

29 February 2024

To,

The BSE Limited

Phiroze Jeejeebhoy Towers

Dalal Street

Mumbai 400001

Scrip Code: 500870

National Stock Exchange of India Limited

Exchange Plaza, Bandra Kurla Complex

Plot No. C/1, 'G' Block

Bandra (East), Mumbai 400051

Symbol : CASTROLIND

Sub.: Business Responsibility and Sustainability Report for the financial year 2023

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, please find enclosed the Business Responsibility and Sustainability Report ("BRSR") of the Company for the financial year 2023 which forms part of the Annual Report for the financial year 2023.

The same can also be accessed on the website of the Company in the Annual Report 2023 file at:

https://www.castrol.com/en_in/india/home/investors/annual-reports.html#tab_2023

Request you to take the above on record.

Thank you.

Yours faithfully,

For Castrol India Limited

Hemangi Ghag

Company Secretary & Compliance Officer

Encl.: A/a

Registered address:

Castrol India Limited

CIN: L23200MH1979PLC021359

Technopolis Knowledge Park, Mahakali Caves Road, Andheri (East), Mumbai – 400093

Tel: +9122-66984100 / Fax: +9122-66984101

Customer Service Toll Free No: 1800222100 / 18002098100

Business Responsibility and Sustainability Reporting (BRSR)

Guided by the overarching vision of bp's sustainability framework¹, we at Castrol embarked on our sustainability journey with the launch of PATH360, Castrol's sustainability programme, in 2021. PATH360 focuses on saving waste, reducing carbon, and improving people's lives all with the aim of becoming net zero by 2050 or sooner.

At Castrol India (CIL), we challenge the norms, striving to optimize energy consumption and fully integrate renewable energy alternatives into our operations. Further, we have identified key focus areas across the guiding principles of PATH360 to set targets and detail initiatives for achieving our aims. These focus areas constitute our ESG (Environment, Social and Governance) strategy/framework to guide our future actions.

Furthermore, our Business Responsibility and Sustainability Report (BRSR) adheres to the National Guidelines on Responsible Business Conduct (NGRBC) issued by the Ministry of Corporate Affairs in July 2023. This report is compiled as per the amended 34 (2) (f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, following the Gazette notification no. SEBI/LAD-NRO/GN/2023/131 dated June 14, 2023. Alongside detailed information regarding our business and operations, this report details the extensive ESG initiatives that Castrol India has implemented throughout the calendar year of 2023.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity** : L23200MH1979PLC021359
2. **Name of the Listed Entity** : Castrol India Limited
3. **Year of incorporation** : 1979
4. **Registered office address** : Technopolis Knowledge Park, Mahakali Caves Road, Andheri (East), Mumbai – 400 093
5. **Corporate address** : Technopolis Knowledge Park, Mahakali Caves Road, Andheri (East), Mumbai – 400 093
6. **E-mail** : investorrelations.india@castrol.com
7. **Telephone** : +91-22-6698 4100
8. **Website** : www.castrol.co.in
9. **Financial year for which reporting is being done** : January - December 2023 (Calendar Year)
10. **Name of the Stock Exchange(s) where shares are listed** : BSE Limited (BSE) and National Stock Exchange of India (NSE)
11. **Paid-up Capital** : INR 494.56 Crores
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report** : Ms. Rekha Pillai, Head – CSR and Castrol India Sustainability Group Lead
13. **Reporting boundary Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)** : 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 (CY23)
1	Manufacturing	Coke and Petroleum products	93.6%

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Petroleum	271000.61 – Lubricating oils	99.5%

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	3	4	7
International	-	-	-

¹ As part of bp's ambition to be net zero by 2050 or sooner and to help the world get to net zero <https://www.bp.com/en/global/corporate/sustainability/reporting-centre-and-archive/quick-read.html>.

19. Markets served by the entity:**a. Number of locations**

Locations	Number
National (No. of States/UTs)	36*
International (No. of Countries)	-

* Includes 28 states and 8 union territories

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

There were no significant exports by the Company during the year.

c. A brief on types of customers

CIL serves a diverse range of customers with its product range that caters to both the business-to-business (B2B) and business-to-consumer (B2C) sectors. The Company's products are distributed through 330 distributors who service close to 1,18,000 customers and sub-distributors who reach out to additional outlets in semi-urban and rural markets. It also leverages its distribution channels to reach a wider network of independent workshops. The Company also serves close to 3,000 key institutional accounts directly, and in some cases through its distributors. With our alliance with Jio-bp (Reliance bp Mobility Limited), we have access to a new channel and are expanding CIL's footprint in fuel forecourts across India.

Over the last few years, the focus on priority channels including e-commerce has contributed to strong topline growth in the Company's business. The Company has invested in a digitally enabled integrated service model to implement better market coverage and improve customer experience for our indirect customers.

IV. Employees**20. Details as at the end of Financial Year:****a. Employees and Workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	472	390	83%	82	17%
2.	Other than Permanent (E)	79	56	71%	23	29%
3.	Total employees (D + E)	551	446	81%	105	19%
WORKERS						
4.	Permanent (F)	158	154	97%	4	3%
5.	Other than Permanent (G)	97	97	100%	-	-
6.	Total workers (F + G)	255	251	98%	4	2%

b. Differently abled Employees and Workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	1	1	100%	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	1	1	100%	-	-
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	2	18%
Key Management Personnel	5	1	20%

22. Turnover rate for permanent employees and workers

	CY 2023			CY 2022			CY 2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8%	5%	8%	8%	12%	9%	3%	8%	4%
Permanent Workers	1%	-	1%	-	13%	13%	-	-	-

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. a) Names of holding / subsidiary / associate companies / joint ventures**

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.	Castrol Limited, U.K.	Holding	51%	Yes

VI. CSR Details**24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes**

(ii) Turnover (in INR) - INR 5,074.61 crores

(iii) Net worth (in INR) - INR 2,121.69 crores

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:**

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No)	CY 2023 Current Financial Year			CY 2022 Previous Financial Year		
		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	Y	-	-	None	-	-	None
Investors (other than shareholders)	Y	-	-	None	-	-	None
Shareholders	Y	-	-	None	-	-	None
Employees and workers	Y	-	-	None	-	-	None
Customers	Y	494	25	None	664	-	None
Value Chain Partners	Y	-	-	None	-	-	None

26. Overview of the entity’s material responsible business conduct issues –

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

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)
1	Energy and Emissions Management (Focus Area: Reducing Carbon)	Opportunity	CIL has plans in place to reduce carbon emissions in its operations by improving energy efficiency, integrating renewable energy, optimizing products with a focus on product formulation and packaging and working with suppliers that share our values.	CIL has implemented renewable energy use across its operations. Solar photovoltaic plants have been set up in the Silvassa and Paharpur manufacturing units. Patalganga unit consumes green power from the state DISCOM (Distribution Company). For reduction of Scope 1 emissions, initiatives such as replacement of diesel and furnace oil with PNG (Piped Natural Gas) have been undertaken.	Positive – Reduce emissions and operational costs.
2	Product Carbon footprint (Focus Area: Reducing Carbon)	Opportunity	CIL’s commitment to lowering product carbon footprint is delivered through technology incorporation in product design to minimize waste generation and utilizing waste prevention methods during manufacturing of the products. CIL measures and monitors the net carbon intensity ² per litre of its products.	CIL products contribute to saving energy and driving efficiency in use, however there are carbon emissions associated with their life cycle. The aim is to reduce emissions by improving operational efficiency, promoting decarbonization within supply chain, sourcing low carbon raw materials and collaborating with value chain partners to influence the environmental performance of products during use and post use phases.	Positive – Reduce operational costs, boost sales, and market share, and enhance brand image, leading to an increase in the company’s overall performance.
3	Sustainable Packaging (Focus Area: Circularity)	Opportunity	To promote responsible design and management of plastic packaging along its lifecycle. CIL defines its plastic footprint ³ as the amount of virgin plastic included in their packaging per litre that isn’t recycled.	CIL continues to implement initiatives such as using Post-Consumer Recycled (PCR) plastic, new bottle design with smart lighter optimized pack to reduce use of virgin plastics in the packaging of its products.	Positive – Reducing plastic packaging can assist in adhering to regulations and creating positive impact beyond compliance.

² Castrol’s net carbon intensity per litre of our products sold in 2019. See www.castrol.com/info/CastrolPATH360 for more information.

³ To promote the responsible design and management of plastic packaging along its life, Castrol defines its plastic footprint as the amount of virgin plastic included in our packaging per litre that isn’t recycled. Our aim to halve it is from our 2019 baseline. See www.castrol.com/info/CastrolPATH360 for more information.

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)
4	Waste Management (Focus Area: Circularity)	Opportunity	CIL is committed to waste reduction and minimization at all levels. All manufacturing plants are certified for Environment Management Systems (ISO 14001:2015).	CIL’s waste management focuses on reduce, reuse and recycle to monitor and minimize waste generation. Waste generated in operations are collected and disposed of through authorized vendors ensuring compliance	Positive – Adhering to the principles of circular economy and effectively handling waste at each stage of the manufacturing process directly influences resource efficiency and ensures compliance with all relevant regulations.
5	Sustainable Supply Chain (Focus Area: Responsible Sourcing)	Risk	CIL is dependent on an intricate network of suppliers and distributors for the manufacturing and delivery of their products to customers. Any disruptions in any segment of the supply chain may lead to delays in the manufacturing of certain products and shortages in inventory.	CIL has adopted bp’s code of conduct and supplier expectation guidelines to state the ESG requirements. CIL conducts awareness programs on aspects such as the Code of conduct, with all the distributor partners annually.	Negative – Supply chain disruption may result in increase in the cost of materials, as the company may be compelled to seek materials or products from alternate suppliers or manufacturers.
6	Occupational Health and Safety (Focus Area: Safety)	Opportunity	CIL is committed to safety, protecting the environment and respecting the communities in the areas of operation. CIL’s Health, Safety, Security and Environment (HSSE) goals are no accidents, no harm to people and no damage to the environment. Safety is good business.	CIL has set the foundation, standards and thought leadership for operational risk management through bp’s Operating Management System (OMS). Through experts, partners and assurance activities, CIL works with business groups to build operations capability to manage risk and enhance safety performance. CIL seeks to leverage digital, and data driven innovative solutions to improve OMS and assurance impact.	Positive – Focus on health and safety to ensure no workplace injuries and illnesses and enhances employee productivity and morale, potentially improving overall business performance and profitability.

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	Diversity, Equity and Inclusion (DE&I) (Focus Area: People and Culture)	Opportunity	CIL aims for greater diversity, equity and inclusion for the workforce, and customers. CIL also envisions to further enhance DE&I impact through ecosystem partners and suppliers.	To promote DE&I, CIL has and continues to focus on diversity hiring, conducting DE&I roadshows, recognizing on-ground efforts and conducting disability assessments across its premises.	Positive - Adopting and promoting a diverse and inclusive culture can improve creativity and productivity.
8	Corporate Social Responsibility (Focus area: Empowering communities)	Opportunity	CIL engages with communities around areas of operations through its flagship CSR programmes and community development programmes focused on education and upskilling.	CIL adopts an approach of implementing pilot projects in collaboration with leading non-governmental organizations (NGOs) to test on-ground relevance. Based on responses shared by partners and contributions towards achieving the defined agenda, the projects are either scaled up or re-strategized. Encouraged by the positive feedback, the company continues to expand its portfolio of activities with partnerships and investments.	Positive - Ensures continuous engagement with communities empowering sustainable livelihoods.
9	Employee Wellbeing (Focus Area: People and Culture)	Opportunity	Wellbeing is not just about preventing illness. It is about feeling good and functioning well and covers the physical, psychological, and social factors which influence our health and happiness. A focus on wellbeing with supporting programs provided within the workplace can help individuals to learn and maintain good habits for health and to build resilience to cope with everyday stress.	CIL supports people to perform at their best by promoting wellbeing to maximize personal and business value(s). Various health and wellbeing resources, training, publications, health moments, guidance and other digital tools are provided. Another support provided is the Employee Assistance Programme (EAP) - employees and their family members can access free, confidential and independent advice, and practical support to help manage issues that are worrying them at work or at home.	Positive - Better health and wellbeing of employees leads to improved employee engagement and higher productivity.

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)
10	Human Rights and Ethical Operations	Risk	CIL is committed to ethical operations while engaging with workers and communities and conducting its business. CIL encourages its people and businesses to care for others and participate in the local community. CIL maintains an open-minded, ethical stance and respects diversity, local cultures and customs to make a positive impact in its areas of operation. CIL strives for the prevention and elimination of human rights abuses, such as child labour, human trafficking and forced labour.	CIL has adopted a human rights policy applicable to all staff, backed by grievance and disciplinary policy to handle workplace concerns. We have a structured investigation process overseen by the Ethics & Compliance function. Human rights standards are extended through contracts, integrating clauses concerning respect for Human Rights, including labour rights, across all agreements.	Positive - CIL has a mechanism with respect to human rights and its respective regulations at the workplace.
11	Customer Satisfaction	Opportunity	Customer satisfaction directly affects overall business. CIL aims to focus on improving its products, services, and customer connect to provide innovative solutions that meet customer needs and add value to the company.	Our 'Onward, Upward, Forward' strategy embodies our dedication to accelerating our customers' progress, helping them to face the challenges of tomorrow. We aim to grow our core business in new ways, using our cutting-edge technology and our trusted global brand to stay at the forefront of our sector. We're developing more circular offers to help customers achieve their sustainability goals and exploring exciting new growth opportunities beyond lubricants.	Positive - Customer satisfaction will lead to lower financial risk, increased business valuation and strong customer loyalty.

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)
12	Corporate Governance	Risk	CIL is part of the bp group with its corporate governance framework and code of ethics.	Key aspects of CIL governance processes are: Clear statements of Board processes and Board relationships with executive management, set of Company's beliefs and purpose embedded in the Code of conduct. It lays down the expectations for safe operations, people, working with our business partners, government and communities and our commitment to maintain the integrity of assets and financial information of the Company.	Positive – CIL is committed to responsible governance that underlines its dedication to responsible business practices, ensuring adherence to regulatory standards, ethical principles, and stakeholder expectations with the evolving dynamic and regulatory landscape.
13	Risk Management	Risk	Risk management has a significant impact on an organization's ability to achieve its objectives. Identifying and managing risks proactively is essential to ensure success of the company.	CIL has adopted bp's Risk Management policy, which outlines the identification and assessment of safety and operational risks. These primarily include hazards that could potentially harm people and the environment. The policy also emphasizes the necessity of maintaining a risk register. CIL has risk governance structure which consists of the Risk Management Committee (RMC) that oversees the risks and/or opportunities from both business and ESG perspectives. This process is aptly supported by departmental heads.	Negative – Failure in managing risks may lead to unexpected financial losses, compliance fines, reputational damage, and missed growth opportunities.
14	Privacy and Data Security	Risk	Cyber threats are a real risk for business today to conduct business with its stakeholders in a secure environment without compromising on digital security of information and data used in conduct of business operations.	CIL's digital security team collaborates with business units to assess security risks, provide training, and disseminate information that encourages safe behaviors among users and safeguards the business from data breaches. The Digital Security team has created a series of 'cyber moments' that are integrated into meetings and other gatherings to increase awareness of the cyber threats faced by CIL.	Negative - Cybersecurity breaches could put CIL, as well as its customers, at significant risk and cause reputational damage.

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)
15	Technology and Innovation	Opportunity	Leverage technology and innovation to enhance the digital experience for customers and consumers, and to gain operational advantages.	As part of its digitalization strategy, CIL continues to implement digital initiatives such as FASTSCAN, FASTLANE, Castrol SMART and Castrol DIGICLAIM. These applications enable streamlining of customer experiences across channels, enhance sales conversations and reduce manual interventions in claim processing, thereby reducing time spent on nonvalue addition activities and releasing working capital for customers and channel partners.	Positive - Technology can enhance work efficiency, expand a business's customer reach and increase convenience. Additionally, it can help with accurate time tracking and business growth.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	No	Yes	Yes	Yes	Yes	No	Yes	No
c. Web Link of the Policies, if available	Castrol Code of Conduct and bp Code of Conduct	Supplier expectations and *Supplier Information Security	Castrol Code of Conduct and bp Code of Conduct	Castrol CSR policy	bp Human Rights policy and *Sexual Harassment prevention and grievance handling policy	Castrol HSSE policy	Castrol Code of Conduct and bp Code of Conduct	*Manage IT Security and *Data privacy	*Manage IT Security and *Data privacy and Castrol Customer policy

CIL follows the Castrol global policies and policies of bp, its parent company, identified at 1c above. The Castrol and bp policies with links provided are available in the public domain and accessible to all relevant stakeholders.

*Policies available internally

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.								
	1. Castrol Code of Conduct is applicable to all the value chain partners in business with the Company.								
	2. bp Human rights policy applies to every employee and officer in every bp wholly owned entity, and in bp-operated JVs.								
	3. HSSE policy applies to everyone who works for Castrol.								
	4. Customer policy covers all customers and consumers.								
	5. CSR policy applies to communities where our plants are located.								
	6. 'bp's expectations of its suppliers' document applies to all our vendors.								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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) mapped to each principle.									
	Majority of CIL's policies are aligned with the bp group's policies. CIL is an ISO 9001:2015 certified company and our manufacturing locations are ISO 14001:2015 and ISO 45001:2018 certified. The bp group operates an enterprise corporate IT infrastructure to provide centralized IT services to the group (the "bp IT infrastructure"), including CIL. bp operates and maintains a documented digital security management system, including policies and procedures, which govern our approach to security, governance, and risk management of the bp IT infrastructure (the "IT control framework"). The relevant requirements from bp's IT control framework are maintained in a central requirements library. The technical and organizational measures from the IT control framework are aligned with best industry practices within the energy sector and, where relevant, to industry standards such as NIST, CSF, COBIT, ISO 27001:2002 and PCI-DSS.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.									
	Castrol is aiming to be net zero by 2050 or sooner as part of bp's ambition to be net zero by 2050 or sooner and to help the world get to net zero. By 2030, Castrol aims to: <ul style="list-style-type: none"> Reduce our plastic footprint¹ by half by 2030 and continue to help our customers save energy, waste and water. Halve the net carbon intensity per liter of our products² by 2030. ¹ To promote the responsible design and management of plastic packaging along its lifecycle, Castrol defines its plastic footprint as the amount of virgin plastic included in our packaging per liter that isn't recycled. Our aim to halve it is from our 2019 baseline. See www.castrol.com/PATH360/Definitions for more information. ² vs Castrol's net carbon intensity per liter of our products sold in 2019. See www.castrol.com/PATH360/Definitions for more information								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									
	CIL shall endeavour to report on the performance of the above targets every year. As of CY 2023, CIL has accomplished the following: <ol style="list-style-type: none"> 33% reduction in operational Scope 1 and 2 emissions 42% of total energy consumed is from renewables. 1000 MT of plastic footprint reduction 								

Governance, leadership and oversight

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)									
	CIL is committed to being a socially and environmentally responsible company. PATH360 is Castrol's holistic sustainability strategy that seeks to maximize our contribution to a more sustainable future. The strategy has three focus areas and six guiding principles, all with the aim to be net zero by 2050 which is a part of bp's ambition to be net zero by 2050 or sooner and to help the world get to net zero. It sets out our aims for 2030 to save waste, reduce carbon and improve lives. <p>Our business practices incorporate PATH360 sustainability concepts, influencing our aim to create a long-lasting organization that meets clients' protection and long-term demands. We implemented focused interventions in our operations, packaging, and distribution to advance our sustainability mission in India with a focus on waste reduction, carbon reduction, and human welfare. On the social front, we have developed an even stronger bond with independent auto technicians and truck drivers as a result of our interactions with them over the years.</p> In order to properly address the continuously changing scenario, the company implemented a business continuity plan. To safeguard the company's well-being and long-term viability, response strategies were created and closely followed. In order to reduce its environmental impact, the Company concentrated on decreasing energy, water, and waste as part of resource optimization. In accordance with its sustainability objective, the Company is also running several programmes. Safety comes first for the company, with the main goal being that everyone returns home safely each day.								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	Mr. Sandeep Sangwan, Managing Director								
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.	No. However, CIL has a risk governance structure which consists of the Risk Management Committee (RMC) that oversees the risks and/or opportunities from an Environmental (E), Social (S), and Governance (G) perspective. This process is aptly supported by departmental heads.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/Quarterly/ Any other – please specify)								
	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	Business Responsibility policies are reviewed by departmental heads and business heads. Necessary changes to the policies as a result of the assessments are implemented.									On a periodic basis								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	CIL complies with all statutory requirements to the extent applicable.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Environmental policies and procedures are evaluated as per the Environment management system guidelines. Safety policies and procedures are evaluated as per the Occupational health and safety management system guidelines and are externally verified by a third-party certifying agency.								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)					Not applicable				
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

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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:

At CIL, our primary focus is to utilize our workforce's skills and capabilities through targeted talent development efforts. Our initiatives are designed to empower our employees to pursue personal and professional objectives that align with our organization's strategies and their individual career aspirations. The company offers a variety of training and leadership development programmes for its employees, including skill and competency development initiatives and leadership enhancement sessions.

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentages of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	18	Business updates Risk Management Governance, Compliance and Regulatory updates Code of Conduct and Vigil Mechanism CSR updates	100%
Key Managerial Personnel (KMPs)	1	INSEAD - Leadership program	10%
Employees other than BoD and KMPs	150+	Asset - Commercial business and awareness Grow@bp: 'is a new and personalised learning platform for employees to take ownership of their career and development. The platform contains various resources, including training programs, awareness campaigns, and leadership talks. The learning content addresses topics like code of conduct, ethics and compliance, cyber security, helping employees to enhance their technical skills and awareness of compliance requirements in the Company. Through the bp Growth week all employees are encouraged to dedicate time to enhancing their learning. In addition, training related to environment, diversity, safety, health, and wellness is also available to all employees on e-learning platform. Additionally, Health and Safety related training and awareness sessions are conducted and provided to the workers at regular intervals. Employee training is provided under ESG with emphasis on following aspects: Social: The Grow@bp platform covers topics including the Code of Conduct and ethics and compliance, helping employees to enhance awareness of compliance requirements within the company. Health and safety related training and awareness sessions are carried out regularly for employees and workers. In addition, there are curated learnings in smaller groups around our cultural framework "who we are" focusing on psychological safety, bias at work	100%

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentages of persons in respective category covered by the awareness programmes
Workers	15	Environment: Trainings focused on industry-specific environmental topics are made available to all employees via various e-learning platforms. Governance: The Grow@bp platform offers training programs, awareness campaigns, and leadership talks aimed at reinforcing both individual and collective compliance efforts. Cybersecurity training is also provided to ensure employees are well-informed about essential online safety measures. 'Growth Week: During this week, all employees are encouraged to allocate time to enhance their learning. Training related to diversity, safety, health, and wellness are offered on various e-learning platforms. In-house training and awareness sessions regarding health and safety, cybersecurity, and the Code of Conduct are regularly conducted for workers. Additionally, training with regards to scope of work is also organized to enhance their technical skills.	100%

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

a. Monetary

	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	-	-	-	-	-
Compounding fee	-	-	-	-	-

b. Non-Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

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

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

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.

The Company's Code of Conduct, rules and regulations adopted conform to the legal and statutory framework on anti-corruption and anti-bribery legislation prevalent in India. The policy reflects the commitment of the Company and its management for maintaining highest ethical standards while undertaking open and fair business practices. We have implemented appropriate systems to identify and prevent bribery and corrupt business practices.

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

	CY 2023 Current calendar Year	CY 2022 Previous calendar Year
Directors	-	Not applicable as no disciplinary action was necessitated against any of the categories of personnel during the reporting period.
KMPs	-	
Employees	-	
Workers	-	

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

	CY 2023 Current calendar Year		CY 2022 Previous calendar Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

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

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

	CY 2023 Current calendar Year	CY 2022 Previous calendar Year
Number of days of accounts payables	96 days	95 days

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	CY 2023 Current calendar Year	CY 2022 Previous calendar Year
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales*	a. Sales to dealers / distributors as % of total sales	64.64%	66.11%
	b. Number of dealers / distributors to whom sales are made	223	221
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributor	7.91%	7.90%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	4%	3%
	b. Sales (Sales to related parties / Total Sales)	0.25%	0.47%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0%	0%
	d. Investments (Investments in related parties / Total Investments made)	-	-

*The products are sold to dealers who further distribute the products to retailers

Leadership Indicators

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
1	Compliance with the laws	100%
1	Health, Safety, Security and Environment	100%
1	Bribery and corruption, money laundering, conflict of interests and anti-competitive conduct	100%
1	International trade law	100%
1	Protecting confidential information	100%
1	Non-discrimination, grievance processes and freedom of association	100%

CIL conducts numerous awareness programs on aspects such as compliance with the company's code of conduct with all its distributor partners at least annually, laying down the guidelines for business ethics and compliances as per the code signed by them in the customer and supplier agreements. All key suppliers are engaged based on their risk and materiality profile, with expectations to comply with the code.

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

Yes, the organization has a process in place to avoid/manage conflict of interests involving members of the Board. The Board has adopted the Code of Conduct which stipulates that the Directors must act objectively and in accordance with their responsibilities, while making decisions. The Code details that the Directors must abstain from having any financial stake in any agreements made by the Company. If a director has or could have such an interest, they must disclose it to the Board and refrain from participating in discussions on, casting votes for, or otherwise influencing decisions about such matters.

Each year, the Board members and management certify that the Code of Conduct is being followed. The Company receives declarations from its directors' disclosing details of related parties/parties in which they have interest, which are placed before the Board of Directors in their meetings. These disclosures help the Company and the Board of Directors in evaluating the possibility of any present or potential conflict of interest.

Please refer to the Castrol Code of Conduct linked here: https://www.castrol.com/en_in/india/home/investors/code-of-conduct.html

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

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

	CY 2023 Current calendar Year	CY 2022 Previous calendar Year	Details of improvements in environmental and social impacts
R&D	15%	15%	Products with higher specifications, lower viscosity, improved efficiency; products suited for BS-VI emissions.
Capex	1%	3.1%	Investments in energy monitoring and measurement systems, pump replacement, air line replacement, five-star rated equipment etc.

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

We are in the process of developing a framework for sustainable sourcing across the portfolio.

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

Our sustainability sourcing agenda would be defined post development of the sustainable sourcing framework.

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

Packaging waste: CIL is proactively working on reducing the use of virgin plastic material in its product packaging. Plastic packaging waste generated as part of its operations are collected and sent to authorized recyclers for the recycling process. During FY 22-23, we have collected 10,321 MT of plastic waste, which has been recycled through an environmentally friendly process.

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, Extended Producer Responsibility (EPR) is applicable to CIL's business operations and CIL is in compliance with EPR regulations. Though the EPR plan set forth by the Pollution Control Board (PCB) requires that the company collect 70% of plastic packaging waste, CIL has gone above and beyond, setting and successfully achieving a target of 100% collection and disposal in 2022. During FY 22-23, we have collected 10,321 MT of plastic waste, which exceeds 100% of the target, and this waste has been recycled.

Leadership Indicators

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

Castrol has conducted a Life Cycle Assessment of all products sold globally, including its India portfolio. It has been conducted in accordance with the Greenhouse Gas Protocol Product Life Cycle Accounting and Reporting Standard by a third-party environmental consultancy, ERM.

NIC Code	Name of Product / Service	% Of total Turnover Contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	If yes, provide the web link
-	-	-	-	-	-	-

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

Name of Product / Service	Description of the risk / concern	Action Taken
-	-	-

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	
	CY 2023	CY 2022
	Current calendar Year	Previous calendar Year
-	-	-

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

	CY 2023			CY 2022		
	Current calendar Year			Previous calendar Year		
	Re-Used	Recycled*	Safely Disposed	Re-Used	Recycled*	Safely Disposed
Plastics (including packaging)	-	10,321.09	8.22	-	7,206.68	-
E-waste						
Hazardous waste						Not applicable
Other waste						

* Data reported is for financial year

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
-	-

In alignment with Plastic Waste Management Rules, 100% of equivalent plastics are collected and recycled.

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	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	390	390	100%	390	100%	-	-	390	100%	-	-
Female	82	82	100%	82	100%	82	100%	-	-	59	72%
Total	472	472	100%	472	100%	82	17%	390	83%	59	13%
Other than permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent workers											
Male	154	154	100%	154	100%	-	-	154	100%	-	-
Female	4	4	100%	4	100%	4	100%	-	-	-	-
Total	158	158	100%	158	100%	4	3%	154	97%	-	-
Other than permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

	CY 2023	CY 2022
	Current calendar Year	Previous calendar Year
Cost incurred on wellbeing measures as a % of total revenue of the company	0.2%	0.2%

2. Details of retirement benefits.

Benefits	CY 2023 Current calendar Year			CY 2022 Previous calendar Year		
	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%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	100%	100%	Yes	100%	100%	Yes
Other	-	-	-	-	-	-

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, CIL premises/offices are accessible to differently abled employees and workers as per the requirements of the Rights of Persons with Disabilities Act, 2016.

CIL has proactively ensured that new offices in Chennai and Delhi are compliant with regulatory requirements, thereby setting a precedent for disability friendliness and inclusivity across all its premises. As our commitment towards Diversity, Equity and Inclusion continues, we are exploring a comprehensive approach to incorporate such regulatory requirements in our upcoming office premises as well.

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.

Our aim is to achieve greater diversity, equity and inclusion in workforce. We are an equal opportunity employer. Our Code sets out our expectation that we treat everyone with fairness and respect and expect everyone we work with to do the same.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	-	-
Female	100%	100%	-	-
Total	100%	100%	-	-

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Open Talk: http://www.opentalkweb.com/
Other than Permanent Workers	A systematic investigation process exists in our business structure with clear roles, responsibilities, and accountabilities, along with trained
Permanent Employees	investigators and decision-makers (People and Culture Line Manager/
Other than Permanent Employees	Business Head/Legal representatives). This process is under the oversight of the Ethics and Compliance function.

CIL is committed to providing a safe and positive work environment. In order to achieve this, all the employees have access to a helpline platform named OpenTalk which is bp's worldwide helpline. Employees can raise questions or concerns about ethics, compliance, or bp's code of conduct through this dedicated channel. It is managed by a separate firm (NAVEX Global), is accessible twenty-four hours a day, seven days a week, and can handle calls in more than 75 languages over the phone or the internet. Most places allow employees to contact OpenTalk anonymously. The employees and/or workers can also raise their concerns to their respective line manager, business head, P&C, Legal or the E&C department. A thorough inquiry procedure assures fairness for all parties concerned, including the ability to submit facts and any relevant evidence.

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

Category	CY 2023 Current calendar Year			CY 2022 Previous calendar Year		
	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)
Total Permanent Employees	472	-	0%	468	-	0%
Male	390	-	0%	392	-	0%
Female	82	-	0%	76	-	0%
Total Permanent Workers	158	158	100%	158	158	100%
Male	154	154	100%	154	154	100%
Female	4	4	100%	4	4	100%

8. Details of training given to employees and workers:

Category	CY 2023 Current calendar Year					CY 2022 Previous calendar Year				
	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)
Permanent Employees										
Male	390	238	61%	306	78%	392	231	59%	297	76%
Female	82	42	51%	60	73%	76	38	50%	54	71%
Total	472	280	59%	366	78%	468	269	57%	351	75%
Permanent Workers*										
Male	154	154	100%	154	100%	154	154	100%	154	100%
Female	4	4	100%	4	100%	4	4	100%	4	100%
Total	158	158	100%	158	100%	158	158	100%	158	100%

*All personnel in the manufacturing facilities are provided training on Health and Safety through offline mode and on the shopfloor. "Lakshya" is a Manufacturing Excellence program initiated across all the three manufacturing sites based on three pillars: Efficiency, Capability and Continuous improvement and is being provided to all employees as a part of their skill upgradation programme.

CIL upholds a strong commitment to Ethics and Compliance through mandatory training programs and dedicated sessions, emphasizing crucial views such as 'Speak up' and listening, maintaining integrity, zero retaliations, and a stringent stance against non-compliance. The company actively promotes cybersecurity across all teams and locations while investing in leadership development programs for team leaders and managers to drive growth and success.

Further, we seek to enhance the skills of our employees by providing them with access to prominent learning platforms such as Coursera and LinkedIn via Grow@bp. These platforms offer a vast array of training modules, including numerous offerings on sustainability, that employees can select based on their educational needs and career aspirations.

Other trainings are conducted on a voluntary basis which include basic safety, behavioural based safety programs and other wellness programs. In 2023, our employees spent a total of 5,200 hours attending various training programmes.

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

Category	CY 2023 Current calendar Year			CY 2022 Previous calendar Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Permanent Employees						
Male	390	388	99%	392	392	100%
Female	82	80	98%	76	76	100%
Total	472	468	99%	468	468	100%
Permanent Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

Building people's functional capability is one of the key elements of the Company's investment in people. There is an emphasis on employee engagement and building line manager and employee capability via trainings covering a range of key people and Human Resource (HR) processes. Robust talent management sessions are conducted with focus on managers having talent conversations with their teams. All eligible employees captured their development needs in a structured format following talent conversations with their line managers.

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, what is the coverage of such a system?

HSSE is central to the company's business activities and is a key enabler of its business strategy. The company is committed to the goal of 'no accidents, no injuries to people and no damage to the environment' and expects every employee/worker to be a safety leader. The OHS (Occupational Health and Safety) management system encompasses 100% of the company's employees, workers, contractors and service providers working in manufacturing facilities and CIL offices. The company has fully implemented a global Operating Management System (OMS) to consistently improve the delivery of operations that are safe, responsible and reliable. The OMS has helped the company in effectively managing four key elements of operations - People, Plants, Processes and Performance.

Road safety continues to be a priority for the company. All professional drivers (those driving for company business) undergo rigorous defensive driver training. All road safety related incidents, however minor, are reported and investigated in an attempt to learn and adopt improvements. All new employees, both permanent and contractual, undergo HSSE training as part of their onboarding within a month of joining the company.

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

Health, Safety, Security and Environment are critical focus areas for the Company. Hazard Identification and Risk Assessment (HIRA) are conducted as per ISO 45001 and ISO 14001 standards for all routine activities within the manufacturing plants. Non-routine activities are monitored through OMS procedures such as Control of Work "CoW". As part of the annual risk management process, various risk assurance tools are used to identify and mitigate risks.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.

Processes have been developed and implemented in accordance with the OMS for reporting of work-related hazards by employees and workers, with the aim to prevent risks. These processes include Safety Observations, Safety Observation Conversations, and Focused Safety Observation Conversations. All instances of risk are documented in the 'IRIS' reporting tool.

Additionally, workers are guided to follow Safety Leadership Principles. All safety observations and near-miss incidents are reported and investigated to prevent any injury or illness. Both offices and plants have established Safety Committees, which provide a forum for reporting of work-related hazards. The company also follows the 'Stop Work' principle. In alignment with this principle, all employees, contractors, and visitors, are authorized to stop any work/activity deemed unsafe.

d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?

Yes. Employees have access to non-occupational medical and health services through the following provisions:

- Connect and Heal (CNH): This online service, available 24/7, offers medical consultation (both audio and video consultation) as well as emergency assistance. All employees and eligible dependents can avail this service.
- Medclaim facilities: The company has a Medclaim tie-up with ICICI Lombard, supported by a Third-Party Administrator (TPA) i.e., Paramount Health Services & Insurance TPA Pvt. Ltd.
- Employee Assistance Program (EAP): This service offers personal, confidential, and professional counseling, available to employees and their family members via the telephone, email, or face-to-face interactions. Counseling can be availed in English and regional languages, at any given time.

Furthermore, we also provide access to wellness apps such as Headspace and Thrive along with online counseling services through ICAS and informative webinars, emphasizing the company's commitment towards the mental health and overall well-being of its employees. The company also actively promotes psychological safety to further strengthen the safety and wellness of employees through training programs.

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

Safety Incident/Number	Category	CY 2023		CY 2022	
		Current calendar Year	Previous calendar Year	Current calendar Year	Previous calendar Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.83	-	-	-
	Workers	-	-	-	-
Total recordable work-related injuries	Employees	1	-	-	-
	Workers	-	-	-	-
No. of fatalities	Employees	-	-	-	-
	Workers	-	-	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-	-	-
	Workers	-	-	-	-

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

CIL firmly believes in providing a safe, supportive, and friendly workplace environment - a workplace where our values come to life through supporting behaviors. A positive workplace environment and a great employee experience are integral parts of our culture.

The Company aims to provide an ergonomically safe and comfortable work environment at all offices and plants. The Company regularly provides annual preventive health checks for all employees.

A core component of the Company's diversity and inclusion ambition is agile working which encompasses a wide range of working options enabling employees to work flexibly at their full potential. Part-time working, work from home and flexible hours are some options granted under these initiatives.

All three manufacturing plants of CIL are certified with the Environment Management System (ISO 14001:2015), Occupational Health and Safety Management System (ISO 45001:2018) and Quality Management System Standard (ISO 9001:2015), with two of the Company's plants certified with Automotive Quality Management System (IATF 16949:2016). Our Paharpur Plant won Platinum award from Apex India Foundation for strong Safety and Health systems in Oil and Gas category. The leadership team maintains the highest standards of occupational HSSE by reviewing business safety performance on a monthly basis.

The India Sexual Harassment Prevention and Grievance Handling Policy (the "Policy") was rolled out in April 2014. This Policy provides guidance around the process to raise such a grievance and methodology for recourse and redressal of the grievance. While the Policy is based on the 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013', which deals specifically with acts committed against women, CIL follows this policy irrespective of gender.

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

	CY 2023			CY 2022		
	Current calendar Year			Previous calendar 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	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year

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

Manufacturing facilities are assessed on health and safety practices through the Occupational Health and Safety Management System (ISO 45001:2018) audit carried out by an external certifying agency.

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.

An Investigation has been conducted and relevant corrective actions taken to prevent recurrence. Medical support was provided to the employee for the reported incident.

Leadership Indicators

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

(A) Employee – Yes, the company provides life insurance benefit to its employees wherein in case of death of an employee, life insurance benefit is provided to the family/nominee.

(B) Workers – Yes, the company provides life insurance benefit to its workmen/technicians wherein in case of death of a worker/technician, life insurance benefit is provided to the family/nominee.

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

The Company undertakes statutory compliance review, due diligence review, etc. from time to time to ensure that it adheres to the requirements of deduction and deposit of employee dues like income tax, provident fund, professional tax, ESIC (Employees’ State Insurance Corporation), etc. In case of value chain partners, they are equally responsible to comply as per the requirements.

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

	No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment			
	Total no. of affected employees/ workers			
	CY 2023 Current calendar Year	CY 2022 Previous calendar Year	CY 2023 Current calendar Year	CY 2022 Previous calendar Year
Employees	-	-	-	-
Workers	-	-	-	-

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

Yes, we have established career placement services for handling severance cases.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	-
Working conditions	-

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not applicable.

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.

At CIL, stakeholder identification encompasses identifying potential stakeholders, categorizing them, analyzing their interest and influence, and prioritizing them accordingly. An engagement plan is developed, and Relationship Managers address specific concerns. This process is continuously reviewed to ensure effective engagement and to address each individual’s/group’s needs.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> Quarterly employee townhalls Senior leadership engagements Quarterly wellness sessions Training programs and onboarding sessions Internal communication Yammer One bp intranet portal Annual employee conference and pulse survey 	Ongoing/need based	<ul style="list-style-type: none"> Business and performance updates bp purpose and strategy, new belief system ‘Who we are’ Physical & mental well-being sessions Code of conduct, Ethics & compliance, Cyber Security Diversity, equity and inclusion Growth week: new skills, learning & development
Shareholders and investors	No	<ul style="list-style-type: none"> Annual General Meetings (AGM) Shareholder interactions at AGMs Press conferences and media releases Announcement through stock exchanges Company website Dedicated email ID for Investor Grievances Investor/Analyst meet 	Ongoing/need based	<ul style="list-style-type: none"> Financial performance Operational performance New product launches Business Outlook Sustainability CSR programs Corporate Governance Material disclosures MoU, partnerships

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
		Information disseminated on stock exchanges, company websites and through newspaper publications, where applicable: <ul style="list-style-type: none"> Quarterly financial statements Investor presentations Annual report Proceedings and outcomes of general meetings Schedule of Investor/Analyst meet and recordings of price earning calls 		
Customers	No	<ul style="list-style-type: none"> Fast Lane - Digital application for Indirect customers Customer Portal - Online customer portal for direct customers and distributors 	Ongoing/need based	<ul style="list-style-type: none"> Order placement by Indirect customer, visibility of schemes and offers For order placement by customers to CIL and relevant customer-related information
Business Partners	No	<ul style="list-style-type: none"> Face-to-face engagements Online sessions Castrol academy 	Annually/half-yearly/quarterly/need based	<ul style="list-style-type: none"> Agreements Relationship Management
Government and regulatory bodies	No	Following, as applicable under the prevailing laws: <ul style="list-style-type: none"> Submission of reports and returns Directives and circulars Written communication Stock exchange filings Industry associations 	Annually/half-yearly/quarterly/need based	<ul style="list-style-type: none"> Regulatory Compliance

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities - truck drivers, mechanics and their family members, beneficiaries around plants - and NGOs	Yes	<ul style="list-style-type: none"> Trainings Eco-system engagements Meetings and discussions Videos Awareness workshops Employee volunteering program Community programs 	Annually/half-yearly/quarterly/need based	<ul style="list-style-type: none"> Road safety training Technical upskilling for mechanics Health and wellbeing sessions Financial and digital literacy training Family connect sessions Stakeholder meetings Entrepreneurship and LifeSkills training Behavior change programs in communities around areas of operation

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.

At CIL, stakeholder consultation plays a critical role in identifying and addressing economic, environmental, and social concerns. Stakeholders are engaged to consider and understand the broader environmental, social and governance contexts in which the company operates and its associated risks.

Each department deals with its respective stakeholders and collects feedback on various issues. These delegated departments engage in several forms of stakeholder consultation which may involve surveys, focus groups, public consultations, individual meetings, annual general meetings, or online engagements. The purpose is to gather thoughts, opinions, and concerns on various topics related to the organization's operations impacting economy, environment, and society. All key points, concerns, and suggestions raised during these consultations are documented and analyzed to understand the concerns of stakeholders, their potential impacts, and possible responses. Regular reports summarizing the feedback from these consultations and analyses are submitted to various committees of the Board for their review. The guidance from these reviews is then passed down to the management for execution.

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

Yes, stakeholder consultation is indeed used to support the identification and management of environmental and social topics. Stakeholder consultations play an instrumental role in helping us understand their concerns, expectations and the potential impact of our operations on them. This process is critical in evolving our policies and activities for inclusive growth and sustainable development.

We consistently engage in consultations with stakeholders in a variety of ways. Regular needs study, and impact assessments are undertaken as an integral part of our commitment to the community. This includes continuous updates to technical modules, based on feedback from local communities and to keep pace with external technological advancements.

Moreover, we strive to maintain ongoing dialogue with communities and stakeholders, ensuring our services remain relevant and beneficial. During the COVID-19 pandemic, CIL used these interactions to implement interventions specifically catered to enhance health and wellbeing for community members. This co-creation process reflects CIL's dedication to its stakeholder's needs and evolving challenges.

In summary, stakeholder consultation significantly influences the shaping of our policies and activities towards social and environmental issues, allowing us to balance our business objectives with our commitment to our stakeholders, society and the environment.

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

At CIL, we believe that we have a responsibility to bring enduring positive value to communities we work with. In line with our core theme to keep India moving, we have and will continue to build enduring and engaging relationships with key stakeholders in the mobility sector.

- The Company's CSR efforts are directed towards mechanics and truck drivers who play a significant role in keeping the wheels of this sector moving. Truck drivers carry most freight traffic in the country, while mechanics service one of the largest automotive markets in the world. However, their skills, livelihood opportunities and socio-economic conditions need more focus. At CIL, we are committed to making a positive impact in the lives of these truck drivers and mechanics by preparing them to face today's reality and leverage tomorrow's opportunity. More than 468,000 truck drivers and mechanics have benefited from these programs. Contributing to the overall empowerment and upliftment of this community, enabling them to earn a sustainable livelihood and live with pride is the key motto of CIL's CSR programs - Sarathi Mitra and Eklavya.
- CIL contracts its logistics through Logistics Services companies who operate approximately 750 trucks for CIL on a daily basis, employing close to 2,000+ truck drivers. With a vision to improve the drivers' safety and wellbeing, we work very closely with our partners to engage, train and support drivers to stay safe on the road. Programs like Defensive Driver Training (DDT) and several risk-based training courses on road safety are organized throughout the year to improve safety mindset and safe driving behaviors.
- The Company continues to engage with the communities around its plant and other areas of presence through various community development programs 'Ujjwal Kal' focused on upskilling and education. Our employees engage with the community to conduct awareness sessions on water, sanitation, health and personal hygiene.
- Our EV (Electric Vehicle) Readiness Trainings embody a forward-thinking approach to mobility. By training over 1000 mechanics, we not only equip them for the future but also contribute to a sustainable and greener mode of transportation.
- The Castrol Super Mechanic Learning Academy is a testament to our commitment to skill development. Available in six vernacular languages, the academy has empowered 18,000+ mechanics since its inception in 2023, aiming to impact over 500,000 mechanics in total.

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 entity, in the following format:

Category	CY 2023			CY 2022		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	472	472	100%	468	468	100%
Other than permanent	79	79	100%	84	84	100%
Total employees	551	551	100%	552	552	100%
Workers						
Permanent	158	158	100%	158	158	100%
Other than permanent	97	97	100%	-	-	-
Total workers	255	255	100%	158	158	100%

A formal Human Rights Policy was launched in 2013 and has been revised in 2020 which applies to every employee and worker at bp / Castrol. There are many ways in which human rights issues might be associated with our activities, including impacts on people's livelihoods, access to water, land and resources, workforce rights – including modern slavery, and the

actions of the security personnel who protect our sites. Applicable aspects in the Human rights policy such as child labor, discrimination, harassment and working conditions are covered as a part of mandatory Code of Conduct training for all employees and workers at CIL. Principles on Labour Rights and Modern Slavery (LRMS) such as clear employment status, protection of young persons, freedom from forced labour, grievance process, work environment, freedom of association training is also provided to all employees and contractors across the manufacturing facilities on an annual basis.

Our actions and operations can also bring about major benefits and improvements to individuals, communities and society. bp wants to contribute to sustainable development and is working to do more to support the delivery of the United Nations Sustainable Development Goals (UN SDGs). We also recognize the importance of a just transition as envisaged by the Paris Agreement – one which delivers decent work, quality jobs and supports the livelihoods of local communities. We aim to actively advocate for policies that support net zero. This includes encouraging the use of finance and revenues from carbon pricing to support the just transition. To deliver our purpose we must continue to work to a consistent and high set of standards wherever we operate in the world. There will be instances where we won't get it right, and we will need the support and challenge of others to help us make a positive, and sustainable difference to people's lives. The policy document (link below) further details bp's Commitment, Delivery and Governance which has been put in place.

<https://www.bp.com/content/dam/bp/business-sites/en/global/corporate/pdfs/sustainability/group-reports/bp-human-rights-policy.pdf>

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

Category	CY 2023 Current calendar Year				CY 2022 Previous calendar Year					
	Total (A)	Equal to		More than		Total (D)	Equal to		More than	
		Minimum Wage		Minimum Wage			Minimum Wage		Minimum Wage	
	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (E)	% (E/D)	No. (F)	% (F/D)		
Employees										
Permanent	472	-	-	472	100%	468	-	-	468	100%
Male	390	-	-	390	100%	392	-	-	392	100%
Female	82	-	-	82	100%	76	-	-	76	100%
Other than Permanent	79	79	100%	-	-	84	84	100%	-	-
Male	56	56	100%	-	-	64	64	100%	-	-
Female	23	23	100%	-	-	20	20	100%	-	-
Workers										
Permanent	158	-	-	158	100%	158	-	-	158	100%
Male	154	-	-	154	100%	154	-	-	154	100%
Female	4	-	-	4	100%	4	-	-	4	100%
Other than Permanent	97	97	100%	-	-	-	-	-	-	-
Male	97	97	100%	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

	Gender	Total Number	Median remuneration/salary/wages of respective category (INR)
Board of Directors (BoD)*	Male	4	31,458,616
	Female	-	-
Key Managerial Personnel	Male	4	31,458,616
	Female	1	15,032,463
Employees other than BoD and KMP#	Male	346	3,651,304
	Female	67	3,559,476
Workers##	Male	148	848,120
	Female	4	641,846

*Includes Managing Director and Whole-time Directors and excludes Independent Directors and Nominee Directors in order to give an appropriate representation.

Includes employees who have served for the full year, for median remuneration and excludes workers.

Includes workers who have served for the full year, for median remuneration

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

	CY 2023 Current calendar Year	CY 2022 Previous calendar Year
Gross wages paid to females as % of total wages	14.98%	15.70%

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)

The Company has a robust vigil mechanism called OpenTalk. The employees are encouraged to raise any of their concerns using OpenTalk. Also, employees have been given access to reach out to the Audit Committee Chairman through a dedicated e-mail address indiaauditcommitteec@bp.com. No employee has been denied access to the Audit Committee for raising concerns. The POSH (Prevention of Sexual Harassment) committee members are responsible for addressing sexual discrimination issues caused or contributed by the business. Furthermore, Grievance Committees have also been established as per statutory requirements at plant-level to redress grievances/issues of workmen.

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

We have developed a well-defined Grievance Policy and a Disciplinary Policy tailored to handle matters related to employee work conditions or issues which affect them personally. A systematic investigation process exists in our business structure with clear roles, responsibilities, and accountabilities, along with trained investigators and decision-makers (People and Culture Line Manager/Business Head/Legal representatives). This process is under the vigilant oversight of the Ethics and Compliance Liaison department.

Additionally, OpenTalk serves as a global helpline for bp, providing a confidential medium for people to raise their issues or seek explanations about our code. Every reported matter is treated with the utmost confidentiality, complying simultaneously with legal necessities and best business practices.

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

	CY 2023 Current calendar Year			CY 2022 Previous calendar 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
	Sexual Harassment	-	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/ Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

	CY 2023 Current calendar Year	CY 2022 Previous calendar Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	-
Complaints on POSH as a % of female employees / workers	-	-
Complaints on POSH upheld	-	-

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

CIL has a Grievance Policy, a Disciplinary Policy and Prevention of Sexual Harassment Policy. The Company on a regular basis sensitizes its employees on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness program which are held on a regular basis.

CIL does not tolerate retaliation of any kind. All complaints can be made without fear of reprisal and with the assurance that the Company stands with its employees. Retaliation of any type against someone who reports harassment in good faith, against someone who provides information, or against someone who otherwise assists in a harassment investigation is not permitted.

If an individual believes he or she has been retaliated against for reporting harassment, for making a complaint of harassment, or for participating in an investigation related to harassment, should immediately report the alleged retaliation to their line manager or any of the speak up channels. Any employee who is found to have acted in retaliation against someone after an investigation will face disciplinary action, which may include termination of employment.

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

Yes. CIL extends human rights requirements as a part of its business agreements and contracts. Human Rights (HuRi) clauses are incorporated across contracts coming up for renewals. A formal Human Rights Policy was launched in 2013 and revised in 2020, which applies to every employee at CIL.

10. Assessments of the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

CIL does not engage in or tolerate any violations of human rights in any form or manner and does not adopt any discriminatory employment practices. CIL performs risk-based assessments at periodic intervals.

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

Not applicable – there were no significant risks / concerns arising from the assessments conducted in our premises.

Leadership Indicators

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

Not applicable for CIL as no significant grievances/complaints were received on human rights.

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

Human rights due diligence process and mechanisms are being established to enhance the current human rights assessment in CIL. Risk based assessments are conducted at periodic intervals which include events like onboarding and renewal of agreements. Set criteria and risk-based reviews are performed.

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, CIL offices in Chennai and Delhi are designed in accordance with the accessibility requirements of differently abled individuals. Some measures undertaken include wheelchair availability, dedicated parking slots, meeting room signages in Braille, adjustable desk availability, Herman Miller's chairs, disability friendly elevators and ramps.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	-
Discrimination at workplace	-
Child labour	-
Forced/involuntary labour	-
Wages	-
Others – please specify	-

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

Not applicable

Principle 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

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

Parameter	Unit of measurement	CY 2023		CY 2022	
		Current calendar Year	Previous calendar Year	Current calendar Year	Previous calendar Year
From renewable sources					
Total electricity consumption (A)	GJ	6,466	155.40		
Total fuel consumption (B)	GJ	-	-		
Energy consumption through other sources (C)	GJ	-	-		
Total energy consumed from renewable sources (A+B+C)	GJ	6,466	155.40		
From non-renewable sources					
Total electricity consumption (D)	GJ	8,848	14,138		
Total fuel consumption (E)	GJ	12,385	6,732		
Energy consumption through other sources (F)	GJ	-	-		

Parameter	Unit of measurement	CY 2023		CY 2022	
		Current calendar Year	Previous calendar Year	Current calendar Year	Previous calendar Year
Total energy consumed from non-renewable sources (D+E+F)	GJ	21,232	20,870		
Total energy consumed (A+B+C+D+E+F)	GJ	27,698	21,026		
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	GJ/Rupee turnover	0.00000055	0.00000044		
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-	-		
Energy intensity in terms of physical output Specific Power Consumption	GJ/KL	0.144	0.106		
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-	-		

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

Yes. The energy consumption data is audited and verified by a certified third-party agency.

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

CIL works in a sector that is not categorized under designated consumers (DCs), so none of the facilities are identified under the Performance, Achieve and Trade (PAT) scheme.

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

Parameter	CY 2023		CY 2022	
	Current calendar Year	Previous calendar Year	Current calendar Year	Previous calendar Year
Water withdrawal by source (in kilolitres)				
(i) Surface water				
(ii) Groundwater	24,372	23,923		
(iii) Third party water (Municipal water supplies)	21,474	18,252		
(iv) Seawater / desalinated water	-	-		
(v) Others (Rainwater storage)	-	-		
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	45,846	42,175		
Total volume of water consumption (in kiloliters)	45,846	42,175		
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.00000090 KL/ Rupee turnover	0.00000088 KL/ Rupee turnover		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	-	-		
Water intensity in terms of physical output	-	-		
Water intensity (optional) – the relevant metric may be selected by the entity	-	-		

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

Yes. The water consumption data, treatment scheme and water saving measures implemented and benefits achieved are audited through the Environment management system and verified by a certified third-party agency.

4. Provide the following details related to water discharged:

Parameter	CY 2023	CY 2022
	Current calendar Year	Previous calendar Year
Water discharge by destination and level of treatment (in kilo liters)		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties		
- No treatment	-	-
- With treatment – please specify level of treatment (send to CETP after treatment)	77.8	78
(v) Others		
- No treatment	-	-
- With treatment – Tertiary treatment	-	-
Total water discharged (in kilo liters)	77.8	78

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.

Yes. The water, treatment scheme, disposal data and water saving measures implemented and benefits achieved are audited through Environment management system and verified by a certified third-party agency.

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

CIL has been continuously working to reduce freshwater consumption in its manufacturing facilities. Initiatives such as sprinkler systems and water-efficient taps have been implemented. Each facility has water balance flow charts to monitor freshwater usage and identify conservation measures. Water audits are conducted at one of the plants, and the outcomes are shared across plants for implementation.

Silvassa: Fresh water is used only for domestic and boiler operations. The boiler blowdown water, which is minimal in quantity, is sent to CETP (Common Effluent Treatment Plant) for treatment. The domestic wastewater is treated in an in-house sewage treatment plant, and the treated water is used for gardening within the plant premises. This plant operates as a Zero Liquid Discharge facility.

The Paharpur and Patalganga plants send their wastewater to CETP for further treatment.

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

Parameter	Please specify unit	CY 2023	CY 2022
		Current calendar Year	Previous calendar Year
NOx	Kg	1,149	922
SOx	Kg	1,655	2,283
Particulate matter (PM2.5)	Kg	1,624	1,859
Particulate matter (PM10)	Kg	-	-
Persistent organic pollutants (POP)	Kg	-	-
Volatile organic compounds (VOC)	Kg	-	-
Hazardous air pollutants (HAP)	Kg	-	-

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.

Yes. The parameters and the schedule of monitoring along with the stack monitoring reports (emissions generated from DG sets) and the compliance with the regulatory requirements are audited through the Environment management system and verified by a certified third-party agency.

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

Parameter	Unit	CY 2023	CY 2022
		Current calendar Year	Previous calendar Year
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	745	388
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	2,032	3,181
Total Scope 1 and Scope 2 emissions	Metric tons of CO ₂ equivalent	2,777	3,569
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tons of CO ₂ equivalent/ turnover in crores	0.547	0.748
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	-	-	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tons of CO ₂ equivalent/ kilolitre	0.014	0.018

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.

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

CIL has been continuously working towards reducing the GHG emissions through process improvements, energy monitoring systems, energy efficiency measures and renewable alternatives. Installation of Solar photovoltaic plant within premises and purchasing renewable energy are the different options studied with respective to the plant locations and the key actions implemented are listed below:

Scope 1 emissions	Patalganga plant: Replaced diesel with piped natural gas (PNG) Silvassa plant: Uses natural gas as heating fuel
Scope 2 emissions	1. Silvassa plant: The installation of the on-ground solar photovoltaic system is currently in progress. It is expected to be operational from the year 2024 onwards. 2. Patalganga plant: The facility purchases green energy for 100% of its operations. 3. Paharpur plant: A rooftop solar photovoltaic system is currently in operation. Furthermore, provisions have been made for the procurement of IREC. 4. From November 2023, the corporate office in Mumbai has been purchasing green power to sustain 100% of its operations. Continuous improvement measures are undertaken across CIL's manufacturing operations resulting in consistent year-on-year energy efficiency.
Scope 3 emissions	CIL has initiated the process of monitoring their logistics scope 3 emissions.

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

Parameter	CY 2023	CY 2022
	Current calendar Year	Previous calendar Year
Total Waste generated (in metric tons)		
Plastic waste (A)	100.285	90.85
E-waste (B)	0.43	3.095
Bio-medical waste (C)	0.042	0.50
Construction and demolition waste (D)	-	-
Battery waste (E)	-	6.20
Radioactive waste (F)	-	-
Other Hazardous waste -excluding e-waste and biomedical waste (G)	703.05	800.51
Other Non-hazardous waste generated (H) - excluding plastic waste	383.09	183
Total (A+B + C + D + E + F + G + H)	1,186.90	1,084
Waste intensity per rupee of Turnover (Total waste generated /Revenue from operations)	0.0000233 MT/Rupee turnover	0.0000227 MT/Rupee turnover
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	-	-
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	0.006 MT/KL	0.005 MT/KL
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of waste		
(i) Recycled	1,151	1,063.61
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	1,151	1,063.61
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	35.80	20
(ii) Landfilling	-	-
(iii) Landfilling after incineration	-	-
Total	35.80	20

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.

CIL employs the PATH360 guiding principles around circularity to minimize waste generated from its operations. Waste generated data is monitored and reviewed at the leadership level. The production process does not use any toxic chemicals. CIL's waste management practices are audited during the Environment Management System audit.

Hazardous waste : Hazardous waste quantities are consistently monitored, recorded and sent to authorized recyclers as per the facility's hazardous waste authorization rules stipulated by the Pollution Control Board. Corresponding manifests, forms and annual returns are maintained at the respective facilities.

Non-Hazardous waste : Non-hazardous waste quantities are routinely monitored, recorded and sent to company authorized recyclers. Details about this are reported in the annual Environment statement.

Inspections are conducted at waste disposal facilities to ensure that waste is recycled and/or treated according to the agreed processes.

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.
	No manufacturing facilities and offices are located or planned in/around ecologically sensitive areas.		

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
EIA is not applicable as none of our projects are carried out in ecologically sensitive areas.					

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, in the following format:

CIL is in compliance with all applicable environmental rules and regulations. Verification of this compliance is conducted during the Environment Management System audit.

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

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilo liters):- Not applicable

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

- Name of the area: -
- Nature of operations: -
- Water withdrawal, consumption, and discharge in the following format:

Parameter	CY 2023	CY 2022
	Current calendar Year	Previous calendar Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Parameter	CY 2023	CY 2022
	Current calendar Year	Previous calendar Year
(ii) Into Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	NA	NA

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

Parameter	Unit	CY 2023	CY 2022
		Current calendar Year	Previous calendar Year
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 3 emissions per Crore of turnover	-	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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.

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable

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, as per the following format:

S. No.	Details of initiative undertaken (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Reuse of flush oil generated in operations at Patalganga plant	Increasing circularity - Reduction in waste oil (hazardous waste) generation
2.	Recycling of empty dye containers (hazardous waste) instead of incineration	Increasing circularity - Reduction in emissions due to hazardous waste disposal
3.	Installation of 7 KW rooftop solar in Paharpur plant	Reducing carbon
4.	IREC (International Renewable Energy Certificate) procurement for the equivalent amount of electricity purchased in Paharpur plant	Reducing carbon
5.	Green energy procurement at Patalganga plant – 100% energy source is from renewables	Reducing carbon

S. No.	Details of initiative undertaken (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
6.	Small packs of 600 liters capacity are transported through Electric vehicles	Reducing carbon
7.	Usage of Natural gas as a replacement of Diesel and furnace oil in Patalganga and Silvassa plant	Reducing carbon
8.	Reduction of temperatures used in blending processed to reduce electricity consumption without impact product quality at Patalganga and Paharpur plant	Reducing carbon
9.	Reduction in energy usage by optimizing the circulation pump running hours during blending process at Patalganga and Paharpur plant	Reducing carbon
10.	100% Post-Consumer Recycled bottle ⁴ for Castrol Power1 ULTIMATE range products at Patalganga plant	Increasing circularity - Reduction of plastic waste (packaging waste)
11.	Highlander-Lighter optimized pack design reducing overall annual plastic consumption by 6% ⁵	Increasing circularity - Reduction of plastic waste (packaging waste)
12.	Substitution of plastic tapes to Vulcro belts to eliminate plastic waste generation at Silvassa plant	Increasing circularity - Reduction of plastic waste (packaging waste)
13.	Installation of food waste composter to convert food waste into manure at Paharpur plant	Increasing circularity - Recycling of food waste

⁴ The new packaging includes a 100% PCR plastic bottle and a non-PCR plastic cap. The label on the pack is made from paper.

⁵ To promote the responsible design and management of plastic packaging along its lifecycle, Castrol defines its plastic footprint as the amount of virgin plastic included in our packaging per liter that isn't recycled. The company aim to halve its carbon footprint by 2030 is from its 2019 baseline. See www.castrol.com/PATH360/Definitions for more information.

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

Business Continuity Plan: Failure to address an incident effectively could potentially disrupt our business. A robust Crisis Management process enables us to address any incident or issues (safety, environment or product quality) which may escalate into an internal or external crisis. We have a detailed Business Continuity Plan (BCP), Incident Management Plan, Crisis Communication Plan, Emergency Response Plan and Tactical Management Plan for all sites. Regular annual trainings and exercises are conducted for team members in charge of the above plans in case of emergencies. A detailed Business Continuity Plan provides guidance on the actions to be taken to remain operational at acceptable levels, during and after a disruptive event, and to resume normal operations as quickly and effectively as possible. The BCP includes eight possible business disruptions and has detailed contingency strategies and action plans to mitigate them.

Incident Management Plan: CIL has an Incident Management Plan (IMP) that outlines broadly the guidelines for emergency response and incident escalation and management. The IMP is applicable across CIL's operations (manufacturing units and offices). The Incident Management Team (IMT) operates in line with the IMP. The response of the IMT is defined through a structured process flowchart aligned to BP 3 Tier Response System. The primary role of the IMT is to verify safety of responders, manage incident impacts, direct emergency response to the incident and brief the BST (Business Support Team) and/or CST (Country Support Team) on status response activities.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

There are no significant adverse environmental impacts identified in our value chain.

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

-

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 and industry chambers/ associations.

Ten

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a 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	ASCI - The Advertising Standards Council of India	National
2	Bombay Chambers of Commerce and Industry	State
3	Confederation of Indian Industry	National
4	Employer's Federation of India (EFI)	National
5	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
6	International Market Assessment India Pvt Ltd	National
7	Patalganga and Rasayani Industrial Association	State
8	Silvassa Industries Association	State
9	The Employers' Federation of Southern India (EFSI)	National
10	The Indian Society of Advertisers (ISA)	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.

Not applicable

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 the public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
	The Company strategically channels industry-specific suggestions and contributions through active participation in trade bodies or associations, rather than direct public advocacy.				

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
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Not applicable. No assessments were undertaken or necessitated during the reporting period.

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
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Not applicable as there are no ongoing projects as such.

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

OpenTalk serves as a global helpline for bp, providing a confidential medium for people to raise their issues or seek explanations about our code. This service is managed by an autonomous enterprise, accessible 24/7 and provides assistance in over 75 different languages. Anyone, including contractors, partners, suppliers, customers and local community members can use OpenTalk. OpenTalk can be contacted anonymously from most locations. Every reported matter is treated with the utmost confidentiality, complying simultaneously with legal necessities and best business practices.

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

Parameter	CY 2023	CY 2022
	Current calendar Year	Previous calendar Year
Directly sourced from MSMEs/small producers	6%	5%
Directly from within India	38%	35%

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:

Location*	CY 2023	CY 2022
	Current calendar Year	Previous calendar Year
Rural	10%	12%
Semi-urban	6%	5%
Urban	7%	8%
Metropolitan	77%	75%

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

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
	Not applicable

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

S. No.	State	Aspirational District	Amount Spent (In INR)
1	Assam	Baksa	2,016
2	Assam	Barpeta	4,032
3	Assam	Darrang	4,032
4	Assam	Dhubri	6,048
5	Assam	Goalpara	2,016
6	Assam	Udalguri	2,016
7	Bihar	Araria	46,368
8	Bihar	Aurangabad	24,192
9	Bihar	Banka	30,240
10	Bihar	Begusarai	2,016
11	Bihar	Gaya	88,704
12	Bihar	Jamui	8,064
13	Bihar	Muzaffarpur	36,288
14	Bihar	Nawada	72,576
15	Bihar	Purnia	6,048
16	Bihar	Sitamarhi	16,128
17	Chhatisgarh	Bijapur	6,048
18	Chhatisgarh	Korba	4,032
19	Haryana	Nuh	4,032
20	Jammu & Kashmir	Kupwara	2,016
21	Jharkhand	Bokara	8,064
22	Jharkhand	Chatra	18,144
23	Jharkhand	Dumka	8,064
24	Jharkhand	Garhwa	2,016
25	Jharkhand	Giridih	38,304
26	Jharkhand	Godda	46,368
27	Jharkhand	Gumla	2,016
28	Jharkhand	Hazaribag	40,320
29	Jharkhand	Latehar	22,176
30	Jharkhand	Lohardaga	6,048
31	Jharkhand	Pakur	2,016
32	Jharkhand	Ranchi	14,112
33	Karnataka	Gadag	551,552
34	Karnataka	Kalabhuragai	1,936,852
35	Madhya Pradesh	Guna	2,016
36	Madhya Pradesh	Rajgarh	2,016
37	Madhya Pradesh	Singrauli	2,016
38	Madhya Pradesh	Vidisha	4,032
39	Maharashtra	Jalgaon	6,048
40	Maharashtra	Osmanabad	2,099,516
41	Rajasthan	Dholpur	2,016
42	Rajasthan	Jaisalmer	6,048
43	Rajasthan	Karauli	6,048
44	Tamil Nadu	Ramanathapuram	2,016
45	Tamil Nadu	Virudhunagar	4,032
46	Telangana	Adilabad	2,016
47	Uttar Pradesh	Bahraich	18,144
48	Uttar Pradesh	Balrampur	10,080
49	Uttar Pradesh	Chandauli	22,176
50	Uttar Pradesh	Chitrakoot	2,016
51	Uttar Pradesh	Fatehpur	2,016
52	Uttar Pradesh	Shravasti	2,016
53	Uttar Pradesh	Siddharth Nagar	24,192

S. No.	State	Aspirational District	Amount Spent (In INR)
54	Uttarakhand	Haridwar	6,048
55	Uttarakhand	Udham Singh Nagar	12,096
56	West Bengal	Birbhum	22,176
57	West Bengal	Nadia	22,176

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 suppliers primarily considered for procurement of input materials include refineries and chemical industries. CIL follows principles detailed in 'bp's expectations of its suppliers' document and internal guidelines for all procurement.

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

Not applicable

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

Not applicable

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

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

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
-	-	-

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Projects	No. of persons benefited from CSR Projects 2023	% of beneficiaries from vulnerable and marginalized groups
1	Castrol Sarathi Mitra - The programme aims at holistically improving lives of truck drivers through interventions that enable a sustainable livelihood and opportunities for socio-economic growth.	33,335 truck drivers	100%
2	Castrol Eklavya - The programme offers skilling initiatives in the automotive industry aiming to deliver inclusive growth for mechanics, covering the basics and focusing on diagnostic skills.	14,721 mechanics	100%
3	Castrol Ujjwal Kal - Community development initiatives in key areas of education, upskilling and health.	4,145 beneficiaries in communities near plants	100%
4	Humanitarian Aid - Flood relief efforts in Himachal Pradesh Program for driving safety - Castrol 2 Wheels 1 Life - educating the youth on safe two-wheeler riding techniques and sensitizing them on road safety; encouraging the formation of Road Safety Clubs, with trained youth as ambassadors of Road Safety, to educate their peers.	1,127 beneficiaries	100%
5		2,256 two-wheeler riders in Mumbai	-

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.**

The company is committed to addressing consumer queries, complaints and feedback in a timely manner. To this end, it has established a dedicated call center, which operates in English and seven other regional languages. Customers can reach the call center at 18002098100 or 1800222100. Additionally, the company has set up an email address, customercare.india@castrol.com, for addressing queries and feedback. Each consumer pack prominently displays these contact details. Several efficient workflows are in place to ensure all queries are addressed in a timely manner.

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

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

Product Data Sheets and Material Safety Data Sheets list specific guidelines to ensure safe and responsible usage and disposal instructions for CIL's products. The company also includes requisite disclosures on the packaging of its products. Additionally, CIL also undertakes information sharing through multiple channels of engagement to educate its stakeholders of responsible practices.

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

	CY 2023 (Current Calendar Year)			CY 2022 (Previous Calendar Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

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

Yes, the organization has established a system and guidelines regarding cyber security and issues pertaining to data privacy.

A variety of measures are implemented to manage risks associated with cyber security. This includes the application of cyber security policies and procedures, the utilization of security defense tools, continuous monitoring of threats, and the capacities to detect events. Also, we have response strategies for incidents and routinely run drills to evaluate our recovery skills and response tactics to cyber-attacks. Our cyber security education and awareness initiative provides training to our staff on subjects like phishing and the proper classification and handling of our data. Actively engaging with governments, law enforcement agencies and peer industries allows us to gauge and respond appropriately to new and upcoming threats.

The cyber security guidelines and framework can be found on the company's intranet. bp's Privacy Policy outlines our privacy compliance framework, detailing the arrangement of central and local privacy resources. Best practices for managing personal data are promoted by a central team backed by local privacy coordinators appointed by local management, all in compliance with the bp Code of Conduct, bp privacy rules and any local legislative obligations.

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

Not applicable

7. Provide the following information relating to data breaches:

- Number of instances of data breaches
- Percentage of data breaches involving personally identifiable information of customers
- Impact, if any, of the data breaches

Not applicable

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

Details about all the products and services offered by the company can be found on its website at https://www.castrol.com/en_in/india/home.html.

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

Product Data Sheets and Material Safety Data Sheets for all CIL's products have been made available on the CIL website (<https://thelubricantoracle.castrol.com/>). These sheets detail procedures for safe usage and disposal of the company's products. Additionally, requisite disclosures have also been included on the packaging of these products.

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

At CIL, we do not deal with any essential services, however, in event of any disruption or discontinuation of services, the company proactively informs its stakeholders through its website, social media platforms, distributor and retailer networks, sales representatives, emails etc. Also, customers can reach the call centers at 18002098100 or 1800222100 or email at customercare.india@castrol.com, for addressing queries and feedback.

4. Does the entity display product information on the product over & above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief? Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

CIL has a wide range of products. In addition to mandate as per local laws, wherever space permits, information about benefits accrued from usage of a product and the product functionality towards the benefit are also elaborated on each product label.

Surveys carried out with principal customers have prompted implementation of strategies to enhance consumer experience. Regular evaluations are also conducted on significant brands to ascertain brand strength and cognitive impact among consumers.