



Gulf Oil Lubricants India Limited

August 10, 2023

BSE Limited
Scrip Code: 538567

Through: BSE Listing Center

National Stock Exchange of India Ltd
Scrip symbol: GULFOILLUB

Through: NEAPS

Dear Sir/ Madam,

Sub: Business Responsibility and Sustainability Report (“BRSR”) for Financial Year 2022-23 (“FY 22-23”)

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

In compliance with Regulation 34(2)(f) of the SEBI Listing Regulations, please find enclosed herewith the Business Responsibility and Sustainability Report (“BRSR”) of the Company for the FY 22-23. The BRSR also forms part of the Annual Report of the Company for the FY 22-23 submitted to the Stock Exchange(s) vide letter dated August 10, 2023.

Kindly take the same on record.

For Gulf Oil Lubricants India Limited

Shweta Gupta
Company Secretary and Compliance Officer

Encl.: as above

Gulf Oil Lubricants India Limited

Registered & Corporate Office:

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HINDUJA GROUP

Business Responsibility & Sustainability Report

Annexure-V

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

- 1 Corporate Identity Number (CIN) of the Listed Entity L23203MH2008PLC267060
- 2 Name of the Listed Entity Gulf Oil Lubricants India Limited (GOLIL)
- 3 Year of incorporation 2008
- 4 Registered office address IN Centre, 49/50, M.I.D.C., 12th Road, Andheri (East), Mumbai, MH 400093.
- 5 Corporate address IN Centre, 49/50, M.I.D.C., 12th Road, Andheri (East), Mumbai, MH 400093.
- 6 E-mail secretarial@gulfoil.co.in
- 7 Telephone +91 22 6648 7777
- 8 Website <https://www.gulfoilindia.com/>
- 9 Financial year for which reporting is being done April 1, 2022, to March 31, 2023
- 10 Name of the Stock Exchange(s) where shares are listed BSE Limited
National Stock Exchange of India Limited
- 11 Paid-up Capital INR 980.34 Lakhs
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:** Mr. Shailesh Mehendale, Senior General Manager, Finance & Accounts, Telephone: 022-66487777, Email: shailesh.mehendale@gulfoil.co.in
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. Product/Services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1	Manufacturing	Coke and refined petroleum products	97.08%

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

Sr. No.	Product/Service	NIC Code	% of Total Turnover contributed
1	Manufacturing and selling automotive and non-automotive lubricating oils, greases, and selling of two-wheeler batteries.	19201	97%

III. Operations

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

Location	Number of plants	No. of Offices	Total
National	2	5	7
International	NIL		



Business Responsibility & Sustainability Report (Contd.)

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

a. No. of Locations

Locations	Numbers
National (No. of States)	37*
International (No. of Countries)	20

* Includes 28 states and 9 union territories

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

6%

c. A brief on types of customers

GOLIL has a diverse customer base that includes major international and Indian businesses as well as individual retail customers. The products cater to both business-to-business (B2B) and business-to-consumer (B2C) segments. We have achieved this by expanding our distribution network. The products are distributed through a network of 300 plus (Auto distributors) & 65 plus (Industrial distributors) who cater to nearly 80,000 plus retail touch points. In order to expand its market coverage and enhance the overall customer experience for indirect customers, the company has made significant investments in a digitally enabled integrated service model. This model combines various digital technologies and tools to streamline operations and provide efficient services to customers who are not directly served by the company.

IV. Employees

18. Details as at the end of Financial Year:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a.	Employees and workers (including differently abled)					
	Employees					
1	Permanent Employees (A)	592	561	95%	31	5%
2	Other than Permanent Employees (B)	944	914	97%	30	3%
3	Total Employees (A+B)	1536	1475	96%	61	4%
	Workers					
4	Permanent (C)	0	0	0	0	0
5	Other than Permanent (D)	0	0	0	0	0
6	Total Workers (C+D)	0	0	0	0	0
b.	Differently abled employees and workers					
	Employees					
7	Permanent Employees (E)	0	0	0	0	0
8	Other than Permanent Employees (F)	0	0	0	0	0
9	Total Employees (E+F)	0	0	0	0	0
	Workers					
10	Permanent (G)	0	0	0	0	0
11	Other than Permanent (H)	0	0	0	0	0
12	Total Differently Abled Employees (G+H)	0	0	0	0	0

19. Participation/Inclusion/Representation of women

Sr. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	6	1	16.67%
2	Key Management Personnel*	3	1	33%

*Key Management Personnel as defined under Sec 2(51) of the Companies Act 2013

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Category	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17%	41%	18%	17%	16%	17%	9%	10%	9%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

21 Names of holding / subsidiary / associate companies / joint ventures

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Gulf Oil International (Mauritius) Inc	Holding	72.02%	NA
2.	Techperspect Software Private Limited	Associate	26%	NA

VI. CSR Details

22 a. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

Turnover (in ₹)	2,99,910.02 Lakhs
Net worth (in ₹)	1,17,844.20 Lakhs

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:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for grievance redress policy	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	NA	0	0	NA
Investors (other than shareholders)	NA	NA	NA	NA	NA	NA	NA
Shareholders	Yes https://www.gulfoilindia.com/investors/contact-for-investors/investor-service-request/	17	0	NA	48	0	NA
Employees and workers	Yes Code of Conduct which is hosted on intranet	0	0	NA	0	0	NA
Customers	Yes Customercare@gulfoil.co.in	285	0	NA	279	0	NA
Value Chain Partners	Yes	0	0	NA	0	0	NA
Other (please specify)	NA	NA	NA	NA	NA	NA	NA



Business Responsibility & Sustainability Report (Contd.)

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

Material Issue Identified	Indicate whether risk or opportunity	The 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)
Product Stewardship	Opportunity	Product stewardship offers an opportunity for the organisation to integrate sustainability into business strategy in order to improve the environmental performance of products. Further, products with lower environment footprint will enhance sales as demand for sustainable products grow.	NA	Positive
Water and Effluents	Risk & Opportunity	Water is an important natural resource for our business. Effective water management and conservation efforts help in saving cost and ensure smooth business operation. Effluent water often contains contaminants and if the discharge of effluent water is not properly controlled or treated then it poses several risks for the environment. Zero liquid discharge from plants minimise all such risks.	We have taken significant steps to ensure responsible management of wastewater by implementing efficient wastewater treatment systems. Both plants are equipped with zero liquid discharge (ZLD) facilities. These ZLD plants are designed to effectively treat and process wastewater, leaving no liquid discharge behind. Instead, the treated wastewater is either reused within the facility or undergoes further treatment.	Positive
Waste management and Circularity	Risk	Improper disposal of lubricant waste can contaminate water, land, and seawater with harmful chemicals, impacting ecosystems and human health. Non-compliance with waste management regulations poses risks to the organisation. Proper waste management is crucial to prevent environmental and legal consequences, emphasising the need for responsible disposal, recycling, and compliance with regulations.	We have robust waste management practices adopting the 3R principle - Reduce, Recycle & Reuse Principle. We also onboarded a waste management agency to collect waste on its behalf to comply with Extended Producer Responsibility (EPR) Regulation.	Negative
Climate Change Strategy	Risk and Opportunity	Climate change pose both risk and opportunity for Gulf Oil. Stakeholders are expecting organisations to disclose risks related to climate change and how the organisation is managing those risks. Further, climate change also offers opportunities for Gulf Oil to develop sustainable products.	NA	Negative

Material Issue Identified	Indicate whether risk or opportunity	The 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)
Human Capital Development	Opportunity	Human capital development plays a vital role in empowering employees to continuously evolve and progress within the organisation by equipping them with the skills and knowledge necessary to undertake new roles and responsibilities as opportunities arise. By investing in the development of workforce, we create an environment that nurtures talent and fosters professional growth. It demonstrates a commitment to the long-term success of both employees and the organisation as a whole.	NA	Positive
Occupational Health and safety	Risk and opportunity	Occupational Health and Safety can be viewed as a risk management strategy aimed at mitigating and minimising work environment-related risks. Occupational health and safety pose hazard risks, human risk, legal and compliance risks and reputational risks.	Gulf Oil has a robust Health & Safety management system and process in place. The Company identifies and mitigates risks through Hazard Identification and Risk Assessment (HIRA) and aspect impact study. Additionally, the company places great importance on employee training, conducting regular and frequent sessions to educate and update employees on health and safety measures. By investing in comprehensive training programs, Gulf Oil equips its workforce with the necessary knowledge and skills to prioritise and maintain a safe working environment. This proactive approach to health and safety not only safeguards employees from potential hazards but also reinforces our commitment to their well-being.	Negative
Business Resilience	Opportunity	Business resilience helps GOLIL in adapting to the changes, thrive in disruptions and stay ahead of the curve. Risk management, strategic partnerships, and innovating quality products helps us deliver consistent growth rates.	NA	Positive



Business Responsibility & Sustainability Report (Contd.)

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	<ul style="list-style-type: none"> • Remuneration Policy, Familiarization of Independent directors, Code of Conduct and CSR policy are available at https://www.gulfoilindia.com/investors/investor-information/policies/ • Whistleblower Policy is available at: https://www.gulfoilindia.com/wp-content/uploads/2021/04/GOLIL-Whistle-Blower-and-Vigil-Mechanism-Policy.pdf • Environment policy is available: https://www.gulfoilindia.com/about-us/safety-health-environmental-care/ • Additionally, the following policies are available on Company's intranet portal: <ul style="list-style-type: none"> - POSH (Prevention of Sexual Harassment) - Anti-corruption and Anti-bribery - Code of Conduct for employees 								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the relevant policies extend to value chain partners								
4	Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The majority of company policies are in accordance with the Gulf Oil group policies, which are based on global best practices. The Company ensures compliance with ISO 9001 (QMS), ISO 14001 (EMS), IATF 16949:2016, and ISO 45001:2018. These policies are formulated while taking into account relevant national laws, including the Factories Act of 1948, the Companies Act of 2013, the SEBI (Listing Obligations and Disclosure Requirements) Regulations of 2015, and various other applicable statutes that make reference to both national and international codes, certifications, labels, and standards.								
5	Specific commitments, goals, and targets set by the entity with defined timelines, if any.	Zero tolerance to POSH and Zero Liquid Discharge Plants								
6	Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	The company is committed to achieve the mentioned targets year-on-year.								

Governance, Leadership and Oversight

7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	<p>We recognise that Environmental, Social, and Governance factors play a crucial role in our business operations, and we are committed to integrating ESG into our business strategy. In terms of social responsibility, we aim to create a positive impact on the communities where we operate by supporting local initiatives and investing in our employee well-being. Gulf Oil is at the forefront of CSR and sustainability. The Company is instilled and guided by the values of our Group Founder, Late Shri. Parmanand Deepchand Hinduja's belief, "My dharma (duty) is to work so that I can give". The Company's CSR and sustainability initiatives and practices aims at making lasting impact towards creating a just, equitable, humane and sustainable society around the areas of operations and local areas around Silvassa, DNH and Chennai.</p> <p>Our new modified environment friendly semi-synthetic metal working fluid GULF EMULSYN CA offers longer sump life, enhanced tool life and superior surface finish. All safety and environmental protocols are followed for the company's internal logistics and operations. There is a continuous effort to reduce costs and emissions within the supply chain. Finally, governance is an essential pillar of our business strategy. We are committed to upholding high ethical standards, promoting transparency, and ensuring compliance with all relevant laws and regulations.</p> <p>Overall, we remain committed to our ESG-related goals and will continue to monitor and report on our progress towards achieving them. We believe that by addressing these challenges, we can create long-term value for our stakeholders and contribute to a more sustainable future.</p>
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Mr. Ravi Shamlal Chawla Managing Director & Chief Executive Officer</p>
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>Yes. The Company has an established risk governance framework that includes a Risk Management Committee responsible for overseeing ESG risks and opportunities. This process is effectively supported by the Managing Director & Chief Executive Officer, particularly when making decisions related to sustainability matters.</p>

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)
	P1 P2 P3 P4 P5 P6 P7 P8 P9	P1 P2 P3 P4 P5 P6 P7 P8 P9
Performance against above policies and follow up action Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	GOIL has policies for all the principles which are reviewed by the executive management, internal auditors on periodic basis. We amend our policies based on recommendations/rectification by management/ auditors and any statutory requirement. We aim to be in forefront in all compliances.	
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency	No	

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4 (as part of Board Meeting)	Updates and awareness related to regulatory changes are conducted for the Board of Directors & KMPs. Topics covered includes:	100%
Key Management Personnel	4 (as part of Board Meeting)	1) Corporate Governance 2) Companies Act 3) SEBI Listing Requirements 4) Environmental & Safety matters	100%
Employees other than BODs and KMPs	3	Code of Conduct, POSH, Safety First	100%
Employees and Workers	3		100%

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

a. Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

b. Non-Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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

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

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

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

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

Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

Topic	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil	Nil	Nil	Nil

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

Not applicable as there were no cases of corruption and conflicts of interest for the FY 2022-23.

LEADERSHIP INDICATORS

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

Yes, the company maintains a code of conduct specifically designed for the Board of Directors and Senior Management, as required by SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015. In compliance with this code, all Board Members, Senior Management Personnel (SMPs) and Key Management Personnel (KMPs) affirm, at the commencement of each financial year and whenever any changes occur, that they have no material, financial, or commercial transactions that could potentially conflict with the interests of the company. To ensure transparency and integrity, Directors abstain from participating in agenda items during Board or Committee Meetings in which they hold an interest or are deemed to have an interest. This rigorous adherence to protocols and avoidance of conflicts of interest helps to maintain the highest standards of professionalism within the company's governance structure.

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

ESSENTIAL INDICATORS

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

Type	FY 2022-23	FY 2021-22	Details of improvement in social and environmental aspects
Research & Development (R&D)	7%	0%	Development of low viscosity engine oils and investment in devices for low energy consumption
Capital Expenditure (CAPEX)	5%	6%	Use of electric vehicles and batteries for zero tailpipe emissions and environment friendly approach

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

Yes

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

The Company strives to track the percentage and report it in subsequent reports.



Business Responsibility & Sustainability Report (Contd.)

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

Product	Process to safely reclaim the product
a. Plastics (including packaging)	Company has on-boarded a Waste Management Agency (WMA) 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 channelised through an authorized agency to recyclers who buy it from our plants.
b. E-Waste	E-waste generated at the manufacturing plants and workplaces is kept separately and sold to the State Pollution Control Board (SPCB) authorized vendors.
c. Hazardous Waste	Hazardous waste such as lab-used chemicals generated at the plant is kept in isolated place and disposed of the through vendors approved by pollution control board.
d. Other Waste	Other waste is sold to an outside organisation, including garden debris, cartons, wood scrap, metal scrap, etc. Landscape waste generated from the garden area in the Plant is converted to manure through natural composting pits.

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

Yes, Extended Producer Responsibility (EPR) is applicable to the Company's activities. As a leading manufacturer in the Lubricant industry, it is a business imperative that the Company ensures safe disposal of the packaging. The company is required to collect 3,605 tonnes of the plastic packaging waste as per the target mandated by the Central Pollution Control Board (CPCB). In FY 2022-23, the Company collected and recycled off the rigid plastic through Waste Management Agency and achieved the above EPR target.

LEADERSHIP INDICATORS

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

No, the Company has not conducted LCA for any of its products.

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

Not applicable

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Corrugated Boxes	100% corrugated boxes are made up of recycled material	100% corrugated boxes are made up of recycled material
Flushing oil	2%	2%

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	0	3,605	0	0	0	0
E-waste	0	0	0	0	0	0
Hazardous waste	0	0	0	0	0	0
Other waste	0	0	0	0	0	0

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in the respective category
Lubricants	We do not have any reclaimed products
Packaging material	We have recycled 3600 MT of plastic packaging material in FY 2022-23 which is approx. 70% of the plastic packaging material sent to the market

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
Male	561	561	100%	561	100%	NA	NA	561	100%	0	0%
Female	31	31	100%	31	100%	31	100%	NA	NA	0	0%
Total	592	592	100%	592	100%	31	100%	561	100%	0	0%
Other than Permanent Employees											
Male	914	914	100%	914	100%	NA	NA	NA	NA	NA	NA
Female	30	30	100%	30	100%	30	100%	NA	NA	NA	NA
Total	944	944	100%	944	100%	NA	NA	NA	NA	NA	NA

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Workers											
Male											
Female						NA					
Total											
Other than Permanent Workers											
Male											
Female						NA					
Total											

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

Sr. No.	Benefits	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	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 worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100%	NA	Yes	100%	NA	yes
2	Gratuity	100%	NA	Yes	100%	NA	Yes
3	ESI	NA	NA	NA	NA	NA	NA
4	Others-Please Specify	NA	NA	NA	NA	NA	NA

Business Responsibility & Sustainability Report (Contd.)

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

GOLIL is committed to offer infrastructure support for differently abled individuals. The company has devised a comprehensive plan to implement practical measures across all its plant units, aiming to enhance facilities that cater to mobility requirements. Moreover, additional assistance will be readily available to individuals with disabilities at all premises, offices, and units as needed.

GOLIL actively encourages feedback from employees, workers, and visitors to enhance accessibility and foster an inclusive work environment for everyone. To achieve this, we intend to conduct a feasibility study to assess the specific needs of different units in accommodating individuals with disabilities.

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

Gulf Oil code of conduct covers the rights of persons with disabilities. Additionally, we seek to create a workforce that reflects the diverse populations found in the countries and communities in which we operate and provide equal employment opportunities.

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

Gender	Total number of people returned after parental leave in FY	Total Number of people who took parental leave in FY	Return to work rate	Total Number of people retained for 12 months after returning from parental leave	Total number of people returned from parental leave in prior FY	Retention Rate
Permanent Employees						
Male	18	18	100%	8	8	100%
Female	4	4	100%	4	4	100%
Total	22	22	100%	12	12	100%
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

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

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	NA	NA
Other than Permanent Workers	NA	NA
Permanent Employees	Yes	GOLIL is committed to ensure a secure and positive work environment for our employees. To achieve this goal, we have established a designated email address for handling employee grievances. Employees are actively encouraged to raise any concerns or offer suggestions, and the team promptly takes appropriate actions to address and resolve these issues.
Other than Permanent Employees	Yes	This dedicated channel also allows employees to raise questions or express concerns about ethics, compliance, or GOLIL's code of conduct. It is under the management of the CEO and remains accessible 24/7, providing employees with the ability to reach out at any time. Additionally, employees and workers have the option to share their concerns with various departments, including their respective line managers, business heads, P&C (People and Culture), Legal, or the E&C (Ethics and Compliance) department.

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

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Permanent Employees						
Male	561	0	0%	547	0	0%
Female	31	0	0%	38	0	0%
Others	NA	NA	NA	NA	NA	NA
Total	592	0	0%	585	0	0%
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

a. Details of Skill training given to employees and workers.

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Skill Training (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	% (D/C)
Permanent Employees						
Male	561	269	47%	547	248	45%
Female	31	6	19%	38	7	18%
Others	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

b. Details of training on Health and Safety given to employees and workers.

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received training on Health and Safety (D)	% (D/C)
Permanent Employees						
Male	561	482	85%	547	493	90%
Female	31	23	74%	38	24	63%
Others	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA



Business Responsibility & Sustainability Report (Contd.)

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

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	% (D/C)
Permanent Employees						
Male	561	561	100.00%	547	547	100.00%
Female	31	31	100.00%	38	38	100.00%
Others	NA	NA	NA	NA	NA	NA
Total	592	592	100.00%	581	581	100.00%
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)	Yes
b. What is the coverage of such system?	The health and safety management system covers both manufacturing locations and office space and ensures the protection of employees, contractors, customers and other stakeholders. The company places high importance on every employee/worker assuming the role of a safety leader.
c. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	Process of Hazard Identification Risk Assessment (HIRA), Job Safety Analysis (JSA), hazard identification and reporting process, safety walks, aspect impact study for environmental risks are in place.
d. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	Yes, the processes developed for workers to report work-related hazards are implemented through a suggestion box, conducting safety committee meetings, safety walks, toolbox talks, and reporting near-miss incidents on regular basis.
e. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes, employees and workers have access to non-occupational medical and health services. The Company has an OHC centre inside the factory with a part time doctor and a full time staff Nurse. Further, we cover all employees under ESI & general medical Insurance, and tie-up with local hospital and clinic for any medical ailment/issues.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-2022
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	1
	Workers	4	3
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

Gulf Oil is committed to providing a safe and healthy workplace and adequate resources through training programs, safety incentive programs, and occupational health programs. The Company's objective is to have zero workplace injuries and occupational illnesses and prioritizes safety and comfort. Additionally, periodic health checkups are administered for all employees on an annual basis. Both the manufacturing plants of the company situated in Silvassa and Chennai are covered under international standards such as ISO 45001 (Occupational Health and Safety management system) and ISO 14001 (Environment Management System). The HSE policy is framed for the employees and the awareness Programmes and training sessions are held on regular basis by the safety committee to train employees regarding safety equipment and PPE compliance. Furthermore, employees are encouraged to maintain health and safety through safety awards.

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

Topic	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

14. Assessments for the year:

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

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

GOLIL adheres to international standards, including ISO 45001 (Occupational Health and Safety Management System) and ISO 14001 (Environment Management System). These standards are integrated into critical business activities, ensuring the implementation of principles and processes that prioritise safe and healthy workplaces across all manufacturing units.

During the reporting period, no actions were required for health and safety practices. However, in the case of minor incidents, thorough investigations were conducted. Necessary corrective and preventive actions were identified, implemented, and closely monitored to ensure workplace safety. Moreover, we take proactive measures to prevent work-related injuries and illnesses, constantly minimising risks, and striving for continuous improvement in safety performance.

LEADERSHIP INDICATORS

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

- Employees (Yes/No): Yes
- Workers (Yes/No): Not Applicable

The Company provides Group Term Policy and Group Personal Accident Policy wherein in case of the death of an employee, the sum assured is provided to the family/nominee.

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

The company regularly audits and monitors the payment of legal obligations by its value chain partners while processing their invoices. This is done to ensure compliance and accuracy in financial transactions.

Business Responsibility & Sustainability Report (Contd.)

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

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	Current FY 23	Previous FY 22	Current FY 23	Previous FY 22
Employees	0	0	0	0
Workers	0	0	0	0

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

No, while the company may not have a formal policy in place for transition assistance, it recognises the importance of supporting individuals during periods of change. Therefore, on a case-by-case basis, the company provides assistance and resources to employees who are going through transitions.

5. Details on assessment of value chain partners:

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	0
Working Conditions	0

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

Not applicable

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

ESSENTIAL INDICATORS

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

Gulf Oil conducted a stakeholder mapping exercise to identify and prioritize key stakeholder groups that have a significant influence on the company or are significantly impacted by its decisions. These stakeholders include customers, suppliers, employees, shareholders, regulators, and the local community. The company actively engages with these stakeholders to understand their needs and concerns and develops strategies to address them. Gulf Oil continuously monitors and reviews its stakeholder engagement strategies and actions to ensure effective alignment with the evolving needs and concerns of its key stakeholders.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	e-mail, engagement surveys, newsletters, training and development initiatives, town-halls, cultural events, intranet, notice board, monthly & quarterly meet, annual day	Monthly, quarterly, need basis	Personal review and visits, Surveys, Training, Annual day, Events
Investors and Shareholders	No	Quarterly Earnings Calls, Investor Conferences, Company Website, Investor Presentations, Press Releases and Annual Reports	Annually and need basis	Business and Financial Performance, Sustainability, Risk management, long-term value creation

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Client Meetings, Periodic Project, Review Meetings, Performance Reports	Monthly, quarterly, annually	Product pricing, Innovation and IT deployment, Customer privacy and data protection, Customer service and claim settlement, Ethical, Anti-Bribery & Anti-Corruption practices, Customized solutions.
Suppliers	No	Site visits and inspection, Supplier's visits, Regular interactions	Quarterly, annually, need basis	Ethical, Anti-Bribery & Anti-Corruption practices, Transparency, On-time settlement of invoices, Fair registration, and procurement Process, Sustainability initiatives and process optimization
Communities	Yes	Community projects, Employee volunteering, implementation agencies	Need basis	Contribution to community welfare, health & education, skill building, road safety

LEADERSHIP INDICATORS

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

Different departments within the company engage with specific stakeholder groups to gather their feedback. This feedback is then utilised to develop action plans that aim to address the concerns and meet the needs of each stakeholder group. Additionally, when appropriate, the feedback and corresponding action plans are communicated to the Board for review and consideration.
- Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into the policies and activities of the entity.**

Gulf Oil conducted a comprehensive materiality evaluation where the organisation actively engaged with both internal and external stakeholders deemed important. Through consultations with stakeholder groups such as employees, senior management, and suppliers, the company sought to identify the most significant topics that impact its operations and stakeholders. This process allowed Gulf Oil to align its business priorities with the feedback received from stakeholders, enabling the identification of key environmental, social, and governance (ESG) risks and opportunities. The valuable inputs gathered from these consultations serve as essential inputs for enhancing existing policies and procedures, ensuring that Gulf Oil remains responsive to stakeholder needs and continuously improves its ESG performance.
- Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.**

The company's CSR activities are driven by the specific needs of the communities it serves. By closely assessing the requirements and challenges faced by these communities, the company tailors its CSR initiatives to address those needs effectively. This approach ensures that the company's CSR efforts are impactful, relevant, and contribute to the sustainable development of the communities it operates in.

PRINCIPLE 5: Businesses should respect and promote human rights

ESSENTIAL INDICATORS

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)		Total (C)	No. of employees / workers covered (D)	
		% (B / A)	% (D / C)			
Employees						
Permanent	592	592	100%	585	585	100%
Other than permanent	944	0	0%	969	0	0%
Total Employees	NA	NA	NA	NA	NA	NA
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	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										
Permanent	592	Nil	Nil	592	100%	585	Nil	Nil	585	100%
Male	561	Nil	Nil	561	100%	547	Nil	Nil	547	100%
Female	31	Nil	Nil	31	100%	38	Nil	Nil	38	100%
Other than Permanent	944	Nil	Nil	944	100%	969	Nil	Nil	969	100%
Male	914	Nil	Nil	914	100%	939	Nil	Nil	939	100%
Female	30	Nil	Nil	30	100%	30	Nil	Nil	30	100%
Workers										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	5	39,57,000	1	41,72,000
Key Managerial Personnel	2	3,70,00,000	1	41,26,439
Employees other than BoD and KMP	559	12,95,009	30	11,07,412
Workers	0	NA	0	NA

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

Yes, the company has integrated Human Rights considerations into its code of conduct, demonstrating a commitment to upholding human rights, promoting transparency, ethical business practices, and sustainable development. Through ongoing communication with stakeholders, the company aims to raise awareness and foster

a culture that respects and protects human rights. Furthermore, the company has established the Whistleblower Policy to provide a mechanism for reporting any misconduct or unethical behavior, ensuring a safe and confidential platform for employees to voice concerns. Additionally, a POSH (Prevention of Sexual Harassment) committee has been constituted to address and prevent any instances of workplace harassment. These initiatives reflect the company's dedication to maintaining a fair, inclusive, and ethically sound work environment.

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

The company has established a systematic process to address grievances related to human rights issues in accordance with its policy. A dedicated email ID is provided to receive complaints specifically related to Prevention of Sexual Harassment (POSH). Whenever necessary, an investigator is appointed to thoroughly investigate the complaints. This involves gathering and validating relevant information, conducting analysis, and providing observations and recommendations. The investigation report is then reviewed by the designated committee, and appropriate actions are taken based on the recommendations provided. This comprehensive approach ensures that human rights concerns are effectively addressed, fostering a safe and respectful work environment.

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	0	Closed	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

The company's Whistleblower Policy and POSH Policy feature a specific provision that emphasises the protection of the complainant's identity, ensuring utmost confidentiality throughout the process. Confidentiality is maintained to safeguard the privacy and well-being of individuals who raise concerns. Additionally, the company's Code of Conduct explicitly prohibits any form of retaliation against whistleblowers or individuals who report legitimate concerns, creating a safe environment for individuals to come forward without fear of adverse consequences.

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

Yes, the clauses are included in the company code of conduct as well as suppliers code of conduct.

9. Assessments for the year:

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

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

All parameters are assessed by internal audit team through periodic review. Additionally, Child labor, Forced labor parameters were assessed as part of OSHAS audit. No significant risks were identified.



Business Responsibility & Sustainability Report (Contd.)

LEADERSHIP INDICATORS

- Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints.
Not applicable as no significant concerns were received on Human Rights.
- Details of the scope and coverage of any Human rights due diligence conducted.
Human Rights due diligence was not conducted during the reporting period.
- Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?
Yes, based on plant/office location need we ensure workplaces are made accessible to differently-abled individuals.
- Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	
Forced/involuntary labour	
Sexual harassment	0%
Discrimination at workplace	
Wages	
Others – please specify	

Note: No assessments of value chain partners were conducted during the reporting year

- Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.
Not applicable

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

ESSENTIAL INDICATORS

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	21,051	16,689
Total fuel consumption (B) (GJ)	6,104	5,809
Energy consumption through other sources (C) (GJ)	0	0
Total energy consumption (A+B+C) (GJ)	27,155	22,498
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (GJ per million INR)	0.91	1.0

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

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

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	17,080	17,311
(iii) Third party water	19,140	8,236
(iv) Seawater / desalinated water	NA	NA
(v) Others (Rainwater storage)	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	36,220	25,547
Total volume of water consumption (in kilolitres)	36,220	25,547
Water intensity per rupee of turnover (Water consumed / turnover) (kl per million INR)	1.20	1.16

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

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

Both of the company's manufacturing plants are equipped with an advanced Zero Liquid Discharge (ZLD) system, ensuring that no liquid waste is discharged from the facilities. The sewage water generated within the plants undergoes a comprehensive treatment process in the Sewage Treatment Plant (STP). Once treated, the water is efficiently utilised for various purposes such as landscaping and toilet flushing, minimising the need for freshwater consumption. This not only ensures compliance with effluent discharge regulations but also minimises the impact on local water resources by optimising the reuse and recycling of treated water within the plants.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	PPM	15.03	16.83
SOx	PPM	16.62	22.04
Particulate matter (PM)	mg/Nm ³	32.33	55.7
Persistent organic pollutants (POP)	NA		
Volatile organic compounds (VOC)	NA		
Hazardous air pollutants (HAP)	NA		
Others – please specify	NA		

only the Parameters that are mentioned in CTO under Air act are being monitored

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.

Chennai Plant – Yes, M/s Hubert Enviro Systems.

Silvassa Plant – Yes, M/s. Unistar Environment & Research Lab Pvt. Ltd. Vapi an NABL & MoEF certified testing laboratory



Business Responsibility & Sustainability Report (Contd.)

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial 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)	tCO ₂ e	629.21	716.65
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)	tCO ₂ e	3,799.81	2,957.85
Total Scope 1 and Scope 2 emissions per rupee of turnover	(tCO ₂ e/million INR)	0.13	0.13

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

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

- A. Gulf Oil has set up AdBlue® manufacturing facility at both Silvassa and Chennai Plants with capacity of 12,000 KL and 18000 KL per annum respectively. Gulf AdBlue® was designed to meet the ever-evolving needs of customers. AdBlue® is premium quality automotive technical grade aqueous urea solution conforming to ISO 22241-1. AdBlue® provides significant environment benefits by reducing hazardous NOx from gases emitted by vehicles. Use of AdBlue® is compulsory for all medium and heavy-duty BS-VI diesel vehicles.
- B. 8 diesel-based forklifts have been replaced with battery-based forklifts which reduced the emissions (due to diesel-based forklifts) by 70%.
- C. Gulf Oil converted thermopacs to run on Piped Natural Gas (PNG) instead of High-Speed Diesel (HSD). This project resulted in reduction of Particulate Matter by 78%, SO₂ by 55% and Nox by 30%.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	173.97	147.71
E-waste (B)	0.88	0.47
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	4.47	1.82
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	168.47	60.94
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	412.86	460.18
Total (A + B + C + D + E + F + G + H)	760.65	671.12
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	173.97	147.71
(ii) Re-used	0	0
(iii) Other recovery operations	0.88	0.47
Total	174.85	148.18

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	7.98	7.43
(ii) Landfilling	0.49	1.00
(iii) Other disposal operations	577.33	514.5
Total	585.80	522.93

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

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

Waste management at our facilities includes the segregation of waste using colored bins and mesh partitions. To effectively manage spills, we have implemented a spill management kit at our sites. Our company ensures proper disposal of hazardous waste by engaging authorized waste collectors. Non-hazardous waste generated at our facilities is responsibly handed over to authorized recyclers. Additionally, at the plant level, we have set objectives to reduce cotton waste, aiming for more sustainable practices. Our plant operations have been certified with the ISO14001 environmental management system demonstrating our commitment to sustainable operations.

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

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

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

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

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

Yes

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



Business Responsibility & Sustainability Report (Contd.)

LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	1,919	1,796
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	1,919	1,796
From non-renewable sources		
Total electricity consumption (D)	19,132	14,893
Total fuel consumption (E)	6,124	5,809
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	25,256	20,702

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

2. Provide the following details related to water discharged:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of Treatment	NA	NA
(ii) To Groundwater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of Treatment	NA	NA
(iii) To Seawater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of Treatment	NA	NA
(iv) Sent to third-parties	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of Treatment	NA	NA
(v) Others	Tertiary Treatment - Both the plants are Zero Liquid Discharge. Water is used for landscaping.	
- No treatment		
- With treatment – please specify level of Treatment	NA	NA
Total water discharged (in kilolitres)	NA	NA

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. NA

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

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

1. Name of the area – Ennore (Chennai Plant)
2. Nature of operations – Manufacturing
3. Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	19,140	8,142.62
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres)	0	0
Total volume of water consumption (in kilolitres)	0	0
Water intensity per rupee of turnover (Water consumed / turnover)	0	0
Water intensity (optional) – the relevant metric may be selected by the entity	0	0
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) Into Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) Into Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	0

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. NA

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

GOLIL strives to measure scope 3 emissions.

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	NA	NA	NA
Total Scope 3 emissions per rupee of turnover	NA	NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

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



Business Responsibility & Sustainability Report (Contd.)

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 entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable as no Construction & Operation was carried out in CRZ area.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Use of PNG gas instead of HSD in Thermopack heater utility	Diesel was used as a fuel in Thermopack heater earlier. The heater now runs on PNG gas.	Reduction in air emissions by 70%
2	Switched from Diesel forklift usage to battery forklift	Usage of battery forklift to reduce emissions	Reduction in air emissions by 80%
3	Solar energy generation	Installed solar panels of 50 kwp at Silvassa plant and 450 kwp at Chennai plant for plant consumption	Usage of renewable energy
4	Sewage/ Effluent water reuse	Sewage water treatment in Effluent Treatment Plant (ETP) and post treatment used for Gardening and Toilet purposes	Zero liquid discharge
5	Rainwater harvesting system	Recharging the rooftop rainwater into ground of 3-million-liter capacity	Water conservation
6	Tree plantation	Mass tree plantation (800 no's) done in local areas.	Increase in green belt
8	Lake renovation	Three lakes in the surrounding areas of the factory have been restored and maintained under CSR	Water conservation
9	UV Glass	UV filtered glass is installed in the admin building, which provides natural lightening in the office area.	Power savings
10	Centralised Energy monitor	All the power consumed in the factory is monitored by a centralised system	Power savings

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

Both manufacturing plants have a site-specific disaster management plan in place, which includes regular practice of mock drills. Additionally, an operational risk assessment is conducted for each site, accompanied by a mitigation plan to ensure business continuity. A comprehensive Business Continuity Plan is also available, providing detailed instructions for maintaining operational efficiency during and after a disruptive event. The plan outlines strategies and action plans to expedite the restoration of normal operations. These policies and plans are accessible on the site and the company intranet, ensuring easy reference and adherence to established protocols.

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

The company has not conducted audit in this regard.

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

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

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

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

Name of Authority	Brief of the case	Corrective action taken
	NIL	

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity

Sr. no.	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other-please specify)	Web Link, if available
	The company do not engage in public advocacy; however, if needed, it provides the industry specific suggestions through trade and industry chambers or associations.				

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.

ESSENTIAL INDICATORS

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

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Resulted communicated in public domain	Relevant Web Link
Not Applicable. CSR projects undertaken were not mandated for impact assessment based on applicable law.					

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

Sr. no.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in INR)
NA						

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

The company has established a systematic process to receive and address concerns raised by the community. All external complaints related to health, safety, and the environment are recorded on the company's intranet safety portal, regardless of whether they are received in written or verbal form. To ensure appropriate actions are taken, each complaint undergoes a thorough investigation, allowing for effective and timely resolution. The company maintains proper documentation and monitoring of the concerns raised to ensure they are resolved satisfactorily and closed in a timely manner.



Business Responsibility & Sustainability Report (Contd.)

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ Small producers	47.93 %	27.59 %
Sourced directly from within the district and neighboring districts	33.36 %	41.96 %

LEADERSHIP INDICATORS

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

Sr. no.	State	Aspirational District	Amount spent (INR)
1	NA	NA	NA

The CSR projects conducted do not fall under aspirational districts defined by NITI Aayog

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)
No, because of peculiar nature and availability of the necessary raw materials we are required to procure from vendors in the organized sector.
- (b) From which marginalised /vulnerable groups do you procure?
Not applicable
- (c) What percentage of total procurement (by value) does it constitute?
Not applicable
4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge

Sr. no.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating of benefits shared
Not Applicable				

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

Name of authority	Brief of case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects.

Sr. no.	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1	Restoration & Rejuvenation of Sathangadu Lake	50000	40%
2	Road to School Project	4060	30%
3	Road to Livelihood Project (Digital Literacy)	4122	30%
4	Road to Livelihood Project (Psychometric Testing & Career Guidance)	2400	30%

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

ESSENTIAL INDICATORS

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

The company has a fully functional online platform that allows existing customers to register complaints. Depending on the nature of the complaint, the escalation and resolution processes are carried out within a specified timeframe. A new and improved customer complaint redressal portal Gulf Care has been adopted for better customer complaint resolution. The complaints or feedbacks can be provided by calling customer care executive at +91-22-6648-7777 or via email at customercare@gulfoil.co.in. The process followed to resolve the complaints include understanding the root cause of issue, take corrective action measures and establish effectiveness through monitoring of the action over time/quantity or other criteria.

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

	As a percentage to total turnover
Environment and Social parameters relevant to product	NA
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

3. Number of consumer complaints

There are robust mechanisms and practices in place to record and resolve customer complaints. A new and improved customer complaint redressal portal Gulf Care has been adopted for better customer complaint resolution. None of the complaints received remained pending at the end of the financial year.

	FY2022-23 Current Financial Year			FY2021-22 Previous Financial Year		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	NIL	NIL	NIL	NIL	NIL	NIL
Advertising	NIL	NIL	NIL	NIL	NIL	NIL
Cyber-security	NIL	NIL	NIL	NIL	NIL	NIL
Delivery of essential services	NIL	NIL	NIL	NIL	NIL	NIL
Restrictive Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Unfair Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Others	285	NIL	NIL	279	NIL	NIL

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

	Number	Reason for recall
Voluntary recalls	Nil	Nil
Forced recalls	Nil	Nil

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

Yes, the Information Security Policy is available at our Company's intranet platform. The company recognises the criticality of safeguarding Gulf's business information and the technology systems it relies on. We have a shared responsibility to ensure the security and proper usage of these assets. Given the ever-evolving nature of security threats and the growing complexity of compliance requirements, we understand the importance of implementing effective information security processes and behaviors. By doing so, we not only ensure business continuity but also uphold our reputation while protecting our valuable information and IT systems from unauthorised disclosure, modification, theft, destruction, misuse, or disruption of access.



Business Responsibility & Sustainability Report (Contd.)

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

No instances of any such case for the FY 2022-23.

LEADERSHIP INDICATORS

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

The company discloses additional information, such as product benefits and technical specifications, in addition to the information mandated to be included in the product label.

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

Our Safety Data Sheet (SDS) provides product related Health, Safety & Environment (HSE) information such as properties of each chemical, physical health & environmental health hazards associated with it. It also, provides details of protective measures to be adopted and safety precautions for its handling, storage, transportation, use & disposal. All our Safety Data sheets (SDS) are as per EU, Regulation 1272/2008 on classification, labelling and packaging of substances and mixture (the CLP Regulation).

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

Not Applicable

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief.

Yes, the Company discloses additional information, such as product benefits and technical specifications, in addition to the information mandated to be included in the product label.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

No

5. Provide the following 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