



# हिन्दुस्तान पेट्रोलियम कॉर्पोरेशन लिमिटेड

(भारत सरकार उपक्रम) रजिस्टर्ड ऑफिस : 17, जमशेदजी टाटा रोड, मुंबई - 400 020.

## HINDUSTAN PETROLEUM CORPORATION LIMITED

(A GOVERNMENT OF INDIA ENTERPRISE) REGISTERED OFFICE : 17, JAMSHEDJI TATA ROAD, MUMBAI - 400 020.

17, जमशेदजी टाटा रोड, पोस्ट बॉक्स नं. - 11041, मुंबई - 400 020. दूरभाष - 2286 3900 • फॅक्स - 2287 2992 • ई-मेल : corphqo@hpcl.co.in  
17, Jamshedji Tata Road, P. O. Box No. - 11041, Mumbai - 400 020. Tel. : 2286 3900 • Fax : 2287 2992 • e-mail : corphqo@hpcl.co.in  
CIN No.: L23201MH1952GOI008858

Ref.: Co.Secy./VM/238/2023

August 02, 2023

Director – Investor Services & Listing,  
BSE Limited,  
Phiroze Jeejeebhoy Towers, Dalal Street,  
Mumbai – 400 001      **Scrip Code: 500104**

**Sub.: Business Responsibility and  
Sustainability Report for the  
Financial Year 2022-23**

National Stock Exchange of India Limited  
Exchange Plaza, 5<sup>th</sup> Floor, Plot No. C/1, G-Block,  
Bandra-Kurla Complex, Bandra East,  
Mumbai – 400 051      **Scrip Name : HINDPETRO**

Dear Sirs,

In compliance with provisions of Regulation 34 (1) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we write to forward herewith a Business Responsibility and Sustainability Report (“BRSR”) for the Financial Year 2022-23 which also forms part of the Annual Report submitted to the Stock Exchanges vide letter Ref. Co.Secy/VM/236/2023 dated August 02, 2023.

The Annual Report, inter-alia, containing the BRSR is also hosted on the website of the Company at [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com).

This is for your information and records.

Thanking you,

Very truly yours,

**V. Murali**  
Company Secretary

Encl: a/a

# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### 1. Details of the listed entity

#### 1. Corporate Identity Number (CIN) of the Listed Entity:

L23201MH1952GOI008858

#### 2. Name of the Listed Entity:

HINDUSTAN PETROLEUM COPORATION LIMITED

#### 3. Year of incorporation:

1952

#### 4. Registered office address:

Petroleum House, 17, Jamshedji Tata Road, Churchgate, Mumbai 400020

#### 5. Corporate address:

Same as above

#### 6. E-mail:

[corphqo@hpcl.in](mailto:corphqo@hpcl.in)

#### 7. Telephone:

022-22863900

#### 8. Website:

[www.hindustanpetroleum.com](http://www.hindustanpetroleum.com)

### 2. Products/services

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

| S. No. | Description of Main Activity | Description of Business Activity    | % of Turnover of the entity |
|--------|------------------------------|-------------------------------------|-----------------------------|
| 1      | Manufacturing                | Coke and refined petroleum products | 100%                        |

#### 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      | High Speed Diesel       |                     | 47%                              |
| 2      | Motor Spirit            | 46610, 47300        | 26%                              |
| 3      | Lubes & Greases         |                     | 1%                               |
| 4      | Liquefied Petroleum gas | 35202, 46610, 47736 | 16%                              |

\* Based on FY 23 turnover

#### 9. Financial year for which reporting is being done:

FY 2022-23

#### 10. Name of the Stock Exchange(s) where shares are listed:

BSE Ltd, National Stock Exchange of India Limited

#### 11. Paid-up Capital:

INR 1,418.55 Crore

#### 12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report

Name : P S Murty

Designation : Executive Director – HSE (Corporate)

Telephone : 022 - 22884723

Email Address : [corporatehse@mail.hpcl.co.in](mailto:corporatehse@mail.hpcl.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).

Disclosures under this BRSR are made on standalone basis only.



### 3. Operations

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

| Location        | Number of plants | Number of offices | Total |
|-----------------|------------------|-------------------|-------|
| National        | 216*             | 167               | 383   |
| International # | 0                | 0                 | 0     |

\*- Includes 17 nos of hydrocarbon product pipelines. Each pipeline having multiple stations along the length of the pipeline is reported as one unit of operation.

# - NIL as this is a standalone report

#### 17. Markets served by the entity:

##### a. Number of locations

| Locations                        | Number               |
|----------------------------------|----------------------|
| National (No. of States)         | 28 States and 6 U/Ts |
| International (No. of Countries) | 18                   |

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

1.08%

##### c. A brief on types of customers

The company's primary customers can be categorised into domestic (household), automotive, commercial, government and industrial.

### 4. Employees

#### 18. Details as at the end of Financial Year:

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

| S. No.           | Particulars                    | Total (A) | Male    |           | Female  |           |
|------------------|--------------------------------|-----------|---------|-----------|---------|-----------|
|                  |                                |           | No. (B) | % (B / A) | No. (C) | % (C / A) |
| <b>EMPLOYEES</b> |                                |           |         |           |         |           |
| 1.               | Permanent (D)                  | 5,818     | 5,103   | 87.71%    | 715     | 12.29%    |
| 2.               | Other than Permanent (E)*      | 147       | 79      | 54%       | 68      | 46%       |
| 3.               | <b>Total employees (D + E)</b> | 5,965     | 5,182   | 86.87%    | 783     | 13.13%    |
| <b>WORKERS</b>   |                                |           |         |           |         |           |
| 4.               | Permanent (F)                  | 2,686     | 2518    | 93.75%    | 168     | 6.25%     |
| 5.               | Other than Permanent (G)       | 38,848    | 37947   | 97.8%     | 901     | 2.2%      |
| 6.               | <b>Total workers (F + G)</b>   | 41,534    | 40,465  | 97.42%    | 1,069   | 2.57%     |

\* Fixed term research associates and project associates at HP Green R&D Center

##### b. Differently abled Employees and workers:

| S. No.                             | Particulars                                      | Total (A) | Male    |           | Female  |           |
|------------------------------------|--|-----------|---------|-----------|---------|-----------|
|                                    |  |           | No. (B) | % (B / A) | No. (C) | % (C / A) |
| <b>DIFFERENTLY ABLED EMPLOYEES</b> |  |           |         |           |         |           |
| 1.                                 | Permanent (D)                                    | 97        | 86      | 88.66%    | 11      | 11.34%    |
| 2.                                 | Other than Permanent (E)                         | 0         | 0       | 0         | 0       | 0         |
| 3.                                 | <b>Total differently abled employees (D + E)</b> | 97        | 86      | 88.66%    | 11      | 11.34%    |
| <b>DIFFERENTLY ABLED WORKERS</b>   |  |           |         |           |         |           |
| 4.                                 | Permanent (F)                                    | 49        | 46      | 93.88%    | 3       | 6.12%     |
| 5.                                 | Other than permanent (G)                         | 0         | 0       | 0         | 0       | 0         |
| 6.                                 | <b>Total differently abled workers (F + G)</b>   | 49        | 46      | 93.88%    | 3       | 6.12%     |

## 19. Participation/Inclusion/Representation of women

| Particulars              | Total (A) | No. and percentage of Females |           |
|--------------------------|-----------|-------------------------------|-----------|
|                          |           | No. (B)                       | % (B / A) |
| Board of Directors       | 12        | 2                             | 17%       |
| Key Management Personnel | 6*        | 0                             | 0%        |

\* (Director - Finance and Chief Finance Officer, though both positions are held by Director - Finance only, counted separately for the purpose of total)

## 20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

|                     | FY 2022-23<br>(Turnover rate in current FY) |        |        | FY 2021-22<br>(Turnover rate in previous FY) |        |        | FY 2019-20<br>(Turnover rate in the year prior to the previous FY) |        |       |
|---------------------|---|--------|--------|--|--------|--------|--|--------|-------|
|                     | Male  | Female | Total  | Male   | Female | Total  | Male   | Female | Total |
| Permanent Employees | 5.72%                                       | 5.65%  | 5.71%  | 5.07%  | 2.91%  | 4.81%  | 4.32%  | 3.00%  | 4.16% |
| Permanent Workers   | 15.62%                                      | 11.3%  | 15.35% | 13.14%                                       | 11.65% | 13.05% | 8.88%  | 7.82%  | 8.82% |

Above includes employee leaving the organisation voluntarily or due to dismissal, termination, retirement or death in service.

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

### 21. (a) Names of holding / subsidiary / associate companies / joint ventures

| S. No. | Name of the holding / subsidiary / associate companies / joint ventures (A) | Indicate whether holding/ Subsidiary/ Associate/ Joint Venture | % of shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No) |
|--------|---|--|-----------------------------------|--|
| 1      | Oil & Natural Gas Corporation Limited                                       | Holding Company  | 54.900                            | No   |
| 2      | Prize Petroleum Company Limited   | Subsidiary   | 100.000                           | No   |
| 3      | HPCL Biofuels Limited   | Subsidiary   | 100.000                           | No   |
| 4      | HPCL Middle East FZCO   | Subsidiary   | 100.000                           | No   |
| 5      | HPCL LNG Limited  | Subsidiary   | 100.000                           | No   |
| 6      | HPCL-Mittal Energy Limited  | Joint Venture  | 48.993                            | No   |
| 7      | Hindustan Colas Private Limited   | Joint Venture  | 50.000                            | No   |
| 8      | South Asia LPG Company Private Limited                                      | Joint Venture  | 50.000                            | No   |
| 9      | Petronet India Limited  | Joint Venture<br>(Under Voluntary Liquidation)                 | 16.000                            | No   |
| 10     | Petronet MHB Limited  | Joint Venture  | 49.996                            | No   |
| 11     | Bhagyanagar Gas Limited   | Joint Venture  | 48.728                            | No   |
| 12     | Aavantika Gas Limited   | Joint Venture  | 49.993                            | No   |
| 13     | Mumbai Aviation Fuel Farm Facility Private Limited                          | Joint Venture  | 25.000                            | No   |
| 14     | Godavari Gas Private Limited  | Joint Venture  | 26.000                            | No   |
| 15     | Ratnagiri Refinery and Petrochemicals Limited                               | Joint Venture  | 25.000                            | No   |
| 16     | HPCL Rajasthan Refinery Limited   | Joint Venture  | 74.000                            | No   |
| 17     | HPOIL Gas Private Limited   | Joint Venture  | 50.000                            | No   |
| 18     | IHB Limited   | Joint Venture  | 25.000                            | No   |
| 19     | Mangalore Refinery & Petrochemicals Limited                                 | Associate  | 16.955                            | No   |
| 20     | GSPL India Gasnet Limited   | Associate  | 11.000                            | No   |
| 21     | GSPL India Transco Limited  | Associate  | 11.000                            | No   |

Note: The classification of group companies under Subsidiaries/Joint Ventures/Associates is done as per Ind AS. The Joint Ventures and Subsidiaries are guided by their own policies and undertake various engagements and business responsibility initiatives as per applicable regulations and guidelines.



**6. CSR Details**

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

Yes

**(ii) Turnover (in Rs.)**

4,64,683.79 Crore

**(iii) Net worth (in Rs.)**

27,713.43 Crore

**7. 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<br>Current Financial Year         |  |   | FY 2021-22<br>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  |
| Customers/<br>Citizens/<br>Communities            | Yes, Centralized Public Grievance Redress And Monitoring System<br><a href="https://pgportal.gov.in/">https://pgportal.gov.in/</a>   | 3,778  | 43   | Complaints received on Centralised Public Grievance Redress Portal.<br>Avg Disposed time: 10 days. Pending complaints less than 0-15 days   | 3,330  | 45   | Complaints received on Centralised Public Grievance Redress Portal.<br>Avg Disposed time: 12 days. Pending complaints less than 0-15 days  |
| Investors<br>(other than shareholders)            | Yes.<br><a href="mailto:rnt.helpdesk@linkintime.co.in">rnt.helpdesk@linkintime.co.in</a>   | Details included in Shareholders group below |  |   | Details included in Shareholders group below |  |  |
| Shareholders                                      | Yes.<br><a href="mailto:rnt.helpdesk@linkintime.co.in">rnt.helpdesk@linkintime.co.in</a>   | 70   | 1  | Complaints received from SEBI/ NSE/ BSE/ RTI/ Public Grievances.<br>Mechanism in place to address requests/ complaints from shareholders thru Registrar & Transfer Agent. (Shareholder Compliances are dealt with as required under the Statutes) | 56   | 0  | Complaints received from SEBI/ NSE/ BSE/ RTI/ Public Grievances<br>Mechanism in place to address requests/ complaints from shareholders thru Registrar & Transfer Agent. (Shareholder Compliances are dealt with as required under the Statutes) |
| Employees and workers                             | Yes,<br>HPCL's Internal Employee Portal; Transparency Portal on HPCL website<br>Link: <a href="https://hindustanpetroleum.com/pages/transparency-portal">https://hindustanpetroleum.com/pages/transparency-portal</a>                                    | 1158   | 0  | 1. Performance rating related complaints raised by employees<br>2. Complaints raised by employees with HPCL vigilance department  | 999  | 3  | 1. Performance rating related complaints raised by employees<br>2. Complaints raised by employees with HPCL vigilance department   |
| Customers   | Yes,<br>Centralized Public Grievance Redress And Monitoring System; Transparency Portal on HPCL website<br>Link: <a href="https://www.hindustanpetroleum.com/pages/transparency-portal">https://www.hindustanpetroleum.com/pages/transparency-portal</a> | 187937                                       | 247  | Customer Complaints   | 210730                                       | 162  | Customer Complaints  |
| Value Chain Partners                              | Yes.<br>Transparency Portal on HPCL website<br>Link: <a href="https://www.hindustanpetroleum.com/pages/transparency-portal">https://www.hindustanpetroleum.com/pages/transparency-portal</a>   | 40   | 3  | 1. Integrity Pact related references received from Vendors<br>2. Tender related grievances<br>3. Vigilance related complaints from vendors / dealers and processed subsequently as per guidelines   | 54   | 9  | 1. Integrity Pact related references received from Vendors<br>2. Tender related grievances<br>3. Vigilance related complaints from vendors / dealers and processed subsequently as per guidelines  |

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No)<br>(If Yes, then provide web-link for grievance redress policy)                                       | FY 2022-23<br>Current Financial Year       |  |   | FY 2021-22<br>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   |
| Others  | Yes,<br>Link: <a href="https://www.hindustanpetroleum.com/pages/transparency-portal">https://www.hindustanpetroleum.com/pages/transparency-portal</a> | 559  | 27   | Vigilance related complaints raised by LOI holders, prospective business partners and general public and processed subsequently as per guidelines | 331  | 18   | Vigilance related complaints raised by LOI holders, prospective business partners and general public and processed subsequently as per guidelines |

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

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

| S. No. | Material issue identified (E - Environmental; S - Social)   | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity  | In case of risk, approach to adapt or mitigate  | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|---|--|---|---|--|
| 1      | <ul style="list-style-type: none"> <li>GHG Emissions (E)</li> <li>Energy Efficiency (E)</li> <li>Air Quality (E)</li> </ul>     | Risk                                       | <ul style="list-style-type: none"> <li>Growing Regulatory/ Stakeholder emphasis on Climate Change concerns requiring integration of energy transition into business.</li> <li>Improvements in energy efficiency directly impacts GHG emission reductions.</li> <li>Important as a decarbonization lever. Air pollution is a major aspect for health concerns. Air Quality impacts quality of health.</li> </ul> | <b>Approach to mitigate risk:</b> <ul style="list-style-type: none"> <li>Measurement, monitoring, feedback, corrective action</li> <li>Inclusion of climate related risks in enterprise risk assessment</li> <li>Assessing Physical climate Risks and its impacts</li> <li>Increasing climate resilient component (biofuels, CBG, EV etc) in product offerings</li> <li>Increasing use of renewable energy in operations</li> <li>R&amp;D initiatives on new and cleaner energy solutions</li> <li>Awareness creation, Capability building and stakeholder communication</li> </ul> | Negative Implications  |
| 2      | <ul style="list-style-type: none"> <li>Water &amp; Waste Water Management (E)</li> </ul>  | Risk                                       | <ul style="list-style-type: none"> <li>Water Stress and shortages can lead to business disruptions</li> </ul>   | <b>Approach to mitigate risk:</b> <ul style="list-style-type: none"> <li>Identification of vulnerable locations to water stress</li> <li>Measurement and monitoring of water utilization, feedback, corrective action</li> <li>Promoting Reuse, Recycling and Recharging practices</li> <li>Awareness creation, Capability building and stakeholder communication</li> </ul>  | Negative Implications  |
| 3      | <ul style="list-style-type: none"> <li>Occupational Health &amp; Safety (S)</li> <li>Product Safety &amp; Quality(E)</li> </ul> | Risk                                       | <ul style="list-style-type: none"> <li>Important for human well-being, loss prevention business reputation, creation of Safety Culture and generation of economic value</li> </ul>  | <b>Approach to mitigate risk:</b> <ul style="list-style-type: none"> <li>Periodical review and monitoring of Health and Safety management system, SOPs, Safety Committees, compliance, audits, surprise inspections, Board level reviews, Process safety management, Emergency and Crisis Plans, periodic health examinations</li> <li>Hazard Identification, risk assessment and mitigation</li> </ul>   | Negative Implications  |



| S. No. | Material issue identified (E - Environmental; S - Social)  | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity   | In case of risk, approach to adapt or mitigate  | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|--|--|--|---|--|
|        | <ul style="list-style-type: none"> <li>Safety &amp; Security of critical Assets (S)</li> <li>Transport Safety (S)</li> </ul> |  |  | <ul style="list-style-type: none"> <li>Trainings and capacity enhancements - safety induction, trade specific, live fire trainings, stakeholder engagements, empowerment</li> <li>Incident investigation, Root cause analysis, sharing of learnings from incidents</li> <li>Focus on quality products and customer awareness on product Safety and Quality</li> <li>Periodic and preventive maintenance systems for critical assets</li> </ul>  |  |
| 4      | Manpower Management (S)  | Risk                                       | <ul style="list-style-type: none"> <li>Attract and Retain talent</li> <li>High level of job satisfaction leads to long-term business associations.</li> <li>Competent manpower contribute to Sustainable development</li> <li>Work-life balance results in higher efficiencies, performance satisfaction, health, safety and well-being</li> </ul> | <p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Periodic review and management of HR practices and policies, monitoring, welfare initiatives, health initiatives, employee satisfaction, feedback, encouraging participation, motivation, career progression, enhancement of technical and behavioral competencies</li> <li>Continual engagement, enablement and empowering of stakeholders through variety of interventions</li> <li>Maintaining excellent stakeholder relations</li> <li>Ensuring objectives of various labour enactments and labour law compliances</li> </ul> | Negative Implications  |
| 5      | Customer Satisfaction (S)  | Opportunity                                | <ul style="list-style-type: none"> <li>Key to consistency, customer retention, business and longevity of associations</li> <li>Creates brand ambassadors</li> </ul>  | <p><b>Approach to capitalise opportunity:</b></p> <ul style="list-style-type: none"> <li>Delighting customers through differentiated services and delivering happiness through participative and consultative practices, surveys, feedbacks</li> <li>Usage of efficient and environment friendly products, solutions, services, technology, automation, digitalization</li> <li>Continual engagement, enablement and empowering of stakeholders</li> </ul>  | Positive Implications  |
| 6      | Supplier Environment Assessment (E)  | Opportunity                                | <ul style="list-style-type: none"> <li>Emerging regulations/ expectations on alignment of Supply chains to societal &amp; corporate Environment and social objectives</li> <li>Equal Social Development and collaboration on topics of Climate change</li> </ul>   | <p><b>Approach to capitalise opportunity:</b></p> <ul style="list-style-type: none"> <li>Awareness creation among suppliers on environmental impacts of supply chain and emerging trends</li> <li>Identifying high value Supplier partners for carrying out Supplier environment assessment</li> <li>Time-bound implementation of Supplier criteria for environmental stewardship</li> <li>Raising performance standards of identified suppliers on environment front thereby reducing supply chain footprint of HPCL</li> </ul>  | Positive Implications  |
| 7      | Research & Development (E)   | Opportunity                                | <ul style="list-style-type: none"> <li>Key to support energy transition through innovation, research and cost optimisation</li> <li>Revenue generation through technologies of mass adoption and indigenization resulting in self-reliance and self-dependence in business</li> </ul>  | <p><b>Approach to capitalise opportunity:</b></p> <ul style="list-style-type: none"> <li>Developing innovative products, solutions and technologies to bring value to stakeholders</li> <li>Developing knowledge base and conducting industry relevant research</li> <li>Develop safe and green solutions to protect the environment</li> <li>Growing organically in all verticals relevant to energy, chemicals, petrochemicals through internal capacities and collaboration</li> </ul>   | Positive Implications  |

| S. No. | Material issue identified (E - Environmental; S - Social)   | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity  | In case of risk, approach to adapt or mitigate  | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|---|--|---|---|--|
| 8      | <ul style="list-style-type: none"> <li>Biodiversity (E)</li> </ul>  | Risk                                       | <ul style="list-style-type: none"> <li>Growing Regulatory/ Stakeholder concerns on environment, ecological balance (Flora and Fauna)</li> </ul>   | <p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Developing, maintaining and enhancing green belt coverages</li> <li>Periodic review and monitoring of biodiversity footprints at locations through audits</li> <li>Preservation of local biodiversity flora, fauna to maintain ecological balance</li> <li>Awareness Creation amongst employees and stakeholders on importance and preservation of biodiversity</li> </ul>  | Negative Implications  |
| 9      | <ul style="list-style-type: none"> <li>Human Rights (S)</li> <li>Diversity &amp; Inclusion (S)</li> </ul> | Risk                                       | <ul style="list-style-type: none"> <li>Non-compliance to upholding human rights, working conditions etc. may lead to reputational risks</li> <li>Equitable distribution and growth of society, Opportunities for livelihood and growth</li> </ul> | <p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Submit annual Communication on Progress for adherence to Human Rights principles of the United Nations Global Compact</li> <li>Inclusion of labour laws addressing elements of Human Rights requirements in procurement contracts</li> <li>Providing Mandatory training on statutory compliance of human rights aspects, POSH to officers and educating stakeholders on the subject</li> <li>Field audits by HR function and statutory authorities on compliance</li> </ul> | Negative Implications  |
| 10     | <ul style="list-style-type: none"> <li>Ethics, Transparency and Regulatory compliance (G)</li> </ul>      | Risk                                       | <ul style="list-style-type: none"> <li>Important to protect against litigation and reputation risk</li> <li>Transparency positively impacts stakeholders</li> </ul>   | <p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Formulation of applicable policies, Identification of vulnerable areas, auditing mechanisms and reporting to management</li> <li>Enterprise Risk Management System for close monitoring and mitigation of risks</li> <li>Ensuring adherence to national/ international/ customer standards &amp; quality assurance</li> <li>Accurate, Balanced, Comprehensive, Comparable, Contextual and Timely Reporting</li> </ul>   | Negative Implications  |





## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

| Disclosure Questions   | P1  | P2  | P3  | P4  | P5  | P6  | P7  | P8  | P9  |
|--|---|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Policy and Management Processes</b>   |   |     |     |     |     |     |     |     |     |
| 1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)   | Yes   | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| b. Has the policy been approved by the Board? (Yes/No)   | Yes,<br>The Policies are approved by Board / Competent Authorities.   |     |     |     |     |     |     |     |     |
| c. Web Link of the Policies, if available  | <b>Code of Conduct:</b><br><a href="https://hindustanpetroleum.com/pages/code-of-conduct">https://hindustanpetroleum.com/pages/code-of-conduct</a><br><b>Whistle Blower Policy:</b><br><a href="https://hindustanpetroleum.com/images/Whistle_Blower_policy.pdf">https://hindustanpetroleum.com/images/Whistle_Blower_policy.pdf</a><br><b>HSE Policy:</b><br>(Health) <a href="https://hindustanpetroleum.com/health-at-hpcl">https://hindustanpetroleum.com/health-at-hpcl</a><br>(Safety) <a href="https://hindustanpetroleum.com/safety-at-hpcl">https://hindustanpetroleum.com/safety-at-hpcl</a><br>(Environment) <a href="https://hindustanpetroleum.com/environment-at-hpcl">https://hindustanpetroleum.com/environment-at-hpcl</a><br><b>Sustainable development Policy:</b><br><a href="https://hindustanpetroleum.com/pages/sustainability">https://hindustanpetroleum.com/pages/sustainability</a><br><b>UNGC:</b><br><a href="https://hindustanpetroleum.com/pages/un-global-compact">https://hindustanpetroleum.com/pages/un-global-compact</a><br><b>CDA Rules:</b><br>Company Intranet<br><b>Human Resource Policies:</b><br>These include Inter alia (Appointment, Compensation, Work related reimbursements and location based allowances, transfer benefits, Leave Policies (EL, CL, LHP, SSL, Study leave, Maternity, Adoption, Paternity, Surrogacy, Child Care, CDO, SCDO, Festival holidays, special leaves), Employee benefits, Welfare Measures, Promotions, Idea Sharing, Performance Appraisal, Separation and Post-Retirement Benefits)<br>All HR Policies are in Company Intranet<br><b>Climate Change Policy:</b><br><a href="https://hindustanpetroleum.com/documents/pdf/HPCL_Climate_Change_Policy.pdf">https://hindustanpetroleum.com/documents/pdf/HPCL_Climate_Change_Policy.pdf</a><br><b>CSR Policy:</b><br><a href="https://hindustanpetroleum.com/images/pdf/HPCL_CSR_Policy_wef%2020052021.pdf">https://hindustanpetroleum.com/images/pdf/HPCL_CSR_Policy_wef%2020052021.pdf</a><br><b>Citizen's Charter:</b><br><a href="https://hindustanpetroleum.com/documents/pdf/HPCL_Citizens_Charter.pdf">https://hindustanpetroleum.com/documents/pdf/HPCL_Citizens_Charter.pdf</a> |     |     |     |     |     |     |     |     |
| 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   | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | The policies have been formulated in accordance with the relevant statutory laws, guidelines issued by Government of India, Regulatory bodies and industry best practices. National/ International Standards are referred while formulating these policies. Standards such as ISO 9001/14001/27001/45001, BIS, OISD, GHG Protocol etc, as applicable, are adopted across the company  |     |     |     |     |     |     |     |     |

| Disclosure Questions  | P1  | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|----|----|----|----|----|----|----|----|
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any.  | Setting goals against business responsibility principles are a part of HPCL's overall sustainability approach. The company has aligned efforts to various national targets / schemes in the areas of energy efficiency, renewable energy, biofuel adoption, green hydrogen production, community development and environment sustainability. HPCL has announced its ambition to achieve net zero Scope 1 and Scope 2 emissions by year 2040. A roadmap has been finalized for achieving Net Zero Scope 1 and 2 Emissions by 2040. |    |    |    |    |    |    |    |    |
| 6. Performance of the entity against the specific commitments, goals and targets along - with reasons in case the same are not met.   | HPCL has various goals and targets aligned to NGRBC principles and national targets. It is also committed to contribute towards UN SDGs, Net Zero commitments under Paris Agreements and UNGC requirements. The performance against various business responsibility goals and targets are elaborated in the annual sustainability report.   |    |    |    |    |    |    |    |    |
| <b>Governance, Leadership and Oversight</b>   |   |    |    |    |    |    |    |    |    |
| 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) | Statement included at the end of this table   |    |    |    |    |    |    |    |    |
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).   | The Board, Board Committees, C&MD, Functional Directors and Executive Directors- are responsible for implementation and oversight on the principles as identified in NGRBC.   |    |    |    |    |    |    |    |    |
| 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.   | The Corporation has a Board-level Sub-Committee on CSR & Sustainability Development (SD)" headed by an Independent Director for periodic review, discussion and guidance on various CSR, sustainability development initiatives and measures and implementation of BR policies.   |    |    |    |    |    |    |    |    |

**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  | Reviews on implementation of policies and follow up on recommended actions is undertaken by SBUs and departments. Board/ Committee of the Board are appraised of developments in the implementation of initiatives in each of the policies and guidance sought for way forward . HPCL remains steadfast in its commitment to contribute towards achieving the goals set under the UN Sustainable Development Goals, India's NDCs, UNGC amongst others. |    |    |    |    |    |    |    |    | Implementation of the policies guide the day-to-day operations and method of working at HPCL, Review on implementation of policies is undertaken by the board as and when required.         |    |    |    |    |    |    |    |    |
| Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances | Statutory requirements of relevance to the BR principles are imbibed in the business processes as standard operating procedures and compliance ensured through regular audits and inspections. Digital tools are leveraged to ensure no slip offs in one off / recurring compliance requirements.<br><br>In case any non-compliances are detected, immediate action is taken for resolution of the issue and closure monitored.                        |    |    |    |    |    |    |    |    | Systems and procedures are in place for review of compliances to various statutory requirements in the form of audits, inspections, system-based alerts, approvals and escalation matrices. |    |    |    |    |    |    |    |    |



| Disclosure Questions   | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|--|----|----|----|----|----|----|----|----|----|
| 11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).<br>If yes, provide name of the agency. | No | No | No | No | No | No | No | No | No |
|  | NA | NA | NA | NA | NA | NA | NA | NA | NA |

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

| Questions   | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|----|----|----|----|----|----|----|----|----|
| The entity does not consider the Principles material to its business (Yes/No)   |    |    |    |    |    |    |    |    |    |
| The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) |    |    |    |    |    |    |    |    |    |
| The entity does not have the financial or/human and technical resources available for the task (Yes/No)                         |    |    |    |    |    |    |    |    |    |
| It is planned to be done in the next financial year (Yes/No)  |    |    |    |    |    |    |    |    |    |
| Any other reason (please specify)   |    |    |    |    |    |    |    |    |    |

Not Applicable

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

### Governance, Leadership and Oversight

#### Question 7

**Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.**

It gives me pleasure to present the maiden Business Responsibility and Sustainability Report (BRSR) of our Corporation for FY 2022-23. The mandatory requirement of publishing of BRSR by major listed entities is a commendable initiative of SEBI, as BRSR gives a holistic picture of the functioning of the Organization towards responsible Business Conduct.

BRSR is a report that is prepared in line with the National Guidelines for Responsible Business Conduct, which outlines the nine essential principles – conducting and governing business with integrity and being ethical, transparent and accountable; practicing sustainable development; ensuring well-being of employees including value chain partners; respecting interests and being responsive towards stakeholders; promoting human rights; protecting and restoring environment; maintaining transparency and responsible manner in the advocacy of public policy; promoting inclusive growth & equitable development; and providing value to consumers in a responsible manner.

Thus, these principles emphasize the importance of maintaining ethical and sustainable practices by industry. By embracing these principles, the oil and gas industry can demonstrate their commitment to responsible business conduct, minimize environmental impacts, address social concerns, and contribute to a more inclusive and responsible global economy.

HPCL has been amongst one of the early adopters of Sustainability Reporting (since 2012) and ESG practices in India and has been disclosing its Sustainability and ESG performance through Sustainability Reports and Business Responsibility reports. These reports present our efforts towards continually building a sustainable business while upholding our commitment to the Environment, Social Sustainability and Ethical Business Practices.

HPCL is transforming the energy landscape across the nation and beyond with solutions that satisfy a wide spectrum of energy needs. Embedding myriad solutions for diversified energy needs, it is HPCL's constant endeavor to bring the latest solutions in the ever-evolving energy transition landscape, especially considering the Climate Change challenges and the Net-Zero targets.

Climate change is a defining challenge, and its global impacts affect every sector of the economy. Recognizing the impact of Climate change challenges and the related goals on our Operations and the urgency for addressing these challenges, HPCL is set on the path of sustainability and is adopting measures that limit and reduce the impact of our operations on the environment.

As a responsible corporate citizen HPCL has already embarked on the journey to address the risks related to climate change, simultaneously exploring opportunities for growth in our business portfolios and the emerging business in energy transition landscape.

HPCL has already undertaken numerous projects for environment stewardship in the areas of energy conservation, expanding the pipeline network-an environment friendly mode of transportation, increasing share of renewables, increasing percentage of ethanol blending, setting up of ethanol production facilities, introduction and adoption of cleaner fuel offerings, further expansion of the EV Charging network, augmentation of CNG facilities at its Retail Outlets, promoting use of CBG through CBG projects, undertaking R&D projects in Green Hydrogen and other environmental initiatives, introducing new offerings in the area of petrochemicals, fuels and bitumen among others.

Apart from the above, HPCL has recently completed its Environmental Strategy with the help of world-renowned consultants and has drawn a road map for de-carbonization of its operations in line with its Net-Zero target of 2040 for Scope-1 & Scope-2 emissions, with a strong focus on transitioning towards being a multi-energy green corporation. Thus, HPCL has focused its strategy on transition to a future that is multi-energy, low carbon and customer oriented with a commitment to provide accessible and affordable clean energy.

Recognizing technology as a fundamental driver of value, HPCL has taken a proactive approach in incorporating Digital technologies into its business to elevate the customer and stakeholder experience and facilitate transparency and convenience in business transactions.

In order to revitalize the organization towards future challenges, HPCL has undertaken with renewed resolve, to create a "Nayaa HPCL" - "Nayaa" in every respect by being fresh, fast & fluid; and be recognized for human values, integrity, superior performance, agility and out-of-box thinking by rekindling the true HP Spirit.

The BRSR disclosure is an important milestone in HPCL's ESG journey and HPCL has strived to provide responses to all Essential as well as Leadership indicators. As the BRSR landscape evolves, HPCL will continue to get enriched from the insights and learnings from the industry, regulators, academia, institutions and shall endeavor to add further value to its disclosures.

"Nayaa HPCL" forges ahead hand in hand with nature, growth through Safety and Sustainability and with the mantra of Delivering Happiness.

Wishing the readers all the best and success.

**Pushp Kumar Joshi**  
Chairman and Managing Director

**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 <sup>1</sup>                | 1  | Corporate Programs on Business Responsibility and Familiarisation Programs                      | 100%   |
| Key Managerial Personnel <sup>1</sup>          | 1  | Corporate Programs on Business Responsibility   | 100%   |
| Employees other than BoD and KMPs <sup>2</sup> | 3,507  | Behavioural, Business, Functional, Leadership, Onboarding, Safety, Technical, Wellbeing aspects | 100%   |
| Workers <sup>3</sup>                           | 1,343  | Behavioural, Technical, Wellbeing aspects, Health and Safety, Skill Upgradation                 | 100%   |

- 1- Company nominates the Directors to the familiarisation Programs and other Corporate Programs from time to time which inter-alia covers the scope and principles of Business Responsibility Reporting. Further, the Whole Time Directors and KMPs are directly involved in the review of BRSR for ensuring its completeness and accuracy before finalisation.
- 2- Includes 1710 training sessions (39,063 mandays) (conducted centrally through HPCL's Capability Building Department for Management Employees and 1797 trainings conducted locally at refineries and marketing locations for management employees (At Location level, Management employees were provided 35958 mandays of trainings. For number of training sessions, it is assumed that each training session had 20 participants and was of one manday each)
- 3- Includes 245 training sessions conducted centrally through HPCL's Capability Building Department for Non- Management Employees and 1098 trainings conducted locally at refineries and marketing locations for non-management employees (At Location level, Non- Management employees were provided 21975 mandays of trainings. For number of training sessions, it is assumed that each training session had 20 participants and was of one manday each).

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

| Monetary        |                 |   |                 |                   |  |
|-----------------|-----------------|---|-----------------|-------------------|--|
|                 | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (In INR) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
| Penalty/ Fine   |                 |   |                 |                   |  |
| Settlement      |                 |   | NIL             |                   |  |
| Compounding fee |                 |   |                 |                   |  |

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

**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.**

HPCL has a "Code of conduct for Board Members and Senior Management Personnel of Hindustan Petroleum Corporation Limited" in compliance with the terms of Regulation 17 (5)(a) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, including the duties of Independent Directors as envisaged in Regulation 17 (5) (b) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The Code aims to further enhance ethical and transparent process in managing the affairs of the Corporation.

This Code has been made applicable to:

- All Whole-Time Directors
- All Non-Whole Time Directors including Independent Directors and
- Senior Management Personnel

The code would be read in conjunction with the Conduct, Discipline and Appeal Rules Amended as of November 4, 2020) for management employees. Part II – Section A of Discipline and Appeal Rules of the CDA rules define 'misconduct' which include corruption and bribery while Section B of Discipline and Appeal Rules of the CDA rules lays down the different types of penalties for the misconducts.

For non-management employees, the conduct is guided by standard procedures as defined in the Standing Orders, with clearly identifies areas of misconducts in corruption and bribery.

Code of Conduct is available at: <https://hindustanpetroleum.com/pages/code-of-conduct>

For outsourced contracts, HPCL has Integrity Pact mechanism to ensure transparency, integrity and accountability which is applicable for Tenders & Contracts.

The matters regarding corruption and bribery are dealt by HPCL's Vigilance department with reference to HPCL's policies and Vigilance manual (updated 2021) issued by Central Vigilance Commission. The Vigilance manual (updated 2021) is hosted in HPCL Corporate website under Vigilance tab (URL <https://www.hindustanpetroleum.com/pages/vigilance>).

Trainings and capability building on anti-corruption issues:

Chief Vigilance Officer (CVO), HPCL is part of Vigilance Study Circle which is group of CVOs of CPSE of Mumbai wherein knowledge sharing is done regarding various corruption risks and its mitigation measures.

Vigilance department releases Quarterly Newsletter "Sajag" which contains articles, Do's and Dont's, case studies for the employees to sensitize them about corruption and adherence of policy.

To sensitize internal and external stakeholder on preventive vigilance and ethical behaviour, Vigilance Awareness Week is celebrated every year. This involves engagement of large number of stakeholders ranging from employees, dealers, distributors, contractors, school students among others. The details of preventive vigilance activities are elaborated in HPCL's Sustainability Report which are accessible at: <https://www.hindustanpetroleum.com/pages/sustainability>

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

|           | <b>FY 2022-23<br/>(Current Financial Year)</b> | <b>FY 2021-22<br/>(Previous Financial Year)</b> |
|-----------|--|---|
| Directors | NIL  | NIL   |
| KMPs      | NIL  | NIL   |
| Employees | NIL  | NIL   |
| Workers   | NIL  | NIL   |

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

|  | <b>FY 2022-23<br/>(Current Financial Year)</b> |                | <b>FY 2021-22<br/>(Previous Financial Year)</b> |                |
|--|--|----------------|---|----------------|
|  | <b>Number</b>                                  | <b>Remarks</b> | <b>Number</b>                                   | <b>Remarks</b> |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | NIL  | NA             | NIL   | NA             |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs      | NIL  | NA             | NIL   | NA             |



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

During FY 2022-23, there were no such instances reported against any Member of the Board from Regulator (SEBI/ MCA).

HPCL's Vigilance department during the investigation identifies the avenues where systemic controls can be implemented to enhance transparency and accountability in business process and suggest systemic improvement to Management. In the FY23, Vigilance Department has suggested 28 nos. of systemic improvement to Management.

**Leadership Indicators**

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

| Total number of training and awareness programmes held | Topics / principles covered under the training  | %age of value chain partners covered (by value of business done with such partners) under the awareness programmes |
|--|---|--|
| 25,029   | SOP, Safety for LPG Deliverymen / Showroom Staff (Principles 1, 2, 3, 4, 6, 9)  | 100%   |
| 4,168  | SOP, Safety for Retail Outlet Fore Court Salesmen (Principles 1, 2, 3, 4, 6, 9)   | 51%  |
| 3,747  | SOP, Safety, Fuel Efficient Driving for Transport Crew (Principles 1, 2, 3, 6, 9)   | 100%   |
| 2,396  | SOP, Safety, Statutory Compliances for Contractors/Suppliers (Principles 1, 2, 3, 4, 5, 6)                                | 90%  |
| 859  | Refresher Programme for Dealers / Business Trainings for Distributors (Principles 1, 2, 3, 4, 5, 6)                       | ~60%   |
| 187  | Medical Camps/ Trainings/ Health and Wellness/ Eligible Benefits Awareness to Contract Workmen (Principles 1, 2, 3, 4, 5) | 17.9%  |
| 121  | Vigilance Awareness for Value Chain Partners (Principles 1, 2, 3, 4)  | 90%  |
| 71   | Procurement Related Awareness Session for Value Chain Partners (Principles 1, 2, 3, 4, 5, 6)                              | 14.4%  |

**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 Code of Conduct for Board Members and Senior Management Personnel is framed specifically in compliance with the provisions of Regulation 17 of (5a & b) of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 with Stock Exchanges. In respect of Whole-time Directors and Senior Management Personnel this Code is to be read in conjunction with the Conduct, Discipline and Appeal (CDA) Rules.

Key requirements of the Code of Conduct are:

The Board Members and the Senior Management Personnel shall act within the authority conferred upon them, keeping the best interests of the Company and observe the following:

- Shall act with care, skill, diligence and integrity.
- Shall act in good faith and fulfill the fiduciary obligations without allowing their independence of judgment to be compromised.

- Shall not involve in taking any decision on a subject matter in which a conflict of interest arises or which in his opinion is likely to arise.
- Shall avoid conducting business with (a) a relative or (b) a Private Limited Company in which he or his relative is a Member or a Director (c) a Public Limited Company in which he or his relative holds 2% or more shares or voting right and (d) with a firm in which the relative is a partner, except with the prior approval of the Board.
- Shall not have any personal and/or financial interest in any business dealings concerning the Company.
- Shall avoid any dealings with a Contractor or Supplier that compromises the ability to transact business on a professional, impartial and competitive basis or influence decision to be made by the Company.
- Shall not hold any positions or jobs or engage in outside businesses or other interests that are prejudicial to the interests of the Company.
- Shall not exploit for their own personal gain, opportunities that are discovered through use of

corporate property, information or position, unless the opportunity is disclosed fully in writing to the Board of Directors of the Company and the Board declines to pursue such opportunity.

- Shall not make any statement which has the effect of embarrassing the relations between the Company and the public including the stakeholders.
- Shall not commit any offence involving moral turpitude or any act contrary to law or opposed to public policy resulting in a conviction.
- Shall comply with the Insider Trading Code of the Company.

- Shall keep in confidence all sensitive information concerning the Company's business, its customers, suppliers, etc
- Shall not provide any confidential information either formally or informally, to the press or any other publicity media, unless specifically authorized.
- Shall protect the Company's assets including physical assets, information and intellectual rights and shall not use the same for personal gain.
- Shall be held accountable for fully complying with this Code.

Disclosures of Notice of Concern or Interest are taken from all the Members of the Board.

**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.

|       | FY 2022-23<br>(Current Financial Year) | FY 2021-22<br>(Previous Financial Year) | Details of improvements in environmental and social impacts  |
|-------|--|---|--|
| R&D   | 100%<br>INR 319.22 Crore               | 100%<br>INR 363.67 Crore                | Expenditure towards new product formulations, improving product efficiency, research on biofuels lowering emissions, longer life, improving processes etc. |
| Capex | 100%<br>INR 10853.71 Crore             | 100%<br>INR 14069.79 Crore              | Expenditure towards efficiency improvement, expanding capacities, modernising facilities & logistics improvement, renewables, biofuels, etc.               |

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?

38.97%

Note: The corporation has achieved the above stated percentage procurement of goods & services from MSEs excluding items which are beyond the scope of MSEs. The excluded items are Crude Oil, Petroleum Products, logistics cost through shipping, Railways & Pipelines, LNG/Natural Gas, API Line pipes, OEM spares & services, proprietary items and services, Technology Licenses and Licensor mandated items, Plant & Machinery and single item value equal to or more than Rs 50 Cr.

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.

A majority share (above 90% in FY 2022-23 by volume) of HPCL's products are fuels which are combusted by consumers for energy. As such these products are not reclaimable for reuse, recycling and disposing.

The processes in place for other materials are as follows:

1. Plastics: Lubricants are marketed in plastic containers and packets. A mechanism is in place to recollect plastic waste from the market as part of extended producer responsibility through tie up with an authorised third party. The details of recollected plastic are provided in response to Principle 2 Question 4 and 5.
2. E-Waste: HPCL does not sell products which may lead to generation of e-waste.
3. Hazardous Waste: For addressing the issue of used oil, HPCL joined hands with the Petroleum Re-Refiners Association of India (PRAI), in association with Rosefield

Energy Tech during FY 23 to hold a Seminar on “Business Opportunities in Used Oil – Transformation by 2027” at New Delhi. This is the first time when all the stakeholders (Policy Makers / Lubes Manufacturers / Re-Refiners / Subject matter Experts on environmental studies & taxation etc.) were brought to a common platform, courtesy the initiative of Lubes SBU, HPCL. Various senior experts presented cutting-edge technical research papers and industry perspectives in the used oil transformation. HPCL’s representatives made presentation on various technologies on base oil re-refining. This collaboration with the lube eco-system of the country was made to help fast-track the journey of this entire sector towards a more sustainable future through adoption of principles of circular economy.

4. Other Waste: Metallic Scrap: LPG cylinders, valve, regulator (CVR) which form part of the packaging in packed LPG sales, are decommissioned as per company procedures and treated as metallic scrap. These and other metallic scrap are disposed through MSTC to recyclers.

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) has been made applicable to the consumed Lube oil plastic packages. Plastic packaging recycling / safe disposal is undertaken as per regulations A system is in place for collection of consumed Lube Oil packages plastic waste to meet the EPR through an external agency. For Petchem products HPCL has already applied online on Centralized EPR portal of CPCB towards registration as Brand Owner which is under Process.

**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? During 2022-23 No, LCA study was conducted.

HPCL has carried out a Life cycle analysis study (Cradle to Gate) for its Enklo Series of Hydraulic Oils in the past through an external agency to understand the requirements an outcomes of a typical LCA study. The results have been used internally for insights and value chain upgradation for improving environmental performance.

**NIC Code:** 19201

**Name of Product /Service:** Enklo Series Hydraulic Oil

**% of total Turnover contributed:** Presently not mapped

**Boundary for which the Life Cycle Perspective / Assessment was conducted:** Cradle to Gate

**Whether conducted by independent external agency (Yes/No):** Yes

**Results communicated in public domain (Yes/No) If yes, provide the web-link.:** No

The maiden life cycle analysis study of Enklo Series Hydraulic Oils was carried out as a pilot to understand the data requirements, alignment of internal systems to furnish data and the outcomes of a typical LCA study. The results have been used internally for identifying hotspots in the value chain and upgrading systems.

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

**Name of Product / Service:** Enklo Series Hydraulic Oil

**Description of the risk / concern:** No major risks or concerns were identified in the Life cycle assessment study. However, the study highlighted few opportunities for improvement.

**Action Taken:** The feasible identified opportunities for improvement were taken up for implementation.

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) |
| Lubricant (Used Oil)    | 2.97 MT  | NIL                                  |

A majority share (above 90% in FY 2022-23) of HPCL’s products are fuels which are combusted by consumers for energy. As such these products are not reclaimable for reuse, recycling and disposing. For Lube packaging, HPCL is aligning its value chain to align with the upcoming EPR requirements of including recycled/reused input material.

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<br>Current Financial Year |          |                 | FY 2021-22<br>Previous Financial Year |          |                 |
|--------------------------------|--------------------------------------|----------|-----------------|---------------------------------------|----------|-----------------|
|                                | Re-Used                              | Recycled | Safely Disposed | Re-Used                               | Recycled | Safely Disposed |
| Plastics (including packaging) | NIL                                  | 4406.1   | NIL             | NIL                                   | 2407.4   | NIL             |
| E-waste                        | NIL                                  | NIL      | NIL             | NIL                                   | NIL      | NIL             |
| Hazardous Waste (Used Oil)     | NIL                                  | 2.97     | NIL             | NIL                                   | NIL      | NIL             |
| Other waste                    | NIL                                  | NIL      | NIL             | NIL                                   | NIL      | NIL             |

Data pertains to Lubricant related products

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

| Indicate product category      | Reclaimed products and their packaging materials as % of total products sold in respective category |
|--------------------------------|---|
| Packaging (HDPE Drums / PPCP)  | 70%   |
| Packaging (Multilayer Plastic) | 70%   |

Data pertains to Lubricant related products.

**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                              | % of employees covered by |                  |            |                    |            |                    |            |                    |            |                     |            |
|---------------------------------------|---------------------------|------------------|------------|--------------------|------------|--------------------|------------|--------------------|------------|---------------------|------------|
|                                       | Total<br>(A)              | Health Insurance |            | Accident Insurance |            | Maternity Benefits |            | Paternity Benefits |            | Day Care Facilities |            |
|                                       |                           | No.<br>(B)       | %<br>(B/A) | No.<br>(C)         | %<br>(C/A) | No.<br>(D)         | %<br>(D/A) | No.<br>(E)         | %<br>(E/A) | No.<br>(F)          | %<br>(F/A) |
| <b>Permanent Employees</b>            |                           |                  |            |                    |            |                    |            |                    |            |                     |            |
| Male                                  | 5103                      | 5103             | 100%       | 5103               | 100%       | NA                 | NA         | 5103               | 100%       | NA                  | NA         |
| Female                                | 715                       | 715              | 100%       | 715                | 100%       | 715                | 100%       | NA                 | NA         | 113                 | 100%       |
| Total                                 | 5818                      | 5818             | 100%       | 5818               | 100%       | 715                | 100%       | 5103               | 100%       | 113*                | 100%       |
| <b>Other than Permanent Employees</b> |                           |                  |            |                    |            |                    |            |                    |            |                     |            |
| Male                                  | 79                        | 79               | 100%       | 79                 | 100%       | 0                  | 0%         | 0                  | 0%         | 0                   | 0%         |
| Female                                | 68                        | 68               | 100%       | 68                 | 100%       | 0                  | 0%         | 0                  | 0%         | 0                   | 0%         |
| Total                                 | 147                       | 147              | 100%       | 147                | 100%       | 0                  | 0%         | 0                  | 0%         | 0                   | 0%         |

\*Data pertains to HPCL Mumbai and Visakh Refineries

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

| Category                            | % of workers covered by |                  |            |                    |            |                    |            |                    |            |                     |            |
|-------------------------------------|-------------------------|------------------|------------|--------------------|------------|--------------------|------------|--------------------|------------|---------------------|------------|
|                                     | Total<br>(A)            | Health Insurance |            | Accident Insurance |            | Maternity Benefits |            | Paternity Benefits |            | Day Care Facilities |            |
|                                     |                         | No.<br>(B)       | %<br>(B/A) | No.<br>(C)         | %<br>(C/A) | No.<br>(D)         | %<br>(D/A) | No.<br>(E)         | %<br>(E/A) | No.<br>(F)          | %<br>(F/A) |
| <b>Permanent Workers</b>            |                         |                  |            |                    |            |                    |            |                    |            |                     |            |
| Male                                | 2518                    | 2518             | 100%       | 2518               | 100%       | NA                 | NA         | 2518               | 100%       | NA                  | NA         |
| Female                              | 168                     | 168              | 100%       | 168                | 100%       | 168                | 100%       | NA                 | NA         | 17*                 | 100%       |
| Total                               | 2686                    | 2686             | 100%       | 2686               | 100%       | 168                | 100%       | 2518               | 100%       | 17*                 | 100%       |
| <b>Other than Permanent workers</b> |                         |                  |            |                    |            |                    |            |                    |            |                     |            |
| Male                                | 37947                   |                  |            |                    |            | NA                 | NA         | NA                 | NA         | NA                  | NA         |
| Female                              | 901                     |                  |            | # Pl. refer note   |            | NA                 | NA         | NA                 | NA         | NA                  | NA         |
| Total                               | 38848                   |                  |            |                    |            | NA                 | NA         | NA                 | NA         | NA                  | NA         |

\* Data pertains to HPCL Mumbai and Visakh Refineries.

#The Corporation has obtained Group Medclaim Policy (GMC) & Group Personal Accident (GPA) for extended workmen engaged by our stakeholders. These policies covers workmen engaged in HP Retail Outlets, HP Gas Distributorships, Transporters, business partners of Lubes SBU / DS SBU Agencies, etc. Under GMC policy, it covers the workers & their family (family of four i.e. Self + Spouse + 2 Dependent Children) for a maximum of Rs 1 lacs while GPA Policy covers Rs 2 lacs for worker only. The number of workers covered under the policy are ~1.7 Lakh.

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

| Benefits                            | FY 2022-23<br>Current Financial Year               |  |  | FY 2021-22<br>Previous Financial Year              |  |  |
|-------------------------------------|--|--|--|--|--|--|
|                                     | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| PF                                  | 100  | 100  | Y**  | 100  | 100  | Y  |
| Gratuity                            | 100  | 100  | NA   | 100  | 100  | NA   |
| ESI                                 | NA*  | NA   | NA   | NA   | NA   | NA   |
| Others - Please specify (SBFS, NPS) | 100  | 100  | Y***   | 100  | 100  | Y  |

\*HPCL has taken exemption from ESI as all the employees are having salary more than the limit specified in ESI. All HPCL employees are covered with comprehensive medical facilities.

\*\* HPCL is depositing monthly contribution to HP PF trust.

\*\*\* HPCL has SBFS trust wherein the contribution is made by the corporation on monthly basis.

3. Accessibility of workplaces

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

Yes

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.

Yes, in line with RPwD Act 2016, Equal Opportunity policy approved by Management on March 26, 2019 is displayed in employee portal to promote workplace culture, based on fair practices, to safeguard the rights of persons with disabilities to be treated with dignity, respect and equal terms. The scope of the policy applies to current and prospective employees of HPCL. The policy is available on Company's Internal Portal.

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

| Gender       | Permanent Employees |                | Permanent Workers   |                |
|--------------|---------------------|----------------|---------------------|----------------|
|              | Return to Work Rate | Retention Rate | Return to Work Rate | Retention Rate |
| Male         | 100.00%             | 100.00%        | --                  | --             |
| Female       | 100.00%             | 95%            | --                  | --             |
| <b>Total</b> | 100.00%             | 98%            | NA*                 | NA*            |

\*During the year none of the Permanent workers availed parental leave

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.

|                                | Yes/No (If Yes, then give details of the mechanism in brief)   |
|--------------------------------|--|
| Permanent Workers              | Yes;<br>ICS E-care, Online Grievance Redressal Platform  |
| Other than Permanent Workers   | Yes;<br>Public Grievance Redressal Process; Regular interactions   |
| Permanent Employees            | Yes;<br>Management Employee Relations Committee, ICS E-care, Online Grievance Redressal Platform           |
| Other than Permanent Employees | Yes;<br>Public Grievance Redressal Process;<br>Regular interactions, Emails (direct / through supervisors) |



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

| Category                  | FY 2022-23<br>Current Financial Year                 |  |           | FY 2021-22<br>Previous Financial Year                |  |           |
|---------------------------|--|--|-----------|--|--|-----------|
|                           | Total employees / workers in respective category (A) | No. of employees / workers in respective category, who are part of association(s) or Union (B) | % (B / A) | Total employees / workers in respective category (C) | No. of employees / workers in respective category, who are part of association(s) or Union (D) | % (D / C) |
| Total Permanent Employees | 5818   | 0  | 0 %       | 6018   | 0  | 0 %       |
| Male                      | 5103   | 0  | 0 %       | 5282   | 0  | 0 %       |
| Female                    | 715  | 0  | 0 %       | 736  | 0  | 0 %       |
| Total Permanent Workers   | 2686   | 2254   | 84 %      | 3047   | 2789   | 92 %      |
| Male                      | 2518   | 2098   | 83 %      | 2861   | 2608   | 91 %      |
| Female                    | 168  | 156  | 93 %      | 186  | 181  | 97 %      |

**8. Details of training given to employees and workers:**

| Category                 | FY 2022-23<br>Current Financial Year |                               |         |                      |         | FY 2021-22<br>Previous Financial Year |                               |         |                      |         |
|--------------------------|--------------------------------------|-------------------------------|---------|----------------------|---------|---------------------------------------|-------------------------------|---------|----------------------|---------|
|                          | Total (A)                            | On Health and Safety Measures |         | On Skill Upgradation |         | Total (D)                             | On Health and Safety Measures |         | On Skill Upgradation |         |
|                          |                                      | No. (B)                       | % (B/A) | No. (C)              | % (C/A) |                                       | No. (E)                       | % (E/D) | No. (F)              | % (F/D) |
| Employees (Management)   |                                      |                               |         |                      |         |                                       |                               |         |                      |         |
| Male                     | 5103                                 | 2758                          | 54.05%  | 5077                 | 99.5%   | 5282                                  | 3857                          | 73.02%  | 5261                 | 99.6%   |
| Female                   | 715                                  | 386                           | 53.99%  | 704                  | 98.5%   | 736                                   | 554                           | 75.27%  | 726                  | 98.64%  |
| Total*                   | 5818                                 | 5818                          | 54.04%  | 5781                 | 99.3%   | 6018                                  | 4411                          | 73.30%  | 5987                 | 99.48%  |
| Workers (Non-Management) |                                      |                               |         |                      |         |                                       |                               |         |                      |         |
| Male                     | 2518                                 | 318                           | 12.63%  | 527                  | 20.93%  | 2861                                  | 458                           | 16.01%  | 319                  | 11.15%  |
| Female                   | 168                                  | 4                             | 2.38%   | 18                   | 10.71%  | 186                                   | 83                            | 44.62%  | 36                   | 19.35%  |
| Total*                   | 2686                                 | 322                           | 11.99%  | 545                  | 20.29%  | 3047                                  | 541                           | 17.76%  | 355                  | 11.65%  |

\* The above figures indicate the trainings initiatives done centrally through HPCL's Capability Building Department for permanent employees and workers. Apart from the above, substantial number of trainings are conducted at Refineries and Marketing Locations focusing on Health, Safety and Skill Upgradation covering 100% of the workforce at refineries and marketing locations. During FY23, 2,40,676 man-days of trainings were provided to employees (Permanent Employees (Management): 35,958 mandays, Permanent Workers (Non-management): 21,975 mandays, Other than permanent workers (contractual workforce): 116,391 mandays and transport workforce: 66,352 mandays.

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

| Category                     | FY 2022-23<br>Current Financial Year |         |         | FY 2021-22<br>Previous Financial Year |         |         |
|------------------------------|--------------------------------------|---------|---------|---------------------------------------|---------|---------|
|                              | Total (A)                            | No. (B) | % (B/A) | Total (C)                             | No. (D) | % (D/C) |
| <b>Employees (Permanent)</b> |                                      |         |         |                                       |         |         |
| Male                         | 5103                                 | 5103    | 100%    | 5282                                  | 5282    | 100%    |
| Female                       | 715                                  | 715     | 100%    | 736                                   | 736     | 100%    |
| Total                        | 5818                                 | 5818    | 100%    | 6018                                  | 6018    | 100%    |
| <b>Workers (Permanent)</b>   |                                      |         |         |                                       |         |         |
| Male                         | 2518                                 | 2518    | 100%    | 2861                                  | 2861    | 100%    |
| Female                       | 168                                  | 168     | 100%    | 186                                   | 186     | 100%    |
| Total                        | 2686                                 | 2686    | 100%    | 3047                                  | 3047    | 100%    |

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

Yes;

HPCL has implemented a management system for occupational health and safety. The OH&S management system has been implemented across all HPCL operations, including refineries, plants, facilities and other locations. The system covers all employees, workers and nearby communities. We have Health, Safety and Environment (HSE) departments at all levels i.e. headquarters offices at Corporate, Marketing and SBU levels, as well as Refineries, Zonal Offices and at the operating level, which includes all locations across the country. Operational/ Product Safety related trainings and awareness and stakeholder engagement exercises are regularly undertaken.

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

The process used to identify work related hazards and assess risk on a routine and non-routine basis at HPCL is as follows:

- All employees undergo safety induction training covering occupational hazards of workplace, risk assessment and mitigation measures and usage of PPE. Standard Operating Procedures are followed for all routine operations. All non-routine jobs are systematically assessed for work related hazards and mitigation measures taken through work permit system, job safety analysis and management of change. Industry standards are followed for all SOPs.
- Review of safety management system through safety audits, surprise inspections and board level review of audit recommendation & implementation are carried out. Investigating injuries, illnesses, incidents, near misses are carried out to determine the underlying causes and opportunities for improvement to prevent recurrences. Learnings from incidents are shared to all employees to prevent recurrence of such incidents.
- Emergency preparedness and disaster management plans prepared and drills conducted periodically to meet any kind of emergencies. A detailed and exhaustive work permit system to carry out hot and cold jobs, has been devised in line with OISD-STD-105 requirements.
- Occupational risks are evaluated before commencement of the job in a systematic way

through Job Safety Analysis (JSA). The risks identified in JSA are addressed to minimize risks to as low as practicable and to acceptable levels by employing engineering & administrative methods and using suitable Personal Protective Equipment (PPE) as a last line of defense.

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

Yes;

Safety committee at all operating locations function as per the requirements of the Factories Act, 1948 and comprise of workers and management participation to report and manage work related hazards and devise innovative methods to remove hazards at work place. Best practices are implemented at workplace in consultation with workers. Apart from safety committee, safety suggestion system and near miss reporting and online incident reporting systems are in place to report and remove workplace hazards by workers.

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

Yes;

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

| Safety Incident / Number  | Category                    | FY 2022-23 (Current Financial Year) | FY 2021-22 (Previous Financial Year) |
|---|-----------------------------|-------------------------------------|--------------------------------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees (Mgmt + Non Mgmt) | 0.163                               | 0.079                                |
|   | Workers (Contractual)       | 0.087                               | 0.034                                |
| Total recordable work-related injuries  | Employees (Mgmt + Non Mgmt) | 2                                   | 1                                    |
|   | Workers (Contractual)       | 11                                  | 16                                   |
| No. of fatalities   | Employees (Mgmt + Non Mgmt) | 0                                   | 0                                    |
|   | Workers (Contractual)       | 4                                   | 1                                    |
| High consequence work-related injury or ill-health (excluding fatalities)     | Employees (Mgmt + Non Mgmt) | 0                                   | 0                                    |
|   | Workers (Contractual)       | 1                                   | 0                                    |

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

As an integral part of its business, HPCL believes that no work or service or activity is so important or urgent that safety be overlooked or compromised. HPCL understands that safety is an important tool to enhance productivity and to reduce national losses. The safety culture is accorded priority in all facets of our business and objectives of the safety policy are ensured through implementation of various elements of Safety management Systems.

The safety policy is implemented in true spirit and periodic, preventive & predictive maintenance of equipment and machinery is undertaken to keep them in good condition to ensure safety of employees and public around our installation.

The Standard Safety Procedures and practices are in place, some of the important safety systems and procedures adopted by the company are:

- **Accreditation:** HPCL's major manufacturing installations are certified by Environment and Safety management systems with accreditations such as ISO 14001, OSHAS 18001.
- **Inherently Safety design:** Inherent Safety by design is adopted in facility design, process units, construction as per international and national codes and standards, in all installations.
- **Fire protection facilities:** All Installations are equipped with fire protection facilities meeting OISD standards and having designated/ qualified safety officers to take care of Safety systems. Plants, Equipment, machinery including fire-fighting facilities are regularly checked for functionality, proper engineering controls are established.
- **Safety/ Live Fire Simulation Trainings:** All employees and contract workmen undergo safety induction and regular trainings on fire & safety covering topics. Job specific safety training is imparted as per OISD Standards No. 154 - the safety aspects of functional training periodically. Live fire simulation training is imparted to Officers, Company employees Contract workmen and security staff on various prototype facilities to train in various live fire scenario to enhance emergency preparedness.
- **Uniform Safety Operating Procedures (SOP) & standards:** Latest guidelines have been implemented to bring in uniformity in the Standards Operation Procedures (SOP) in all SBUs, SOPs are regularly reviewed for updation.
- **PPE Training and Usage:** Mandatory usage of PPEs based on hazard of the activity and training on their use is ensured for protection of all personnel.
- **Work permit system, Job safety analysis (JSA), Execution of High-Risk jobs:** A detailed and exhaustive work permit system to carry out hot and cold jobs, has been devised in line with OISD-STD-105 requirements. Occupational risks in all jobs are evaluated before commencement of the job through Job Safety Analysis. Special precautions, as recommended by a multifunction team, are taken before executing high risk jobs. Contract workmen/supervisors are advised about the do's don'ts on specific job.
- **Risk Analysis and Emergency Preparedness & Disaster Management Plan (ERDMP):** Quantitative Risk Analysis (QRA) is carried out periodically as per MSIHC Rules, 1989 at all locations. Emergency response and Disaster Management plan is designed and implemented as per PNGRB ERDMP regulations 2010, which are certified by PNGRB approved third party and the Board. These are updated periodically. Onsite and Offsite mock drills are conducted at all locations as per PNGRB regulations to make employees aware of their roles, responsibilities, to assess their alertness during an emergency, and to see the effective working of the firefighting equipment and facilities.
- **Safety Committee:** As per Section 41 G of Factories Act, 1948, Safety Committee exists in the Refineries and all Marketing locations. The committee meetings are conducted quarterly and all the safety aspects of the location are reviewed. The effectiveness of safety management system and the root cause for the occurrence of an incident are reviewed at plant level and Apex safety committees.
- **Asset Integrity:** Preventive, Predictive Maintenance and Residual Life analysis of Equipment is carried out to avoid the failure of equipment, especially the rotating equipment and subsequent emergencies.
- **Management of Change:** Any infrastructural and technical modification / changes are implemented thru structured Management of Change system to prevent the incident.
- **Contractor Safety:** For ensuring safe working practices, special safety requirements are part of tender conditions while awarding the Contract. It is ensured that contractor personnel are trained in the work practices necessary to perform their job safely. Contractors are required to provide & maintain equipment, tools, machinery to minimize the risk of accident or injury to workers. Contract personnel are made aware of fire, explosion or toxic release hazards related to their job & assembly points as per provisions of the emergency preparedness plan. Contractor Safety manual is also made available. Contractor workers are given training in Hindi & local /own language and are

required to participate in tool-box meetings, pre shut down briefing etc. We also carry out safety training certification to contractor supervisors.

- **Analysis of Incidents:** All incidents including near-miss are recorded. Critical incidents are analyzed to prevent recurrence. The findings of recommendations are presented and reviewed at safety committee meetings for timely implementation.
- **Audits & Inspections:** Internal Safety Audit (once a year), External Safety Audits by OISD and T4S audit by PNGRB approved third parties are conducted for all locations and their recommendations are complied on priority, status updated on quarterly basis, and are critically reviewed by each SBU, HSE department, Committee of Functional Directors and Board. At marketing locations surveillance safety audits are carried out to oversee Safety management system implementation.
- **Daily and Weekly Safety Incident Report:** The Safety in-charges sends daily and weekly safety incident report to the senior management to apprise the status of safety features, incidents and safety equipment of the location.
- **Review by Management:** Safety performance, OISD and Internal Audit, recommendations, their compliance status and incident analysis are periodically reviewed by Senior Management and also reported to CFD & Board.

Some of the important health related systems and procedures adopted by the company are:

- **Refineries:**
  - HPCL Refineries are having Primary Medical Treatment Centers called 'Occupational Health Centre (OHC)' situated within the Refinery boundary, which is catering to all onsite employees and contract workers for medical examinations and emergency first aid treatment.
  - They provide prompt treatment towards any medical or surgical emergency arising out of any illness or accident to any person within the refinery premises, including Disaster Management protocol; contribute to the establishment and maintenance of the highest possible degree of physical and mental well-being of the employees; Conduct Pre-employment Medical Examination and Periodic-Medical Examinations; Conduct frequent health & hygiene surveys like canteen hygiene, ergonomic survey & other industrial hygiene surveys and impart First Aid & Occupational Health Training to the employees.

- The OHCs also have tie-ups with nearby hospitals for managing medical emergencies and providing best quality treatment to all employee and workers.

- **Marketing Locations:**

- Medical check-up of all employees is done on yearly basis as per Organization's Policy.
- At all major locations Company Designated Physician (CDP) visits regularly at the location and provides necessary medical assistance as required. All locations have Dispensary facility where CDP visits regularly. Primary medical treatment is provided to all employees / workers for common illnesses like Fever, Cold, Cough, GIT issues, Skin problems etc. He also reviews / conducts the medical checkups and prescribes medicines for contract workmen and TT Crew on need basis.
- First Aid Boxes are available at all locations for immediate handling of first aid cases. Certified trained persons in First Aid are available at locations. First Aid Training is also being given to employees and contract workmen at locations. It is also ensured that at least one certified trained person is available in every shift. First Aid training is conducted through authorised agencies at all locations.
- Hospitals, blood banks and Ambulances available nearby to every location are identified and contact nos. of same are maintained in ERDMP document of the location.
- Identified hospitals are fully equipped to take care of any emergency. Various facilities available at these hospitals are also identified to take immediate action during emergency.
- In addition to this, Medical check-up of all Contract Workmen and all Security Personnel is ensured every six months in line with Factory's Act.
- Health Check-up camps are conducted at marketing locations twice in a year for TT Crew/ contract workmen
- HPCL is having best in the industry medical insurance policy that provides IPD, OPD & other diagnostic facilities covering all the Employees and their eligible dependents. Inclusion of rare healthcare issues in insurance coverage, empanelling more network hospitals & enhancement of medical benefits limits are improvements that are made from time to time. All employees have access to HP Wellness Portal which hosts a variety of health-related informative topics.

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

| Category           | FY 2022-23<br>Current Financial Year |                                       |         | FY 2021-22<br>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                                     | --      | 0                                     | 0                                     | --      |
| Health & Safety    | 0                                    | 0                                     | --      | 0                                     | 0                                     | --      |

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 & safety practices and working conditions.

All major incidents are reviewed by a committee formed by members from outside the location for identifying the root cause and providing recommendations so as to prevent recurrence of the same. Based on the root cause analysis, suitable disciplinary actions are also taken for violations. All major incidents along with root cause analysis and compliance to the recommendations are reviewed and monitored at SBU/ CFD and Board Level. These are also informed to PNGRB. Learnings are shared within the SBU and with all other SBUs. Compendium of learning from incidents are released by HSE department to all SBUs.

Apart from the above, Multi-Disciplinary Safety Audits, External Safety Audits by OISD, OH&S Audits by third parties are conducted at all the locations for checking the health and safety practices and working conditions. Recommendations of the OH&S audits are reviewed at zonal, SBU and HSE – HQO level and compliance is monitored.

A quarterly report on safety audit recommendation status is submitted to OISD.

**Leadership Indicators**

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

- A. Employees – Yes
- B. Workers – Yes

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

HPCL as a Principal employer ensures applicable statutory compliances are being made by the respective contractors, including timely disbursement of wages through e-payment and other statutory benefits, remittance of statutory contributions of the contract workmen before the concerned Statutory Authorities (EPFO/ESIC, etc.). Prior to processing the bills, the concerned contractor needs to attach the proof of ensuring applicable Statutory Compliances, remittance of contributions before EPFO/ESIC, etc. Periodic Check audits are conducted wherein compliances are checked at three levels i.e., Officer handling the activities, Location Incharge and Finance Team level.

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

| Benefits  | Total no. of affected employees/ workers |                                      | No. of employees/ workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment |                                      |
|-----------|--|--------------------------------------|--|--------------------------------------|
|           | FY 2022-23 (Current Financial Year)      | FY 2021-22 (Previous Financial Year) | FY 2022-23 (Current Financial Year)  | FY 2021-22 (Previous Financial Year) |
| Employees | 0  | 0                                    | 0  | 0                                    |
| Workers   | 1  | 0                                    | 0  | 0                                    |



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

Yes

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 | 100 % (Dealers, Distributors and Transporters)  |
| Working Conditions          | 100 % (Dealers, Distributors and Transporters)  |

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.

| Value Chain Partner                       | Health & Safety Concerns      | Major efforts undertaken  |
|---|-------------------------------|---|
| Retail Network/<br>Dealers / Distributors | Safety in Operations          | <ul style="list-style-type: none"> <li>- A flagship programme called Total Retail Safety is conducted to train the field officers on aspects of Retail Safety.</li> <li>- Specialised training programs are conducted for Dealers / Fore court Sales Managers (FSMs) and COMCO / sales officers.</li> <li>- Management Development Programs (MDP) are conducted, covering Dealers on SOP Training and Fore court Sales Managers. Through structured "Gurukul" training program FSM are trained.</li> <li>- Training and awareness on Incident handling and Root cause analysis is imparted.</li> <li>- Regular Safety Audits/ inspections are carried out by field officers as per Oil Industry Safety Directorate (OISD) standard no. 225 Check list.</li> <li>- Corrective actions on violations as per Marketing Disciplines Guidelines are taken.</li> </ul>  |
| Transporters/ TT Crew                     | Safety in Road Transportation | <ul style="list-style-type: none"> <li>- To promote secure and safe driving habits, safety guidelines, trainings and awareness initiatives, such as Sadak Suraksha, HP-Safety on Wheels (SOW) are carried out on a regular basis for our transporters and their crew.</li> <li>- Drivers of the vehicles also possess special endorsement to carry hazardous goods from RTOs after detailed trainings as per CMV Rule 9. Age limit and fitness criteria is included for selection of Tank Trucks used for transporting products. During induction of these vehicles under contract and during the pendency of the contract, it is ensured that they are having RTO certified fitness certificates, PESO approval and Pollution under Control certificate before the trucks are loaded. Regular checks are also carried out to ensure Road fitness of the vehicles.</li> <li>- TT crew working at locations are facilitated with health camps and guided on health issues. Training Camps for tank truck fleet are also organised in collaboration with leading OEMs. The best drivers are awarded.</li> <li>- Vehicle tracking system (VTS) has been implemented for monitoring of truck movements and corrective actions on violations as per Transport Disciplines Guidelines are taken.</li> </ul> |





| Value Chain Partner            | Health & Safety Concerns                 | Major efforts undertaken  |
|--------------------------------|--|---|
| LPG Delivery chain / Customers | Safe delivery and usage of LPG cylinders | <ul style="list-style-type: none"><li>- Distributors are regularly advised and guided on product safety management through campaigns, meetings, training programs.</li><li>- LPG distributors undergo periodic safety inspections and evaluations</li><li>- Specific SOPs for delivery men on product safety and handling are in place.</li><li>- SOP has been developed for mass awareness about safe usage of LPG. LPG users are continuously engaged with and educated on safe usage and handling of LPG through safety clinics.</li><li>- Corrective actions on violations as per Marketing Disciplines Guidelines are taken.</li></ul> |

**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.**

HPCL has instituted a governance structure to focus on embedding the ESG aspects within our strategy, organisational culture and business verticals. The Board has constituted Corporate Social Responsibility and Sustainability Development (CSR&SD) Committee, headed by an Independent Director.

We identify stakeholders key to our business through their impact on the organisation and the value we create

for them in return. We have identified distinct stakeholder categories for our business. The precursor to establishing the mode and periodicity of stakeholder engagement is stakeholder prioritisation. The periodicity and engagement mode can span from one-on-one interaction at various frequencies to annual group level meetings to enhance strategic collaborations. To formulate an effective strategy, we assess the nature and depth of the impact that these stakeholders may have on our business and the extent to which our business decisions will make an impact.

Identification of materiality topics is carried out through a process of consultation with stakeholders and opinions of the experts based on prevailing best global practices and business environment.

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

| Stakeholder group                         | Whether identified as Vulnerable & Marginalized Group (Yes/ No)   | Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of Engagement (Annually/ Half Yearly/ Quarterly / others) | Purpose and scope of engagement including key topics and concerns raised during such engagement  |
|---|---|---|---|--|
| Customers                                 | No  | SMS, Website, Advertisements, Face to Face interactions   | Others - Periodic campaigns and surveys                             | <ul style="list-style-type: none"> <li>Product quality and service standards</li> <li>Awareness on safety and environment aspects</li> <li>Resolving complaints</li> </ul>   |
| Investors and Shareholders                | No  | Email, Newspaper, Website, Other - Annual report, AGM, Analyst meet Other - Sustainability report, Response to ESG ratings    | Annually, Others - periodic press releases                          | <ul style="list-style-type: none"> <li>Financial performance</li> <li>Good corporate ethics and compliance</li> <li>ESG performance</li> </ul>   |
| Regulators                                | No  | Email, Face to Face meetings  | Others - Regular interactions                                       | <ul style="list-style-type: none"> <li>Compliance</li> <li>Disaster management</li> </ul>  |
| Employees (Management and non-management) | Yes (As per GOI guidelines with respect to reservation in services for SC/ ST/ OBC /PWD/ EWS candidates). | SMS, Website, Notice Board  | Annually, Half yearly, Quarterly, Others - Regular interactions     | <ul style="list-style-type: none"> <li>Focus on health and safety</li> <li>Aspirations for career progression and higher education</li> <li>Grievance redressal</li> <li>Ecosystem based and need based trainings</li> <li>Work-life balance</li> <li>Rewards and recognition</li> </ul> |

| Stakeholder group     | Whether identified as Vulnerable & Marginalized Group (Yes/ No)  | Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of Engagement (Annually/ Half Yearly/ Quarterly / others) | Purpose and scope of engagement including key topics and concerns raised during such engagement   |
|-----------------------|--|---|---|---|
| LPG Distributors      | Yes (As per GOI guidelines with respect to reservation for various categories mentioned in Unified Guidelines For Selection Of LPG Distributorships.)              | SMS, Email, Website   | Others – Regular interactions                                       | <ul style="list-style-type: none"> <li>Product quality and delivery</li> <li>Safety</li> <li>Competition from peers</li> </ul>  |
| Retail Dealers        | Yes (As per GOI guidelines with respect to reservation for various categories mentioned in Guidelines On Selection Of Dealers For Regular & Rural Retail Outlets.) | SMS, Email, Website   | Others – Regular interactions                                       | <ul style="list-style-type: none"> <li>Upgradation of outlet and dispensing units</li> <li>Improvement in vendor services</li> </ul>  |
| Delivery men          | No   | Other – regular training sessions, interactions   | Others – Regular interactions                                       | <ul style="list-style-type: none"> <li>Customer retention</li> <li>Training needs</li> <li>Health and Safety</li> </ul>   |
| Suppliers and Vendors | No   | Email, Other – Supplier portal, face to face interactions   | Others – Regular and as per business requirements                   | <ul style="list-style-type: none"> <li>Health and Safety</li> <li>Higher running and maintenance costs</li> <li>Complaint redressal mechanism</li> <li>Improved RTKM transportation rates</li> <li>Increased transparency</li> <li>On-time payments</li> <li>Payment process</li> </ul> |
| MSE, SC/ST Vendors    | Yes  | Email, Other – Supplier portal, face to face interactions   | Others – Regular and as per business requirements                   | <ul style="list-style-type: none"> <li>Health and Safety</li> <li>Complaint redressal mechanism</li> <li>Increased transparency</li> <li>On-time payments</li> <li>Payment process</li> <li>Preferred vendor status</li> </ul>  |
| Contract Workers      | No   | Other – training sessions, regular interactions   | Others – Regular and as per business requirements                   | <ul style="list-style-type: none"> <li>Health and Safety</li> <li>Regular payment</li> <li>Training needs</li> </ul>  |

| Stakeholder group | Whether identified as Vulnerable & Marginalized Group (Yes/ No) | Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of Engagement (Annually/ Half Yearly/ Quarterly / others) | Purpose and scope of engagement including key topics and concerns raised during such engagement  |
|-------------------|---|---|---|--|
| Local Communities | Yes   | Multiple modes  | On Regular basis  | <ul style="list-style-type: none"> <li>• Empowerment, upliftment and overall development of communities</li> <li>• Provision of sanitation, educational and health infrastructure in rural areas</li> <li>• Collaboration during special cleanliness awareness campaigns etc.</li> </ul> |

**Leadership Indicators**

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

HPCL has instituted a governance structure to focus on embedding the ESG aspects within our strategy, organisational culture and business verticals. The Board has constituted Corporate Social Responsibility and Sustainability Development (CSR&SD) Committee, headed by an Independent Director. The subcommittee defines the sustainability vision, reviews the sustainability strategy, provides leadership and direction by periodic review of progress and performance across identified focus areas in sustainability and reporting. During the process, regular feedback is taken from the Committee of Functional Directors (CFD), Strategic Business Unit (SBU) Heads and other officers concerned. Accordingly, scanning of the risk and opportunity is carried out and a sustainability strategy across the businesses has been put in place.

The Corporate HSE Department formally carries out the process of material topics identification, reporting on identified material topics, review and approval of Sustainability Report. During the process, regular feedback is taken from the Committee of Functional Directors (CFD), Strategic Business Unit (SBU) Heads and other officers concerned.

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

Yes, HPCL extensively uses stakeholder consultation to identify areas of improvement in environmental and social topics. Many of the company's major decisions are influenced as a result of outcomes of stakeholder engagement.

Eg:

In the recent years, in line with then directives of the government. HPCL has migrated its entire supply chain (refineries and marketing infrastructure) to produce and market BS VI fuels from BS IV, which lead to pollution reduction. Further, HPCL is also focussed on the augmenting the biofuel (ethanol, biodiesel and CBG) supply chain which is a major step in reducing GHG emission and combatting climate change.

While undertaking CSR projects under the specified focus areas, HPCL undertakes consultation with concerned stakeholders of the community/ local authorities/ representative bodies to tailor programs/ projects to address their needs.

Being in an oil and gas industry, GHG emissions have been identified as a material topic year on year by HPCL's internal and external stakeholders. This aspect is included in the company's sustainable development policy.

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

HPCL interacts with communities through its CSR activities, being implemented directly by corporation or through project implementation partners. Our field offices interact with communities and stakeholders by conducting meetings with local communities and administration which are prioritized and informed to management. As an outcome of these engagements, Initiatives have been undertaken for



the empowerment, upliftment and overall development of communities and society at large.

HPCL has identified disadvantaged, vulnerable and marginalised stakeholders. Various activities / programs / initiatives have been undertaken for the welfare of these stakeholders to bring about holistic and sustainable development. The Corporation undertakes CSR projects / activities for the welfare of SC, ST, OBC and other weaker sections. In addition, initiatives have also been undertaken for the welfare of communities in Aspirational districts identified by NITI Aayog. The details of CSR activities undertaken by HPCL are provided as part of Annexures to Director's Report in Annual Report of the Corporation.

Some of these are: Academic, material and social support to girl children from backward and tribal areas for their holistic development; Project Super-50 in partnership with Indian Army for providing residential coaching for NEET and

JEE to aspiring-cum-less privileged students of Jammu and Kashmir UT and Ladakh UT, Providing basic infrastructure facilities in schools and villages; Supporting Educational needs of underprivileged students; Health Care services in Aspirational Districts among others.

Various steps taken by Govt. through different policies related to public procurement for economic development of domestic vendors are being followed by HPCL in order to strengthen the manufacturing sector. In order to promote and enhance procurement from SC/ST MSEs and Women MSEs, dedicated vendor development programs (VDPs) and workshops are organised to increase their participation in HPCL tenders. Also, HPCL took the initiative to conduct Entrepreneur Development Programmes in the past which was dedicated for SC/ST enterprises along with their hand holdings. In each tender, a certain percentage is earmarked for procurement from SC/ST and women entrepreneurs.

**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<br>Current Financial Year |  |             | FY 2021-22<br>Previous Financial Year |  |             |
|------------------------|--------------------------------------|--|-------------|---------------------------------------|--|-------------|
|                        | Total (A)                            | No. of employees / workers covered (B) | % (B / A)   | Total (C)                             | No. of employees / workers covered (D) | % (D / C)   |
| <b>Employees</b>       |                                      |  |             |                                       |  |             |
| Permanent              | 5,818                                | 5,818                                  | 100%        | 6,018                                 | 6,018                                  | 100%        |
| Other than permanent   | 147                                  | 147                                    | 100%        | 149                                   | 149                                    | 100%        |
| <b>Total Employees</b> | <b>5,962</b>                         | <b>5,962</b>                           | <b>100%</b> | <b>6,167</b>                          | <b>6,167</b>                           | <b>100%</b> |
| <b>Workers</b>         |                                      |  |             |                                       |  |             |
| Permanent              | 2,686                                | 2,686                                  | 100%        | 3,047                                 | 3,047                                  | 100%        |
| Other than permanent   | 38,848                               | 38,848                                 | 100%        | 39,290                                | 39,290                                 | 100%        |
| <b>Total Workers</b>   | <b>41,534</b>                        | <b>41,534</b>                          | <b>100%</b> | <b>42,337</b>                         | <b>42,337</b>                          | <b>100%</b> |

Training Programs were conducted to sensitize the employees / workers/ contractual workforce on various aspects of human rights. These trainings briefly focuses on nuances of labour legislations viz. Prohibition on employment of child labour, No forced labour, timely wage payment, payment of statutory payments, ensuring deduction under PF / ESI, etc., Prevention of Sexual Harassment (PoSH), Safety Measures, awareness on various government schemes like Pradhan Mantri Jan-Dhan Yojana (PMJDY), etc. and focusing on financial literacy and investment.

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

| Category                    | FY 2022-23<br>Current Financial Year |                       |           |                        |             | FY 2021-22<br>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)     |
| <b>Employees</b>            |                                      |                       |           |                        |             |                                       |                       |           |                        |             |
| <b>Permanent</b>            | <b>5818</b>                          | <b>0</b>              | <b>0%</b> | <b>5818</b>            | <b>100%</b> | <b>6018</b>                           | <b>0</b>              | <b>0%</b> | <b>6018</b>            | <b>100%</b> |
| Male                        | 5103                                 | 0                     | 0%        | 5103                   | 100%        | 5282                                  | 0                     | 0%        | 5282                   | 100%        |
| Female                      | 715                                  | 0                     | 0%        | 715                    | 100%        | 736                                   | 0                     | 0%        | 736                    | 100%        |
| <b>Other than permanent</b> | <b>147</b>                           | <b>0</b>              | <b>0%</b> | <b>147</b>             | <b>100%</b> | <b>149</b>                            | <b>0</b>              | <b>0%</b> | <b>149</b>             | <b>100%</b> |
| Male                        | 79                                   | 0                     | 0%        | 79                     | 100%        | 87                                    | 0                     | 0%        | 87                     | 100%        |
| Female                      | 68                                   | 0                     | 0%        | 68                     | 100%        | 62                                    | 0                     | 0%        | 62                     | 100%        |
| <b>Workers</b>              |                                      |                       |           |                        |             |                                       |                       |           |                        |             |
| <b>Permanent</b>            | <b>2686</b>                          | <b>0</b>              | <b>0%</b> | <b>2686</b>            | <b>100%</b> | <b>3047</b>                           | <b>0</b>              | <b>0%</b> | <b>3047</b>            | <b>100%</b> |
| Male                        | 2518                                 | 0                     | 0%        | 2518                   | 100%        | 2861                                  | 0                     | 0%        | 2861                   | 100%        |
| Female                      | 168                                  | 0                     | 0%        | 168                    | 100%        | 186                                   | 0                     | 0%        | 186                    | 100%        |
| <b>Other than permanent</b> | <b>38848</b>                         | <b>0</b>              | <b>0%</b> | <b>38848</b>           | <b>100%</b> | <b>39275</b>                          | <b>0</b>              | <b>0%</b> | <b>39275</b>           | <b>100%</b> |
| Male                        | 37947                                | 0                     | 0%        | 37947                  | 100%        | 38644                                 | 0                     | 0%        | 38644                  | 100%        |
| Female                      | 901                                  | 0                     | 0%        | 901                    | 100%        | 631                                   | 0                     | 0%        | 631                    | 100%        |



3. Details of remuneration/salary/wages, in the following format: (Amount in INR)

|                                  | Male                             |   | Female |   |
|----------------------------------|----------------------------------|---|--------|---|
|                                  | Number                           | Median remuneration / salary / wages of respective category | Number | Median remuneration / salary / wages of respective category |
| Board of Directors (BoD)         | 4*                               | 66,42,645   | --     | --  |
| Key Managerial Personnel (KMP)   | 1                                |   |        |   |
|                                  | (excluding Whole Time Directors) | 58,78,516   | --     | --  |
| Employees other than BoD and KMP | 5098                             | 26,82,419   | 715    | 21,10,306   |
| Workers                          | 2518                             | 23,61,568   | 168    | 32,43,272   |

\*- This figure pertains to Whole Time Directors of HPCL. The Independent Directors are paid sitting fees for Board Meetings and Committee Meetings of the Board attended by them. HPCL does not pay commission on profits to any of the Directors of the Company.

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.

employee. The aggrieved employee, if not satisfied with the decision of committee may appeal within 10 days.

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

HPCL has a structured Grievance Redressal policy to resolve the grievances of employees including grievances pertaining to human rights. The procedure starts with a complaint by the aggrieved employee in e-enabled platform through HP Portal. The Employee Relations Committee looks into grievances and discusses the same with aggrieved

HPCL also ensures compliance with various provisions under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. To inculcate appropriate workplace behaviour and promote gender sensitization, Corporation has mandated all its executive employees to undergo awareness sessions through online courses and workshops conducted on the subject.

Internal Complaint Committees (ICC) of the Corporation have been reconstituted and detailed guidelines on procedures relating to the functioning of the ICC have been circulated.

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

|                                   | FY 2022-23<br>Current Financial Year |                                       |         | FY 2021-22<br>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                 | 0                                    | 0                                     | --      | 1                                     | 0                                     | --      |
| Discrimination at workplace       | 0                                    | 0                                     | --      | 0                                     | 0                                     | --      |
| Child Labour                      | 0                                    | 0                                     | --      | 0                                     | 0                                     | --      |
| Forced Labour/ Involuntary Labour | 0                                    | 0                                     | --      | 0                                     | 0                                     | --      |
| Wages                             | 0                                    | 0                                     | --      | 0                                     | 0                                     | --      |
| Other human rights related issues | 0                                    | 0                                     | --      | 0                                     | 0                                     | --      |

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

HPCL has a Whistle-Blower Policy wherein the permanent management and non-management employees can report to the management concerns about unethical behaviour, actual or suspected fraud or violation of the company's code of conduct or ethics policy. The objective of this policy is to build and strengthen a culture of transparency and trust in the organization and to provide employees – officers and workmen with a framework / procedure for responsible and secure reporting of improper activities (whistle blowing) and to protect employees wishing to raise a concern about improper activity / serious irregularities within the Corporation.

“Improper Activity” means any activity by an employee of the Corporation that is undertaken in performance of his or her official duty, whether or not that act is within the scope of his or her employment, and that is in violation of any law or the rules of conduct applicable to the employee, including but not limited to abuse of authority, breach of contract, manipulation of company data, pilferage of confidential / proprietary information, criminal offence, corruption, bribery, theft, conversion or misuse of the Corporation's property, fraudulent claim, fraud or willful omission to perform the duty, or that is economically wasteful or involving gross misconduct, incompetence or gross inefficiency and any other unethical biased favoured or imprudent act.

The policy provides that the confidentiality of those reporting violations shall be maintained and they shall not be subjected to any discriminatory practice. The Whistle-Blower policy is hosted on the website of the Company.

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

Yes

**9. Assessments for the year:**

|   | <b>% of your plants and offices that were assessed ( by entity or statutory authorities or third parties)</b> |
|---|---|
| Child labour  | 100%  |
| Forced/involuntary labour   | 100%  |
| Sexual harassment   | 100%  |
| Discrimination at workplace   | 100%  |
| Wages   | 100%  |
| Others (Inspection of compliance by different statutory authorities pertaining to Working Conditions, Social Security etc.) | 100%  |

HPCL has a mechanism in place for implementation of statutory compliance verification which forms a part of various modes of engagement like periodical audits, inspections, site visits at different levels of hierarchies both internally and through external agencies, grievance redressal mechanisms, portals, meetings, induction programs, consents to terms and conditions of tenders and orders containing the above conditions by the vendors/suppliers etc.

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

HPCL as a Principal employer ensures applicable statutory compliances are being made by the respective contractors, including timely disbursal of wages through e-payment and other statutory benefits, remittance of statutory contributions of the contract workmen before the concerned Statutory Authorities (EPFO/ESIC, etc.). Prior to processing the bills, the concerned contractor needs to attach the proof of ensuring applicable Statutory Compliances, remittance of contributions before EPFO/ESIC, etc. Periodic Check audits are conducted wherein compliances are checked at three levels i.e., Officer handling the activities, Location Incharge and Finance Team level.

To recognize and honour the enormous and toiling efforts put in by the workmen and disseminate awareness amongst them of their rights, a Statutory Compliance Fortnight is celebrated every year. This initiative follows a multi-dimensional approach of Education (Compliance Workshops; Flyers & Posters; Knowledge Bytes; Anubrutu Program); Engagement (Compliance Quizzes, Health & Well Being session; Interactions with Statutory Authorities and Recreational Activities) and Empowerment (Prerna (Economic and Social Empowerment of workmen) and Nirvahan (Facilitation of Compliance Audits)).

Observations, if any, arising out of the assessments on human rights carried out by the organisation or statutory authorities are appropriately responded to, by HPCL and mechanisms are set in place to prevent recurrence of the same. Learnings are shared through various media to all concerned stakeholders.

**Leadership Indicators**

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

Guidelines pertaining to grievance redressal are updated from time to time to address grievances of employees. No changes were required to be made during 2022-23.

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

Compliance to various labour laws are spelt out in the

general terms and conditions of contract while floating tenders and bidders are asked for agreement with the same during bid submission. During induction of contract labour through contractors (value chain partners) for jobs of sporadic nature, it is ensured that no child labour is deployed. The corporation ensures 100% compliance of statutory provisions and due diligence for the same is regulated through the periodic internal audits conducted by HR officers at various locations.

Further, statutory agencies e.g. Labour officer also carry out audits of locations to check adherence to labour laws by contractors.

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

Yes

**4. Details on assessment of value chain partners:**

|                                  | <b>% of value chain partners (by value of business done with such partners) that were assessed</b> |
|----------------------------------|--|
| Sexual Harassment                | NIL  |
| Discrimination at workplace      | NIL  |
| Child Labour                     | NIL  |
| Forced Labour/Involuntary Labour | NIL  |
| Wages                            | NIL  |
| Others - please specify          | NIL  |

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

HPCL as a Principal employer ensures applicable statutory compliances are being made by the respective contractors, including timely disbursal of wages through e-payment and other statutory benefits, remittance of statutory contributions of the contract workmen before the concerned Statutory Authorities (EPFO/ESIC, etc.). Prior to processing the bills, the concerned contractor needs to attach the proof of ensuring applicable Statutory Compliances, remittance of contributions before EPFO/ESIC, etc. Periodic Check audits are conducted wherein compliances are checked at three levels i.e., Officer handling the activities, Location Incharge and Finance Team level.

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Observations, if any, arising out of the assessments on human rights carried out by the organisation or statutory authorities are appropriately responded to, by HPCL and mechanisms are set in place to prevent recurrence of the same. Learnings are shared through various media to all concerned stakeholders

**PRINCIPLE 6:**

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

**Essential Indicators**

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

| Parameter  | UoM                            | FY 2022-23<br>(Current<br>Financial Year) | FY 2021-22<br>(Previous<br>Financial Year) |
|--|--------------------------------|---|--|
| Total electricity consumption (A)  | GJ                             | 3,937,084                                 | 2,876,326                                  |
| Total fuel consumption (B)   | GJ                             | 51,639,096                                | 41,036,852                                 |
| Energy consumption through other sources (C) – Wind+Solar  | GJ                             | 105,616                                   | 86,051                                     |
| <b>Total energy consumption (A+B+C)</b>  | <b>GJ</b>                      | <b>55,681,796</b>                         | <b>43,999,229</b>                          |
| Energy intensity per rupee of turnover (Total energy consumption / turnover in rupees)           | GJ/ INR Crore                  | 119.83                                    | 118.07                                     |
| Energy intensity per MT of Refinery throughput* (Total energy consumption / Refinery throughput) | GJ / MT of Refinery throughput | 2.92                                      | 3.15                                       |

\* Energy consumption at HPCL Refineries constitutes ~ 95% of total energy consumption in HPCL refining and marketing operations

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Yes.

HPCL continues to promote & prioritize effective energy utilization and conservation. HPCL Mumbai and Visakh refineries are Designated Consumers under PAT scheme. By consistently implementing energy conservation

recommendations, refineries have achieved energy savings of around 85,000 SRFT (Standard Refinery Fuel Tonnage) in FY 2022-23. This reflects our commitment to reducing energy consumption and promoting sustainable practices. Whereas MBN Target under PAT scheme has been achieved by Mumbai Refinery, Visakh Refinery was below its PAT targets due to ongoing Visakh Refinery Modernisation Project for which phase wise commissioning is in progress from Q4-FY23. Same will be achieved once the facilities are commissioned as the new facilities are state of art energy efficient facilities.

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

| Parameter   | UoM                       | FY 2022-23<br>(Current<br>Financial Year) | FY 2021-22<br>(Previous<br>Financial Year) |
|---|---------------------------|---|--|
| <b>Water withdrawal by source</b>   |                           |   |  |
| (i) Surface water   | KL                        | 78,736                                    | 70,324                                     |
| (ii) Groundwater  | KL                        | 623,706                                   | 651,063                                    |
| (iii) Third party water   | KL                        | 11,068,071                                | 10,368,131                                 |
| (iv) Seawater / desalinated water   | KL                        | 126,983,244                               | 151,741,608                                |
| (v) Others  | KL                        | 0   | 0  |
| <b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b> | <b>KL</b>                 | <b>138,753,757</b>                        | <b>162,831,126</b>                         |
| Total volume of water consumption (in kilolitres)                               | KL                        | 11,839,533                                | 15,898,895                                 |
| Water intensity per rupee of turnover (Water consumed / turnover)               | KL/ INR Crore             | 25.48                                     | 42.67                                      |
| Water intensity (optional) – (Water consumed / Refinery Throughput)*            | KL/MT Refinery Throughput | 0.62                                      | 1.14                                       |

\* Water consumption at HPCL Refineries constitutes ~ 87.5% of total water consumption in HPCL refining and marketing operations

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Yes

HPCL refineries and major marketing locations employ ETP/ STPs for recycling effluent. Refineries having greater water consumption within HPCL installations, both of our refineries are focused on wastewater recycling, water efficiency and rainwater harvesting with an endeavour to

achieve Zero Liquid discharge at all locations. Both refineries' discharges are monitored for quality parameters. At Visakh Refinery, as part of ongoing expansion project (VRMP), Integrated Effluent Treatment Plant is installed where in the treated effluent will be further treated in RO DM plant and reused. The reject will be used as make up for sea water cooling tower. At Mumbai Refinery, ~ 75% of effluent water is recycled back to process from effluent treatment plant after primary, Secondary and Tertiary Treatment. RO reject water (25%) is used as make up water for fire water system at MR.

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

| Parameter                           | UoM | FY 2022-23<br>(Current<br>Financial Year) | FY 2021-22<br>(Previous<br>Financial Year) |
|-------------------------------------|-----|---|--|
| NOx                                 | MT  | 1,730                                     | 2,607                                      |
| SOx                                 | MT  | 4,960                                     | 3,490                                      |
| Particulate matter (PM)             | MT  | 366                                       | 320  |
| Persistent organic pollutants (POP) | MT  | --  | --   |
| Volatile organic compounds (VOC)    | MT  | 24  | --   |
| Hazardous air pollutants (HAP)      | MT  | --  | --   |
| Others - please specify             | MT  | --  | --   |

\*Data pertains to HPCL Mumbai and Visakh Refineries

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

| Parameter   | UoM   | FY 2022-23<br>(Current<br>Financial Year) | FY 2021-22<br>(Previous<br>Financial Year) |
|---|---|---|--|
| <b>Total Scope 1 emissions</b>  | Metric tonnes of CO <sub>2</sub> equivalent | 4,304,201                                 | 3,341,913                                  |
| <b>Break-up of Scope 1 emissions</b>  |   |   |  |
| CO <sub>2</sub>   | Metric tonnes of CO <sub>2</sub> equivalent | 4,266,795                                 | 3,300,035                                  |
| CH <sub>4</sub>   | Metric tonnes of CO <sub>2</sub> equivalent | 31,489                                    | 37,552                                     |
| N <sub>2</sub> O  | Metric tonnes of CO <sub>2</sub> equivalent | 5,917                                     | 4,325                                      |
| <b>Total Scope 2 emissions#</b>   | Metric tonnes of CO <sub>2</sub> equivalent | 776,480                                   | 631,194                                    |
| Total Scope 1 and Scope 2 emissions per rupee of turnover                     | tCO <sub>2</sub> e / INR Crore              | 10.94                                     | 10.67                                      |
| Total Scope 1 and Scope 2 emission intensity (Emissions / Refinery Thruput) * | tCO <sub>2</sub> e / MT of Refinery Thruput | 0.27                                      | 0.28                                       |

\* GHG Emissions at HPCL Refineries constitutes ~ 95% of total GHG Emissions in HPCL refining and marketing operations.

# (Break-up of Scope 2 emissions into individual GHGs is not available as HPCL uses Average Grid Emission Factor for Indian Grid issued by Central Electrical Authority)

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Being part of the Oil & Gas sector HPCL has unique responsibility and opportunity to contribute to the development of solutions for addressing the issue of climate change and its impacts. Our Sustainable development policy emphasises on Carbon footprint measurement and mitigation where in it requires to "Continuously monitor and control our activities to minimise carbon footprint".

HPCL focuses on reduction and mitigation of carbon footprint by through enhancing energy efficiencies in its operations, switching to environment friendly modes of fuel transportation, optimising fleet utilisation, implementing biofuels and increasing green cover in and around our refineries and locations. We are investing in cutting-edge low-carbon technologies. The implementation of these technologies contributes to the nation's energy security and the reduction of carbon emissions.

Some of the projects related to Green House Gas Emissions Reduction are:

| Sustainability Initiative       | Impact / Performance   |
|---------------------------------|--|
| Bio-Fuels                       | <ul style="list-style-type: none"> <li>Ethanol Blending : HPCL achieved ethanol blending percentage of 10.59% in 2022-23 against a historical of 9.03%. HPCL was the first Oil marketing company to commence 12% blending from Dec'22.</li> <li>Augmentation of ethanol tankage at locations Ethanol blending in all states of India.</li> <li>Transportation of ethanol by rake.</li> <li>Construction of Second-Generation ethanol bio refinery at Bathinda, Punjab, with a production capacity of 100 kiloliters per day of ethanol from biomass.</li> <li>Commissioning of HPCL's first Compressed Biogas Plant (CBG) of 100 TPD Biomass processing capacity at Badaun, UP.</li> <li>Setting up a waste-to-biogas plant at Yerada Park in Vizag, Andhra Pradesh and a Compressed Biogas (CBG) plant of 100 TPD of cow dung processing capacity under the CSR scheme at Pathmeda, Rajasthan.</li> <li>Release of Letters of Intent (LOIs) for setting up 63 Compressed Bio-Gas (CBG) Plants with a production capacity of ~321 ton/day, taking the cumulative to 476 LOIs with capacity of ~2,584 ton/day across the country to increase usage of biofuels in the energy and transportation sectors.</li> <li>Commissioning of 4 CBG Plants cumulatively.</li> <li>Launch of E20 fuel at 23 Retail outlets along with Green Mobility Rally in Feb'23 by Hon'ble Prime Minister.</li> <li>Launch of Country's first Bio-Marine fuel at the hands of Secretary-PNG, MoPNG in Dec'22 from HPCL Visakh New Black Oil Terminal (10% Biodiesel Blended VLSFO).</li> </ul> |
| Natural Gas                     | <ul style="list-style-type: none"> <li>HPCL along with its JVs have authorization for setting up of CGD network in 23 Geographical Areas (GA's) comprising 48 districts spread across 12 states with planned investment of over ₹ 10,000 crore during next few years.</li> <li>Addition of CNG facilities in 301 retail outlets taking the total number of HPCL outlets with CNG facilities to 1,387 as of Mar'23.</li> </ul>  |
| Electric Vehicle Infrastructure | <ul style="list-style-type: none"> <li>With 1,026 new EV charging stations commissioned during FY 23, HPCL now has EV Charging facilities at nearly 10% of its retail network (Total 2,037 outlets with EV Charging facilities as of Mar'23).</li> </ul>   |
| Renewable Energy                | <ul style="list-style-type: none"> <li>Installed capacity of 100.9 MW of wind power and 84.36 MWp of Solar Power. During FY 23, wind farms generated 18.29 Crore kWh electricity.</li> <li>Solarisation of 10475 retail outlets.</li> <li>Currently work for two new projects has started at Panipat (6 MW AC side) and Jhansi (5MW Ac side) for supplying Green Power to HPCL locations in Haryana and Uttar Pradesh which would reduce Grey power Consumption and reduce Green House Gas emission.</li> <li>Cost Efficient 'Solar Refueler Cart' with lower carbon emissions for smaller ASFs especially Regional Connectivity Scheme (RCS) airports.</li> <li>Provision of solar street lights at 400 locations in Uttar Pradesh under CSR for providing benefit to public in an environment friendly manner</li> </ul>   |
| Green Hydrogen                  | <ul style="list-style-type: none"> <li>Use of Green Hydrogen in operating hydro processing pilot plants and batch reactors at HPGRDC.</li> <li>Production of Green hydrogen at Visakh Refinery - HPCL was the first Oil Marketing Company to place an order for Electrolyser to produce Green Hydrogen. A 2.6 MW Electrolyser will be installed in Visakh Refinery to produce 370 TPA of Green Hydrogen.</li> </ul>  |

| Sustainability Initiative | Impact / Performance   |
|---------------------------|--|
| Energy Efficiency         | <ul style="list-style-type: none"> <li>• HPCL Refineries and marketing locations are committed to promoting sustainable practices and reducing our energy consumption. In pursuit of this goal, both Mumbai and Visakh refineries have taken a proactive role in the area of energy conservation and achieved significant improvements by continuously improving their operating practices and implementing energy conservation projects. The major energy conservation initiatives undertaken during the year are as follows:</li> </ul> <p><b>Mumbai Refinery:</b></p> <ul style="list-style-type: none"> <li>• Reduction of steam consumption in FR NVPS Ejector resulting in significant energy savings</li> <li>• LP steam consumption in CCR Deaerator was successfully reduced by through optimization of operating conditions</li> <li>• Maximization of hot feed in DHT resulting in energy saving.</li> <li>• The installation of a plate-type exchanger has resulted in an increase in the inlet temperature of the sour water feed to the sour water strippers.</li> <li>• Heat integration of Propane De-asphalting (PDA) unit using Pinch analysis resulting in greater energy efficiency and reduction in overall energy consumption.</li> </ul> <p><b>Visakh Refinery:</b></p> <ul style="list-style-type: none"> <li>• Stopping of one HGU post DHT-HGU catalyst replacement</li> <li>• Routing of CCR stabilizer off gas to NGC suction resulting in higher recovery and energy efficiency.</li> <li>• Dry ice blasting of MUH tube surfaces in HRSG 3 and HRSG 5 leading to higher heat transfer.</li> <li>• Restoration of VRCFP flare purge gas routing from MS Block</li> <li>• Both Mumbai and Visakh Refinery celebrated Sanrakshan Kshamta Mahotsav (SAKSHAM) under the aegis of PCRA to generate mass awareness amongst the public for conservation of petroleum products. As part of Mahotsav (SAKSHAM) 2023, Furnace Efficiency Survey was carried out by CHT nominated team in both the refineries.</li> <li>• Various energy saving initiatives are implemented at marketing locations such as efficiency monitoring, high efficiency prime movers, energy audits, stakeholder awareness etc.</li> </ul> |
| Green Belt Development    | <ul style="list-style-type: none"> <li>• We have a green cover of over 1450 acre inside our premises as on March 31, 2023. We focus on planting tree species which are native to the location, have low water requirement and offer high carbon sequestration.</li> </ul>  |
| Logistics                 | <ul style="list-style-type: none"> <li>• Major volume of the petroleum products from the refineries are being evacuated through pipelines. Dependence on road transport for evacuation of products has been reduced drastically, resulting in considerable reduction in GHG emissions to atmosphere.</li> <li>• During FY 22-23, HPCL has commissioned 697 Km long Vijayawada Dharmapuri pipeline (VDPL) along with a major greenfield terminal at Dharmapuri and 650 Km long Hassan Cherlapalli LPG pipeline (HCPL) taking the total pipeline network to 5,132 Km.</li> <li>• HPCL recorded its highest ever Pipeline throughput of 23.25 MMT against previous years throughput of 19.91 MMT, thus registering a YoY growth of 16.8%.</li> <li>• Use of best-in-class optimisation tools to plan and optimise the sourcing, transportation linkages and long-term infrastructure needs.</li> <li>• Use of dedicated rakes for LPG transportation service.</li> </ul>  |



| Sustainability Initiative      | Impact / Performance  |
|--------------------------------|---|
| Research and Development       | <ul style="list-style-type: none"> <li>Process for producing H2 enriched CNG (H-CNG) technology without emission of CO2 and requirement of any water.</li> <li>Battery and electrolyser technology (for producing green hydrogen).</li> <li>Blue H2 using in-house developed process intensification concept is being scaled-up for demonstration</li> <li>Multiple collaborations with international agencies:                             <ul style="list-style-type: none"> <li>Eg: for commercialization and licensing of HP-HiGAS Technology.</li> <li>Collaborations in Hydrocracking, FCC, Plastic material recycling, Bio-oil treatment, Green Hydrogen &amp; Bitumen.</li> </ul> </li> </ul> |
| GHG related projects under CSR | <ul style="list-style-type: none"> <li>Provision of solar street lights at 400 locations in Uttar Pradesh under CSR for providing benefit to public in an environment friendly manner.</li> </ul>   |

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

| Parameter   | Total Waste Generated (MT) |                 | Waste Recycled/ Reused/ Recovered (MT) |                 | Waste Disposed (MT) |                |
|---|----------------------------|-----------------|--|-----------------|---------------------|----------------|
|   | 2022-23                    | 2021-22         | 2022-23                                | 2021-22         | 2022-23             | 2021-22        |
| Plastic Waste (A)   | 174.0                      | 121.4           | 2.5                                    | 6.1             | 168.5               | 114.3          |
| E-Waste (B)   | 5.2                        | 3.4             | 0.4                                    | 0.5             | 4.0                 | 1.5            |
| Bio-Medical Waste (C)   | 0.2                        | 0.1             | 0.0                                    | 0.0             | 0.1                 | 0.1            |
| Construction and Demolition Waste (D)   | 8,254.6                    | 190.4           | 55.3                                   | 113.6           | 8,190.4             | 66.2           |
| Battery Waste (E)   | 19.3                       | 11.2            | 0.3                                    | 0.2             | 17.6                | 11.0           |
| Radioactive Waste (F)   | 0.0                        | 0.0             | 0.0                                    | 0.0             | 0.0                 | 0.0            |
| Other Hazardous Waste (Oily Sludge, Paint Sludge, Used Oil, Oily Cotton Waste) (G)                                      | 10,685.0                   | 3,206.0         | 8,094.2                                | 1,092.4         | 2,268.4             | 2,052.1        |
| Other Non-hazardous Waste (Metal Scrap, Wood Waste, Garden Waste, Food Waste, LPG Cylinder, Valve, Regulator Scrap) (H) | 22,762.6                   | 16,861.7        | 16,266.9                               | 11,587.2        | 6,196.0             | 5,191.7        |
| <b>Total (A+B+C+D+E+F+G)</b>  | <b>41,900.9</b>            | <b>20,394.4</b> | <b>24,419.7</b>                        | <b>12,800.0</b> | <b>16,844.8</b>     | <b>7,437.0</b> |

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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.

Our operations generate both hazardous and non-hazardous wastes. The hazardous waste generated in our locations and refineries are disposed through MoEF&CC/ CPCB registered recyclers or reprocessors as per the statutory requirement. Systems are also in place to handle non-hazardous waste. We comply with statutory norms and regulations stated by MoEF&CC, CPCB and SPCB.

a) **Plastics (including packaging)**

Plastic waste which includes packaging waste is disposed through authorised recyclers.

b) **E-waste**

E-waste generated at refineries and marketing locations is disposed through authorised recyclers as per E-waste (Management) Rules.

c) **Hazardous waste**

All the spent catalyst generated are packed in UN approved metal drums in order to avoid any spillage and disposed to authorized recyclers or TSDF. Oily sludge is mechanically deoiled to minimize waste generation using in situ storage tank sludge processing methodologies before transferring it for further treatment or disposal. Further, low Oily sludge is handled through bio-remediation. Other hazardous waste is disposed to authorized recyclers and Pollution Board approved CHWTSDF facility. Hazardous Wastes (Management, Handling and Transboundary Movement) Rules are followed for management of Hazardous Waste. This year also witnessed deployment of online Robotic sludge cleaning for improved performance of oil separators and sludge handling.

d) **Other Waste:**

Metallic Scrap: LPG cylinders, valve, regulator (CVR) metallic scrap are decommissioned as per company procedures. These and other metallic scrap are



disposed through Government approved vendor (MSTC) for recycling.

Bio medical waste is disposed through authorised parties;

Kitchen waste is converted to compost using Organic Waste Converters, vermi-composting;

Batteries are disposed through authorized recyclers.

Wherever feasible, emphasis is given for usage of green chemical alternatives. Strict system of chemical consumption monitoring and optimization is in place to minimise consumption of chemicals. Toxic chemicals

have been discontinued and are no longer in use. Industry has membership of CHWTSDF facility for safe disposal of such wastes in case if requirement arises.

HP Green R&D Centre has also developed a bio-additive for enhanced bio-remediation of sludge (HP-Bioremedia). After successful trials the product is ready for commercialization. This product is biodegradable, easily dispersible, stable and effective at Total Petroleum Hydrocarbon concentrations. This product can be used for treatment of hydrocarbon sludge from Refineries, Chemical industries, oil terminals, Lube blending stations & Oil fields.

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      | Kandla Terminal (Under CRZ)      | Receipt, storage and distribution of petroleum products | Yes   |
| 2      | Kozhikode IRD (Under CRZ)        | Receipt, storage and distribution of petroleum products | Yes   |
| 3      | Chennai New Terminal (Under CRZ) | Receipt, storage and distribution of petroleum products | Yes   |

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  |
|--|--|--|--|--|--|
| <p>Haldia Panagarh LPG pipeline project (HPPL)</p> <p>HPCL is laying 215 kms LPG pipeline from Haldia to Panagarh at an approved project cost of Rs. 1010 Crs. The pipeline shall cater to the LPG demands in the states of West Bengal, Bihar &amp; Jharkhand. LPG will be imported through Hindustan Aegis LPG Limited (HALL), Haldia and connected to HPCL Haldia Dispatch Station through a 3.2 km, 12" dia feeder line. The cross country mainline will be laid from LPG Despatch Station at HPCL Haldia POL terminal premises to HPCL LPG Bottling plant at Panagarh. There will be 15 sectionalizing valve stations and 1 no. intermediate pigging stations enroute the pipeline as per relevant codal provisions (OISD, PNGRB T4S).</p> <p>HPCL obtained PNGRB authorization for laying the pipeline on 09.11.2022 and the project is scheduled to be completed within 36 months i.e. by 08.11.2025.</p> | <p>EC is not applicable for HPPL as the pipeline does not pass through any wildlife sanctuary, national park or eco-sensitive zone.</p> <p>The feeder line from Hindustan Aegis Logistics Limited (HALL) to HPCL Haldia POL terminal (approx. 3.2 kms) is falling under CRZ-II area.</p> | <p>Status: The baseline EIA assessment has been carried out in the post monsoon period from Oct - Dec, 2022 and report finalized in May'23</p> | <p>Yes</p> <p>M/s Vardan Environet, Gurugram, Haryana has independently carried out the EIA for HPPL Project</p> | <p>Yes (The subject EIA report has been submitted to WBCZMA and same has been webhosted on Parivesh portal).</p> | <p><a href="https://parivesh.nic.in/newupgrade/#/report/crz?id=6200098&amp;caf=6196587">https://parivesh.nic.in/newupgrade/#/report/crz?id=6200098&amp;caf=6196587</a></p> |

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:

HPCL is compliant with applicable environmental laws/ regulations/ guidelines in India. Details of cases pertaining to environmental laws and regulations are as under:

| 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      | Air (Prevention and Control of Pollution) Act of 1981                 | <p>HPCL Vs. Charudatt Koli &amp; Others before Supreme Court:</p> <p>Mr. Charudatt Koli and certain other individuals have alleged that industries in Mahul, Mumbai are polluting and creating health hazard to the nearby residents. On 18.12.2015, Hon'ble National Green Tribunal, Pune (NGT) had directed Maharashtra Pollution Control Board (MPCB) to prepare action plan to control pollution and conduct health assessment study etc. HPCL has complied with the directions of MPCB, passed pursuant to NGT's orders. Thereafter, an Execution Application (EA) was filed by Mr. Charudatt Koli and others at NGT, New Delhi (where the matter was transferred to). In this EA by order dated 13.08.2020 the NGT assessed damages to environment to the tune of Rs. 142 Crores, Rs. 76.50 Crores, Rs. 67.50 Crores, and Rs. 0.20 Crores to be borne by Aegis, HPCL, BPCL, and Sealord, respectively. This amount was directed to be kept in a separate accounts by HPCL and BPCL.</p> <p>A 10-member committee was appointed and directed to prepare an action plan for restoration measures spread over a period of 5 years and further that these amounts will be used for such remedial measures. This Order was challenged by HPCL before the Hon'ble Supreme Court, and the Supreme Court by Orders dated 27.10.2020 granted stay of the order of NGT. The matter is pending before Hon'ble Supreme Court.</p> | <p>The Order of NGT directing payment of Rs. 76.50 Crores has been challenged before the Hon'ble Supreme Court and the Supreme Court by Order dated 27.10.2020 granted stay of the order of NGT. The matter is pending before Hon'ble Supreme Court.</p> | <p>All steps are taken to ensure that pollution norms and consent to operate terms are met.</p> |

| 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   |
|--------|---|--|---|---|
| 2      | Air (Prevention and Control of Pollution) Act of 1981 & The Water (Prevention and Control of Pollution) Act, 1974 | <p>Visakha Pawan Praja Karmika Sangham Vs. Union of India &amp; Others before NGT:</p> <p>This application has been filed before NGT-South Zone bench (Chennai), inter alia complaining about odour emanating from HPCL's refinery at Visakhapatnam. The applicant has alleged that other government bodies have not implemented recommendation of studies conducted to reduce odour and pollution in the area, and that A.P. Pollution Control Board has not implemented the directions of the Hon'ble Andhra Pradesh High Court. On 25.02.2021, NGT has admitted the application and constituted a 5-member committee to inspect the premises/area. This Joint Committee submitted its reports to the NGT, and the parties completed pleadings in the matter. On 20/10/2022 the NGT passed its final order and inter alia directed HPCL to deposit with APPCB environmental compensation assessed at Rs.8,35,20,000/-, and further deposit with CPCB a sum of Rs.10 crores for their willful negligence. This Order was challenged before the Hon'ble Supreme Court, and the Supreme Court by Order dated 05.01.2023 granted stay of the order of NGT to the extent of payment of Rs. 10 crore for wilful negligence and directed HPCL to deposit of Rs.8,35,20,000/- which has been deposited with APPCB on 03/03/2023 without prejudice to the rights of HPCL in the pending appeal. The matter is pending before Hon'ble Supreme Court.</p> | <p>Order of NGT was challenged before Hon'ble Supreme Court and Hon'ble Supreme Court granted stay of the Orders subject to deposit of Rs.8,35,20,000/- with APPCB.</p> | <p>Amount has been deposited and all recommendations of APPCB are complied.</p> |

**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   | UoM       | FY 2022-23<br>(Current<br>Financial Year) | FY 2021-22<br>(Previous<br>Financial Year) |
|---|-----------|---|--|
| <b>Energy Consumed</b>  |           |   |  |
| <b>From renewable sources</b>                                   |           |   |  |
| Total electricity consumption (A)                               | GJ        | 105,616                                   | 86,051                                     |
| Total fuel consumption (B)                                      | GJ        | 0   | 0  |
| Energy consumption through other sources (C)                    | GJ        | 0   | 0  |
| <b>Total energy consumed from renewable sources (A+B+C)</b>     | <b>GJ</b> | <b>105,616</b>                            | <b>86,051</b>                              |
| <b>From non-renewable sources</b>                               |           |   |  |
| Total electricity consumption (D)                               | GJ        | 3,937,084                                 | 2,876,326                                  |
| Total fuel consumption (E)                                      | GJ        | 51,639,096                                | 41,036,852                                 |
| Energy consumption through other sources (F)                    | GJ        | 0   | 0  |
| <b>Total energy consumed from non-renewable sources (D+E+F)</b> | <b>GJ</b> | <b>55,576,179</b>                         | <b>43,913,178</b>                          |

No independent assessment/ evaluation/assurance has been carried out by an external agency.

2. Provide the following details related to water discharged:

| Parameter  | UoM       | FY 2022-23<br>(Current<br>Financial Year) | FY 2021-22<br>(Previous<br>Financial Year) |
|--|-----------|---|--|
| <b>Water discharge by destination and level of treatment</b> |           |   |  |
| <b>(i) To Surface water</b>                                  |           |   |  |
| - No treatment   | KL        | 0   | 0  |
| - With treatment   | KL        | 0   | 0  |
| <b>(ii) To Groundwater</b>                                   |           |   |  |
| - No treatment   | KL        | 0   | 0  |
| - With treatment   | KL        | 0   | 0  |
| <b>(iii) To Seawater</b>                                     |           |   |  |
| - No treatment   | KL        | 0   | 0  |
| - With treatment   | KL        | 126,847,780                               | 146,872,955                                |
| <b>(iv) Sent to third-parties</b>                            |           |   |  |
| - No treatment   | KL        | 0   | 0  |
| - With treatment   | KL        | 4,038                                     | 3,211                                      |
| <b>(v) Others</b>  |           |   |  |
| - No treatment   | KL        | 0   | 0  |
| - With treatment   | KL        | 62,406                                    | 56,065                                     |
| <b>Total water discharged</b>                                | <b>KL</b> | <b>126,914,224</b>                        | <b>146,932,231</b>                         |

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

While the major portion of water consumption (~87%) in HPCL is attributable to its coastal refineries, As of March 31,2023, 24 marketing locations can be classified under areas of water stress as per the Central Ground Water Board (CGWB)'s Block wise Ground Water Resources Assessment 2022 recommended in the SEBI BRSR Questionnaire Guidance Document.

The aggregated volumes of water withdrawal, discharge and consumption have been provided in the table below for easy readability. The water consumption at these locations account for ~1.7% of HPCL's Total Water Consumption.

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

**(i) Name of the area**

|                              |  |
|------------------------------|--|
| Aviation Service Facilities: | Delhi, Bhuj, Jaipur  |
| CGD Facility                 | Ahmedabad  |
| LPG Plants:                  | Ajmer, Jind, Jodhpur, Kota, Loni   |
| Lube Plants:                 | Chennai  |
| Pipeline Stations:           | Ajmer, Awa, Bachau, Jaipur, Pindwara, Salawas                            |
| POL Depots/ Terminals:       | Ajmer, Bharatpur, Cassimode, Chennai, Indore, Jaipur, Jalandhar, Jodhpur |

**(ii) Nature of operations**

Receipt, Storage, Dispatch of Petroleum Products; Receipt, Storage, Blending and Dispatch of Lubricants

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

| Parameter   | FY 2022-23<br>(Current<br>Financial Year) | FY 2021-22<br>(Previous<br>Financial Year) |
|---|---|--|
| <b>Water withdrawal by source (in kilo litres)</b>                            |   |  |
| (i) Surface water   | 0   | 0  |
| (ii) Groundwater  | 67,023                                    | 60,541                                     |
| (iii) Third party water   | 135,603                                   | 120,824                                    |
| (iv) Seawater / desalinated water   | 0   | 0  |
| (v) Others  | 0   | 0  |
| Total volume of water withdrawal (in kilo litres)                             | 202,626                                   | 181,365                                    |
| Total volume of water consumption (in kilo litres)                            | 202,314                                   | 181,293                                    |
| Water intensity per rupee of turnover (Water consumed / turnover)             | 0.435                                     | 0.487                                      |
| <b>Water discharge by destination and level of treatment (in kilo litres)</b> |   |  |
| (i) Into Surface water  |   |  |
| - No treatment  | 0   | 0  |
| - With treatment – please specify level of treatment                          | 0   | 0  |
| (ii) Into Groundwater   |   |  |
| - No treatment  | 0   | 0  |
| - With treatment – please specify level of treatment                          | 0   | 3  |
| (iii) Into Seawater   |   |  |
| - No treatment  | 0   | 0  |
| - With treatment – please specify level of treatment                          | 0   | 0  |
| (iv) Sent to third-parties  |   |  |
| - No treatment  | 0   | 0  |
| - With treatment – please specify level of treatment                          | 241                                       | 0  |
| (v) Others  |   |  |
| - No treatment  | 0   | 0  |
| - With treatment – please specify level of treatment                          | 71  | 72   |
| Total water discharged (in kilo litres)                                       | <b>312</b>                                | <b>72</b>                                  |

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

| Parameter                                     | Unit  | FY 2022-23<br>(Current<br>Financial Year) | FY 2021-22<br>(Previous<br>Financial Year) |
|---|---|---|--|
| <b>Total Scope 3 emissions</b>                | Metric tonnes of CO <sub>2</sub> equivalent | 129,500,663                               | 115,993,138                                |
| Total Scope 3 emissions per rupee of turnover | tCO <sub>2</sub> e/INR Crore                | 278.69                                    | 311.27                                     |
| Total Scope 3 emission per MT of Sales        | tCO <sub>2</sub> e/ MT Sales                | 2.98                                      | 2.96                                       |

No independent assessment/ evaluation/assurance has been carried out by an external agency.



**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.**

With reference to the locations reported at Question 10 (locations situated in/around ecologically sensitive areas), the following typical conditions, inter alia, are adhered to:

- Compliance to the specific conditions mentioned in the environmental clearance and CRZ approvals from MoEFCC.
- Norms of Oil Industry Safety Directorate (OISD) are followed in respect of storage and transport of petroleum products.

- Construction of structures are undertaken as per plans approved by concerned local authorities while meticulously confirming to existing applicable local and central rules and regulations.
- Monitoring of Volatile Organic Compounds carried out regularly.
- In case of pipeline passing, necessary signages are installed in English and local languages.
- Disaster Management Plan is prepared and complied with. Oil spill contingency plan is put in place
- Waste water generated is properly treated and reused with provision of oil water separator system.
- Oily waste is stored in dedicated storage area and disposed to authorised recyclers.

**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      | Installation of Stage IB vapor recovery systems (VRS) and Stage II VRS at all outlets | Installation of Stage IB vapor recovery systems (VRS) and Stage II VRS at all outlets in 1458 ROs including NCR/NCT, ROs having sales of 100KL in cities having population above 1 million and others cities where MS sales is 300KL PM as per the guidelines of CPCB.              | Reduction in VOCs in atmosphere; Installation of vapour recovery system greatly improves the ambient air quality of the forecourt area and the surroundings of our retail outlets   |
| 2      | Sales of Packed Bitumen in Polybag  | Conceptualization & designing of Polybags with special features for filling bitumen, which is a cost effective, environment friendly, efficient and easy logistics and handling alternative to the traditional MS drum/bulk pack for both producers/seller and the users            | This initiative addresses the problem of packaging & transportation of Bitumen. This innovative packaging dissolves into the bitumen itself on heating, eliminating the need of using drums that have to be cut & disposed when bitumen is unpacked for use. Leads to material conservation due to zero wastage |
| 3      | Tiles made out of 100% recycled plastic (Pilot Project)                               | A cost effective, smart and advanced alternative to the traditional concrete paver blocks. These tiles were made out of 100% recycled plastic waste having superior properties to be used in various applications   | This initiative provide a solution to the growing menace of plastic pollution by utilising waste plastic as part of tiles which can be used for various applications. Reduces amount of plastic going to landfills.   |
| 4      | Use of plastic waste along with bitumen for making road                               | Plastic wastes are good binders of bitumen for road construction. This will help HPCL to claim the plastic credit and aid in meeting EPR obligations.   | This initiative provide a solution to the growing menace of plastic pollution by utilising waste plastic as part of road construction. Reduces amount of plastic going to landfills.  |
| 5      | Blending of Biodiesel with Marine Fuel  | The product is 10% blend of Biodiesel (B100) in Very Low Sulphur Furnace Oil (VLSFO). This Biodiesel supply was sourced from International Sustainability & Carbon Certification (ISCC) certified supplier to meet the stringent global norms specified for bunker supply to ships. | This is the first Bio-Marine (Biodiesel blended) bunker supply by any OMC in the country meeting the standard of Marine fuel. This Bio-Marine fuel is expected to bring down GHG emissions by 8.2% compared to conventional fuels.  |

| Sr. No | Initiative undertaken   | Details of the initiative (Web-link, if any, may be provided along-with summary)  | Outcome of the initiative  |
|--------|---|---|--|
| 6      | Launch of HP Enklo 68 Green”  | <p>Launching “HP Enklo 68 Green”, a new formulation for our flagship hydraulic oil, using 30% of Re-refined Base Oils, meeting the IS:10522 Standards.</p>  | <p>Reduction in the usage of virgin base oil by reuse through re-refining of used oils. A circular economy is more resilient because higher reuse and recycling of materials means less vulnerability to external supply chains.</p>   |
| 7      | Seminar on Business Opportunities in Used Oil – Transformation by 2027  | <p>HPCL joined hands with the Petroleum Re-Refiners Association of India (PRAI), in association with Rosefield Energy Tech on 19th May 2022 at India Habitat Centre, New Delhi, to hold a Seminar on “Business Opportunities in Used Oil – Transformation by 2027”.</p> <p>This is the first time when all the stakeholders (Policy Makers / Lubes Manufacturers / Re-Refiners / Subject matter Experts on environmental studies &amp; taxation etc.) were brought to a common platform, courtesy the initiative of Lubes SBU, HPCL.</p>  | <p>Various senior experts presented cutting-edge technical research papers and industry perspectives in the used oil transformation. HPCL’s representatives made presentation on various technologies on base oil re-refining.</p> <p>This collaboration with the lube eco-system of the country was made to help fast-track the journey of this entire sector towards a more sustainable future through adoption of principles of circular economy.</p> |
| 8      | Green Initiatives at HP Green R&D Centre  | <p>HPGRDC has developed a process for producing hydrogen enriched CNG (H-CNG) technology without emission of CO2 and requirement of any water.</p> <p>Research in area of battery and electrolyser technology (for producing green hydrogen) was intensified. A technology for producing blue H2 using inhouse developed process intensification concept is being scaled-up for demonstration.</p>  | <p>Development of future ready low carbon technologies aligned to HPCL’s Net Zero Ambition and overall energy transition.</p>  |
| 9      | IGBC ‘Platinum’ Rating for HPCL Information Systems Center (ISC) (Data Center, Hyderabad) in Green Data Center category | <p>HPCL ISC undertook the following initiatives for achieving 40% reduction in non-IT energy consumption of data center. The Power utilization Effectiveness (measure of energy efficiency of data center) reduced from 2.1 to 1.6. (Lesser the better).</p> <ul style="list-style-type: none"> <li>• Cold &amp; Hot Aisle containment of server rooms for reduction in server room cooling load.</li> <li>• Plugging of all air leaks and complete insulation of server rooms to reduce heat loss.</li> <li>• Adiabatic cooling pre cooling of air for improved chiller efficiency.</li> <li>• Free air-cooling of UPS/Telco rooms using outside air for reducing chiller load.</li> <li>• Led lighting of entire building.</li> <li>• High efficiency Direct expansion precision air handling units for server rooms for night operation and reduced overall energy consumption.</li> </ul> | <p>A platinum rating symbolizes implementation of global best practices &amp; excellence in sustainable operations.</p>  |



| Sr. No | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along-with summary)  | Outcome of the initiative  |
|--------|-----------------------|---|--|
| 9      |                       | <ul style="list-style-type: none"> <li>Implementation of Energy management system from grid to rack level for complete monitoring of energy flow.</li> <li>Further ISC took up following sustainable measures for improving the green quotient of the data center:</li> <li>Installation of 120 KW roof top solar power plant.8 Percent of data center consumption met through renewable energy.</li> <li>Solar reflective index increase to 95%.</li> <li>Increasing green Cover to 22% of Land Area.</li> <li>Usage of Water Efficient Plumbing Fixtures thereby reducing water consumption by 40%.</li> <li>Automated operation of Chillers &amp; PAHUs with BMS/EMS &amp; AMS</li> <li>Monitoring of Indoor Air quality in Office Space &amp; Monitoring of Corrosion in Server rooms.</li> <li>Installation of level 4 lightening &amp; Surge Protection System.</li> <li>Usage of mechanical/electrical waste and reduction in e-waste.</li> <li>Entire building made differently abled friendly</li> </ul> | <p>All these above measures helped not only attain IGBC green platinum rating but also Economic Times government Digi tech award and Express now Data center champion award for sustainable practices and energy efficiency improvement.</p> |

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

All HPCL locations have an updated ERDMP aligned with MoP&NG’s disaster management plan prepared in accordance with PNGRB regulations, certified by third party and approved by the Board. ERDMP document specifies clear role and responsibilities for handling emergencies at the location in coordination with district level disaster management teams. HPCL also has a Crisis Management Plan for resource mobilisation and communication at various levels of, Corporation is well defined viz. locations, zonal and corporate level during natural and manmade disasters. Drills are conducted periodically; learning are shared with stake holders and awareness programs conducted to gear up for emergency preparedness.

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.

| Significant Impact   | Mitigation Measure   |
|--|--|
| GHG/Air Emissions arising from products  | <p>Expanding the offerings of cleaner fuels such as:</p> <ul style="list-style-type: none"> <li>- BS VI Auto fuels</li> <li>- Bio-ethanol, Bio-diesel, Compressed Bio Gas</li> <li>- Very Low Sulphur Fuel Oil</li> <li>- Other allied products such as Long Drain Engine Oils, HP-Diesel Exhaust Fluid, Lubes with re-refined oils among others</li> </ul>  |
| Operational GHG / Air Emissions arising from manufacture, supply, distribution and retailing | <ul style="list-style-type: none"> <li>- Vessels engaged are required to meet global emission standards set by the IMO, whereby they use VLSFO for fuel or use scrubbers in the event of high sulphur fuels.</li> <li>- Evacuating more than 80% products from refineries through pipelines</li> <li>- Increasing installed capacities of renewable energy generation within premises and in retail outlet network</li> <li>- Deploying energy efficiency measures in refineries and marketing locations</li> <li>- Having age limit in selection of Tank Trucks used for transporting products</li> <li>- Vapour Recovery System at major POL terminals/ depots and Retail Outlets</li> <li>- Implementation of Greenco Rating System at marketing locations</li> <li>- Sensitisation of value chain partners towards sustainability</li> <li>- Network optimisation tools for improved logistics and reduced carbon footprint</li> </ul> |
| Used Oils and Product Packaging Waste  | <ul style="list-style-type: none"> <li>- Setting up of systems for collection and reprocessing of used oils and lube oil packages/ containers under EPR.</li> </ul>  |

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

NIL

**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.

14

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

| S. No. | Name of the trade and industry chambers / associations               | Reach of trade and industry chambers / associations (State / National) |
|--------|--|--|
| 1      | All India Association Of Industries (AIAI)                           | National   |
| 2      | Confederation Of Indian Industries, Delhi (PSE Fund) (CII)           | National   |
| 3      | Council For Fair Business Practices                                  | National   |
| 4      | Federation Of Indian Chamber Of Commerce & Industries (FICCI)        | National   |
| 5      | Federation Of Indian Petroleum Industry (FIPI)                       | National   |
| 6      | IMC Chamber Of Commerce & Industries                                 | National   |
| 7      | Indo German Chamber Of Commerce                                      | National   |
| 8      | Standing Conference of Public Enterprises (SCOPE)                    | National   |
| 9      | The Associated Chambers Of Commerce And Industry Of India (ASSOCHAM) | National   |
| 10     | United Nations Global Compact (UNGC)                                 | International  |

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 |
|---|-------------------|-------------------------|
| No adverse orders have been passed by the regulatory authorities related to anti-competitive conduct. |                   |                         |

**Leadership Indicators**

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

| S. No. | Public policy advocated | Method resorted for such advocacy | Whether information available in public domain? (Yes / No) | Frequency of review by Board (Annually / Half Yearly / Quarterly / Others – please specify) | Web Link, if available |
|--------|-------------------------|-----------------------------------|--|---|------------------------|
|--------|-------------------------|-----------------------------------|--|---|------------------------|

HPCL ensures compliance to the applicable policies, standards and guidelines laid down by various authorities. HPCL participates in consultative committee meetings for setting up policy frameworks by Government or regulatory departments. In addition, HPCL also participates in the development of standards, guidelines by providing inputs to various Ministries of Government of India and other bodies such as Oil Industry Safety Directorate (OISD), Petroleum and Natural Gas Regulatory Board (PNGRB), Center for High Technology (CHT), Bureau of Indian Standards (BIS) etc. towards advancement of public good and nation building.

**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.

| Sr No. | Name and brief details of project   | SIA Notification No.                    | Date of notification | Whether conducted by independent external agency (Yes / No) | Results communicated in public domain (Yes / No) | Relevant Web link   |
|--------|---|---|----------------------|---|--|---|
| 1      | Hindustan Petroleum Corporation Limited Varanasi LPG Bottling Plant, Vill: Isarwar, Block; Raja Talab, Varanasi( U.P) | सूचना सं० 1272 / आठ-वि०भू०अ०अ० (सं०सं०) | 28/01/2022           | Yes   | Yes  | <a href="https://varanasi.nic.in/past-notice/announcements/page/2/">https://varanasi.nic.in/past-notice/announcements/page/2/</a> |

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

| S. No. | Name of Project for which R&R is ongoing | State | District | No. of Project Affected Families (PAFs) | % of PAFs covered by R&R | Amount paid to PAFs in the FY (In INR) |
|--------|--|-------|----------|---|--------------------------|--|
| NIL    |  |       |          |   |                          |  |

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

- a. HPCL has established a Public Grievance Redressal system wherein designated officers of the Corporation will be available every Friday between 4.00 PM to 5.00 PM at all major locations to hear & facilitate Redressal of Grievances of the Public, if any.

The public can contact the Public Grievance Redressal Officers at the Regional offices. Details to locate and contact / correspond with the Grievance Redressal Officer are provided on HPCL Corporate Website.

- b. Web based One India One Portal that aims at providing Citizens pan India with a Platform for redress of their Grievances. It is a single window application for various Ministries/Depts/Organization of the Govt of India to receive the grievances from various Channels and process them for their redressal within Stipulated Timelines. Weblink: <https://pgportal.gov.in/>

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

| Parameter  | FY 2022-23 (Current Financial Year) | FY 2021-22 (Previous Financial Year) |
|--|-------------------------------------|--------------------------------------|
| Directly sourced from MSMEs / small producers                        | 38.97%*                             | 37.29%*                              |
| Sourced directly from within the district and neighbouring districts | Not Available                       |                                      |

\* HPCL has achieved the stated percentage of procurement against a target of 25% of procurement of goods & services from MSEs excluding items, which are beyond the scope of MSEs which inter alia include Crude Oil, Petroleum Products, logistics cost through shipping, Railways & Pipelines, LNG/Natural Gas, API Line pipes, OEM spares & services, proprietary items and services, Technology Licenses and Licensor mandated items, Plant & Machinery.

**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):**

During the year, Social Impact Assessment was carried out for HPCL Varanasi LPG Bottling Plant, Vill: Isarwar, Block; Raja Talab, Varanasi (U.P), the details of which are reported in response to Q1 of Essential Indicators of Principle 8. Following are the details of actions taken to mitigate negative social impacts identified in the SIA:

| Details of negative social impact identified   | Corrective action taken   |
|--|---|
| Reduction in agricultural produce  | New employment opportunities will get created after commissioning of this LPG plant.  |
| Environment impact due to felling of trees   | New trees will be planted as directed by local authorities if any tree cutting is done.   |
| Lives of local people will get affected due to presence of migrants during construction period | 1. Police verification will be done for all the workers engaged for project work at site.<br>2. Complaint register is maintained at site for lodging complaints, if any, of local people pertaining to migrant workers. |
| Reduction in area of Grasslands/Agricultural lands/Playgrounds                                 | Sufficient plant area will be kept under green cover as per requirement of State Pollution Control Board.   |
| Increase in sound and air pollution  | Noise levels and emissions for all the plant equipment will be kept within the permissible limits as per various statutory requirements.  |
| No special impact  | NA  |

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

| S. No. | State          | Aspirational District | Amount spent (in INR Lakhs) |
|--------|----------------|-----------------------|-----------------------------|
| 1      | Andhra Pradesh | Visakhapatnam         | 781.91                      |
| 2      | Andhra Pradesh | Vizianagaram          | 11.04                       |
| 3      | Assam          | Darrang               | 10.02                       |
| 4      | Bihar          | Aurangabad            | 2.25                        |
| 5      | Bihar          | Begusarai             | 3.75                        |
| 6      | Bihar          | Gaya                  | 0.75                        |
| 7      | Bihar          | Katihar               | 3.00                        |
| 8      | Bihar          | Muzaffarpur           | 3.75                        |
| 9      | Bihar          | Nawada                | 1.50                        |
| 10     | Bihar          | Purnia                | 3.01                        |
| 11     | Bihar          | Sheikhpura            | 1.50                        |
| 12     | Bihar          | Sitamarhi             | 0.75                        |
| 13     | Chhattisgarh   | Bijapur               | 2.46                        |
| 14     | Gujarat        | Narmada               | 19.76                       |
| 15     | Haryana        | Mewat (Nuh)           | 33.10                       |
| 16     | Jharkhand      | Bokaro                | 33.35                       |
| 17     | Jharkhand      | Giridih               | 0.75                        |
| 18     | Jharkhand      | Hazaribagh            | 0.75                        |
| 19     | Jharkhand      | Palamu                | 0.75                        |
| 20     | Jharkhand      | Purbi Singhbhum       | 21.69                       |
| 21     | Jharkhand      | Ranchi                | 1.50                        |
| 22     | Jharkhand      | Sahibganj             | 1.50                        |
| 23     | Madhya pradesh | Rajgarh               | 1.79                        |
| 24     | Maharashtra    | Gadchiroli            | 38.39                       |
| 25     | Maharashtra    | Nandurbar             | 39.53                       |
| 26     | Odisha         | Kalahandi             | 0.75                        |
| 27     | Odisha         | Nawarangpur           | 6.50                        |



| S. No. | State         | Aspirational District | Amount spent (in INR Lakhs) |
|--------|---------------|-----------------------|-----------------------------|
| 28     | Rajasthan     | Dholpur               | 0.75                        |
| 29     | Rajasthan     | Jaisalmer             | 16.78                       |
| 30     | Rajasthan     | Karauli               | 3.98                        |
| 31     | Uttar Pradesh | Chandauli             | 8.48                        |
| 32     | Uttar Pradesh | Fatehpur              | 17.67                       |

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

Yes, As per Public Procurement Policy, 4% is earmarked for SC/ST MSE and 3% for WOMEN MSEs for procurement of Goods and services.

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

Procurement is done from SC/ST, Women and MSEs under marginalized/ vulnerable groups.

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

3.07%

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

| S. No. | Intellectual Property based on traditional knowledge                     | Owned/ Acquired (Yes/No) | Benefit shared (Yes/No) | Basis of calculating benefit share |
|--------|--|--------------------------|-------------------------|------------------------------------|
| 1      | HPCL has not filed any patent application covering traditional knowledge | Not applicable           | Not applicable          | 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 the case | Corrective Action Taken |
|-------------------|-------------------|-------------------------|
|                   | Not applicable    |                         |

6. Details of beneficiaries of CSR Projects:

| S. No. | CSR Project  | No. of persons benefitted from CSR Projects | % of beneficiaries from vulnerable and marginalized groups |
|--------|--|---|--|
| 1      | Promoting Education  | 3,74,908                                    | 100%*  |
| 2      | Promoting Health Care                                      | 3,39,261                                    |  |
| 3      | Swachh Bharat Abhiyan                                      | 1,49,971                                    |  |
| 4      | Rural Development  | 78,130                                      |  |
| 5      | Environment Sustainability                                 | 20,500                                      |  |
| 6      | Empowerment of Socially and Economically Backward groups   | 5,030                                       |  |
| 7      | Activities under various other Schedule VII areas          | 3,625                                       |  |
| 8      | Imparting Employment by Enhancing Vocation Skills          | 3,177                                       |  |
| 9      | Promotion of Nationally recognized and Para-Olympic Sports | 23  |  |

\* The above details are for CSR projects where beneficiaries are mapped. However, there are several community-based initiatives which have benefitted various sections of the society as a whole.

**PRINCIPLE 9:**

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

**Essential Indicators**

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

HPCL has provided a link to the Centralised Public Grievances Redress & Monitoring System (CPGRAMS), a web-enabled Grievance Redressal System of the Department of Administrative Reforms & Public Grievance (DARPG ) to enable Public to submit their Grievance on the Portal. It is a single window application for various Ministries/Depts/ Organization of the Govt of India to receive the grievances from various Channels and process them for their Redress with Stipulated Timelines.

Grievances submitted on the CPGRAMS portal is forwarded by Ministry of Petroleum & Natural Gas (MOP&NG) to the Nodal officer for Public Grievances in HPCL for redressal.

HPCL has a citizen charter whose main objective is to improve the quality of public services.

This is done by letting people know the mandate of the Corporation, how to reach Company's officials, what to expect in terms of services and how to seek a remedy in case of problem. The citizen's charter is hosted on the HPCL corporate website.

HPCL can receive grievances from multiple sources, which can be classified as: 1) End-Customer (B2C & commercial/ bulk/direct) 2) Govt. & Statutory bodies. These sources can choose to raise a grievance via multiple channels, the resolution process being different for each channel. These channels are: 1) HPCL website 2) Call Centre (3rd party) 3) Letter (post) to officer 4) Email to officer 5) Call to officer 6) Walk-in at office 7) Social media (handled by 3rd party E-Seva team) 8) CPGRAMS 9) National consumer helpline

A consumer, who wishes to register a complaint about any product or service can visit HPCL's corporate website and register the complaint on the online form of complaints and feedback by selecting the appropriate business segment. After submission, the status of the complaint can also be monitored by the consumer online. This is accessible at: <https://hindustanpetroleum.com/pages/Complaints-and-Feedback>

HPCL has also established a Public Grievance Redressal system, details of which are provide in the company website at <https://hindustanpetroleum.com/pages/Public-Grievance-Redressal>

**2. Turnover of products and / 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 | 100% Lube Containers and Polymer Bags (Polypropylene and Polyethylene) are labelled with recycling code.  |
| Safe and responsible usage                                  | 100% LPG Packages (Cylinders) include information on Safe and responsible usage of products. Material Safety Data sheets (MSDS) of products are published online and informed to all stakeholders from time to time for safe and responsible usage of products. |
| Recycling and/or safe disposal                              | 100% Lube Containers are labelled with recycling code.  |

Majority of HPCL products are sold in bulk except packed LPG, lubricants, specialty products and petrochemicals. Important information about the product are displayed on the invoices. Product specifications and MSDS are available on the Company's website.

Above data pertains to Lubricant packages, LPG cylinders and Polymer Products only.

## 3. Number of Customer complaints in respect of the following:

| Number of consumer complaints in respect of the following: | FY 2022-23<br>Current Financial Year |                                       | Remarks | FY 2021-22<br>Previous Financial Year |                                       | Remarks |
|--|--------------------------------------|---------------------------------------|---------|---------------------------------------|---------------------------------------|---------|
|  | Received during the year             | Pending Resolution at end of the year |         | Received during the year              | Pending Resolution at end of the year |         |
| Data privacy   | NIL                                  | NIL                                   |         | NIL                                   | NIL                                   |         |
| Advertising  | NIL                                  | NIL                                   |         | NIL                                   | NIL                                   |         |
| Cyber-security   | NIL                                  | NIL                                   |         | NIL                                   | NIL                                   |         |
| Delivery of essential services                             | 187,937                              | 247                                   |         | 210,730                               | 162                                   |         |
| Restrictive Trade Practices                                | NIL                                  | NIL                                   |         | NIL                                   | NIL                                   |         |
| Unfair Trade Practices                                     | NIL                                  | NIL                                   |         | NIL                                   | NIL                                   |         |
| Other  | NIL                                  | NIL                                   |         | NIL                                   | NIL                                   |         |
| <b>Total</b>   | <b>187,937</b>                       | <b>247</b>                            |         | <b>210,730</b>                        | <b>162</b>                            |         |

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

|                   | Number | Reason for recall |
|-------------------|--------|-------------------|
| Voluntary recalls | NIL    | NA                |
| Forced recalls    | NIL    | NA                |

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

Yes,

HPCL's privacy policy is available at the following link:  
<https://hindustanpetroleum.com/pages/WebPolicy>

## 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.

There were no complaints received w.r.t cyber security and data privacy during the reporting year.

## Leadership Indicators

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

Information of HPCL's products and services can be accessed through the following links:

- Corporate Website: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com);
- Facebook: [www.facebook.com/hpcl](https://www.facebook.com/hpcl);
- Twitter: [www.twitter.com/hpcl](https://www.twitter.com/hpcl);
- Instagram: [www.instagram.com/hpcl](https://www.instagram.com/hpcl);
- LinkedIn: <https://www.linkedin.com/company/hpcl>;

- YouTube: <https://www.youtube.com/c/Hindustanpetroleum74>

Apart from the above, information on products and services are also available at the HPCL customer touch points such as retails outlets, LPG distributorships, CNG stations, etc.

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

Consumers are educated about the safe and responsible usage of products and services through regular information on Website through banners and pages in addition to Posts and videos on social media platforms. Press releases are also shared in case of any important information which are circulated through major news dailies. Promotions including advertisements (TV, Print, Outdoor, Digital), Events & Exhibitions, LPG Panchayats under Pradhan Mantri Ujjwala Yojana, Mock Drills, Regular Safety awareness campaigns, technical awareness sessions at industrial consumer premises. At customer touch points, various safety messages are displayed through information boards.

Since LPG cylinders provide energy access to customers right upto their kitchens, HPCL undertakes following measures to educate its customers about its safe usage:

- Safety instructions card is given to customers at the time of release of connections
- At the time of installation of connections at the premises, it is ensured that the hotplate is kept at higher level than cylinder. Customer is also advised about the safe way to use LPG.



- Safety messages are promoted through social media highlighting safety norms in usage of LPG.
- SOP has been developed for mass awareness about safe usage of LPG. Field officers/ distributors conduct safety clinics in line with the same.
- During FY 23, 19,461 nos of LPG Panchayats conducted to promote consumption, safety and environmental aspects of LPG usage; which is Highest amongst industry.

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

Website and Social Media Platforms have a wide reach to communicate any important information in a timely manner to consumers. Press release can be used to communicate through major news dailies.

**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. 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)**

Yes.

Majority of HPCL products are sold in bulk except packed LPG, lubricants, specialty products and petrochemicals.

Important information about the product are displayed on the invoices. Product specifications and MSDS are available on the Company's website. At retail outlets, the details of the product are displayed in the dispensing unit and also in the Pylon with details of price.

For petchem products, Pictorial / Depictive Information pertaining to storage and handling such as 'Use No Hooks', 'Store Under Roof', and 'Keep Dry' are mentioned on the polymer product packaging.

Yes.

Consumer satisfaction surveys are carried out as a regular part of business Eg: Product Trials related feedback, telephonic feedback etc

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

**a. Number of instances of data breaches along-with impact**

NIL; There were no instances of data breach during the reporting year

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

0%