly product AdBlue®, a diesel exhaust fluid significantly reduces NOx emissions by 85-95%. We are also leveraging solar energy with rooftop solar panel installations, currently at a solar power capacity of 0.5 MW, and set to increase to 1.14 MW across our Chennai and Silvassa plants. These efforts reflect our commitment to systemic change and carbon emission reduction.</p> <p>In conclusion, we remain steadfast in pursuit of our ESG objectives, continuously monitoring and reporting our progress to drive positive change in the industry and communities we serve.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Corporate Social Responsibility &amp; Sustainability Committee            Mrs. Manju Agarwal (Chairperson)            Mr. Sanjay G. Hinduja (Member)            Mr. Ravi Shamlal Chawla (Member)</p>								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>Yes. In FY2023-2024 the CSR committee of the Board was renamed as Corporate Social Responsibility &amp; Sustainability Committee. The committee oversees and guides the company's strategies, policies, and initiatives related to environmental, social, and governance (ESG) matters. The Committee reviews sustainability issues relevant to the Company and its stakeholders, monitors and evaluates the Company's sustainability approach, and integrates sustainability into business strategy, risk management, and culture. It sets annual and long-term sustainability goals, develops metrics to gauge progress, and monitors goal achievement. Additionally, the Committee oversees Safety, Health and Environment issues (SHE) and Product Stewardship programs, evaluating their management systems' effectiveness. Lastly, it provides input on the Company's sustainability report and global sustainability communications plan, ensuring comprehensive oversight and integration of sustainability into the Company's operations.</p>								

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by									Frequency								
	Director / Committee of the Board/ Any other Committee									(Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	<p>GOLIL has policies for all the principles which are reviewed by the executive management and internal auditors on a periodic basis. We amend our policies based on recommendations/rectification by management/auditors and any statutory requirement. We aim to be at the forefront of all compliances.</p> <p>Frequency: Half Yearly</p>																	

Business Responsibility & Sustainability Report (Contd.)

11. Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.						No			

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)						No			
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)						Not Applicable			
The entity does not have the financial or/human and technical resources available for the task (Yes/No)						Not Applicable			
It is planned to be done in the next financial year (Yes/No)						Not Applicable			
Any other reason (please specify)						Not Applicable			

Section C- Principle-wise Performance Disclosure

PRINCIPLE 1

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

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	6 (as part of Board Meeting)	Updates and awareness sessions related to regulatory changes are conducted for the Board of Directors & KMPs. Topics covered include:	100%
Key Managerial Personnel	6 (As a part of Board and Committee meetings)	1) Corporate Governance 2) Companies Act 3) SEBI Listing Requirements 4) Environment & Safety matters 5) Risk Management	100%



Business Responsibility & Sustainability Report (Contd.)

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs	9	1. Code of Conduct* 2. Safety Training# 3. Our Environment And Community 4. Asset Management And Protection 5. People Diversity And Equal Opportunity 6. Integrity: People And Business 7. Technology And Communication 8. Safety Rules for All 9. Safety Rules for Operations	100%
Workers	NA	NA	NA

\* Training on Code of Conduct was held for all employees.

# Safety modules are mandatory at the time of induction program for new joiners.

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year:**

Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			Nil/None		
Compounding fee					
Non-Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment					
Punishment			Nil/None		

Business Responsibility & Sustainability Report (Contd.)

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

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

**4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

Yes. The company has established a comprehensive anti-corruption and anti-bribery policy along with Anti Money Launderings Policy (AML). that applies to all employees. The policy is available to all employees on the Company intranet. It is dedicated to conducting its business with the utmost integrity and adhering to the highest ethical standards. A zero-tolerance approach is adopted towards bribery and corruption. The company ensures effective communication, awareness of the Anti-Corruption and Anti-Bribery Codes to employees. This policy serves as a guiding principle for employees, ensuring they uphold the highest ethical standards when engaging in business activities.

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

Case Details	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

Particulars	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

**7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Not applicable as there were no cases of corruption and conflicts of interest for the FY 2023-24.

**8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:**

Particular	FY 2023-24	FY 2022-23
Number of days of accounts payables*	83 Days	65 Days

\* Number of days of accounts payable is calculated based on average accounts payable.

**9. Open-ness of business Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:**

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	6.69%	4.15%
	b. Number of trading houses where purchases are made from	12	14
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	97.90%	99.60%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	70.92%	70.54%
	b. Number of dealers / distributors to whom sales are made	4699	4741
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	6.88%	6.51%
Shares of RPTs in	a. Purchases (Purchases with related parties / Total Purchases) (Rs. In INR crores)	-	-
	b. Sales (Sales to related parties / Total Sales) (Rs. In INR)	4.97%	5.84%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)^	53%	-

Interpretation of Trading House as per guidance given under the Income Tax Act, 1961, refers to a business that primarily engages in trading and export of various goods or products. Such businesses often play a crucial role in facilitating international trade by sourcing, purchasing, and selling goods to international markets.

^Investments consist of gross investments made during the year

**Leadership Indicator**

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

Total number of awareness programmes held	Topics/ principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
5	Principles 3, 8 & 9	70%

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

Yes, GOLIL has established processes to manage and avoid conflicts of interest involving members of the Board and Key Management Personnel (KMPs). We adhere to a [Code of Conduct](#) which is conveniently available on our website.

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The Code of Conduct is specifically designed for the Board of Directors and Senior Management, as mandated by SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015. In line with this Code, all Board Members, Senior Management Personnel (SMPs), and KMPs annually affirm, and whenever changes occur, that they have no material, financial, or commercial transactions that could potentially be in conflict with the Company’s interests.

The Company also has a separate Code of Conduct addressing conflicts of interest, applicable to Senior Management and Directors. We recognize that financial conflicts of interest occur when an individual stands to gain or lose financially from a decision they are involved in. These interests can be direct or indirect. On the other hand, we also recognize that non-financial conflicts of interest arise when an individual is influenced by factors other than financial gain, potentially leading to bias or the appearance of bias.

To ensure transparency and integrity, Directors abstain from participating in Board or Committee meeting agenda items where they hold an interest or are perceived to have an interest. This strict adherence to protocols and avoidance of conflicts of interest upholds the highest standards of professionalism within the Company’s governance structure.

**PRINCIPLE 2**

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

**Essential Indicators**

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

Particulars	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R & D	1%	7%	R&D facility has installed Fume Hood for Blender, which will help for speeding up the R & D Operational Processes and increasing energy efficiency.
Capex	4%	5%	<ol style="list-style-type: none"> <li>1. Replacement of diesel-based Forklift with Electric forklift to reduce GHG emissions.</li> <li>2. Purchase of replacement battery for Electric Forklift.</li> <li>3. Purchase of Scrubber for Thermic Fluid heating.</li> <li>4. Purchase and installation of empty bottle detection and rejection system.</li> <li>5. Installation of net metering for Solar Power consumption tracking</li> </ol>





**2 a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

Yes.

**b. If yes, what percentage of inputs were sourced sustainably?**

Yes, GOLIL has procedures in place for sustainable sourcing. We are committed to continuously refining our approach to incorporate sustainability into our procurement process. Currently, we collect ISO 9001 (QMS) and ISO 14001 (EMS) certificates from our base oil suppliers, which include refineries and traders. Further we have formulated our Supplier Code of Conduct which serves as a formal document for our suppliers to come in agreement with our expectations on topics of Environmental management, Health and Safety, Business Conduct, among others. We have a formal agreement with ~90% of our suppliers towards these terms.

**3 Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Product	Process to reclaim the product
Plastics (including packaging)	The Company has engaged a Waste Management Agency (WMA) to collect and recycle or dispose of an equivalent amount of plastic packaging across all states where the Company operates, in compliance with the Plastic Waste Management Rules, 2016 (PWM Rule 2016). Pre-consumer plastic waste generated at the plant is managed through an authorized agency that channels it to recyclers who purchase the waste from our plants.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes, GOLIL is subject to Extended Producer Responsibility (EPR). As a leading manufacturer in the lubricant industry, it is crucial for the company to ensure the safe disposal of its packaging. For the fiscal year 2023-24, GOLIL is mandated by the Central Pollution Control Board (CPCB) to collect 7,085 \* metric tons (MT) of plastic packaging waste, which constitutes 70% of its consumption. In the previous fiscal year 2022-23, the company successfully met the EPR target by collecting and recycling 3,605.1402 MT of rigid plastic through a Waste Management Agency, achieving 30% of its consumption.

\*EPR Credit transfer is in process and will be completed by the due date.

Business Responsibility & Sustainability Report (Contd.)

**Leadership Indicators**

**3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-2024	FY 2022-2023
Corrugated boxes	100%	100%
Flushing oil	2%	2%

**4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

Particulars	FY 2023-24			FY 2022-23		
	Re-used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	7085*	0	0	3605	0
E-waste (in kgs)	0	0	0	0	0	0
Hazardous waste	0	0	0	0	0	0
Other waste	0	0	0	0	0	0

\*EPR Credit transfer is in process and will be completed by the due date.

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

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category
Packaging Material	We have recycled 7085* MT of plastic packaging material in FY 2023-2024 which is approx. 70% of the plastic packaging material sent to the market.

\* EPR Credit transfer is in process, will be completed by Aug 2024.

**PRINCIPLE 3**

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

**Essential Indicators**

**1. a. Details of measures for the well-being of employees**

Category	Total (A)	% of employees covered by									
		Health Insurance*		Accident Insurance		Maternity Benefits#		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	556	556	100%	556	100%	NA	NA	556	100%	NA	NA
Female	35	35	100%	35	100%	35	100%	NA	NA	1	3%
<b>Total</b>	<b>591</b>	<b>591</b>	<b>100%</b>	<b>591</b>	<b>100%</b>	<b>35</b>	<b>100%</b>	<b>556</b>	<b>100%</b>	<b>1</b>	<b>3%</b>
<b>Other than Permanent employees</b>											
Male	927	927	100%	927	100%	NA	NA	927	100%	NA	NA
Female	31	31	100%	31	100%	31	100%	NA	NA	NA	NA
<b>Total</b>	<b>958</b>	<b>958</b>	<b>100%</b>	<b>958</b>	<b>100%</b>	<b>31</b>	<b>3.24%</b>	<b>927</b>	<b>96.76%</b>	<b>NA</b>	<b>NA</b>

\*Includes coverage through the Company provided insurance scheme and ESIC

#Benefits provided in compliance with the provisions of the Maternity Benefit Act

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

Category	Total (A)	% of employees covered by									
		Health Insurance*		Accident Insurance		Maternity Benefits#		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent workers</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>Other than Permanent Workers</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

\*GOLIL categorizes its entire workforce as 'Employees' and none as 'Workers'. Therefore, the information in BRSR under Workers' category is not applicable.

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**c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:**

	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the company*	0.06%	0.08%

\* The above-mentioned disclosure excludes spending relating to other than permanent employees. The wellbeing measures for other than permanent employees are managed by respective value chain partners.

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA*	Y	100%	NA*	Y
Gratuity	100%	NA*	Y	100%	NA*	Y
ESI	NA	NA*	NA	NA	NA*	NA
Others - Please specify	NA	NA*	NA	NA	NA*	NA

\*GOLIL categorizes its entire workforce as 'Employees' and none as 'Workers'. Therefore, the information in BRSR under Workers' category is not applicable.

**3. Accessibility of workplaces Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Yes. GOLIL is dedicated to creating an inclusive workplace environment that accommodates the needs of individuals with disabilities. We have outlined a strategy aimed at improving and adapting its facilities across all plant locations to better serve those with mobility challenges. In addition to upgrading physical infrastructure, we also focus on providing personalized assistance for employees, workers, and visitors with disabilities, ensuring accessibility throughout its premises, offices, and operational units.

Ramps are available at both the plants and Corporate Office. This approach underscores our proactive stance towards fostering a supportive and accessible working environment for everyone. We value the input of our workforce and visitors and incorporate it in our ongoing efforts to enhance workplace accessibility.

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

GOLIL's Code of Conduct encompasses provisions that uphold the rights of persons with disabilities. In line with this, the Company is committed to cultivating a diverse workforce that mirrors the variety of demographics present within the regions and communities it serves. We are striving to ensure equal employment opportunities for all, adhering to principles of inclusivity and diversity.



**5. Return to work and Retention rates of permanent employees and workers that took parental leave.**

Benefits	Permanent Employees		Permanent Workers	
	Return to work rate in %	Retention rate in %	Return to work rate in %	Retention rate in %
Male	100%	100%	NA	NA
Female*	NA	NA	NA	NA
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>

\* No Female took maternity leave during FY 2023-2024.

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

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	<p>GOLIL is dedicated to maintaining a safe and affirming workplaces for all employees. In this endeavour, we maintain a formal commitment through strong Whistle Blower Policy which provides channel to reinforce a robust implementation of the Company's code, has been formulated with a view to provide a mechanism for directors and employees of the Company to approach the Ombudsman or Chairperson of the Audit Committee of the Company, as the case may be.</p> <p>We have created a specific email address designated for the submission of employee grievances. This specialized communication channel also serves as a platform for employees to inquire about or voice concerns regarding unethical practices, compliance matters, or aspects of GOLIL's Code of Conduct. Managed directly by HR, this channel is available 24*7, offering employees the flexibility to communicate their concerns at their convenience. Furthermore, GOLIL offers multiple avenues for employees and workers to express their grievances or concerns, including but not limited to their direct line managers, business heads, the People and Culture department, Legal, or the Ethics and Compliance department.</p>
Other than Permanent Employees	

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total</b>	591	0	0	592	0	0
<b>Permanent Employees</b>						
Male	556	0	0	561	0	0
Female	35	0	0	31	0	0

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Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Workers</b>	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	2023-24					2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees*</b>										
Male	556	491	88%	309	56%	561	482	86%	269	48%
Female	35	24	69%	9	26%	31	23	74%	6	19%
<b>Total</b>	<b>591</b>	<b>515</b>	<b>87%</b>	<b>318</b>	<b>54%</b>	<b>592</b>	<b>505</b>	<b>85%</b>	<b>275</b>	<b>46%</b>
<b>Workers</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

\*GOLIL currently tracks trainings for its permanent employees only. We strive to encompass training given to other than permanent employees in our forthcoming reports.

9. Details of performance and career development reviews of employees and worker:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
<b>Employees</b>						
Male	556	556	100%	561	561	100%
Female	35	35	100%	31	31	100%
<b>Total</b>	<b>591</b>	<b>591</b>	<b>100%</b>	<b>592</b>	<b>592</b>	<b>100%</b>
<b>Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>



**10. Health and safety management system:**

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

Yes, we have implemented a robust Occupational Health and Safety management system, and all our manufacturing plants are ISO 45001:2018 certified. This system covers manufacturing locations and office spaces, emphasizing the protection of employees, contractors, customers, and other stakeholders. All management systems applicable with OHS are established, implemented, maintained, and continuously improved. Also, we provide safety briefings by security teams to truck drivers each time that any trucker enters our plants. We conducted near-miss campaign to make them aware about incidents and action that can lead to severe accidents, ask employees to report near-miss on regular basis in GO-Safe app. To further our commitment to safety, PPE provision and alcohol testing of drivers at gate is being carried out. Recognizing workplace hygiene as a crucial element of safety, we ensure provision of rest room and safe drinking water for truck drivers and cleaners. Given our facilities see a high number of trucks every day, wheel chokes are issued at entry gate for human & vehicle safety.

**b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

GOLIL conducts Hazard Identification and Risk Assessment (HIRA) studies for both routine and non-routine activities. We encourage our teams to proactively identify, and report hazards. These assessments are periodically reviewed for their suitability by site leadership team. We also invite and incorporate the perspectives and experiences of workers through safety toolbox talks. Additionally, we follow a work permit system and conduct regular safety walks to ensure comprehensive hazard identification and risk assessment. Also, from time to time we conduct an aspect impact study for environmental risks that arise at our workplace. Finally, we also conduct EHS awareness training to ensure that all are aware of best and safe practices of carrying out their respective tasks.

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

Yes, GOLIL has established processes for all workers to report work-related hazards and remove themselves from such risks. These processes include a suggestion box, safety committee meetings, safety walks, toolbox talks, and regular reporting of near-miss incidents. Additionally, GOLIL has developed the "Go Safe" mobile app to report near-miss and unsafe incidents.

**d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**

Yes, employees and workers have access to non-occupational medical and healthcare services. The company has an Occupational Health Center (OHC) within the factory, staffed by a part-time doctor and a full-time nurse. All employees and contract workers undergo periodic health check-ups. Additionally, GOLIL provides general medical insurance for all permanent employees and their families, with an option for top-up coverage if needed. Contract workers are covered under the Employees' State Insurance (ESI) scheme.

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**11. Details of safety related incidents, in the following format:**

Safety Incident /Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	4	4*
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

\*The disclosure for FY 2022-23 has been restated due to a change in approach to classify contractual workers as non-permanent employees, this helps ensure comparability of information with the current year.

**12. Describe the measures taken by the entity to ensure a safe and healthy work place.**

GOLIL prioritizes the well-being of its employees by dedicating resources towards ensuring a safe and healthy workplace. This commitment is manifested through various initiatives, including comprehensive training programs, safety, and occupational health initiatives, all aimed at achieving zero workplace injuries and occupational illnesses. The Company emphasizes the importance of safety and comfort in the workplace.

To maintain health standards, GOLIL conducts annual health checkups for all its employees. Both of its manufacturing facilities, located in Silvassa and Chennai, adhere to international standards, specifically ISO 45001 for Occupational Health and Safety Management Systems and ISO 14001 for Environment Management Systems.

The Health, Safety, and Environment (HSE) policy of the Company lays the foundation for these efforts. Regular awareness programs and training sessions led by the Safety Committee are essential components of the Company's strategy to educate employees about the use of safety equipment and ensuring personal protective equipment (PPE) compliance. Regular safety walks are organized to create behavioral shifts. A NearMiss Campaign was organized in FY 2023-2024 to educate people on how such incidences can be avoided by adhering to safety practices. Making use of digital technology, the GOSAFE App has been launched for GOLIL employees which brings all safety guidelines on fingertips of each of our employee. Moreover, the Company fosters a culture of safety consciousness among its employees by recognizing and rewarding adherence to health and safety practices through safety awards.

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

Type	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

**14. Assessments for the year:**

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





**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.**

GOLIL is committed to upholding international standards such as ISO 45001 for Occupational Health and Safety Management Systems and ISO 14001 for Environment Management Systems, incorporating these benchmarks into its core business operations to foster a safe and healthy work environment across all its manufacturing locations. Regular safety walks, training and awareness sessions are organized to create behavioral shifts. Making use of digital technology, the GOSAFE app has been launched for our employees. We follow the CAPA approach of investigating existing non-conformity — or the potential for non-conformity — in the workplace and taking steps to identify and eliminate the underlying causes and conditions. These assessments led to the identification, implementation, and rigorous monitoring of necessary corrective and preventive measures to enhance workplace safety. Some instances of such preventive measures included training of contract supervisors and workers, safety instructions and correct usage of PPEs. GOLIL proactively endeavors to mitigate work-related injuries and illnesses, continuously identifying and reducing risks, and is dedicated to perpetually advancing its safety performance.

 **Leadership Indicators**

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

Employees: Yes- The Company continues to offer educational scholarships to children of employees who lost their lives during the COVID-19 pandemic.

Workers: Not Applicable

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

We regularly audit and monitor the payment of legal obligations by our value chain partners during invoice processing to ensure compliance and accuracy in financial transactions. Additionally, our vendors are required to comply with the Supplier Code of Conduct, which includes a compliance declaration.

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- 3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	0	0	0	0
Workers	0	0	0	0

- 4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)**

No, although there isn't a formal transition assistance policy within GOLIL, we acknowledge the significance of offering support during times of transition. Consequently, we extend assistance and resources to employees facing changes in their employment status on an individual basis.

**PRINCIPLE 4** Businesses should respect the interests of and be responsive to all its stakeholders

**Essential Indicators**

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

GOLIL undertook a stakeholder mapping exercise to identify and prioritize the key stakeholder groups & individuals that significantly influenced and impacted by the Company's operations and decisions. This group encompasses customers, suppliers, employees, shareholders, regulatory bodies, and the local community. The Company engages proactively with these stakeholders to comprehend their requirements and issues, formulating strategies accordingly to address them. Furthermore, GOLIL regularly assesses and updates its stakeholder engagement practices, remaining aligned with the changing needs and expectations of its principal stakeholders.



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

<b>Stakeholder Group</b>	<b>Whether identified as Vulnerable &amp; Marginalized Group (Yes/No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other*</b>	<b>Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Employees	No	Email, engagement surveys, newsletters, training and development initiatives, town-halls, cultural events, intranet, notice board, monthly & quarterly meet, annual day, Corporate events, off sites visit, foundation day, sales conferences, expert training, webinars, GOLD academy	Monthly, quarterly, Need basis	Personal review and visits, Surveys, Training, Events for Skill upgradation, leadership development, strategic direction, product and service training, safety, mental health and well-being, personal finance.
Investors and Shareholders	No	Quarterly Earnings Calls, Investor Conferences, Company Website, Investor Presentations, Press Releases, Annual Reports and Media Interactions	Annually and need basis Quarterly conference call	Business and Financial Performance, Sustainability, Risk management, long-term value creation, partnerships, new launches, new acquisitions, Brand Management
Customers	No	Client Meetings, Periodic Project, Review Meetings, Performance Reports, Distributor conference, Customer meets	Monthly, quarterly, Annually	Product pricing, Innovation and IT deployment, Customer privacy and data protection, Customer service and claim settlement, Ethical, Anti-Bribery & Anti-Corruption practices, Customized solutions. Digital apps and platforms
Suppliers	No	Site visits and inspection, Supplier's visits, Regular interactions and Media Interactions	Quarterly, Annually, Need basis	Ethical, Anti-Bribery & Anti-Corruption practices, Transparency, On-time settlement of invoices, Fair registration, and procurement Process, Sustainability initiatives and process optimization
Communities	Yes	Community projects impacting Truck drivers and marginalized communities around areas of operations, Employee volunteering, implementation agencies as well as Education & Training programs	Need basis	Contribution to community welfare, health & education, skill building, road safety, behavioral change programs around areas of operation through community engagement and projects for improving access to drinking water through water purifier distribution and installation of water ATMs.

 **Leadership Indicators**

- 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

Various departments within the organization are responsible for interacting with distinct stakeholder groups to collect their feedback. This collected feedback is subsequently leveraged to formulate action plans designed to address stakeholder concerns and fulfill their needs. Through this entire process, a structured approach is used to determine prioritization of topics, allocate budget and timely deliver projects. The Board plays a critical role in timely evaluation and adoption of the results or findings of this process.

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

Yes, GOLIL utilizes stakeholder consultation as a fundamental tool for identifying and managing environmental and social topics. Through a thorough materiality assessment, conducted last year, the Company engaged with key internal and external stakeholders, including employees, senior management, and suppliers. These consultations were aimed at pinpointing the most critical issues affecting its operations and stakeholder interests. By integrating stakeholder feedback into its strategic planning, GOLIL was able to align its business priorities with stakeholder concerns, effectively identifying essential ESG risks and opportunities. The insights obtained from these interactions have been instrumental in refining the Company's policies and practices, ensuring GOLIL's attentiveness to stakeholder needs and its commitment to continuous enhancement of its ESG initiatives.

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

GOLIL's Corporate Social Responsibility (CSR) initiatives are shaped by the unique needs of the communities in which it operates. Through a detailed examination of the challenges and requirements faced by these communities, the Company designs its CSR programs to meet those specific needs. This targeted approach guarantees that the Company's CSR endeavors are meaningful, pertinent, and foster the sustainable development of the communities it engages with. The lubricant and road transport industries are closely intertwined, with a significant portion of the lubricant market driven by the transport sector. Millions of truckers play a vital role in moving goods across the supply chain, ensuring the economy's smooth operation. Recognizing the trucking industry's importance, Gulf Oil Identified the concern area and launched a proactive social campaign aimed at supporting Indian truckers, especially during Raksha Bandhan. This annual initiative, known as Suraksha Bandhan, provides care and assistance to truckers, emphasizing their health and safety. In the 2023-2024 fiscal year, Gulf distributed 10,000 water filters to address health concerns related to unsafe drinking water among truck drivers during their journeys,, further solidifying its commitment to the community.

**PRINCIPLE 5**

**Businesses should respect and promote human rights**

**Essential Indicators**

**1. Employees and workers who have been provided training on human rights issues and policy(ies) of the Company:**

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	591	591	100%	592	592	100%
Other than Permanent	958	0	0%	944	0	0%
<b>Total Employees</b>	<b>1549</b>	<b>591</b>	<b>38%</b>	<b>1536</b>	<b>592</b>	<b>39%</b>
<b>Workers</b>						
Permanent						
Other than Permanent						
<b>Total Workers</b>						NA

**2. Details of minimum wages paid to employees and workers:**

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)*	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Permanent Employees</b>										
Male	556	NA	NA	556	100%	561	NA	NA	561	100%
Female	35	NA	NA	35	100%	31	NA	NA	31	100%
<b>Other than Permanent Employees</b>										
Male	927	NA	NA	927	100%	914	NA	NA	914	100%
Female	31	NA	NA	31	100%	30	NA	NA	30	100%
<b>Workers</b>										
Permanent										
Male										
Female										
Other than permanent										NA
Male										
Female										

\* This includes apprentices receiving stipend as per the Apprenticeship (Amendment) Rules 2019

Business Responsibility & Sustainability Report (Contd.)

**3 Details of remuneration/salary/wages**

**a. Median remuneration/wages:**

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (INR)	Number	Median remuneration/ salary/ wages of respective category (INR)
Board of Directors (BoD)	4	43,32,000	1	40,22,000
Key Managerial Personnel (KMP)*	2	4,03,28,010	1	45,59,717
Employees other than BoD and KMP	554	14,54,267	34	12,82,369
Workers**	NA	NA	NA	NA

\* Includes MD, CFO and CS

\*\* The Company does not have any workers as defined in the guidance note issued by SEBI.

**b. Gross wages paid to females as % of total wages paid by the entity, in the following format:**

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	4.68%	4.36%

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes, GOLIL has designated human rights as a core aspect of its Code of Conduct, affirming its dedication to upholding human rights, enhancing transparency, and promoting ethical business practices and sustainability. The Company engages in regular dialogue with stakeholders to increase awareness and cultivate a culture that respects and safeguards human rights. To facilitate the reporting of any inappropriate conduct or ethical violations, the Company has implemented a Whistleblower Policy, offering a secure and confidential channel for employees to express their concerns. Additionally, the establishment of a Prevention of Sexual Harassment (POSH) committee underscores the company's commitment to creating a workplace free from harassment. These measures collectively underscore the company's Commitment to fostering an equitable, inclusive, and ethically responsible work environment.

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

GOLIL has implemented a structured approach to manage grievances concerning human rights issues, aligned with its established policy. For matters specifically related to the Prevention of Sexual Harassment (POSH), a distinct email address has been set up to receive complaints. When complaints are filed, an investigator is assigned to carry out a thorough examination. This process includes collecting and verifying pertinent information, analyzing the details, and drafting a report with observations and recommendations. A designated committee then reviews this report and decides on the appropriate course of action based on the recommendations. This methodical process ensures the effective resolution of human rights grievances, contributing to a secure and respectful workplace atmosphere.



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

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	1	0	Closed
Discrimination at workplace	0	0	NA	0	0	0
Child Labour	0	0	NA	0	0	0
Forced Labour/ Involuntary Labour	0	0	NA	0	0	0
Wages	0	0	NA	0	0	0
Other Human rights related issues	0	0	NA	0	0	0

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

Particulars	FY 2023-24	FY 2022-23
	Filed during the year	Filed during the year
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	1
Complaints on POSH as a % of female employees/workers	0%	3%
Complaints on POSH upheld	0	0

**8. Mechanism to prevent adverse consequences to the complainant in discrimination and harassment cases.**

GOLIL's Whistleblower and Prevention of Sexual Harassment (POSH) Policies include clear stipulations designed to protect the anonymity of complainants, committing to the highest level of confidentiality during the grievance redressal process. This ensures the personal safety and privacy of those bringing forward issues. Moreover, the company's Code of Conduct firmly bans any retaliatory actions against whistleblowers or anyone reporting in good faith, thereby fostering a secure atmosphere that encourages individuals to report concerns without fear of negative repercussions.

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

Yes, human rights requirements are incorporated within the Company's Code of Conduct and are also a part of the Code of Conduct for suppliers.

**10. Assessments for the year:**

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others – please specify	

Business Responsibility & Sustainability Report (Contd.)

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

The internal audit team conducts regular reviews to assess all parameters, including child labor and forced labor, audit. No significant risks were identified through these assessments.

 **Leadership Indicators**

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes, based on plant/office location needs we ensure workplaces are made accessible to differently abled individuals. Ramps are available at both the plants and Corporate Office.



**PRINCIPLE 6**

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

**Essential Indicators**

**1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY 2023-24	FY 2022-23
<b>From renewable sources</b>		
Total electricity consumption (A)	2,013.26	1,919.53
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>2,013.26</b>	<b>1,919.53</b>
<b>From non – renewable sources</b>		
Total electricity consumption (D)	16,560.67	19,132.00
Total fuel consumption (E)	6,096.63	6,124.00
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non – renewable sources (D+E+F)</b>	<b>22,657.30</b>	<b>25,256.00</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>24,670.56</b>	<b>27,155.00</b>
<b>Energy intensity per rupee of turnover <sup>§</sup></b> (Total energy consumed/ Revenue from operations)	0.75	0.91
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)<sup>^</sup></b> (Total energy consumed / Revenue from operations adjusted For PPP)	15.75	18.98
<b>Energy intensity in terms of physical output<sup>§</sup></b>	91372.46	127189.70

Note: if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency – No

<sup>^</sup>The revenue from operations has been adjusted for PPP based on the PPP conversion factor published by World Bank.

<sup>§</sup>Intensity is measured per million units.

**2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Not Applicable

Business Responsibility & Sustainability Report (Contd.)

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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)*</b>		
(i) Surface water	NA	NA
(ii) Groundwater	18151.00	17080.00
(iii) Third party water	21666.55	19140.00
(iv) Seawater / desalinated water	0.00	NA
(v) Others	0.00	NA
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	39817.55	36220.00
<b>Total volume of water consumption (in kilolitres)</b>	39817.55	36220.00
<b>Water intensity per rupee of turnover (Total water consumption / Revenue from operations)<sup>§</sup></b>	1.21	1.20
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)<sup>^</sup> (Total water consumption / Revenue from operations adjusted for PPP)</b>	25.41	25.31
<b>Water intensity in terms of physical output<sup>§</sup></b>	147472.41	169648.71

\* Currently water-related withdrawal and consumption data is only available from our manufacturing sites. GOLIL endeavors to increase the boundary of reporting to all its offices in forthcoming reports.

<sup>^</sup>The revenue from operations has been adjusted for PPP based on the PPP conversion factor published by World Bank.

<sup>§</sup>Intensity is measured per million units.

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

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)*</b>		
(1) To Surface Water		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(2) To Groundwater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(3) To Seawater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(4) Sent to third-parties		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(5) Others		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
<b>Total water discharged (in kilolitres)</b>		

\* Currently water-related discharge data is only available from our manufacturing sites. GOLIL endeavors to increase the boundary of reporting to all its offices in forthcoming reports.

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

Yes, the Company has implemented a Zero Liquid Discharge (ZLD) mechanism. Both manufacturing plants are equipped with advanced ZLD systems, ensuring no liquid waste is discharged from the facilities. Sewage water generated within the plants undergoes a comprehensive treatment process in the Sewage Treatment Plant (STP). The treated water is then efficiently reused for landscaping and toilet flushing, significantly reducing the need for freshwater consumption. This



Business Responsibility & Sustainability Report (Contd.)

approach not only ensures compliance with effluent discharge regulations but also minimizes the impact on local water resources by optimizing the reuse and recycling of treated water within the plants.

**6. Please provide details of air emissions (other than GHG emissions) by the entity.**

Parameter*	Please specify unit	FY 2023- 24	FY 2022- 23
NOx	PPM	18.05	15.03
SOx	PPM	14.27	16.62
Particulate matter (PM)	Mg/NM <sup>3</sup>	24.94	32.33
Persistent organic pollutants (POP)	NA		
Volatile organic compounds (VOC)	NA		
Hazardous air pollutants (HAP)	NA		
Others-please specify	NA		

Only the Parameters that are mentioned in CTO under air act are being monitored

\* Currently air emissions-related data is only available from our manufacturing sites. GOLIL endeavors to increase the boundary of reporting to all its offices in forthcoming reports.

Note: If any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. –

Yes (Only available for Chennai and Silvassa Plants). Chennai Plant – M/s Hubert Enviro Systems. Silvassa Plant –M/s. Unistar Environment & Research Lab Pvt. Ltd. Vapi an NABL & MoEF certified testing laboratory

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:**

Parameter	Unit	FY 2023-24	FY 2022-23
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	943.80	629.21
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	3,266.13	3,799.81
<b>Total Scope 1 and Scope 2 emission per rupee of turnover<sup>s</sup></b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	gms of CO2 equivalent / INR	0.10	0.13
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) <sup>^</sup>	NA	2.08	2.72
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output<sup>s</sup></b>	NA	15592.35	20744.82

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. – No

<sup>^</sup>The revenue from operations has been adjusted for PPP based on the PPP conversion factor published by World Bank.

Scope 1 emission has been calculated using the emissions factors published by IPCC. Scope 2 emission factor is from the CO2 Baseline Database for the Indian Power Sector published by the Central Electricity Authority of India (CEA).

<sup>s</sup>Intensity is measured per million units.

**8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.**

At GOLIL we are targeting to build solar installations across all our rooftops by the end of FY 2024-2025. Once complete, this would result in a renewable energy generation capacity of 1.14MW. In FY 2023-2024, we have already achieved 44% of this target giving us 0.5MW of renewable energy. We will commence 0.64MW installations in 2025, thereby achieving 100% of target capacity.

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We have replaced eight diesel-based forklifts with battery-powered forklifts, reducing emissions from the forklifts by 80%. Additionally, our Silvassa manufacturing unit has converted its thermopacs to run on Piped Natural Gas (PNG) instead of High-Speed Diesel (HSD).

**9. Provide details related to waste management by the entity:**

Parameter	FY 2023- 24	FY 2022- 23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	124.9	173.97
E-waste (B)	0.47	0.88
Bio-medical waste (C)	0.001	0
Construction and demolition waste (D)	206.3	0
Battery waste (E)	0	4.47
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	200.27	168.47
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	483.04	412.86
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>1014.98</b>	<b>760.65</b>
<b>Waste intensity per rupee of turnover<sup>§</sup></b> (Total waste generated/Revenue from operations)	0.03	0.03
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)<sup>^</sup></b> (Total waste generated / Revenue from operations adjusted for PPP)	0.65	0.53
<b>Waste intensity in terms of physical output<sup>§</sup></b>	3759.19	3562.76
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	108.99	173.97
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.88
<b>Total</b>	<b>108.99</b>	<b>174.85</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	6.84	7.98
(ii) Landfilling	0.47	0.49
(iii) Other disposal operations	898.68	577.33
<b>Total</b>	<b>905.99</b>	<b>585.8</b>

<sup>^</sup>The revenue from operations has been adjusted for PPP based on the PPP conversion factor published by World Bank.

<sup>§</sup>Intensity is measured per million units.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency - No

**10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

GOLIL employs comprehensive waste management protocols across its facilities, including the use of color-coded bins and mesh partitions for effective waste segregation. To avoid spill incidents, spill management kits are strategically placed within the premises. For the disposal of hazardous waste, the Company collaborates with certified waste collection

agencies, ensuring that such waste is handled and disposed of in accordance with regulatory standards. Non-hazardous waste, on the other hand, is directed to authorized recycling services, reinforcing the Company's commitment to environmental stewardship. Additionally, the company has established specific goals to minimize cotton waste at its manufacturing sites. The operations at the Company's plants have received ISO 14001 certification for environmental management, underscoring its ongoing commitment to sustainable and environmentally responsible practices.

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

S. No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
1	Chennai Manufacturing Plant	Manufacture of Lubricants & Specialties	Complied. No Construction & Operation carried in CRZ area.

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

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

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

Yes, GOLIL is compliant with all applicable environmental laws in its jurisdiction of operations.

S. No	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
NA				

**Leadership Indicators**

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

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area                      Ennore (Chennai Plant)
- (ii) Nature of operations                Manufacturing

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(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-2024	FY 2022-2023
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	21666.55	19,140
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres)</b>	21666.55	19,140
<b>Total volume of water consumption (in kilolitres)</b>	21666.55	19,140
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	0.66	0.64
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) Into Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) Into Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
<b>Total water discharged (in kilolitres)</b>	<b>0</b>	<b>0</b>

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. None

**2. Please provide details of total Scope 3 emissions and its intensity.**

Parameter*	Unit	FY 2023- 24	FY 2022- 23
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NA	NA
<b>Total Scope 3 emissions per rupee of turnover</b>		NA	NA
<b>Total Scope 3 emission intensity (optional)</b> – the relevant metric may be selected by the entity		NA	NA

\*The Company currently has not established the Scope 3 emissions baseline

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency - No

**3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Not applicable as no construction & operation was carried out in the identified CRZ area.



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

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Solar power generation	In line with the target to achieve 1.14 MW renewable energy capacity by 2025; we have installed solar panels generating 0.5MW electricity in the current reporting year. Used 10%+ Renewable Energy through Consumption	Usage of renewable energy. Reduction of Carbon emission
2	Installation of wet scrubber	Installed wet scrubber in thermic fluid heater to reduce stack emission.	Installed wet scrubber in thermic fluid heater to reduce the stack emission
3	Waster efficient fixtures	Installed water flow reducers at wash basins to reduce the flow of water.	Water Conservation
4	Use of PNG gas instead of HSD in Thermopack heater utility	In the Silvassa plant, GOLIL has replaced the use of diesel as a fuel in Thermopack heater with PNG.	Reduction in air emissions by 70%
5	Switched from diesel forklift to battery forklift	80% of all our operational forklifts have had replacement of diesel as fuel to battery for emissions reduction.	Reduction in air emissions by 80%
6	Sewage/ effluent water reuse	Sewage water is treated in the Effluent Treatment Plant (ETP) post which it is used for gardening and toilet purposes.	Zero liquid discharge
7	Rainwater harvesting system	Recharging the rooftop rainwater into ground of 3-millionliter capacity.	Water conservation
8	Tree plantation	Mass tree plantation (around 2000) done in local areas.	Increase in green belt
9	Water Conservation in AdBlue Plant at Silvassa – RO water Recycling	Secondary RO unit installed to recycle waste-water of Primary RO unit	Reduced ground water consumption by 30% for Adblue Production RO efficiency improved from 40% to 70%
10	The plant has implemented a digital Energy Management System	(EMS) to monitor real-time energy consumption data This initiative has been instrumental in identifying opportunities for enhancing efficiency and conservation efforts	Resulted in a significant reduction of 35,018 units of energy consumption at QC lab, marking a nearly 42% decrease compared to the previous year.
11	PCR Bottle Initiative	Implementing 100% PCR bottle manufacturing for specific product lines from FY 2025.	Reduction in use of virgin plastic is packing of product

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

Yes, GOLIL has a comprehensive business continuity and disaster management plan. Both manufacturing plants have site-specific disaster management plans. Each site undergoes an operational risk assessment, accompanied by a mitigation plan to ensure business continuity. Regular training on the disaster management plan is conducted semi-annually at the plants, and the plans are regularly reviewed.

Mock drills are carried out at regular intervals, and trained firefighters and first aiders are stationed at the plants. A comprehensive Business Continuity Plan is also in place, providing detailed instructions for maintaining operational efficiency during and after disruptive events. The plan outlines strategies and actions to expedite the restoration of normal operations. These policies and plans are accessible at the site and on the Company intranet, ensuring easy reference and adherence to established protocols.

**PRINCIPLE 7**

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

**Essential Indicators**

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

Three

**b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to:**

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Bombay Chamber of Commerce and Industry (BCCI)	State
2	Confederation of Indian Industry (CII)	National
3	Federation of Import and Export Association	National

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

Name of authority	Brief of the case	Corrective action taken
NA	NA	NA



### Leadership Indicators

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

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
GOLIL does not engage in public advocacy; however, if needed, it provides industry specific suggestions through trade and industry chambers or associations.					

**PRINCIPLE 8** Businesses should promote inclusive growth and equitable development

### Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

S. No	Name of Project for which R&R is ongoing	Corrective action taken	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable							

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

The Company has established a process to receive and address community concerns. All external complaints related to health, safety, and the environment are recorded on the Company's intranet safety portal, whether received in written or verbal form. Each complaint undergoes a thorough investigation to ensure effective and timely resolution. Proper documentation and monitoring of these concerns are maintained to ensure they are resolved satisfactorily and closed promptly. Email ID for reporting Community Grievances is with info@gulfoil.co.in

## Business Responsibility &amp; Sustainability Report (Contd.)

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

Parameter	FY 2023-24	FY 2022-23*
Directly sourced from MSMEs/ small producers	28%	48%
Directly from within India	20%	33%

\*The disclosure for FY 2022-23 has been restated due to a change in approach and methodology to calculate purchases of input material as this helps ensure comparability of information with the current year. The methodology for computation of purchases has been changed basis the additional guidance available under BRSR Core framework dated 12 July 2023.

**5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost**

Parameter	FY 2023-24	FY 2022-23
Rural	5.35%	22.20%
Semi-urban	0.32%	0.91%
Urban	19.06%	22.66%
Metropolitan	75.27%	54.23%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)


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

No, the Company does not have a preferential procurement policy for suppliers comprising marginalized or vulnerable groups. Due to the specific nature and availability of the necessary raw materials, procurement must be done through vendors in the organized sector.



Business Responsibility & Sustainability Report (Contd.)

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

S. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups*
1	<p><b>Road to School Project -</b></p> <ul style="list-style-type: none"> <li>• To implement Learning enhancement &amp; remedial and improve foundational literacy &amp; numeracy for grade I to VIII</li> <li>• Covered 24 schools, focused on literacy, health awareness, and sports programs.</li> <li>• Improved educational outcomes and community health awareness</li> </ul>	4060 students	100%
2	<p><b>Road to Livelihood Project</b></p> <ul style="list-style-type: none"> <li>• Focus on students in grade 9 to 12 and help them prepare for meaningful opportunities post their school finals.</li> <li>• Covered 27 schools, focused on emotional development, English proficiency, financial literacy, and ICT skills.</li> <li>• Provide awareness on well-being, social &amp; emotional development of the students.</li> </ul>	5889 students	100%
3	<p><b>Kushal Mechanic Program</b></p> <ul style="list-style-type: none"> <li>• Vocational training for mechanics covering two-wheeler, HCV, and electric vehicles.</li> <li>• Conducted 24 sessions for two-wheeler mechanics, 5 for HCV, and 1 for Electric Vehicles</li> <li>• Increased employability and improved technical skills among mechanics</li> </ul>	1668 mechanics	100%
4	<p><b>Suraksha Bandhan Program (Season 5)</b></p> <ul style="list-style-type: none"> <li>• FY 2023-24 the company has launched a campaign that focuses on alleviating the challenge of inadequate access to clean drinking water for truck drivers.</li> <li>• The campaign has been reinforced with a distribution initiative that has provided over 10,000 water filters to truck drivers nationwide.</li> </ul>	10,000 truck drivers	100%

\*All initiatives of the Company are designed to uplift the vulnerable and marginalized groups of society through focused interventions. Nearly 100% beneficiaries across CSR projects are either socially, economically, or physically disadvantaged. Please refer to the CSR section to learn more about the initiatives undertaken by the Company during the year.

**PRINCIPLE 9**

**Businesses should engage with and provide value to their consumers in a responsible manner**

**Essential Indicators**

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

Our team records complaints on the Gulfcare portal after gathering details from the customer. The complaint is then forwarded to the relevant department for analysis, which provides feedback within a defined timeframe. If the response is delayed beyond this timeframe, the issue is further escalated within the Company. Once a solution is provided, all stakeholders receive written communication about the findings. If corrective actions are required, backend processes are reviewed accordingly.

Weblink of the portal: <https://mygulfcare.com/>

Details of Gulfcare:

1. Gulfcare is a portal developed for registering customer complaints, sharing resolutions, and collecting customer feedback regarding the provided resolutions.
2. Along with the web portal, Gulfcare has a mobile app compatible with both Android and iOS.
3. Any Gulf employee can register a complaint on behalf of a customer.
4. Gulfcare can record complaints in the form of videos, images, audio, and text.
5. Gulfcare has internally defined SLAs that help ensure the timely resolution of complaints.
6. Every progress in complaint status is viewable either by notification or through the mobile app and web portal.

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

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

All our products carry a Safety Data Sheet, Product Data Sheet, Material Safety Data Sheet or an equivalent that enlists specific guidelines to ensure safe and responsible usage and disposal. Recommended disposal guidelines are mentioned in the Material Safety Data Sheet (MSDS).

MSDS are designed based on GHS guidelines. GHS safety data sheet has 16 sections of requirements. The MSDS documents are available at your nearest GOLIL's office and at [www.gulfoilindia.com](http://www.gulfoilindia.com). Furthermore, our product labels also include information on packaging.



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

Particulars	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other*	230	Nil	Nil	285	Nil	Nil

\*Effective systems and procedures are established to document and address customer grievances. GOLIL has introduced GulfCare, an enhanced customer complaint resolution portal, to improve the handling of such issues. By the close of the financial year, there were no outstanding complaints, indicating the efficiency of the complaint resolution process.

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

Particulars	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA

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

Yes, GOLIL has an Information Security Policy accessible on its intranet platform. Acknowledging the importance of protecting its business information and technological infrastructure, the Company has adopted a collective approach towards ensuring the security and appropriate use of these resources. Recognizing the dynamic landscape of security threats and the increasing demands of compliance, the Organization emphasizes the critical need for effective information security measures and practices. Periodic Vulnerability assessment and penetration testing (VAPT) is conducted across IT ecosystem to handle any vulnerability in IT estate. This approach is integral not only for ensuring business continuity but also for preserving the Company's reputation by safeguarding its valuable information and IT systems against unauthorized access, alteration, theft, destruction, misuse, or disruption.

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

No instances of any such case for FY 2023-24.

**7. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches**

0

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

0

**c. Impact, if any, of the data breaches**

Not Applicable

Business Responsibility & Sustainability Report (Contd.)

 **Leadership Indicators**

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

GOLIL provides comprehensive information on its products and services, including benefits and technical specifications beyond the mandatory details required on product labels. Link for the same: <https://india.gulfoilltd.com/>.

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

GOLIL disseminates Health, Safety, and Environment (HSE) information through the Safety Data Sheets (SDS) for each product. These Sheets detail the properties of chemicals used, their potential health and environmental hazards and offer guidance on protective measures such as safety precautions for handling, storage, transportation, use, and disposal. The Company has also conducted 62 programs for 1174 manhours, highlighting the importance of lubricating oil & greases in the Industry with a focus on best-in class storage & handling practices. Additionally, the Safety Data Sheets are compliant with the EU Regulation 1272/2008 on classification, labeling, and packaging of substances and mixtures (the CLP Regulation).