

9 June 2023

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 FY ended 2022

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") submitted by the Company on voluntary basis for the financial year 2022 and which forms part of the Annual Report for the financial year 2022.

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 REPORT

[See Regulation 34(2)(f) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015]

SECTION A: GENERAL DISCLOSURES

I. Details

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 2022 (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:** Rs. 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

II. Products/services

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

Sr. No.	Description of main activity	Description of business activity	% of turnover of the Company
1.	Manufacturing	Coke and Petroleum products	89.38%

15. Products/services sold by the Company (accounting for 90% of the Company's turnover):

Sr. No.	Product/Service	NIC Code	% of total turnover contributed
1.	Petroleum	271000.61 – Lubricating oils	90.00%

III. Operations

16. Number of locations where plants and/or operations/offices of the Company are situated:

Location	Number of plants	Number of offices	Total
National	3	4	7
International	-	-	-

17. Markets served by the Company**a. Number of locations:**

Locations	Number
National (No. of states/union territories)	37*
International (No. of countries)	None

* Includes 28 states and 9 union territories

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

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

c. A brief on types of customers

The Company's products are distributed through 330 distributors who service close to 118,000 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 Castrol'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**18. Details as at the end of the Calendar Year:****a. Employees and workers (including differently abled)**

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES (Executives)						
1.	Permanent	468	392	84%	76	16%
WORKERS (Workmen)						
2.	Permanent	158	154	97%	4	3%

b. Differently abled employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES[^]						
1.	Permanent	1	1	100%	-	-
2.	Total differently abled employees	1	1	100%	-	-

[^] In 2022, Castrol India onboarded one differently abled employee in its permanent workforce. As part of our ongoing efforts to enhance Diversity, Equity & Inclusion, we are partnering with a talent firm that is specialized in scouting differently abled talent and helping them get placed in roles where they can deliver to the best of their abilities.

19. Participation/inclusion/representation of women:

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	11	2	18.2%
Key Management Personnel	6	1	16.7%

20. Turnover rate for permanent employees and workers

	CY 2022			CY 2021			CY 2020		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees (Executives)	8%	12%	9%	3%	8%	4%	5%	7%	5%
Permanent Workers	13%	-	13%	-	-	-	1%	-	1%

V. Holding, subsidiary and associate companies (including joint ventures)**21. (a) Names of holding/subsidiary/associate companies/joint ventures**

Sr. No.	Name of the holding/subsidiary / associate companies / joint ventures (A)	Indicate whether holding/subsidiary/ associate / joint venture	% of shares held	Does the Company indicated at Column A, participate in the Business Responsibility initiatives of the listed Company? (Yes/No)
1.	Castrol Limited	Holding	51%	Yes

VI. CSR Details

- 22. (i)** Whether CSR is applicable as per section 135 of Companies Act, 2013: **Yes**
- (ii)** Turnover: Rs. 4,774 Crores
- (iii)** Net worth: Rs. 1,886 Crores

VII. Transparency and Disclosures Compliances**23. Complaints/grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC):**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	CY 2022			CY 2021		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	None	None	None	None	None	None
Investors (other than shareholders)	Yes	None	None	None	None	None	None
Shareholders	Yes	None	None	None	None	None	None
Employees and workers	Yes	None	None	None	None	None	None
Customers	Yes	664	None	None	1073	None	None
Value Chain Partners	Yes	None	None	None	None	None	None
Others	None	None	None	None	None	None	None

24. Overview of the Company’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, as per the following format:

Sr. No.	Material issue identified	Indicate whether risk or opportunity	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	Safety in operations	Risk/Opportunity	<p>We are committed to safety, protecting the environment and respecting the communities in which we operate.</p> <p>We are committed to avoiding damage to the environment and related impacts on communities.</p> <p>Our health, safety, security and environment (HSSE) goals are: no accidents, no harm to people and no damage to the environment. Safety is good business</p>	<p>We have set the foundation, standards and thought leadership for operational risk management through bp’s operating management system (OMS).</p> <p>Through our experts, partners and assurance activities, we work with the business groups to build operations capability to manage risk and enhance safety performance across bp. We seek to leverage digital and data driven innovative solutions to improve OMS and assurance impact.</p>	Positive
2	Reduce our plastic footprint ² by half by 2030 and continue to help our customers save energy, waste and water	Risk/Opportunity	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.	<p>We will use circular economy thinking (Reduce, Replace, Re-use, Recycle and Relationships) to bring our packaging footprint down. In line with this approach, we transitioned to our new global highlander consumer packs with smart lighter optimized pack design which has reduced our overall annual plastic consumption by 6%.</p> <p>Compared to virgin plastic resin, post-consumer resin (PCR) offers a lower carbon footprint, diverts waste from landfills, and decreases the consumption of virgin raw materials.</p> <p>In 2022, we launched a 100% Post-Consumer Recycled bottle for our Castrol POWER1 ULTIMATE range in line with our PATH360 aim to reduce our plastic footprint.</p>	Positive

² To promote the responsible design and management of plastic packaging along its life-cycle, 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.

Sr. No.	Material issue identified	Indicate whether risk or opportunity	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)
3	<p>Halve the net carbon intensity per liter of our products³ by 2030</p> <p>We aim to be net zero by 2050 or sooner*</p>	Risk/Opportunity	<p>We have plans in place to reduce the life-cycle carbon emissions of offers by improving our organizational efficiency, encouraging our supply chain to decarbonize, collaborating to source lower carbon raw materials and working with our partners to influence what happens to products after use.</p>	<p>Castrol products contribute to saving energy and driving efficiency in use, but there are carbon emissions associated with their life-cycle and our aim is to bring them down.</p> <p>We are looking at using raw materials which reduces carbon footprint into the formulation.</p> <p>Castrol products are used in BS-VI vehicles which is enabling reduced emissions.</p>	Positive
<p>³ v/s Castrol's net carbon intensity per liter of our products sold in 2019. See www.castrol.com/PATH360/Definitions for more information.</p>					
<p>* As part of bp's ambition to be net zero by 2050 or sooner and to help the world get to net zero</p>					
4	Improving people's lives	Opportunity	<p>From customer-centric decisions to making Castrol a great place to work, we keep the impact on people in mind as we work in order to help improve lives</p>	<p>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 – truck drivers and mechanics.</p> <p>Additionally, we continue to engage with communities around areas of operations and presence through various community development programs focused on education and upskilling programs for youth and women.</p>	Positive
5	Promotion of health and wellbeing of employees	Opportunity	<p>Wellbeing is not just about helping to prevent illness. It is about feeling good and functioning well and covers the physical, psychological and social factors which influence our health and happiness.</p> <p>A focus on wellbeing with supporting programs provided within the workplace can help individuals to learn and maintain good habits for health, to build resilience to cope with the everyday stresses of life and to create community and engagement.</p>	<p>We support people to perform at their best by preventing ill health and promoting wellbeing to maximize personal and business value.</p> <p>Various health and wellbeing resources, training, publications, health moments, guidance and other digital tool are provided.</p> <p>Another support provided is 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.</p>	Positive

Sr. No.	Material issue identified	Indicate whether risk or opportunity	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)
6	Diversity, Equity & Inclusion	Opportunity	Our aim is greater diversity, equity and inclusion for our workforce, and customers. Multiply D&I impact through ecosystem partners and suppliers.	Equal opportunity is a matter of fairness, respect and dignity - We treat everyone with fairness, respect and dignity. We value the unique contribution that each person brings to bp. We accomplish more when people from diverse backgrounds and with different talents and ideas work together in an environment where everyone can contribute and make full use of their talents.	Positive
7	Talent management	Opportunity	We unlock and maximize the potential of our people and fuel their passion to help drive performance and achieve our purpose for people and our planet.	The bp group talent management tools, resources and frameworks enable our People and Culture (P&C) team in identifying, attracting, deploying and developing the best talent for the organization	Positive
8	Data privacy and cyber 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.	Our digital security team works with the business every day to assess security risk, provide training, information to drive safe behaviors of users. Digital security has created a series of cyber moments that can be shared as part of meetings and other gatherings to raise awareness of the cyber threats we all face.	Negative
9	Digital innovation	Opportunity	Leverage digital to provide an enhanced digital customer and consumer experience and achieve operational advantages.	Building on its digitalization strategy, the Company continued digital initiatives such as FASTSCAN, FASTLANE, Castrol SMART and Castrol DIGICLAIM. The Castrol FASTLANE application enables indirect customers to place orders at any time and from any location. Features like secure password-less entry, new product updates, current offers, and purchase history have attracted over 20,000 active customers. The Castrol SMART application enables our sales force of 1,000+ to have meaningful conversations with retail store owners and IWS. The Castrol DIGICLAIM portal has significantly reduced manual intervention in scheme and claim processing, thereby reducing time spent on non-value addition activities and releasing working capital for customers and channel partners.	Positive

Sr. No.	Material issue identified	Indicate whether risk or opportunity	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	Corporate governance – Board oversight, conflict of interest, ethics, risk and compliance	Risk	Castrol India is part of the BP Group which believes strongly in the highest standards of governance and business ethics.	<p>Key aspects of our organization governance processes are:</p> <p>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 integrity of our assets and financial information of the Company.</p>	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
P2	Businesses should provide goods and services in a manner that is sustainable and safe.
P3	Businesses should respect and promote the wellbeing of all employees, including those in their value chains.
P4	Businesses should respect the interests of and be responsive to all its stakeholders.
P5	Businesses should respect and promote human rights.
P6	Businesses should respect and make efforts to protect and restore the environment.
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
P8	Businesses should promote inclusive growth and equitable development.
P9	Businesses should engage with and provide value to their consumers in a responsible manner.

Sr. No.	Disclosure Questions	P1 (Please refer Point P1)	P2 (Please refer Point P2)	P3 (Please refer Point P3)	P4 (Please refer Point P4)	P5 (Please refer Point P5)	P6 (Please refer Point P6)	P7 (Please refer Point P7)	P8 (Please refer Point P8)	P9 (Please refer Point P9)
Policy and management processes										
1.	a. Whether your Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web-Link of the Policies, if available	bp Code of Conduct: https://www.bp.com/content/dam/bp/business-sites/en/global/corporate/pdfs/who-we-are/our-code-our-responsibility.pdf Castrol Code of Conduct: https://www.bp.com/content/dam/bp/business-sites/en/global/corporate/pdfs/who-we-are/our-code-our-responsibility.pdf HSSE policy: https://www.castrol.com/en_in/india/home/about-castrol/health-safety-security-and-environmental-hsse-policy.html CSR policy: https://www.castrol.com/content/dam/castrol/country-sites-new/en_in/india/home/documents/about-castrol/cil-csr-policy-2021.pdf Customer policy: https://www.castrol.com/en_in/india/home/about-castrol/newsroom/customer-policy.html								
2.	Whether the Company has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the Code of Conduct of the Company is applicable to all the value chain partners who do business with the Company.								
4.	Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, and Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your Company and mapped to each principle	Majority of the company policies are aligned with bp group policies which incorporate global best practices. The Company is an ISO 9001 Company and the manufacturing locations are 14001 and 18001 certified.								

Sr. No.	Disclosure Questions	P1 (Please refer Point P1)	P2 (Please refer Point P2)	P3 (Please refer Point P3)	P4 (Please refer Point P4)	P5 (Please refer Point P5)	P6 (Please refer Point P6)	P7 (Please refer Point P7)	P8 (Please refer Point P8)	P9 (Please refer Point P9)
5.	Specific commitments, goals and targets set by the Company with defined timelines, if any	<p>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</p> <p>BY 2030, Castrol aims to:</p> <p>Reduce our plastic footprint² by half by 2030 AND continue to help our customers save energy, waste and water</p> <p>Halve the net carbon intensity per liter of our products³ by 2030</p> <p>² To promote the responsible design and management of plastic packaging along its life-cycle, Castrol defines its plastic footprint as the amount of virgin plastic included in our packaging per liter that isn't recycled.</p> <p>Our aim to halve it is from our 2019 baseline. See www.castrol.com/PATH360/Definitions for more information.</p> <p>³ vs Castrol's net carbon intensity per liter of our products sold in 2019. See www.castrol.com/PATH360/Definitions for more information.</p>								
6.	Performance of the Company against specific commitments, goals and targets along with reasons in case the same are not met	<p>CIL has recently set its ESG targets. The Company shall endeavor to report on the performance on the set targets in the subsequent reporting years.</p>								
Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets and achievements (listed company has flexibility regarding the placement of this disclosure)	<p>CIL is dedicated to making the Company socially and environmentally responsible. 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. It sets out our aims for 2030 to save waste, reduce carbon and improve lives.</p> <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> <p>In order to properly address the continuously changing scenario, the Company implemented a business continuity plan. To safeguard the Company's wellbeing 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 programs. Safety comes first for the company, with the main goal being that everyone returns home safely each day.</p>								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)	<p>Mr. Sandeep Sangwan, Managing Director</p>								
9.	Does the Company have a specified Committee of the Board/Director responsible for decision-making on Sustainability related issues? (Yes/No). If yes, provide details	<p>No. The Company has risk governance structure which consists of the Risk Management Committee 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.</p>								

10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by the Director/Committee of the Board/ Any other Committee					Frequency (Annually/ Half-yearly/ Quarterly/ Any other – please specify)			
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow-up action	As a general practice, the Business Responsibility policies are reviewed on a periodic basis by the departmental heads and business heads. The Board of Directors of the Company assesses various initiatives forming part of the BR performance of the Company at least once a year. Necessary changes to the policies as a result of the assessments are implemented								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliance	The Company complies with all statutory requirements to the extent applicable.								

11. Has the Company carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes/No) If yes, provide the name of the agency.

Policies wherever stated have been approved by the Board / Committee of the Board / Senior Management of the Company. All policies and processes are subject to audits and reviews done internally in the Company from time to time.

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 Company does not consider the Principles material to its business (Yes/No)	Not Applicable								
The Company 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 Company 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 DISCLOSURES

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 programs on any of the principles during the financial year

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programs
Board of Directors/Key Managerial Personnel (KMP)	The Board or Directors and the KMP's are familiarized <i>inter alia</i> on the following: 1) Business Performance updates 2) Business and Sustainability strategy 3) Risk Management plan 4) Governance, Compliance and Regulatory updates		100%
Employees & Workers other than Board of Directors or KMPs	bp has a dedicated learning platform named 'Grow@bp'. 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 Grow at BP 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 different e-learning platforms. Additionally, Health and Safety related training and awareness sessions are conducted and provided to the workers at regular intervals.		100%

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the Company or by directors / KMPs) with regulators / law enforcement agencies / judicial institutions, in the financial year, in the following format (Note: The Company 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 Company's website):

Not Applicable. No fines or other kinds of penalties were levied during the reporting period.

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.

Not Applicable.

4. Does the Company 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 (with Whistle Blower Policy), 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 and culture, and implementing and enforcing effective systems to detect, counter and prevent bribery and other 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:

Not Applicable as no disciplinary action was necessitated against any of the above categories of personnel during the reporting period.

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

	CY 2022		CY 2021	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	N.A.	Nil	N.A.
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	N.A.	Nil	N.A.

7. 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

LEADERSHIP INDICATORS:**1. Awareness programs conducted for value chain partners on any of the Principles during the calendar year:**

Total number of awareness programs held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programs
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Company conducts the awareness programs on aspects like code of conduct, with all our distributor partners at least annually, laying down the expectations around ethical and compliance aspects of the code that has been signed off 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. The key topics covered include:

1. Compliance with the laws
2. Health, safety and the environment ("HSSE")
3. Bribery and corruption, money laundering, conflict of interests and anti-competitive conduct
4. International trade law
5. Protecting confidential information
6. Non-discrimination, grievance processes and freedom of association

2. Company's processes in place to avoid / manage conflict of interests involving members of the Board

The Board of Directors are in charge of making sure that policies are in place to prevent conflicts of interest between the Board and Management. The Code of Conduct for Board and senior management team members has been adopted by the Board. The Code stipulates 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.

Please refer to the link below for the policy.

<https://www.bp.com/content/dam/bp/business-sites/en/global/corporate/pdfs/who-we-are/our-code-our-responsibility.pdf>

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 at their meeting. These disclosures help the Company and the Board of Directors in evaluating the possibility of any present or potential conflict of interest.

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 Company, respectively.**

	CY 2022 Current Calendar Year	CY 2021 Previous Calendar Year	Details of improvements in Environmental and Social impacts
R&D	15%	15%	Products with higher specifications, products suited for BS-VI emissions
CAPEX	3.1%	3.2%	Investments in Energy Monitoring & Measurement Systems, Pump replacement, Air line replacement, Five star rated equipment etc.

2. **a. Does the entity have procedures in place for sustainable sourcing?**
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.**
Not Applicable.
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.**

Castrol India is committed to waste reduction & minimization at all levels. All manufacturing plants of the Company are certified by internationally recognized and certified bodies for Environment Management Systems (ISO 14001:2004). Sites have developed a program on waste management focusing on 3Rs i.e., Reduce, Reuse and Recycle.

- a. Plastics (including packaging)** - Company has on-boarded three Waste Management Agencies (WMAs) to recollect and recycle/dispose of an equivalent amount of plastic packaging from all the states in which the Company has its sale, in line with the Plastic Waste Management Rules, 2016 (PWM Rule 2016). Pre-consumer plastic waste generated at the plant is channelized through authorized agencies to recyclers who buy it from our plants.
- b. E-waste** - E-waste generated at the manufacturing plants is sold to the State Pollution Control Board (SPCB) authorized vendors.
- c. Hazardous waste** - Hazardous waste produced by the manufacturing facilities is sent to State Pollution Control Board or Central Pollution Control Board certified entities for disposal.
- d. Other waste** - Other waste is sold to an outside organization, including garden debris, cartons, wood scrap, metal scrap, etc. The Silvassa factory features a built-in composter to turn food and kitchen waste into manure which is further used for gardening. Minimization of flush oil generation during the blending & filling process.
4. **Whether Extended Producer Responsibility (EPR) is applicable to the Company'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 the Company's activities. The Company is required to collect 70% of the plastic packaging waste as per the EPR plan submitted to the Pollution Control Board (PCB), however, the Company has taken a target of 100% collection and disposal. The Company has achieved this target for the year 2022.

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)??**

Castrol has conducted a Life Cycle Assessment of all products sold globally, including the India portfolio in 2022. It has been done in accordance with the Greenhouse Gas Protocol Product Life Cycle Accounting & Reporting Standard by a third-party environmental consultancy, ERM.

Principle 3: Businesses should respect and promote the wellbeing of all employees, including those in their value chains

ESSENTIAL INDICATORS:

1. a. Details of measures for the wellbeing of employees

Category	% of employees covered by (Only Executives)										
	Total (A)	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	392	392	100%	392	100%	-	-	392	100%	-	-
Female	76	76	100%	76	100%	76	100%	-	-	-	-
Total	468	468	100%	468	100%	76	100%	392	100%	-	-

b. Details of measures for the wellbeing of workers

Category	% of workers covered by										
	Total (A)	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 (workmen)											
Male	154	154	100%	154	100%	-	-	154	100%	-	-
Female	4	4	100%	4	100%	4	100%	-	-	-	-
Total	158	158	100%	158	100%	4	100%	154	100%	-	-

2. Details of retirement benefits for the current and previous calendar year

Benefits	CY 2022			CY 2021		
	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
Employee State Insurance (ESI)	NA	100%	Yes	NA	100%	NA
Others	NA	NA	NA	NA	NA	NA

3. Accessibility of workplaces

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

Yes, in locations where our differently-abled employees work, the workplaces are equipped with the necessary accessibility provisions.

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

The Company is in the process of drafting an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. The Code of Conduct also recognizes the importance of treating everyone with fairness, respect and dignity. It expects everyone to act in a way that is consistent with our sense of fairness and equal opportunity.

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

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

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

Castrol 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 Open Talk 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 Open Talk 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 2022 (Current Calendar Year)			CY 2021 (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 (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)
Total Permanent Employees	468	Nil	0%	469	Nil	Nil
Male	392	Nil	0%	389	Nil	Nil
Female	76	Nil	0%	80	Nil	Nil
Total Permanent Workers	158	158	100%	162	162	100%
Male	154	154	100%	161	161	100%
Female	4	4	100%	1	1	100%

8. Details of training given to employees and workers:

Category	CY 2022					CY 2021				
	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)
EMPLOYEES										
Male	392	365	93%	69	17%	389	387	99%	50	13%
Female	76	67	88%	10	13%	80	79	99%	12	15%
Total	468	432	92%	79	17%	469	466	99%	62	13%
WORKERS										

The training provided to our technician/workmen staff is in most cases offline and on the shopfloor wherein the attendance record is not maintained. There are limited trainings assigned online to a few technician/workmen staff who have email access.

In 2022, our employees spent a total of 1,410 hours attending various virtual sessions on technical, behavioral and leadership aspects. Our plant technicians focused on safety-related aspects when the plants reopened. Various teams came together to remodel the safety protocols in the plants under guidelines by bp and the local laws. Employee capability continued to form a critical pillar of the Company's development architecture.

The Company continued to actively drive Ethics & Compliance via mandatory training programs and by organizing focused sessions on Ethics & Compliance, stressing the importance of key themes including Speak Up / Listen Up, always do the right thing, zero-retaliation and zero tolerance to non-compliance. We continued to monitor our cyber security scores and generate cyber awareness across all teams and locations. The Company continued to invest in leadership development through the flagship leadership offer for all team leaders and managers.

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

Category	CY 2022 Current Calendar Year			CY 2021 Previous Calendar Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
EMPLOYEES						
Male	392	392	100%	389	389	100%
Female	76	76	100%	80	80	100%
Total	468	468	100%	469	469	100%

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. Implementation of occupational health and safety management system by the Company along with the coverage.**

HSSE is at the heart of everything that the Company does and is a key enabler of its business strategy. The Company is committed to the goal of 'no accidents, no injury to people and no damage to the environment'. The Company expects every employee/worker to be a safety leader. Road safety continues to be a focus area for the Company and thus all professional drivers (those driving on company business) undergo rigorous defensive driver training and all road safety related incidents, however minor, are reported and investigated in an attempt to adopt lessons learnt. All new employees, permanent and contract undergo HSSE training within five days of joining the Company. The Company has fully implemented a Global Operating Management System (OMS) to continuously improve the delivery of safe, responsible and reliable operations. OMS has helped the Company to manage four key elements of operations – People, Plants, Processes and Performance effectively.

b. Processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the Company.

Health, Safety, Security and Environment are critical focus areas for the Company. Hazard Identification and Risk Assessment (HIRA) is done as per ISO 45001 and ISO 14001 for all routine activities in the manufacturing plants whereas non routine activities are supervised through OMS procedure like Control of Work "CoW". Various risk assurance tools are used to identify and mitigate the risk under the annual risk management process.

c. Processes for workers to report the work-related hazards and to remove themselves from such risks.

There are processes developed and implemented as per OMS for workers to report work related hazards and remove themselves from such risks e.g., Safety Observations, Safety Observation Conversation, Focused Safety Observation Conversations. All such instances are recorded in the Reporting Tool "IRIS". Workers are also guided to follow Safety Leadership Principles. Offices and Plants have a forum of Safety Committee set up as a forum to report work related hazards.

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

Yes. Employees have access to Non-Occupational Medical and Health Issues through the following:

- **Connect & Heal (CNH)** online service for medical consultation (audio & video consultation) and emergency assistance available 24X7. This service is available for all employees and eligible dependents.
- **Mediclaime facilities:** We have a Mediclaime tie-up with Iffko Tokio, supported by Third Party Administrator (TPA) i.e., Paramount Health Services & Insurance TPA Pvt. Ltd.
- **Employee Assistance Program (EAP):** This is a personal, confidential and professional counseling service for employees and their family members provided by professional consultants through telephone, email or face-to-face in English and regional languages and available at all times.

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

Safety Incident/Number	Category	CY 2022	CY 2021
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities (safety incident)	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

12. Measures taken by the Company to ensure a safe and healthy workplace.

Castrol 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, job share, homeworking and flexible hours are some options granted under this initiative.

All three manufacturing plants of Castrol India Limited are certified with the Environment Management System (ISO 14001:2015), Occupational Health and Safety Management System (ISO 45001) 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, Castrol India Limited follows this policy irrespective of gender.

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

	CY 2022			CY 2021		
	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	Nil	Nil	N.A.	Nil	Nil	N.A.
Health and safety	Nil	Nil	N.A.	Nil	Nil	N.A.

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%

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 and safety practices and working conditions.

There were no actions as we did not have any Loss Time Injuries (LTI) during the reporting period. For other minor incidents, investigation was conducted and wherever required, corrective and preventive actions were identified, implemented and status tracked through the Reporting System of IRIS.

LEADERSHIP INDICATORS:**1. Details of life insurance or any compensatory package extended by the Company in the event of death of employees and workers:**

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.

2. The measures undertaken by the Company 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, etc.

In case of value chain partners, they are equally responsible to comply as per the requirements.

3. 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:

	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	CY 2022	CY 2021	CY 2022	CY 2021
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

4. The Company's transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

The Company currently does not provide any transition assistance programs. In the last major re-organization process done in 2020-21, we had offered out-placement services ranging from a period of 3 to 6 months after the exit of the employees. The support included CV creation, career counseling and interview coaching.

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 practices	We have HSE clauses embedded as part of our supply agreement, however,
Working conditions	no assessments were undertaken during the reporting period.

6. 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. The processes followed for identifying key stakeholder groups of the Company.

Key Stakeholders are identified on the basis of the material influence they have on the Company or on how they are materially influenced by the Company’s corporate decisions and the consequences of those decisions. Based on the level of interest and impact, CIL prioritizes the stakeholder groups to determine which ones are most important to the Company. Once the key stakeholder groups have been identified and prioritized, CIL engages with them to understand their needs and concerns, and develop strategies to manage and mitigate any potential risks or negative impacts. CIL continuously monitors and reviews the relationship and engagement with the key stakeholder groups to ensure that the Company’s strategies and actions are effectively addressing their needs and concerns.

2. List of stakeholder groups identified as key for the Company 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, others)	Frequency of engagement (Annually / Half-yearly / Quarterly / Others - please specify)	Purpose and scope of engagement including key topics raised during such engagement
Employees	No	1. Employee Townhall 2. Senior leadership engagements 3. Wellness sessions 4. Training programs & onboarding sessions 5. Internal communication 6. Yammer 7. One bp intranet portal 8. Annual Employee Pulse Survey	1. Quarterly 2. On a need basis 3. Quarterly 4. Regularly 5. Regularly 6. Regularly 7. Regularly 8. Annual	1. Business and performance updates 2. bp purpose and strategy, new belief system ‘Who we are’ 3. Physical & mental wellbeing sessions 4. Code of conduct, Ethics & compliance, Cyber security 5. Diversity, equity and inclusion 6. Growth week: new skills, learning & development

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, others)	Frequency of engagement (Annually / Half-yearly / Quarterly / Others - please specify)	Purpose and scope of engagement including key topics raised during such engagement
Shareholders & investors	No	<ul style="list-style-type: none"> • Quarterly financial statements disseminated on Stock exchanges, website of the Company and Newspaper publication • Investor presentations disseminated on Stock exchanges, website of the Company • Annual report disseminated on Stock exchanges, website of the Company • Annual General Meeting • Shareholder interaction at the meeting, dissemination of the proceedings and outcome of the general meetings on Stock Exchanges, website of the Company • Investor/Analyst meet (Schedule of the meeting and recording of the price earning calls disseminated on Stock Exchanges and website of the Company) • Press conferences and media releases • Announcement through stock exchanges • Company website • Dedicated email ID for Investor Grievances 	<ul style="list-style-type: none"> • Quarterly • Need basis • Annually • Annually • Quarterly • Need basis • Need basis • Need basis 	<ul style="list-style-type: none"> • Financial performance • Operational performance • New product launches • Business strategy • Sustainability • CSR programs • Corporate Governance • Amendment in MOA • Material changes / disclosures • Collaborations with other players • MoU, partnerships
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 	<ul style="list-style-type: none"> • Need basis • Ongoing 	<ul style="list-style-type: none"> • Order placement by Indirect customer, visibility of schemes and offers • For order placement by customers to Castrol & relevant customer-related information

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, others)	Frequency of engagement (Annually / Half-yearly / Quarterly / Others - please specify)	Purpose and scope of engagement including key topics raised during such engagement
Business Partners	No	<ul style="list-style-type: none"> • Face-to-face engagements • Online sessions • Castrol academy 	Need basis	<ul style="list-style-type: none"> • Agreements • Relationship Management
Government & 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 	Need basis	<ul style="list-style-type: none"> • Regulatory Compliance
Communities and NGOs	Yes	<ul style="list-style-type: none"> • Trainings • Eco-system engagements • Meetings and discussions • Videos • Awareness workshops • Employee volunteering program • Community programs 	Ongoing	<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. The processes for consultation between stakeholders and the Board on economic, environmental and social topics or if consultation is delegated, how is such feedback from such consultations provided to the Board.

Consultation with stakeholders on E, S and G topics are delegated to the departments who engage with the respective stakeholders on a continuous basis. The risk management approach taken by the Company provides us with an opportunity to share the feedback on material E, S and G risks/opportunities with the Board on a periodic basis.

2. Whether the stakeholder consultation is used to support the identification and management of environmental and social topics. If so, provide details of instances as to how inputs received from stakeholders on these topics were incorporated into policies and activities of the Company.

Yes

3. Instances of engagement with and actions taken to address the concerns of vulnerable / marginalized stakeholder groups.

- The Company's CSR efforts are directed towards stakeholders who we believe keep India moving - mechanics and truck drivers. Our goal is to make a sustainable impact in the areas of road safety, skill development, financial literacy and health. Most of all, our objective is to build a sense of pride among mechanics and truckers for their profession. More than 350,000 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 Castrol CSR programs - Sarathi Mitra and Eklavya.
- Castrol contracts its logistics through Logistics Services companies who operate approximately 750 trucks for Castrol on a daily basis, employing close to 2,000+ truck drivers. With a vision to improve the drivers' safety & 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.
- Castrol Super Mechanic Contest 2022 is another program, where we engaged with 140,000 independent mechanics and trained 24,000 mechanics through the Super Mechanic Contest Masterclass with these trained mechanics receiving ASDC certificates.

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)

A formal Human Rights Policy was launched in 2014 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.

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 UN Sustainable Development Goals (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 our Commitment, Delivery and Governance which has been put in place.

[bp-human-rights-policy.pdf](#)

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

Category	CY 2022					CY 2021				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES (Executive Count)										
Permanent	468	Nil	Nil	468	100%	469	Nil	Nil	469	100%
Male	392	Nil	Nil	392	100%	389	Nil	Nil	389	100%
Female	76	Nil	Nil	76	100%	80	Nil	Nil	80	100%
WORKERS										
Permanent	158	158	100%	Nil	Nil	162	162	100%	Nil	Nil
Male	154	154	100%	Nil	Nil	161	161	100%	Nil	Nil
Female	4	4	100%	Nil	Nil	1	1	100%	Nil	Nil

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

	Male		Female	
	Number	Median remuneration / salary / wages of respective category (Rs.)	Number	Median remuneration / salary / wages of respective category (Rs.)
Board of Directors (BOD)*	4	25,578,103	Nil	N.A.
Key Managerial Personnel (KMP)	4	25,578,103	1	12,497,936
Employees other than BOD and KMP#	366	3,400,426	71	3,158,007
Workers##	162	873,280	4	54,833

* 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.

4. Focal point (Individual / Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business.

The Company has a robust whistle-blower mechanism called "Open Talk". The employees are encouraged to raise any of their concerns using Open Talk by way of whistleblowing. 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 concerning the Whistle Blower Policy. The POSH committee members are responsible for addressing sexual discrimination issues caused or contributed by the business.

5. Internal mechanisms in place to redress grievances related to human rights issues.

We have a Grievance Policy and a Disciplinary Policy to address issues on conditions of work or their employment that affect them personally. There is a structured business investigation process with laid down roles and responsibilities, accountabilities, trained investigators, decision makers: monitored by the Ethics & Compliance Liaison department.

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

	CY 2022			CY 2021		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	None	None	N.A.	None	None	N.A.
Discrimination at Workplace	None	None	N.A.	None	None	N.A.
Child Labor	None	None	N.A.	None	None	N.A.
Forced Labor/Involuntary Labor	None	None	N.A.	None	None	N.A.
Wages	None	None	N.A.	None	None	N.A.
Other Human Rights related issues	None	None	N.A.	None	None	N.A.

7. 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.

8. 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. Modern Slavery Act (MSA) and Human Rights (HuRi) clauses are incorporated across contracts coming up for renewals. A formal Human Rights Policy was launched in 2014 and revised in 2020, which applies to every employee at bp / Castrol.

9. Assessments for the year

	% of offices that were assessed (by Company or statutory authorities or third parties)
Child Labor	Nil
Forced/Involuntary Labor	Nil
Sexual Harassment	Nil
Discrimination at Workplace	Nil
Wages	Nil
Others – please specify	Nil

The Company does not engage in or tolerate any form of child labor / forced labor / involuntary labor and does not adopt any discriminatory employment practices. The Company is in compliance with the laws as applicable. External inspection by authorities on Shops Act / Contract Labour Act / Factories Act were conducted and no non-compliances were observed.

10. 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 human rights assessments.

LEADERSHIP INDICATORS:**1. Business process being modified / introduced as a result of addressing human rights grievances / complaints.**

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

2. Scope and coverage of any human rights due-diligence conducted.

Not applicable

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

Yes

4. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	None
Discrimination at Workplace	
Child Labor	
Forced Labor/Involuntary Labor	
Wages	
Others – please specify	

5. 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.**

Parameter	Unit	CY 2022 Current Year	CY 2021 Previous Year
Total electricity consumption (A)	GJ	13,414	13,588
Total fuel consumption (B)	GJ	7,663	13,356
Energy consumption through other sources (C) (Natural Gas)	GJ	5,077	-
Total energy consumption (A+B+C)	GJ	26,154	26,994
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)		0.00000054	0.00000064

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.

An external Energy Audit was conducted across the Manufacturing Plants in 2021. In addition, DNV audit has been completed for Castrol Manufacturing Globally.

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

Not Applicable.

3. Details of the disclosures related to water.

The installation of water meters and other monitoring activities at our Silvassa Castrol plant in India has resulted in a detailed site water balance. Based on this, the plant has implemented improved leak detection, maintenance and conservation measures, including the reuse of treated wastewater for on-site irrigation. Silvassa has achieved a 67% reduction in water use and is investigating the potential of other water stewardship activities, including rainwater harvesting and managed aquifer recharge.

Similar review of water management is now being considered in the other plants and offices.

Parameter	CY 2022 Current Calendar Year	CY 2021 Previous Calendar Year
Water Withdrawal by the Source (in Kls)		
(i) Surface Water	15,890	17,396
(ii) Ground Water	19,141	23,824
(iii) Third Party Water	Nil	Nil
(iv) Recycled Water (ETP/STP)	Nil	Nil
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	35,031	41,220
Total volume of water consumption (in kiloliters)	35,031	41,220
Water intensity per rupee of turnover (Water consumed / turnover)	0.00000073	0.00000098
Water intensity (optional) - the relevant metric may be selected by the entity	-	-

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

Manufacturing facilities use various measures to reduce their use of freshwater, including installing a sprinkler system, reuse ETP-treated water for gardening, water-saving taps, water balance charts to monitor usage and determine conservation strategies, and eliminating major sources of water leakage in the plant. Water audits have been undertaken in one plant in 2022. Silvassa is a Zero Liquid Discharge plant. The entire treated effluents are used for in-house gardening purposes. In other two plants, the effluents are sent to third party (at Paharpur) and to CETP (at Patalganga) for processing and disposal.

5. Details of air emissions (other than GHG emissions) by the Company

Parameter	Specify Unit	CY 2022 Current Calendar Year	CY 2021 Previous Calendar Year
NOx	Kg	503	1,007
SOx	Kg	1,128	2,447
Particulate matter (PM)	Kg	941	1,792
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others - please specify	-	-	-
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. - No			

Data from three plants, not including other offices, basis the current measurement process. PNG in Silvassa is not included as the measurement basis is not clearly established.

6. Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity

Parameter	Unit	CY 2022 (Current Year)	CY 2021 (Previous 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)	Eq CO ₂	844	1005
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)	Eq CO ₂	2705	2808
Total Scope 1 and Scope 2 emissions per rupee of turnover	Eq CO ₂	0.000000074	0.000000091
Total Scope 1 and Scope 2 emission intensity (optional per million liter of production)		17.81	19.94

Data from three plants, not including other offices.

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

7. Company's project related to reducing Green House Gas emission

Heating fuel has been changed from Diesel to Natural gas in one of the Manufacturing plants. Heating across product portfolio has been optimized to use less energy for blending in certain formulations without impacting the product quality. We will look for more avenues to further reduce the GHG emissions in the coming years.

8. Details related to waste management by the Company

Parameter	CY 2022 Current Year	CY 2021 Previous Year
Total Waste Generated in Metric Tons		
Plastic waste (A)	69.94	95.65
E-waste (B)	1.13	6.3
Bio-medical waste (C)	0.46	0.55
MS Scrap/Scale/Bur/Flash (Solid)	-	-
Used/Spent Oil (Liquid)-HW	-	-
Discarded Containers/Barrels (Solid)-HW	-	-
Waste & Residues Containing Oil (Liquid)-HW	-	-
Construction and Demolition Waste (D)	-	-
Battery waste (E)	2.7	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	408.03	590.22
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	151.75	215.55
Total (A+B + C + D + E + F + G + H)	634.01	908.26
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	426.81	589.82
(ii) Re-used	-	-
(iii) Other recovery operations	109.92	155.38
Total	536.73	745.2
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	16.59	51.16
(ii) Landfilling	0.48	1.37
(iii) Landfilling after incineration-Spent Bath Sludge/ETP Sludge/Oily Cotton Waste/ Paint Sludge	80.3	110.53
Total	97.37	163.07

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

9. Waste management practices adopted in the Company along with the strategy adopted by the Company to reduce usage of hazardous and toxic chemicals in the products and processes and the practices adopted to manage such waste.

Sites have created a program for managing waste focusing on the 3Rs: Reduce, Reuse, and Recycle. The business maintains a record of all potential environmental, safety, health, and business threats in a risk register. These risks are evaluated, and barriers are set up to eliminate, reduce, and mitigate risk to a level that is "as low as reasonably possible," which is continuously monitored. Each year, the leadership team reviews and approves the register.

Hazardous waste produced by the manufacturing facilities is sent to State Pollution Control Board or Central Pollution Control Board certified entities for disposal.

10. If the Company 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.

Not applicable

11. Details of environmental impact assessments of projects undertaken by the Company based on applicable laws, in the current year.

Not applicable.

12. Is the Company 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.

The Company is compliant with all applicable environmental law / regulations / guidelines in India.

LEADERSHIP INDICATORS:

1. Break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources

Parameter	Unit of Measurement	CY 2022	CY 2021
From renewable sources			
Total electricity consumption (A)	GJ	167	148
Total fuel consumption (B)	-	-	-
Energy consumption through other sources (C)	-	-	-
Total energy consumed from renewable sources (A+B+C)	-	-	-
From non-renewable sources			
Total electricity consumption (D)	GJ	13247	13440
Total fuel consumption (E) (Diesel + Furnace Oil)	GJ	7663	13356
Energy consumption through other sources (F) (Natural Gas)	GJ	5077	0
Total energy consumed from non-renewable sources (D+E+F)	GJ	25987	26796

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.

2. Details related to water discharged:

Parameter	CY 2022 (Current Year)	CY 2021 (Previous Year)
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) To Groundwater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties		
- No treatment*	550	300
- With treatment – please specify level of treatment	Nil	Nil
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment [^]	77	58
Total water discharged (in kiloliters)	627	358

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

* Paharpur plant sends the Domestic Sewage water to third party for treatment as inhouse STP is not available.

[^] Silvassa plant uses treated effluent for gardening purpose within the premises (4,749 KL in 2021 & 2,614 KL in 2022) with no discharge outside the factory premises. Patalganga plant uses treated effluent for gardening purposes within the premises (1,877 KL in 2021 & 1,477 KL in 2022).

3. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters).

The Company does not have any operations in areas of water stress.

4. Details of total Scope 3 emissions & its intensity.

Castrol assessed its Scope 3 emissions for the first time in 2020 based on 2019 calendar year data. This was done in accordance with the Greenhouse Protocol Corporate Value Chain Standard and conducted by a third-party environmental consultancy (ERM). The assessment was conducted globally to account for all Scope 1, 2 and 3 greenhouse gas emissions worldwide. Scope 3 emissions are not tracked annually, but a reassessment is planned in the coming year to develop intensity reduction strategy.

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

Not applicable

6. If the Company 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:

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	Change of fuel from diesel to natural gas for heating.		Reduced carbon emissions.
2.	Development of blending process at reduced temperature without impacting product quality.		Contributing to reduction in energy consumption per unit of production in part of the portfolio.

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

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 an elaborate 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.

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

The Company has presently not undertaken any assessment in this regard.

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

None

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

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

Three

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

Sr. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State / National)
1.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
2.	Bombay Chamber of Commerce and Industry (BCCI)	State
3.	Confederation of Indian Industry (CII)	National (up to March 2022)

2. Corrective action taken or underway on any issues related to anti-competitive conduct by the Company, based on adverse orders from regulatory authorities.

Not applicable

LEADERSHIP INDICATORS:**1. Details of public policy positions advocated by the Company –**

The Company does not engage in direct public advocacy but it does put forth suggestions specific to its industry through the trade bodies or association that it is part of.

Principle 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS:**1. Details of Social Impact Assessments (SIA) of projects undertaken by the Company based on applicable laws, in the current calendar year.**

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

2. Information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your Company.

Not applicable as there are no ongoing projects as such.

3. Mechanisms to receive and redress grievances of the community.

OpenTalk, bp's global helpline, is a confidential way to raise concerns or get answers to questions about our code. It is administered by an independent company, is available every day of the week at any time, day or night and can help individuals in more than 75 languages. Anyone, including contractors, partners, suppliers and customers can use OpenTalk. One can contact OpenTalk anonymously from most locations. Anything reported will be kept confidential to the fullest extent possible consistent with law and good business practices.

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

	CY 2022 (Current Calendar Year)	CY 2021 (Previous Calendar Year)
Directly sourced from MSMEs/small producers	15%	15%
Sourced directly from within the district and neighboring districts	27%	27%

LEADERSHIP INDICATORS:**1. 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. CSR projects undertaken by the Company in designated aspirational districts as identified by government bodies.

Sr. No.	State	Aspirational District	Amount Spent (In Rs.)
1	Karnataka	Raichur	17,297,612
2	Karnataka	Yadgir	2,598,063
3	Karnataka	Gadag	3,623,614
4	Karnataka	Kalabhuragai	1,668,228
5	Uttar Pradesh	Bahraich	283,377
6	Uttar Pradesh	Fatehpur	230,544
7	Uttar Pradesh	Chitrakoot	96,060
8	Uttar Pradesh	Chandauli	24,015
9	Uttar Pradesh	Shravasti	9,606
10	Uttar Pradesh	Siddharth Nagar	4,803
11	Haryana	Nuh	797,298
12	Madhya Pradesh	Guna	153,696
13	Madhya Pradesh	Damoh	302,589
14	Madhya Pradesh	Chhatarpur	485,103
15	Madhya Pradesh	Vidisha	24,015
16	Madhya Pradesh	East Nimar	9,606
17	Madhya Pradesh	Rajgarh	302,589
18	Madhya Pradesh	Guna	2,107,809
19	Madhya Pradesh	Chhatarpur	7,097
20	Uttar Pradesh	Siddharth Nagar	2,306,525
21	Uttar Pradesh	Balrampur	106,455
22	Haryana	Nuh	70,970
Total			32,509,674

3. a. Does the Company have a preferential procurement policy where the Company gives preference to purchase from suppliers comprising marginalised /vulnerable groups?

No, CIL does not have a preferential procurement policy. Due to the peculiar nature and availability of required raw materials, they are required to be sourced from vendors from the organized sector.

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. Benefits derived and shared from the intellectual properties owned or acquired by your Company (in the current financial year), based on traditional knowledge.

Not applicable

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

Not applicable

6. Beneficiaries of CSR Projects

S. No.	CSR Project	No. of persons benefited from CSR Projects in 2022	% of beneficiaries from vulnerable and marginalized group
1	Program for holistic development of truck drivers - Castrol Sarathi Mitra	Truckers – 32,800 truck drivers	100%
2	Program for upskilling of mechanics - Castrol Eklavya	Mechanics – 12,800 mechanics	100%
3	Community development initiatives - Castrol Ujjwal Kal	Community near plant - 1,900 beneficiaries	100%
4	Humanitarian Aid	Humanitarian aid flood relief efforts in Assam - 5,700 beneficiaries	100%
5	Program for driving safety - Castrol Two Wheels One Life	Two-wheeler riders in Mumbai - 5,200 beneficiaries	Nil

Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner

ESSENTIAL INDICATORS:

1. Mechanisms in place to receive and respond to consumer complaints and feedback.

The Company has a dedicated English + 7 regional languages call center numbers (18002098100, 1800222100) and email id (customercare.india@castrol.com) on every consumer pack to address consumer queries / complaints / feedback. There are multiple workflows to address and resolve the queries in a timebound manner.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	None
Safe and responsible usage	
Recycling and/or safe disposal	

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

	CY 2022			CY 2021		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	N.A.	Nil	Nil	N.A.
Advertising	Nil	Nil	N.A.	Nil	Nil	N.A.
Cyber security	Nil	Nil	N.A.	Nil	Nil	N.A.
Delivery of essential services	Nil	Nil	N.A.	Nil	Nil	N.A.
Restrictive Trade Practices	Nil	Nil	N.A.	Nil	Nil	N.A.
Unfair Trade Practices	Nil	Nil	N.A.	Nil	Nil	N.A.
Others	Nil	Nil	N.A.	Nil	Nil	N.A.

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

Nil

5. Company's framework / policy on cyber security and risks related to data privacy along with the web-link of the policy.

We have a range of measures to manage this risk, including the use of cyber security policies and procedures, security protection tools, continuous threat monitoring and event detection capabilities, and incident response plans. We also conduct exercises to test our response to and recovery from cyber-attacks. To encourage vigilance among our employees, our cyber security training and awareness program covers topics such as phishing and the correct classification and handling of our information. We collaborate closely with governments, law enforcement and industry peers to understand and respond to new and emerging threats. The framework/policy is available on the Company's intranet.

6. 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.

We did not have any instances of breach of cyber security or data of our customers during 2022.

LEADERSHIP INDICATORS:

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

Information relating to all products provided by the Company is available on the Company's website 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.**

Castrol has provided Material Safety Data Sheet for all the products on Castrol Website along with mandatory disclosures on the packs.

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

Not Applicable

- 4. Does the Company display product information on the product over and above what is mandated as per local laws? If yes, provide details in brief. Did your Company carry out any survey with regard to consumer satisfaction relating to the major products / services of the Company, significant locations of operation of the Company or the Company as a whole?**

The Company 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.

Basis surveys conducted with our key customers; the Company has implemented measures to strengthen customer experience. The Company also conducts regular tracks for key brands to measure brand strength and mind measures amongst consumers.

- 5. Information relating to data breaches:**

- a. Number of instances of data breaches along with impact – Nil**
- b. Percentage of data breaches involving personally identifiable information of customers – Nil**