



हिन्दुस्तान पेट्रोलियम कॉर्पोरेशन लिमिटेड
(भारत सरकार उपक्रम) रजिस्टर्ड ऑफिस : 17, जमशेदजी टाटा रोड, चर्चगेट, मुंबई - 400 020

Hindustan Petroleum Corporation Limited

(A Govt. of India Enterprise) Regd. Office : 17, Jamshedji Tata Road, Churchgate, Mumbai - 400 020



Ref.: Co.Secy./VM/250/2024

July 27, 2024

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 2023-24

National Stock Exchange of India Limited
Exchange Plaza, 5th 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 2023-24 which also forms part of the Integrated Annual Report submitted to the Stock Exchanges vide letter Ref. Co.Secy./VM/249/2024 dated July 27, 2024.

The Integrated Annual Report, inter-alia, containing the BRSR is also hosted on the website of the Company at 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

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Principle 1

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



Principle 2

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



Principle 3

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



Principle 4

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



Principle 5

Businesses should respect and promote human rights



Principle 6

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



Principle 7

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



Principle 8

Businesses should promote inclusive growth and equitable development



Principle 9

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT



SECTION A: GENERAL DISCLOSURES

1. Details of the listed entity

1.	Details 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
7.	Telephone:	022-22863900
8.	Website:	www.hindustanpetroleum.com
9.	Financial year for which reporting is being done:	2023-24
10.	Name of the Stock Exchange(s) where shares are listed:	BSE Ltd, National Stock Exchange of India Limited
11.	Paid-up Capital:	₹ 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
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone Basis
14.	Name of Assurance Provider	Bureau Veritas India Private Limited
15.	Type of Assurance Obtained	Reasonable Assurance for BRSR – Core Indicators

2. Products/services

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

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

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed*
1	High Speed Diesel		47%
2	Motor Spirit	46610, 47300	27%
3	Lubes & Greases		1%
4	Aviation Turbine Fuel		2%
5	Liquefied Petroleum gas	35202, 46610, 47736	14%

* Based on FY 24 turnover

3. Operations

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

Location	Number of plants	Number of offices	Total
National	215*	176	391
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

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 States and 7 U/Ts
International (No. of Countries)	29

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

1.94%

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

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	5,768	5,065	88%	703	12%
2.	Other than Permanent (E)*	159	93	58%	66	42%
3.	Total employees (D + E)	5,927	5,158	87%	769	13%
WORKERS						
4.	Permanent (F)	2,386	2,242	94%	144	6%
5.	Other than Permanent (G)	38,301	37,321	97%	980	3%
6.	Total workers (F + G)	40,687	39,563	97%	1,124	3%

* 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)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	97	87	90%	10	10%
2.	Other than Permanent (E)*	0	0	0%	0	0%
3.	Total differently abled employees (D + E)	97	87	90%	10	10%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	40	38	95%	2	5%
5.	Other than Permanent (G)	0	0	0%	0	0%
6.	Total differently abled workers (F + G)	40	38	95%	2	5%

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

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	13	2	15%
Key Management Personnel	7*	0	0%

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

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	6.83%	8.04%	6.97%	5.72%	5.65%	5.71%	5.07%	2.91%	4.81%
Permanent Workers	14.54%	15.38%	14.59%	15.62%	11.30%	15.35%	13.14%	11.65%	13.05%

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)

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Oil & Natural Gas Corporation Limited	Holding Company	54.900	No
2	Aavantika Gas Ltd	Joint Venture	49.993	No
3	Bhagyanagar Gas Ltd	Joint Venture	48.728	No
4	Godavari Gas Pvt Ltd	Joint Venture	26.000	No
5	Hindustan Colas Pvt Ltd	Joint Venture	50.000	No
6	HPCL Rajasthan Refinery Ltd	Joint Venture	74.000	No
7	HPCL-Mittal Energy Ltd	Joint Venture	48.993	No
8	HPOIL Gas Pvt Ltd	Joint Venture	50.000	No
9	IHB Ltd	Joint Venture	25.000	No
10	Mumbai Aviation Fuel Farm Facility Pvt Ltd	Joint Venture	25.000	No
11	Petronet India Limited	Joint Venture (Under Voluntary Liquidation)	16.000	No
12	Petronet MHB Ltd	Joint Venture	50.000	No

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)
13	Ratnagiri Refinery and Petrochemicals Ltd	Joint Venture	25.000	No
14	South Asia LPG Company Pvt. Ltd.	Joint Venture	50.000	No
15	HPCL Biofuels Ltd	Subsidiary	100.000	Yes
16	HPCL LNG Ltd	Subsidiary	100.000	No
17	HPCL Middle East FZCO	Subsidiary	100.000	No
18	HPCL Renewable & Green Energy Ltd.	Subsidiary	100.000	Yes
19	Prize Petroleum Co Ltd	Subsidiary	100.000	No
20	GSPL India Gasnet Ltd	Associate Company	11.000	No
21	GSPL India Transco Ltd	Associate Company	11.000	No
22	Mangalore Refinery and Petrochemicals Ltd	Associate Company	16.955	No

Note: The classification of group companies under Subsidiaries/Joint Ventures/Associates is presented as per the provisions of 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

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

Yes

a. Turnover (in ₹)

4,59,815.32 Crore

b. Net worth (in ₹)

41,029.77 Crore

7. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 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/ Citizens/ Communities	Yes, Centralized Public Grievance Redress And Monitoring System https://pgportal.gov.in/	4,767	50	Complaints received on Centralised Public Grievance Redress Portal. Avg Disposed time: 10 days. Pending complaints less than 0-15 days	3,778	43	Complaints received on Centralised Public Grievance Redress Portal. Avg Disposed time: 11 days. Pending complaints less than 0-15 days

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 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
Investors (other than shareholders)	Yes. Mechanism in place to address requests/ complaints from shareholders through Registrar & Transfer Agent. (Shareholder Compliances are dealt with as required under the Statutes) rnt.helpdesk@linkintime.co.in	Details included in shareholders group below			Details included in shareholders group below		
Shareholders	Yes. rnt.helpdesk@linkintime.co.in	33	1	Complaints received from SEBI/ NSE/ BSE/ RTI/ Public Grievances. Mechanism in place to address requests/ complaints from shareholders through Registrar & Transfer Agent. (Shareholder Compliances are dealt with as required under the Statutes)	70	1	Complaints received from SEBI/ NSE/ BSE/ RTI/ Public Grievances. Mechanism in place to address requests/ complaints from shareholders through Registrar & Transfer Agent. (Shareholder Compliances are dealt with as required under the Statutes)
Employees and workers	Yes, HPCL's Internal Employee Portal https://hindustanpetroleum.com/pages/transparency-portal	2,843	0	1. Performance rating related complaints raised by employees 2. Complaints raised by employees with HPCL vigilance department	1,158	0	1. Performance rating related complaints raised by employees 2. Complaints raised by employees with HPCL vigilance department
Customers	Yes; Centralized Public Grievance Redress And Monitoring System; Transparency Portal on HPCL website https://www.hindustanpetroleum.com/pages/transparency-portal	2,13,451	1,142	Customer Complaints	1,87,937	247	Customer Complaints

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 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
Value Chain Partners	Yes. Transparency Portal on HPCL website Link: https://www.hindustanpetroleum.com/pages/transparency-portal	81	3	1. Integrity Pact related references received from Vendors 2. Tender related grievances 3. Vigilance related complaints from vendors / dealers and processed subsequently as per guidelines	40	3	1. Integrity Pact related references received from Vendors 2. Tender related grievances 3. Vigilance related complaints from vendors / dealers and processed subsequently as per guidelines
Others	Yes, Link: https://www.hindustanpetroleum.com/pages/transparency-portal	920	15	Complaints raised by LOI holders, prospective business partners and general public and processed subsequently as per guidelines	549	27	Complaints raised by LOI holders, prospective business partners and general public and processed subsequently as per guidelines

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

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

S. No.	Material issue identified (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"> Climate Change & GHG Emissions (E) Air Quality (E) 	Risk	<ul style="list-style-type: none"> Growing Regulatory/ Stakeholder emphasis on climate change concerns requiring integration of energy transition initiatives into business Improvements in energy efficiency directly impacts GHG emission reductions and climate change Important for environmental stewardship Air pollution is a major aspect for health concerns. Air quality impacts quality of health 	Approach to mitigate risk: <ul style="list-style-type: none"> Measurement, monitoring, feedback, corrective action Inclusion of climate-related risks in enterprise risk assessment Assessing physical climate risks and its impacts Increasing climate resilient component (biofuels, CBG, EV) in product offerings Increasing use of renewable energy in operations R&D initiatives on new and cleaner energy solutions Awareness creation, Capability building and Stakeholder communication 	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)
2	• Water & Waste Management (E)	Risk	<ul style="list-style-type: none"> • Water stress and shortages can lead to business disruptions • Waste management leads to circular economy 	<p>Approach to mitigate risk:</p> <ul style="list-style-type: none"> • Identification of vulnerable locations to water stress • Measurement, monitoring, feedback, corrective action • Promoting Reuse, Recycling and Recharging practices • Awareness creation, Capability building and Stakeholder communication 	Negative Implications
3	• R&D and Innovation (E)	Opportunity	<ul style="list-style-type: none"> • Key to support energy transition through innovation, research and cost optimisation • Revenue generation through technologies of mass adoption • Indigenisation resulting in self-reliance in business 	<p>Approach to capitalise opportunity:</p> <ul style="list-style-type: none"> • Developing innovative products, solutions and technologies to bring value to stakeholders • Developing knowledge base and conducting industry relevant research • Develop safe and green solutions to protect the environment • Growing organically in all verticals relevant to energy, chemicals, petrochemicals through internal capacities and collaboration • Fostering a culture of innovation and ideation 	Positive Implications
4	• Product Safety and Quality (E)	Risk	<ul style="list-style-type: none"> • Safe & Quality Products lead to increased efficiencies and lower consumption • Product safety enhances quality of life 	<p>Approach to mitigate risk:</p> <ul style="list-style-type: none"> • Focus on safe and quality products • Customer awareness on product Safety and Quality 	Negative Implications
5	• Supplier Assessment on Sustainability (E)	Opportunity	<ul style="list-style-type: none"> • Emerging regulations/ expectations on alignment of supply chain to societal and corporate environment and social objectives • Equal social development and collaboration on topics of climate change 	<p>Approach to capitalise opportunity:</p> <ul style="list-style-type: none"> • Awareness creation among suppliers on environmental impacts of supply chain and emerging trends • Identifying high value supplier partners for carrying out supplier environment assessment • Time-bound implementation of supplier criteria for environmental stewardship • Raising performance standards of identified suppliers on environment front thereby reducing supply chain footprint 	Positive Implications
6	• Biodiversity (E)	Risk	<ul style="list-style-type: none"> • Growing Regulatory/ Stakeholder concerns on environment, ecological balance (Flora and Fauna) 	<p>Approach to mitigate risk:</p> <ul style="list-style-type: none"> • Developing, maintaining and enhancing green belt coverages • Periodic review and monitoring of biodiversity footprints at locations • Preservation of local biodiversity flora, fauna to maintain ecological balance • Awareness creation amongst employees and stakeholders on importance and preservation of biodiversity 	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)
7	<ul style="list-style-type: none"> Health, Safety & Well-being (S) 	Risk	<ul style="list-style-type: none"> Important for human well-being, loss prevention, business reputation, creation of safety culture and generation of economic value 	<p>Approach to mitigate risk:</p> <ul style="list-style-type: none"> 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 Hazard Identification, risk assessment and mitigation Trainings and capacity enhancements - safety induction, trade specific, live fire trainings, stakeholder engagements, Incident investigation, Root cause analysis, sharing of learnings from incidents 	Negative Implications
8	<ul style="list-style-type: none"> Talent Management (S) 	Risk	<ul style="list-style-type: none"> Attract and Retain talent High level of job satisfaction leads to long-term business associations Competent manpower contribute to Sustainable development Work-life balance results in higher efficiencies, performance satisfaction, health, safety and well-being 	<p>Approach to mitigate risk:</p> <ul style="list-style-type: none"> 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 behavioural competencies Continual engagement, enablement and empowering of stakeholders through variety of interventions Maintaining excellent stakeholder relations Ensuring objectives of various labour enactments and labour law compliances 	Negative Implications
9	<ul style="list-style-type: none"> Customer Satisfaction (S) 	Opportunity	<ul style="list-style-type: none"> Key to consistency, customer retention, business and longevity of associations, Creates brand ambassadors 	<p>Approach to capitalise opportunity:</p> <ul style="list-style-type: none"> Delighting customers through differentiated services and delivering happiness through participative and consultative practices, surveys, feedbacks Usage of efficient and environment friendly products, solutions, services, technology, automation, digitalization Continual engagement, enablement and empowering of stakeholders 	Positive Implications
10	<ul style="list-style-type: none"> Human Rights (S) Diversity & Inclusion (S) 	Risk	<ul style="list-style-type: none"> Non-compliance to upholding human rights, working conditions may lead to reputational risks Equitable distribution and growth of society, Opportunities for livelihood and growth 	<p>Approach to mitigate risk:</p> <ul style="list-style-type: none"> Adoption of Human Rights Policy Inclusion of labour laws addressing elements of Human Rights requirements in procurement contracts Providing mandatory training on statutory compliance of human rights aspects, POSH to officers and educating stakeholders on the subject Field audits by HR function and statutory authorities on compliance 	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)
11	<ul style="list-style-type: none"> Business Ethics, Transparency and Regulatory Compliance (G) 	Risk	<ul style="list-style-type: none"> Important to protect against litigation and reputation risk Transparency positively impacts stakeholders 	<p>Approach to mitigate risk:</p> <ul style="list-style-type: none"> Formulation of applicable policies, Identification of vulnerable areas, auditing mechanisms and reporting to management Enterprise Risk Management System for close monitoring and mitigation of risks Ensuring adherence to national/ international/ customer standards & quality assurance Accurate, Balanced, Comprehensive, Comparable, Contextual and Timely Reporting 	Negative Implications
12	<ul style="list-style-type: none"> Economic Performance (G) 	Opportunity	<ul style="list-style-type: none"> Economic performance leads to creation of economic value for Society and stakeholders Economic value is essential for supporting and balancing Environmental and social requirements 	<p>Approach to capitalise opportunity:</p> <ul style="list-style-type: none"> Effective management of business through sound business practices and Governance frameworks Efficient fund management and deployment of capital Constantly reviewing the dynamic business environment and evolving business strategies to mitigate the risk and leverage opportunities 	Positive Implications
13	<ul style="list-style-type: none"> Safety & Security of critical Assets (G) 	Risk	<ul style="list-style-type: none"> Damage to assets may lead to unwarranted investments as replacement costs, thereby eroding economic value Asset vulnerability can lead to cases of breaches leading to disruption in regular operations and business continuity 	<p>Approach to mitigate risk:</p> <ul style="list-style-type: none"> Identification of the critical assets and their implications Periodic and preventive maintenance systems for critical assets Training and awareness building 	Negative Implications
14	<ul style="list-style-type: none"> Cyber Security & Data Privacy (G) 	Risk	<ul style="list-style-type: none"> Vulnerability due to automation and dependence on use of technology to avoid unforeseen business and process disruptions Breaches may lead to frauds, economic losses, identity thefts, shift of operational controls 	<p>Approach to mitigate risk:</p> <ul style="list-style-type: none"> Continuous review of existing systems and strengthening them with newer tools and solutions Creating regular training and awareness amongst users on these issues Fortifying the security of users and end-user devices, which represent the most vulnerable points Establishing new infrastructure and services dedicated to safeguarding end users and their devices beyond the confines of the corporate network, ensuring around-the-clock protection against both known and unknown threats in real-time Surprise drills, simulations and back-testing techniques to identify and plug vulnerabilities The Chief Information Security Officer (CISO) is entrusted with the responsibility of providing quarterly reports on the state of cyber security to the board, thus fostering transparency and accountability at the highest level of governance 	Negative Implications



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes, The Policies are approved by Board / Competent Authorities.								
c. Web Link of the Policies, if available	<p>Code of Conduct: https://hindustanpetroleum.com/pages/code-of-conduct</p> <p>Whistle Blower Policy: https://hindustanpetroleum.com/images/Whistle_Blower_policy.pdf</p> <p>HSE Policy: (Health) https://hindustanpetroleum.com/health-at-hpcl (Safety) https://hindustanpetroleum.com/safety-at-hpcl (Environment) https://hindustanpetroleum.com/environment-at-hpcl</p> <p>Sustainable development Policy: https://hindustanpetroleum.com/pages/sustainability</p> <p>UNGC: https://hindustanpetroleum.com/pages/un-global-compact</p> <p>Human Rights Policy https://hindustanpetroleum.com/pages/Human-Rights-Policy</p> <p>Human Resource Policies: 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)</p> All HR Policies are in Company Intranet <p>Climate Change Policy: https://hindustanpetroleum.com/documents/pdf/HPCL_Climate_Change_Policy.pdf</p> <p>CSR Policy: https://hindustanpetroleum.com/images/pdf/HPCL_CSR_Policy_wef%2020052021.pdf</p> <p>Citizen's / Clients Charter: https://hindustanpetroleum.com/documents/pdf/HPCL_Citizens_Charter.pdf</p>								
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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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								
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 detailed 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 contributing 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.								
Governance, Leadership And Oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>HPCL is releasing its maiden Integrated Annual Report based on Integrated Reporting format by the IFRS foundation. The Integrated Annual Report explains HPCL's journey of value creation for its stakeholders in the form of 6 capitals i.e. Financial, Manufactured, Intellectual, Natural, Human, Social & Relationship Capitals.</p> <p>Please refer the Chairman's Message in the Integrated Annual Report which includes HPCL's ESG journey, targets and achievements.</p>								
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 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, among 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. 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.								

	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).	No	No	No	No	No	No	No	No	No
If yes, provide name of the agency.	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 C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1:



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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics /principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors ¹	1	Corporate Programs on Business Responsibility and Familiarisation Programs	100%
Key Managerial Personnel ¹	1	Corporate Programs on Business Responsibility	100%
Employees other than BoD and KMPs ²	1,970	Behavioural, Business, Functional, Leadership, Onboarding, Safety, Technical, Wellbeing aspects	100%
Workers ³	533	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.
- 2- Includes 1,186 training sessions conducted centrally through HPCL's Capability Building Department for Management Employees and 784 trainings conducted locally at refineries and marketing locations for management employees (At Location level, Management employees were provided 15,726 mandays of trainings. For number of training sessions, it is assumed that each training session had a batch of 20 participants and was of one manday each)
- 3- Includes 139 training sessions conducted centrally through HPCL's Capability Building Department for Non- Management Employees and 394 trainings conducted locally at refineries and marketing locations for non-management employees (At Location level, Non- Management employees were provided 7,925 mandays of trainings. For number of training sessions, it is assumed that each training session had a batch of 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	Principle 1	NSE / BSE	29,14,600* Refer Note	1. Non-adherence to the requirements outlined in SEBI (LODR) of required number of Independent Directors 2. Delay in Intimation to Stock Exchanges about the Record Date for NCD interest payment.	1) Yes 2) Yes
Settlement					
Compounding fee					

Not Applicable

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	

*Note: Data for 2023-24 has been provided as on March 31, 2024.

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
As mentioned in question 2 above	BSE Ltd.(BSE) National Stock Exchange of India Ltd (NSE)

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:

- a) All Whole-Time Directors
- b) All Non-Whole Time Directors including Independent Directors and
- c) 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 Vigilance mechanism in HPCL is based on the directives issued by the Central Vigilance Commission (CVC), Department of Personnel & Training (DoPT) and Ministry of Petroleum & Natural Gas (MoP&NG) from time to time.

The Vigilance Department is headed by the Chief Vigilance Officer (CVO) who administers supervision and control of all the Vigilance matters in the Corporation. Vigilance Department carries out focused preventive vigilance activities which help in ensuring transparent business decisions by respective Departments.

The Vigilance Department deals mainly with matters related to corruption and matters having 'Vigilance angle' as per Vigilance Manual (Updated 2021). The complaints are handled as per the complaint handling policy stipulated in the Vigilance Manual (Updated 2021) of the Central Vigilance Commission.

Vigilance Awareness Week was observed under the central theme for the year "Say no to corruption; commit to the Nation". Various outreach activities viz., focused group presentations, Quizzes, Drawing/ Painting Competitions, Skits/ street plays, Workshops, Technical talks, Grievance redressal camps/ Awareness Gram Sabhas, Rallies/Walkathons, School/ College Programs etc. were undertaken during the week to spread awareness among citizens/stakeholders and employees.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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

During 2023-24, there were no such instances reported against any Member of the Board from Regulator (SEBI / MCA).

HPCL's Vigilance department, during investigations, identifies avenues where systemic controls can be implemented to enhance transparency and accountability in business process and suggests improvements to Management. In the FY24, Vigilance Department has suggested 22 nos. of systemic improvements to Management.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payable	24.22	19.01

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along with loans and advances & investments, with related parties, in the following format

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses* and % of total purchases	7%	4%
	b. Number of trading houses where purchases are made from	20	15
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	82.5%	72.0%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	87.1%	85.6%
	b. Number of dealers / distributors to whom sales are made	28,870	27,926
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0.62%	0.60%

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	27.3%	28.9%
	b. Sales (Sales to related parties / Total Sales)	0.5%	0.4%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	30.4%	0.0%
	d. Investments (Investments in related parties / Total Investments made)	77.0%	73.4%

*Trading houses have been considered as entities other than National Oil Companies (NOCs), trading arms of NOCs and integrated oil companies.

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
23,206	SOP, Safety for LPG Deliverymen / Showroom Staff (Principles 1, 2, 3, 4, 6, 9)	100%
4,036	SOP, Safety for Retail Outlet Fore Court Salesmen (Principles 1, 2, 3, 4, 6, 9)	51%
3,668	SOP, Safety, Fuel Efficient Driving for Transport Crew (Principles 1, 2, 3, 6, 9)	100%
3,285	Refresher Programme for Dealers / Business Trainings for Distributors	~55%
2,076	SOP, Safety, Statutory Compliances for Contractors/ Suppliers	~90%
141	Vigilance Awareness for Value Chain Partners (Principles 1, 2, 3, 4)	~90%
87	Procurement Related Awareness Session for Contractors, Material Suppliers, Transporters (Principles 1, 2, 3, 4, 5, 6)	18.2%

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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	100% ₹ 352.50 Crore	100% ₹ 319.22 Crore	Expenditure towards new product formulations, improving product efficiency, research on biofuels lowering emissions, longer life, improving processes etc.
Capex	100% ₹ 10,829.94 Crore	100% ₹ 10,853.71 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?**
41.24%

Note: 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 a) Crude Oil and Petroleum Products including logistics cost through shipping, Railways & Pipelines. b) LNG/Natural Gas. c) API Line pipes. d) OEM spares, OEM services, Proprietary items

and services. e) Technology Licenses and Licensor mandated items. f) Plant and Machinery (single item value equal to or more than Rs 50 Cr.)

Other initiatives for Sustainable Sourcing at HPCL:

- a. HPCL considers social, ethical and environmental factors in selection of suppliers as per government purchase policies / other statutory requirements / industry best practices .Eg. Consideration to age of truck in transportation tenders, reservation for members from Scheduled Castes and Scheduled Tribes, MSE women entrepreneurs etc. Make In India Purchase preference is extended for local sourcing.
- b. Integrity pact is signed with bidders where tender value is higher than 1 Crore there by ensuring ethical sourcing.

- c. For crude procurement, HPCL enters into term contract with National Oil Companies of crude oil producing nations / Multi National Oil Companies, to ensure sustainable sourcing of crude oil for its refineries. HPCL also imports crude oil from spot market by floating limited enquiries to Seller dealing in oil trades, globally.
 - d. To ensure that shipping logistics are responsibly carried out, the engaged vessels require to meet global emission standards set by the International Maritime Organisation, whereby they use VLSFO for fuel or use scrubbers in the event of high sulphur fuels. Vessels necessarily have to undertake Protection and Indemnity for USD 1 Billion and are bound by International Conventions such as Civil Liability Convention and IMO, MARPOL, SOLAS guidelines. Vessels calling on ports adhere to the requirements of each port authority for enabling grant of free pratique (to ensure health of crew) prior to berthing.
- 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 2023-24 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 Question 4 and 5 of Principle 2.
2. E-Waste: HPCL does not sell products which may lead to generation of e-waste.
3. Hazardous Waste: For addressing the topic of used fluids (hydraulic fluids / lubricating oils), HPCL is undertaking a number of steps which include inter alia:
 - a. Launch of Hydraulic Oil ENKLO GREEN 68.
 - b. Collaboration with Central Pollution Control Board for EPR Portal and other technicalities to address losses in system and multiple GST numbers keeping in view PAN India operations.
 - c. Jointly floating EOI(Expression of Interest) by OMCs for onboarding recyclers in the system. Many recyclers have expressed interest but the process of evaluation is still underway and are awaiting CPCB clarifications on modalities of purchase of EPR Certificate if OMCs purchase RRBO through EOI.
 - d. Participation with other OMCs in SIAM Round Table Conference at Mumbai, in which CPCB, MPCB and SIAM alongwith OEMs discussed the ways to implement the EPR.

- e. Development of following products on re-refined oils of good quality RRBO Meeting IS Standards :
 - Passenger Car engine oils Meeting API SN
 - Diesel Engine Oil meeting API CI4+
 - Market general Hydraulic Oils
 - Market General Industrial Gear Oils
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 by selling to recyclers for recycling through MSTC.

- 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.

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 2023-24, No LCA study was conducted.

NIC Code: Not Applicable

Name of Product /Service: Not Applicable

% of total Turnover contributed: Not Applicable

Boundary for which the Life Cycle Perspective / Assessment was conducted: Not Applicable

Whether conducted by independent external agency (Yes/No): Not Applicable

Results communicated in public domain (Yes/No) If yes, provide the web-link.: Not Applicable

- 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: Not Applicable

Description of the risk / concern: Not Applicable

Action Taken: Not Applicable

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Lubricant (Used Oil)	NIL*	2.97 MT

A majority share (above 90% in FY24 and FY23) 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.

*Note: Modalities for incorporating the EPR requirements are under discussion with regulatory authorities.

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 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NIL	9,704	113	NIL	4,406.1	NIL
E-waste	NIL	NIL	NIL	NIL	NIL	NIL
Hazardous Waste (Used Oil)	NIL	NIL	NIL	NIL	2.97	NIL
Other waste	NIL	NIL	NIL	NIL	NIL	NIL

Data pertains to Lubricant related products and plastic recollection on account of lubricant package sales.

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)	100%
Packaging (Multilayer Plastic)	100%

Data pertains to plastic recollection on account of lubricant package sales.

PRINCIPLE 3:



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

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	5,065	5,065	100%	5,065	100%	NA	NA	5,065	100%	NA	NA
Female	703	703	100%	703	100%	703	100%	NA	NA	116 [#]	100%
Total	5,768	5,768	100%	5,768	100%	703	100%	5,065	100%	116[#]	100%
Other than Permanent Employees*											
Male	93	93	100%	93	100%	NA	NA	NA	NA	NA	NA
Female	66	66	100%	66	100%	NA	NA	NA	NA	NA	NA
Total	159	159	100%	159	100%	NA	NA	NA	NA	NA	NA

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

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	2,242	2,242	100%	2,242	100%	NA	NA	2,242	100%	NA	NA
Female	144	144	100%	144	100%	144	100%	NA	NA	16 [#]	100%
Total	2,386	2,386	100%	2,386	100%	144	100%	2,242	100%	16[#]	100%
Other than Permanent Workers											
Male	37,321					NA	NA	NA	NA	NA	NA
Female	980	Pl. refer note 1		Pl. refer note 2		NA	NA	NA	NA	NA	NA
Total	38,301					NA	NA	NA	NA	NA	NA

Note 1: Covered under ESIC subject to applicability under ESI Act.

Note 2: Covered under ESIC/EC as applicable subject to applicability under ESI Act / EC Act. Further, in event of demise / 100% disability of contract worker, 100 times of last drawn salary is paid as compensation to the next kin subject to minimum of ₹ 5 lacs & maximum of ₹ 25 lacs

Data pertains to HPCL Mumbai and Visakh Refineries.

Further, 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 ₹ 1 lacs while GPA Policy covers ₹ 2 lacs for worker only. The approximate workers covered under the policy are 1,69,610.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.03%*	0.03%

*(Health Insurance and Accident Insurance for permanent employees)

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

	FY 2023-24 Current Financial Year			FY 2022-23 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.

The above details are for permanent employees (management) and workers (non-management) only.

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, HPCL has a management approved Equal Opportunity policy which 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.

	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	100%	100%	--	--
Female	100%	93%	--	--
Total	100%	96%	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; ICS E-care, Online Grievance Redressal Platform
Other than Permanent Workers	Yes; Public Grievance Redressal Process; Regular interactions
Permanent Employees	Yes; Management Employee Relations Committee, ICS E-care, Online Grievance Redressal Platform
Other than Permanent Employees	Yes; Public Grievance Redressal Process; Regular interactions, Emails (direct / through supervisors)

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 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	5,768	0	0%	5,818	0	0%
Male	5,065	0	0%	5,103	0	0%
Female	703	0	0%	715	0	0%
Total Permanent Workers	2,386	2,053	86%	2,686	2,254	84%
Male	2,242	1,916	85%	2,518	2,098	83%
Female	144	137	95%	168	156	93%

8. Details of training given to employees and workers:

Category	FY 2023-24 Current Financial Year					FY 2022-23 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	5,065	2,191	43.25%	4,643	91.67%	5,103	2,758	54.05%	4,899	96%
Female	703	294	41.82%	649	92.31%	715	386	53.99%	690	96.5%
Total*	5,768	2,485	43.08%	5,292	91.74%	5,818	5,818	54.04%	5,589	96.06%
Workers (Non-Management)										
Male	2,242	100	4.46%	253	11.28%	2,518	318	12.63%	527	20.93%
Female	144	1	0.69%	25	17.36%	168	4	2.38%	18	10.71%
Total*	2,386	101	4.23%	278	11.65%	2,686	322	11.99%	545	20.29%

* 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 the workforce at refineries and marketing locations. During FY24, 2,19,910 man-days of trainings were provided as follows: Permanent Employees (Management): 15,726 mandays, Permanent Workers (Non-management): 7,925 mandays, Other than permanent workers (contractual workforce): 1,31,700 mandays and transport workforce: 64,559 mandays.

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees (Permanent)						
Male	5,065	5,065	100%	5,103	5,103	100%
Female	703	703	100%	715	715	100%
Total	5,768	5,768	100%	5,818	5,818	100%
Workers (Permanent)						
Male	2,242	2,242	100%	2,518	2,518	100%
Female	144	144	100%	168	168	100%
Total	2,386	2,386	100%	2,686	2,686	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 are 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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees (Mgmt + Non Mgmt)	0.000	0.1829*
	Workers (Contractual)	0.083	0.0877
Total recordable work-related injuries	Employees (Mgmt + Non Mgmt)	1	2
	Workers (Contractual)	7	11
No. of fatalities	Employees (Mgmt + Non Mgmt)	0	0
	Workers (Contractual)	4	4
High consequence work-related injury or ill-health (excluding fatalities)	Employees (Mgmt + Non Mgmt)	0	0
	Workers (Contractual)	1	1

*Data for 2022-23 has been restated due to recalculation.

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 installations.

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, ISO 45001.
- **Inherent Safety by 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 topics. Job specific safety training is imparted as per OISD Standards No. 154. 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 Operating 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 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 through 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 check-ups 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 as per applicable statutory provisions.
 - Health Check-up camps are conducted at marketing locations for TT Crew/ contract workmen as per applicable statutory provisions
- 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 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	--	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 and PNGRB.

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:

	Total no. of affected employees/ workers		No. of employees/ workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Employees	0	0	0	0
Workers	5	5*	0	0

* Refer table in question 11

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)*

*Please refer response to Question 6 below for details of efforts undertaken to ensure health and safety in value chain.

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/ Dealers / Distributors	Safety in Operations	<ul style="list-style-type: none"> A flagship programme called Total Retail Safety is conducted to train the field officers on aspects of Retail Safety. Specialised training programs are conducted for Dealers / Customer Service Assistants (CSAs) and COMCO / Sales officers. Management Development Programs (MDP) are conducted, covering Dealers on SOP Training and Fore court Sales Managers. Through structured "Gurukul" training program CSAs are trained. Training and awareness on Incident handling and Root cause analysis is imparted. Regular Safety Audits/ inspections are carried out by field officers as per Oil Industry Safety Directorate (OISD) standard no. 225 Check list. Corrective actions on violations as per Marketing Discipline Guidelines are taken.

Value Chain Partner	Health & Safety Concerns	Major efforts undertaken
Transporters/ TT Crew	Safety in Road Transportation	<ul style="list-style-type: none"> To promote secure and safe driving habits, safety guidelines, trainings and awareness initiatives, such as defensive driving and spiritual training are carried out on a regular basis for our transporters and their crew. 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. 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. Vehicle tracking system (VTS) has been implemented for monitoring of truck movements and corrective actions on violations as per Transport Discipline Guidelines are taken.
LPG Delivery chain / Customers	Safe delivery and usage of LPG cylinders	<ul style="list-style-type: none"> Distributors are regularly advised and guided on product safety management through campaigns, meetings, training programs. LPG distributors undergo periodic safety inspections and evaluations Specific SOPs for delivery men on product safety and handling are in place. 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. Corrective actions on violations as per Marketing Discipline Guidelines are taken.
Shipping logistics vendors	Safe delivery of sea cargo and health of crew	<ul style="list-style-type: none"> To ensure that shipping logistics are responsibly carried out, the vessels engaged are required to meet global emission standards set by the International Maritime Organisation, whereby they use VLSFO for fuel or use scrubbers in the event of high sulphur fuels. Vessels necessarily have to undertake Protection and Indemnity for USD 1 Billion and are bound by International Conventions such as Civil Liability Convention and IMO, MARPOL, SOLAS guidelines. Vessels calling on ports adhere to the requirements of each port authority for enabling grant of free pratique (to ensure health of crew) prior to berthing

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"> Product quality and service standards Awareness on safety and environment aspects Resolving complaints
Investors and Shareholders	No	Email, Newspaper, Website, Surveys Other - Annual report, AGM, Analyst meet Other – Sustainability report, Response to ESG ratings	Annually, Others – periodic press releases	<ul style="list-style-type: none"> Financial performance Good corporate ethics and compliance ESG performance
Regulators	No	Email, Face to Face meetings	Others – Regular interactions	<ul style="list-style-type: none"> Compliance Disaster management Focus on health and safety
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, Surveys	Annually, Half yearly, Quarterly, Others – Regular interactions	<ul style="list-style-type: none"> Aspirations for career progression and higher education Grievance redressal Ecosystem based and need based trainings Work-life balance Rewards and recognition

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, Surveys	Others – Regular interactions	<ul style="list-style-type: none"> Product quality and delivery Safety Competition from peers
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, Surveys	Others – Regular interactions	<ul style="list-style-type: none"> Upgradation of outlet and dispensing units Improvement in vendor services
Delivery men	No	Other – regular training sessions, interactions	Others – Regular interactions	<ul style="list-style-type: none"> Customer retention Training needs Health and Safety
Suppliers and Vendors	No	Email, Other – Supplier portal, face to face interactions, Surveys	Others – Regular and as per business requirements	<ul style="list-style-type: none"> Health and Safety Higher running and maintenance costs Complaint redressal mechanism Improved RTKM transportation rates Increased transparency On-time payments Payment process Health and Safety Complaint redressal mechanism Increased transparency On-time payments Payment process Preferred vendor status
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"> Health and Safety Complaint redressal mechanism Increased transparency On-time payments Payment process Preferred vendor status
Contract Workers	No	Other – training sessions, regular interactions	Others – Regular and as per business requirements	<ul style="list-style-type: none"> Health and Safety Regular payment Training needs
Local Communities	Yes	Multiple modes, Surveys	On Regular basis	<ul style="list-style-type: none"> Empowerment, upliftment and overall development of communities Provision of sanitation, educational and health infrastructure in rural areas Collaboration during special cleanliness awareness campaigns etc.

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 the directives of the Government, HPCL has migrated its 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 augmenting the biofuel (ethanol, biodiesel and CBG) supply chain which is a major step in reducing GHG emission and combatting climate change. Many of these changes are driven by government policies who is a major stakeholder of HPCL.

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 and climate change have been identified as a material topic year on year by HPCL's internal and external stakeholders which include own

employees, administrative ministry, investment community through proxy advisors. Hence, focus on GHG is included in the company's sustainable development policy. HPCL officers regularly consult with the administrative ministry (MoP&NG), obtain guidance and appraise them of HPCL's progress on its Net Zero Strategy. Having identified GHG emissions and climate change through stakeholder consultation, HPCL also transparently discloses its initiatives and performance on the topic in public domain through its disclosures.

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 department and project implementation partners. Issues identified during these interactions are prioritised and put up for review of 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 in the CSR Section of the Annual report.

Some of these are: Sustainable livelihood program for women; Providing facilities in schools and villages; Supporting Educational needs of underprivileged students; Healthcare services in Aspirational districts; Hygiene and Cleanliness through Swachhata Pakhwada, Academic, material and social support to girl children from backward and tribal areas; Project Kashmir Super-50 (Medical), Distribution of solar lights, support to promising athletes from underprivileged backgrounds, conservation and restoration of marine ecosystems.

Various steps taken by Govt. through different policies related to public procurement for 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 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 for development of SC/ST Entrepreneurs including handholding them through procurement process. A certain percentage is earmarked for procurement from SC/ST and women entrepreneurs from the overall procurement of Goods and Services.

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 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	5,768	5,768	100%	5,818	5,818	100%
Other than permanent	159	159	100%	147	147	100%
Total Employees	5,927	5,927	100%	5,962	5,962	100%
Workers						
Permanent	2,386	2,386	100%	2,686	2,686	100%
Other than permanent	38,301	38,301	100%	38,848	38,848	100%
Total Workers	40,687	40,687	100%	41,534	41,534	100%

Note: All employees/ workers/ contractual workforce are covered in training / awareness sessions on various aspects of human rights. These cover inter alia: Major labour legislations viz. Nil employment of child labour, No forced labour, payment of wages, PF ESI, Gratuity, Bonus etc., Prevention of sexual harassment (PoSH), safety measures, awareness regarding government schemes like PMJDY, PMSBY, PMJJY, etc and focusing on financial literacy and investment.

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

	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	5,768	0	0%	5,768	100%	5,818	0	0%	5,818	100%
Male	5,065	0	0%	5,065	100%	5,103	0	0%	5,103	100%
Female	703	0	0%	703	100%	715	0	0%	715	100%
Other than permanent	159	0	0%	159	100%	147	0	0%	147	100%
Male	93	0	0%	93	100%	79	0	0%	79	100%
Female	66	0	0%	66	100%	68	0	0%	68	100%
Workers										
Permanent	2,386	0	0%	2,386	100%	2,686	0	0%	2,686	100%
Male	2,242	0	0%	2,242	100%	2,518	0	0%	2,518	100%
Female	144	0	0%	144	100%	168	0	0%	168	100%
Other than permanent	38,301	0	0%	38,301	100%	38,419	0	0%	38,419	100%
Male	37,321	0	0%	37,321	100%	37,574	0	0%	37,574	100%
Female	980	0	0%	980	100%	845	0	0%	845	100%

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

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)	5*	66,71,235	--	--
Key Managerial Personnel	1	66,55,108	--	--
Employees other than BoD and KMP	5,065	24,91,577	701	20,90,168
Workers	2,238	22,77,859	144	33,36,936

* This figure pertains to Whole Time Directors. 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.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	9.3%	9.1%

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.

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

HPCL has formulated a Human Rights policy which among others also includes provision for redressal of human rights grievances.

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 employee. The aggrieved employee, if not satisfied with the decision of committee may appeal within 10 days. Other stakeholders can communicate grievances through HPCL website.

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 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	1	--	3	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. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	3
Complaints on POSH as a % of female employees / workers	0.2%	0.3%
Complaints on POSH upheld	0*	0

*As on March 31, 2024

8. 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.

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

Yes

10. Assessments for the year:

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

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
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.

11. 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 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.

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; Anubruti 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 FY24.

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:

	% of value chain partners (by value of business done with such partners) that were assessed
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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PRINCIPLE 6:

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

The following calculations have been used in this section:

- PPP Adjusted Revenue in ₹ = (Revenue in ₹/ PPP Conversion Factor) * Exchange rate (US\$ to ₹)
- PPP Conversion Factor is taken as 20.22 (for 2023-24) and 20.67 (for 2022-23) as per the latest available value upto finalization of this report and is sourced from <https://data.worldbank.org/indicator/PA.NUS.PPP?end=2023&locations=IN&skipRedirection=true&start=1990&view=chart>
- Foreign exchange rate considered as follows: (1 US\$ = 83.41 ₹ as of March 31, 2024; and 1 US\$ = 82.175 ₹ as of March 31, 2023).

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	1,14,446	1,05,616
Total fuel consumption (B)	2,025	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	1,16,471	1,05,616
From non-renewable sources		
Total electricity consumption (D)	53,26,354	39,37,084
Total fuel consumption (E)	5,79,32,301	5,16,39,096
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	6,32,58,655	5,55,76,179
Total energy consumed (A+B+C+D+E+F)	6,33,75,126	5,56,81,796
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) GJ/₹ Crore	137.83	119.83
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) GJ/₹ Crore	33.35	30.08
Energy intensity in terms of physical output GJ/MT Sales	1.35	1.28
Energy intensity – GJ/MT of Refinery Thruput**	2.84	2.92
Percentage of energy consumed from renewable sources	0.184%	0.190%

** Energy consumption at HPCL Refineries constitutes ~ 95% of total energy consumption in HPCL Refining and Marketing operations

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

Yes, Bureau Veritas India Private Limited

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 132,136 SRFT (Standard Refinery Fuel Tonnage) in 2023-24 (including sustenance of previous schemes). This reflects our commitment to reducing energy consumption and promoting sustainable practices. Monitoring & Verification (M&V) Audit under PAT Cycle-VI for the Assessment Year 2022-23 was successfully completed in July 2023. 38,665 Energy Saving Certificates (ESCerts) will be issued to Mumbai Refinery.

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.



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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	1,24,634	78,736
(ii) Groundwater	6,10,193	6,23,706
(iii) Third party water	1,23,95,854	1,10,68,118*
(iv) Seawater / desalinated water	7,84,16,430	12,69,83,244
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	9,15,47,112	13,87,53,804*
Total volume of water consumption (in kilolitres)	1,72,87,404	1,18,39,744*
Water intensity per rupee of turnover (Total water consumption/ Revenue from operations) (KL / ₹ Crore)	37.6	25.5
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL/ ₹ Crore)	9.1	6.4
Water intensity in terms of physical output (KL / MT Sales)	0.37	0.27
Water intensity (Water consumed / Refinery Thruput)* KL/MT Refinery Thruput	0.77	0.62

*Water consumption at HPCL Refineries constitutes ~ 95% of total water consumption in HPCL Refining and Marketing operations

*Data for 2022-23 has been restated due to recalculation

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

Yes, Bureau Veritas India Private Limited

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	7,42,16,285	12,68,47,780
- No treatment	0	0
- With treatment – please specify level of treatment	7,42,16,285	12,68,47,780
(iv) Sent to third-parties	703	4,038
- No treatment	0	0
- With treatment – please specify level of treatment	703	4,038
(v) Others	42,720	62,242*
- No treatment	0	0
- With treatment – please specify level of treatment	42,720	62,242
Total water discharged	7,42,59,708	12,69,14,060*

*Data for 2022-23 has been restated due to recalculation

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

Yes, Bureau Veritas India Private Limited

5. 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. Visakh Refinery has installed an Integrated Effluent treatment Plant. At Mumbai Refinery, ~ 75% of effluent water is recycled back to process from effluent treatment plant after primary, Secondary and Tertiary Treatment. Mumbai Refinery has recently tied up with Brihanmumbai Municipal Corporation for sourcing sewage water and processing for reuse which helps in reducing water foot print.

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

Parameter	UoM	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	MT	2,006	1,730
SOx	MT	4,146	4,960
Particulate matter (PM)	MT	347	366
Persistent organic pollutants (POP)	MT	--	--
Volatile organic compounds (VOC)	MT	24	24
Hazardous air pollutants (HAP)	MT	--	--
Others- Please specify	MT	--	--

*Data pertains to HPCL Mumbai and Visakh Refineries

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

No

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

Parameter	UoM	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions	Metric tonnes of CO ₂ equivalent	47,17,522	43,04,201
CO ₂	Metric tonnes of CO ₂ equivalent	46,59,121	42,66,795
CH ₄	Metric tonnes of CO ₂ equivalent	40,803	31,489
N ₂ O	Metric tonnes of CO ₂ equivalent	6,264	5,917
SF ₆	Metric tonnes of CO ₂ equivalent	11,333	--
Total Scope 2 emissions #	Metric tonnes of CO ₂ equivalent	10,59,353	7,76,480
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e / ₹ Crore	12.56	10.94
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)*	tCO ₂ e / ₹ Crore	3.05	2.75
Total Scope 1 and Scope 2 emission intensity in terms of physical output – Total Sales	tCO ₂ e / MT Sales	0.12	0.12
Total Scope 1 and Scope 2 emission intensity in terms of physical output (Emissions / Refinery thruput)*	tCO ₂ e / MT of Refinery Thruput	0.259	0.266

* 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)

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

Yes, Bureau Veritas India Private Limited

8. 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 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"> Ethanol Blending: HPCL achieved ethanol blending percentage of 12% in 2023-24 against a historical of 10.59%. Transportation of ethanol by rake. Construction of Second-Generation bio refinery at Bathinda, Punjab, with a production capacity of 100 kiloliters per day of ethanol from biomass. Stabilisation of operations and commencement of sales from HPCL's first Compressed Biogas Plant (CBG) of 100 TPD Biomass processing capacity at Badaun, UP. Commissioning of CBG Plant under CSR scheme of 100 TPD cow dung processing capacity at Pathmeda, Rajasthan. Commissioning of 9 CBG Plants cumulatively. Commencement of E20 sales at 4,355 retail outlets. Use of 100% Biodiesel in DG sets at 35 locations of Supplies, Operations and Distribution (SOD) Signed MoU for retrofitting old vehicles e-flex fuel kits for compatibility with up to 85% ethanol blended petrol
Natural Gas	<ul style="list-style-type: none"> HPCL along with its JVs have authorization for setting up of CGD network in 25 Geographical Areas (GA's) spread across 14 states. Completion of last mile connectivity for 75,772 PNG connections Commissioning of HPCL's first LNG dispensing outlet at Oran COMCO, Gujarat. Addition of CNG facilities in 303 outlets taking the total number of HPCL outlets with CNG facilities to 1,690 as of Mar'24.
Electric Vehicle Infrastructure	<ul style="list-style-type: none"> With 1,773 new EV charging stations commissioned during 2023-24, HPCL now has EV Charging facilities at nearly 16% of its retail network (Total 3,603 outlets with EV Charging facilities as of Mar'24).
Renewable Energy	<ul style="list-style-type: none"> Installed capacity of 100.9 MW of wind power and 107.3 MWp of Solar Power. During 2023-24, wind farms generated 18.45 Crore kWh electricity. Solarisation of 17,618 retail outlets. Incorporated a wholly owned subsidiary, HPCL Renewable & Green Energy (HPRGE) Limited for consolidation of all green and emerging business opportunities under one umbrella. Commenced construction of HPCL's first mega scale utility solar project of 100 MW at Galiveedu, Andhra Pradesh Mechanical completion of 6 MW solar project at Panipat, Haryana. Mechanical completion of 5 MW solar project at Jhansi Provision of 600 solar street lights under CSR for providing benefit to public in an environment friendly manner
Green Hydrogen	<ul style="list-style-type: none"> Replacing hydrogen requirements with green hydrogen at refineries Setting up of a pilot project for 370 TPA green hydrogen plant at Visakh refinery is in an advanced stage of completion.

Sustainability Initiative	Impact / Performance
Energy Efficiency	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> Mumbai Refinery: <ul style="list-style-type: none"> • Maximization of Heat recovery in New Fluidised Catalytic Cracker Unit (NFCC), Naptha Splitter Unit (NSU) & Diesel Hydro Treater (DHT) (Thru Hot feed) • Optimization of DHT Product Fractionator steam and Fractionator Heater fuel firing • NFCC Heater (Stoppage of operation) by maximizing Preheat Temperature and Catalyst Circulation • Optimization of Naptha Hydro Treater (NHT) Isomerisation / De Iso Penteniser (DIP) Operation and New Vacuum Distillation Unit (VDU) Ejector steam • Maximization of Power Recovery using Back Pressure Steam Turbo Generator (BPSTG) • Direct processing of LCGO in Diesel Unionfining (DIU) resulting in reduced Furnace Duty • Condensate Recovery at Lube refinery (LR) Tank Farm and Optimization of Deaerator Pressure • Tuning of New Hydrogen Generation unit (HGU) Pressure Swing Adsorption (PSA) for increase in Hydrogen Yield Visakh Refinery: <ul style="list-style-type: none"> • Commissioning of energy efficient Crude Distillation Unit (CDU)-IV <ul style="list-style-type: none"> o Damp Vacuum (Lower Operating Pressure) o Hybrid Vacuum System o Preheat optimization including overhead vapor heat recovery o Process heat for reboiling in stabilizer and 2 side strippers • Commissioning of energy efficient Full conversion Hydrocracker unit (FCHCU) <ul style="list-style-type: none"> o Heat integration for Lean Amine heating by utilizing Kerosene product saving o Heat integration of Stage1 feed with Kerosene product reducing the Charge heater duty o Locating Sulfur guard beds upstream of Naptha splitter instead of downstream NHT unit o Using Diesel product to keep Recycle oil cooler in Hot condition o Diesel PA used as reboiling medium for Debutanizer, Kero side stripper, Naptha Splitter and De-ethanizer o Dual Stripper & Dual fractionator design has reduced the heat duty by 23% o Two stage reactor design and reactor effluent heat optimization • Commissioning of energy efficient HGU <ul style="list-style-type: none"> o Purge gas heater o Elimination of Pre De-sulfurisation Section (PDS) Heater o Commissioning of energy efficient VRMP-HGU with Technip Parallel Reformer (TPR) and shutting down of DHDS HGU • Commissioning of Fuel Gas Pressure Swing Adsorption (FGPSA) to recover Hydrogen from off gases • DHT & DHDS Diesel stream heat integration with VRMP Sour Water Stripping unit (SWSU) (Sulfur recovery unit (SRU)) • Electric tracing instead of steam tracing in VRMP units • Condensate recovery of VRMP units • Commissioning of LRVP in CDU-III • Energy improvement measures implemented during CDU-II TA • National Energy Conservation Week was celebrated in HPCL Refineries during 3rd week of December 2023. Various awareness programs on Net Zero, De-carbonization, Quiz competition were conducted during this period. • Various energy saving initiatives are implemented at marketing locations such as efficiency monitoring, high efficiency prime movers, energy audits, stakeholder awareness etc.

Sustainability Initiative	Impact / Performance
Green Belt Development	<ul style="list-style-type: none"> We have a green cover of over 1793 acre inside our premises as on March 31, 2024. We focus on planting tree species which are native to the location, have low water requirement and offer high carbon sequestration. Plantation of more than 1,30,000 trees across country during observance of Swachhta Pakhwada 2023.
Logistics	<ul style="list-style-type: none"> 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. During 2023-24, HPCL has completed 215 Km long Barmer Palanpur Pipeline. HPCL recorded its highest ever Pipeline thrupt of 25.82 MMT against previous years thrupt of 23.24 MMT, thus registering a YoY growth of 11.11%. Use of best-in-class optimisation tools to plan and optimise the sourcing, transportation linkages and long-term infrastructure needs. Use of dedicated rakes for LPG transportation service.
Research and Development	<ul style="list-style-type: none"> Process for producing H2 enriched CNG (H-CNG) technology without emission of CO2 and requirement of any water. BEDP for 0.5 TPD has been initiated to put up a DEMO unit. HP-HTL (In HTL process, organic materials converts into biofuels and value-added chemicals) is a carbon-neutral technology, process scale-up is under progress. Development and demonstration of Lithium Ion Battery Cathode material - Lithium ion batteries is the most viable option in decarbonizing transportation sector and can support in energy storage for renewables energy Blue H2 using in-house developed process intensification concept - The unit is under construction phase currently at HPCL-VR. Multiple collaborations with national / international agencies: eg: 1) for hydrogen engines, ethanol engines, SAF: Institute of Science, Bengaluru, IIT-Madras, IIT-Delhi, IIT-Bombay and major OEM's ; 2) for marketing and licensing of HP-HiGAS Technology.
GHG related projects under CSR	<ul style="list-style-type: none"> Around 600 Solar Street Lights and Solar home Lightning solutions were provided in Communities for self-reliance in basic needs of the rural population.

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

Parameter	Total Waste Generated (MT)	
	2023-24	2022-23**
Plastic Waste (A)	132.40	225.70
E-Waste (B)	1.61	5.68
Bio-Medical Waste (C)	0.06	0.06
Construction and Demolition Waste (D)	24,608.50	24,661.74
Battery Waste (E)	36.38	19.92
Radioactive Waste (F)	0.000,075*	0.00
Other Hazardous Waste (Oily Sludge, Paint Sludge, Used Oil, Oily Cotton Waste) (G)	5,106.81	4,944.42
Other Non-hazardous Waste (Metal Scrap, Wood Waste, Garden Waste, Food Waste, LPG Cylinder, Valve, Regulator Scrap) (H)	15,426.31	18,328.20
Total (A+B+C+D+E+F+G+H)	45,312.1	48,185.7
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT of waste / ₹ Crore)	0.099	0.104
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT of waste / ₹ Crore adjusted for PPP)	0.024	0.026
Waste intensity in terms of physical output (Total Waste Generated / MT of Sales) (MT of waste / MT of sales)	0.001	0.001
Waste intensity - (Total waste generated / Refinery Thrupt) (MT of waste / MT of Refinery Thrupt)	0.002	0.003

Parameter	2023-24	2022-23**
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	9,287.4	11,982.5
(ii) Re-used	53.1	57.5
(iii) Other recovery operations	366.9	420.4
Total	9,707.4	12,460.4
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	276.5	245.7
(ii) Landfilling	3,035.4	3,073.4
(iii) Other disposal operations	32,266.8	32,319.2
Total	35,578.7	35,638.3

*Material used in nucleonic gauge sent back to OEM.

**Data restated due to recalculation.

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

Yes, Bureau Veritas India Private Ltd

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

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. Emphasis is given on usage of green chemical alternatives if available.

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 with buyback arrangement.

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. 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). 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.

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

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	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

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
EIA Report for MREP EC Amendment	EIA Notification 2006	Sep-15,2023	Yes	No (Submitted to MoEF)	https://parivesh.nic.in/newupgrade/#/trackYourProposal/proposal-details?proposalId=IA%2FMH%2FIND2%2F444197%2F2023&proposal=9662723
Haldia Panagarh LPG pipeline project Refer Note 1	EC not applicable for HPPL Pipeline Refer Note 2	26.04.2024	Yes	Yes	https://environmentclearance.nic.in/sczma_stateportal.aspx https://parivesh.nic.in/#/crz-agenda-momlist

Notes:

1) HPCL is laying 215 kms LPG pipeline from Haldia to Panagarh for feeding the LPG bottling plants in Panagarh (W.B) and bottling plants in Bihar & Jharkhand. LPG take off point is from Hindustan Aegis Logistics Limited (HALL), Haldia. A feeder line from HALL connects to LPG pumping facility located at HPCL Haldia POL terminal, Cross country pipeline starts from Haldia dispatch station and connects to Receipt facility which is located at HPCL Panagarh LPG Bottling plant, enroute pipeline 15 nos. sectionalising valve stations and 1 no. intermediate pigging station will be constructed as per OISD norms. PNGRB authorisation received on 09.11.2022.

2) 3.2 Kms long Feeder line is to be laid from Hindustan Aegis Logistics Limited (HALL) to HPCL Haldia POL terminal, Out of which 2.8 Kms is falling under CRZ-II. EIA study has been performed in CRZ area. Application filed on Parivesh portal for grant of approval from MoEF&CC, New Delhi (Proposal No. of CRZ application-IA/WB/CRZ/433865/2023). West Bengal State Coastal Zone Management Authority (WBSCZMA) recommendation submitted to MOEF&CC on 20.07.2023. On 11.01.2024, MoEF&CC conducted a meeting of Expert Appraisal Committee for Projects related to Coastal Regulatory Zone. Subsequently, grant of CRZ clearance has been received on 30.01.2024 (Vide Agenda no. 3.1).

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

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 & 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 & 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 directed to deposit with CPCB a sum of Rs.10 crores. 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 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>	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.	Amount has been deposited and all recommendations of APPCB are complied.

Leadership Indicators

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

While the major portion of water consumption (~95%) in HPCL is attributable to its coastal refineries, As of March 31,2024, HPCL has identified 37 of its marketing locations to be falling under areas of water stress as per the National Compilation on Dynamic Ground Water Resources of India, 2023.

The aggregated volumes of water withdrawal, discharge and consumption have been provided in the table below for easy readability.

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

(i) *Name of the area*

Aviation Service Facilities	Bhuj, Jaipur
CGD Facility	Ahmedabad
LPG Plants	Ajmer, Bhatinda, Cherlapally, Gandhinagar, Gorakhpur, Jamshedpur, Jind, Jodhpur, Kota, Loni, Pindwara
Lube Plants	Chennai
Pipeline Stations	Ajmer, Awa, Bachau, Bharatpur, Donakonda, Dharmapuri, Jaipur, Pindwara, Salawas
POL Depots/ Terminals	Ajmer, Bharatpur, Cassimode, Chennai, Dharmapuri, Hisar Jaipur, Jalandhar, Jodhpur, Vadodara
Retail (COMCOs)	Bengaluru Based – 3 nos

(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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilo litres)		
(i) Surface water	37,911	0
(ii) Groundwater	79,861	67,023
(iii) Third party water	1,49,562	1,35,603
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal	2,67,334	2,02,626
Total volume of water consumption	2,67,321	2,02,314
Water intensity per rupee of turnover (Water consumed in KL / Turnover in ₹ Crore)	0.581	0.435
Water discharge by destination and level of treatment (in kilo litres)		
(i) Into Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) Into Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) Into Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	241
- No treatment	0	0
- With treatment – please specify level of treatment	0	241
(v) Others	13	71
- No treatment	0	0
- With treatment – please specify level of treatment	13	71
Total water discharged	13	312

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.
Yes, Bureau Veritas India Pvt Ltd

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions	Metric tonnes of CO ₂ equivalent	13,73,73,805*	12,95,00,663
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/ ₹ Crore	298.76	278.69
Total Scope 3 emission per MT of Sales	tCO ₂ e/ MT Sales	2.93	2.98

*Scope 3 emissions categories included: 3,4,6,7,9,11

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

3. With respect to the ecologically sensitive areas reported at Question 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.

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	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 provides 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.
2	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 provides 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.
3	ISO 50001 Energy Management System Certification	Mumbai Refinery and over 100 marketing locations are certified with energy management system	Systematic approach to energy management; planning, prioritisation and execution of energy conservation schemes. Savings in cost and reduction in GHG emissions.
4	Linear Asset Maintenance Module	Pipelines and Projects SBU implemented green initiatives "Linear asset maintenance module" for documenting maintenance related transactions	Elimination of paper use in maintenance documentation, reduced resource consumption, longevity and easy accessibility of records.

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
5	Green Initiatives at HP Green R&D Centre	<ol style="list-style-type: none"> 1. Optimisation of bio processes. 2. Development of nano and battery technologies 3. New product development for application in automotive, industrial, specialty, greases, marine grades 4. Indigenous development of vapour recovery unit based on HP-VRU technology 5. Commercialisation of HiGAS Model-2 at Visakh Refinery: A Rotating Packed Bed (RPB) based absorption process for H₂S removal from fuel gas 6. Development of green products: <ul style="list-style-type: none"> • HP Solar - O - Kare: High performance solar cleaning solution • Lithium Ion Cylindrical Battery: Developed with Lithium Nickel Manganese Oxide cathode and graphite anode, with a delivery capacity of 1250 mAh. • Sodium Ion pouch cell: Most viable alternative to Lithium ion battery, suitable for grid storage applications • HP Trijet: Conversion of cooking oil to Sustainable Aviation Fuel and Green Diesel • H-CNG: Mixture of 15-20% of Hydrogen in compressed natural gas which can be used as fuel instead of CNG and has lower emissions and high efficiency • HP-EGIN: Corrosion inhibitor for ethanol and gasohol storage • HP AO: A novel bio based primary antioxidant for thermo-oxidative stabilization of polyolefins • HP-BioP: Biocompostable polymer made by reinforcing natural fiber into renewable polymer matrix/ resin to be used for food packaging. • HP- REC Pol: Use of recycled polymer waste as input material in plastic products 	Development of sustainable products and future ready low carbon technologies aligned to HPCL's Net Zero Ambition and overall energy transition.

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
6	Revitalization and Safeguarding of Coral Reef Ecosystems	Corporation is also undertaking project for artificial reef in Goa for combating coral bleaching and habitat deterioration with the core objective to revitalize and safeguard coral reef eco systems while simultaneously enhancing the wellbeing of local communities.	Restoration of marine ecosystem
7	Various Environmental Initiatives under Swachhata Pakhwada 2023	Corporation implemented various environmental conservation initiatives under CSR. Initiatives include: <ul style="list-style-type: none"> Plantation of more than 1,30,000 trees was carried out by locations across the country. Around 600 Solar Street Lights and Solar home lighting solutions was provided in Communities for self-reliance in basic needs of the rural population. Around 26,500 initiatives were carried out for elimination of Single-Use Plastic across the country witnessing participation of various stakeholders like students, communities among others. 	<ul style="list-style-type: none"> Increase in Green cover Communities made self-reliant for their lighting needs Reduction in usage of single use plastic and reduction in plastic waste

5. 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. 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.

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

Significant Impact	Mitigation Measure
GHG/Air Emissions arising from products	Expanding the offerings of cleaner fuels such as: <ul style="list-style-type: none"> BS VI Auto fuels Bio-ethanol, Bio-diesel, Compressed Bio Gas Very Low Sulphur Fuel Oil Other allied products such as Long Drain Engine Oils, HP-Diesel Exhaust Fluid, Lubes with re-refined oils among others

Significant Impact	Mitigation Measure
Operational GHG / Air Emissions arising from manufacture, supply, distribution and retailing	<ul style="list-style-type: none"> - 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. - Evacuating majority of products from refineries through pipelines - Increasing installed capacities of renewable energy generation within premises and in retail outlet network - Deploying energy efficiency measures in refineries and marketing locations - Having age limit in selection of Tank Trucks used for transporting products - Vapour Recovery System at major POL terminals/ depots and Retail Outlets - Implementation of Greenco Rating System at marketing locations - Sensitisation of value chain partners towards sustainability - Network optimisation tools for improved logistics and reduced carbon footprint
Used Oils and Product Packaging Waste	<ul style="list-style-type: none"> - Collection and reprocessing of used oils and lube oil packages/ containers under EPR.
Shipping of Crude oil and Petroleum Products	<ul style="list-style-type: none"> - To ensure that the shipping vessels are environmentally friendly and safe and in adherence to DG shipping norms, vessels which are aged are not contracted. - Only vessels which have valid SIRE (assessed and cleared as per OCIMF guidelines and which are issued by Oil Majors) are engaged by HPCL. - HPCL demands a valid certificate of SIRE during tendering process and further ensures that the certificate is valid during the period that the vessel is engaged by HPCL

7. 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	The Associated Chambers Of Commerce And Industry of India (ASSOCHAM)	National
2	Bombay Chamber Of Commerce & Industries (BCCI)	State
3	Confederation Of Indian Industries, Delhi - PSE Fund (CII)	National
4	Confederation Of Indian Industries, Mumbai - Western Region (CII)	State
5	Federation Of Indian Chamber Of Commerce & Industries (FICCI)	National
6	Federation Of Indian Petroleum Industry (FIPI)	National
7	Global Compact Network India (GCNI)	National
8	IMC Chamber Of Commerce & Industries	National
9	Standing Conference Of Public Enterprises (SCOPE)	National
10	Maharashtra Economic Development Council	State

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
<p>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.</p>					

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.

S. 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
Nil						

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 redressal 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:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs / small producers	41.24%*	38.97%*
Directly from within India	The Company has refineries and marketing locations (Terminals, LPG Plants, Lube Plants, Aviation Stations, Pipelines, CGD Locations, Retail Outlets, Admin Offices) among others throughout the country and they source material / services directly from within the districts and neighbouring districts.	

* 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.

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

Location*	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	8.04%	4.90%
Semi-Urban	3.46%	4.12%
Urban	13.97%	13.35%
Metropolitan	74.52%	77.63%

* Categorization as per RBI classification system

Values provided in the table pertain to permanent management and non-management employees of HPCL.

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

Details of negative social impact identified	Corrective action taken
	NIL

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	1,424.44
2	Andhra Pradesh	Vizianagaram	9.35
3	Arunachal Pradesh	Namsai	2.15
4	Bihar	Gaya	4.50
5	Bihar	Purnia	29.84
6	Chhattisgarh	Rajnandgaon	3.08
7	Gujarat	Narmada	4.18
8	Haryana	Nuh (Mewat)	14.99
9	Jharkhand	Simdega	61.70
10	Jharkhand	West Singhbhum	27.08
11	Mizoram	Mamit	17.62
12	Odisha	Nabrangpur	6.50
13	Uttar Pradesh	Siddharthnagar	8.10
	Total		1,613.5

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. Further, specific provision of reservation of 15% (fifteen percent) & 7.5% (seven and a half percent) for Scheduled Castes (SC) and Scheduled Tribes (ST) respectively is also extended in Transportation contracts.

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

4.67%

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 Health Care	22,10,873	100%
2	Promoting Education	1,30,855	100%
3	Swachh Bharat Abhiyan	3,91,877	100%
4	Environment Sustainability	4,60,400	100%
5	Rural Development	36,047	100%
6	Empowerment of Socially and Economically Backward groups	12	100%
7	Activities under various other Schedule VII areas	4,400	100%
8	Imparting Employment by Enhancing Vocation Skills	3,337	100%
9	Promotion of Nationally recognized and Para-Olympic Sports	94	100%

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

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.

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

Indicate product category	As a percentage to total turnover
Environmental and social parameters relevant to the product	100% Lube Containers are labelled with recycling code.
Safe and responsible usage	100% LPG Packages (Cylinders) and lube packages 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.

Note: Above data pertains to Lubricant packages and LPG cylinders only.

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.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Received during the year	Pending Resolution at end of the year	Remarks	Received during the year	Pending Resolution at end of the year	Remarks
Data privacy	NIL	NIL		NIL	NIL	
Advertising	NIL	NIL		NIL	NIL	
Cyber-security	NIL	NIL		NIL	NIL	
Delivery of essential services	38,728	0	LPG cylinder refill delivery, MS/HSD Dispensing	1,10,230	210	LPG cylinder refill delivery, MS/HSD Dispensing
Restrictive Trade Practices	NIL	NIL		NIL	NIL	
Unfair Trade Practices	NIL	NIL		NIL	NIL	
Other	1,74,723	1142	Complaints related to Service, cylinder delivery, equipment sales, subsidy, digital payment, safety and IT applications	77,707	37	Complaints related to Service, cylinder delivery, equipment sales, subsidy, digital payment, safety and IT applications
Total	213,451	1142		187,937	247	

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://www.hindustanpetroleum.com/pages/Privacy-Policy>

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.

7. Provide the following information relating to data breaches:
a. Number of instances of data breaches along-with impact

NIL

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

NIL

c. Impact, if any, of the data breaches

None

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;
- Facebook: www.facebook.com/hpcl;
- Twitter: www.twitter.com/hpcl;
- Instagram: 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 retail 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.

In Petrochemicals SBU, both Customers and DCA-cum-CS are educated for safe using of PP Raffia Polymer bags. The regular training is given by field officer for safe storage of HP Durapol® Bags. We are also securing undertaking from Customers that none of the products are used in Single Use Plastics (SUP) in the end products manufacturing. We educate stake holders to comply with the EPR requirements.

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.

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. Promotional messaging can also be carried out as per requirements.

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, packed 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.

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.

Independent Assurance Statement

Reasonable Assurance Statement on Business Responsibility and Sustainability Report (BRSR- Core) for “Hindustan Petroleum Corporation Limited (HPCL)”

For
Reporting Period:

April 01, 2023 – March 31, 2024



Bureau Veritas (India) Private Limited

72 Business Park, 9th Floor, MIDC Cross Road 'C', Opp. SEEPZ Gate #2, Andheri (East)
Mumbai-400 093 India.



Independent Assurance Statement

To:

Hindustan Petroleum Corporation Limited

Petroleum House,
17, Jamsheedji Tata Road,
Churchgate, Mumbai,
Maharashtra 400020

Introduction and Objective of Work

BUREAU VERITAS has been engaged by Hindustan Petroleum Corporation Limited (HPCL) (hereinafter referred to as “**HPCL**” or “**the company**”) to conduct independent assurance of Business Responsibility and Sustainability Report (herein after abbreviated as "BRSR") Core Disclosures, which is a part of its annual report, for the reporting period 01.04.2023 to 31.03.2024, as per SEBI Circular (SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122) dated July 12, 2023. Reasonable Assurance is provided for “BRSR Core” and in accordance with SEBI BRSR Framework. The verification of the KPI and Sustainability practices adopted by HPCL at the respective operations and review of documents and non-financial disclosures were conducted for the period 01.04.2023 to 31.03.2024, as a part of the reasonable assurance of sustainability disclosures.

Intended User

The assurance statement is made solely for “HPCL and its stakeholders” as per the governing contractual terms and conditions of the assurance engagement contract between “HPCL” and “Bureau Veritas”. To the extent that the law permits, we owe no responsibility and do not accept any liability to any party other than “HPCL” for the work we have performed for this assurance report, or our conclusions stated in the paragraph below.

Reporting Criteria

The company has adopted below criteria for preparing the report:

- Business Responsibility and Sustainability Report as per Annexure 1 of the SEBI circular (SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122,) dated July 12, 2023) BRSR Core KPIs

Assurance Standards Used

Bureau Veritas conducted reasonable sustainability assurance in accordance with the requirements of International Federation of Accountants (IFAC) International Standard on Assurance Engagement (ISAE) 3000 (Revised), Bureau Veritas has reviewed the information presented in the report against the characteristics of relevance, completeness, materiality, reliability, neutrality, and understandability. Reasonable assurance consists primarily of ensuring implementation of adequate policies, processes and controls. The procedures performed in a reasonable assurance engagement vary in nature and timing and are more in extent than for a limited assurance engagement.

Scope, Boundary, and Limitations of Assurance



Independent Assurance Statement

Independent assurance has been provided for selected sustainability performance disclosures as presented in the BRSR Report for the following operations in India and the reporting boundary included data and information for the period 01.04.2023 to 31.03.2024:

Units: HPCL's operations at Corporate headquarters Churchgate, Mumbai Refinery, Mazgaon Lubes Plant, Rewari Kanpur Pipeline - Mathura station and virtual meetings with Nashik LPG Plant, Ajmer Terminal, Calicut ASF and Retail Unit - COMCO Taje.

The reasonable assurance includes verification of the data and information on selected material BRSR Core topics reported at the followings:

- Green-house gas (GHG) footprint
- Water footprint
- Energy footprint
- Embracing circularity - details related to waste management by the entity
- Enhancing Employee Wellbeing and Safety
- Enabling Gender Diversity in Business
- Enabling Inclusive Development
- Fairness in Engaging with Customers and Suppliers
- Open-ness of business

Limitations and Exclusions

- Data related to the Company's financial performance disclosures.
- Activities and practices followed outside the defined assurance period stated hereinabove.
- Positional statements, expressions of opinion, belief, aim, or future intention by "HPCL" and statements of future commitment.
- The assurance does not extend to the activities and operations of "HPCL" outside of the scope and geographical boundaries mentioned in the report as well as the operations undertaken by any other entity that may be associated with or have a business relationship with "HPCL".
- Compliance with any Environmental, Social, and legal issues related to the regulatory authority.
- Any of the statements related to company aspect or reputation.

The methodology adopted for Assurance

Bureau Veritas sustainability assurance process involves specified procedures to obtain evidence regarding the accuracy and reliability of the data provided related to general and topic-specific standard disclosures. The nature, timing, and extent of procedures selected depend on the data and evidence provided, including the verification of the associated risks with the material topics of the selected sustainability non-financial disclosures and their relevance for the reporting period. HPCL assessing the associated risks, internal strategy is being considered during the preparation of the report to design the assurance procedure and validate their appropriateness to the possible extent.



Independent Assurance Statement

As per the scope of the assurance, sample evidence, information, and explanations that were considered necessary in relation to the assurance scope and accordingly conclusions have been made as mentioned below:

- Assessing that the report is prepared in accordance with Sustainability Reporting based on BRSR Standards including BRSR Core parameters applicable on HPCL and its subsidiaries considered operations for the assurance.
- Assessing that the report is prepared in accordance with the Sustainability Reporting Standards based on BRSR Standards applicable to the operation of HPCL.
- Understanding the appropriateness of various assumptions used for the estimation of data by HPCL.
- Reviewing the Report to ensure that there is no misrepresentation of disclosures as per scope of assurance and findings.
- Review of the level of adherence to the BRSR framework for Reasonable Assurance of Core parameters, the reporting framework followed by HPCL in preparing the report, Assessing the systems used for data compilation and reporting on the basis of BRSR Reporting under core parameters in the assurance scope above.
- Verifying systems and procedures used for quantification, collation, and analysis of sustainability performance disclosures included in the Report.
- Discussions with officials at the corporate office and understanding the risks and opportunities from a sustainability perspective including the strategy that HPCL has adopted to address the same.
- Assessing the month-wise data considering the similarity, reliability, and accuracy.
 - Verifying selects key performance data through site visits to operational locations and corporate office for:
 - Testing reliability and accuracy of data on a sample basis.
 - Compilation, and reporting of sustainability performance disclosures at the corporate and plant level
- Gap assessment of the present Sustainability Reporting at HPCL w.r.t. BRSR Core parameters.
- Review of claims and data streams, to determine the level of accuracy of statements in the report, and the reliability of specified sustainability performance – Non-Financial Disclosure Assurance.
- Execution of an audit trail of claims and data streams, to determine the level of accuracy in collection, transcription, and aggregation carried out by HPCL for preparation of the Sustainability report.
- Ensure that reports provide a balanced and reasonable representation of the organization's positive and negative contributions toward the goal of sustainable development.
- Classifying observations and findings and issuance of Reasonable Assurance Statement.
- Understanding the appropriateness and reliability of various assumptions and calculations adopted for the estimation of data presented in the report.
- Reviewing the report, supporting evidence, and documented data to ensure that there is no misrepresentation of disclosures as per the scope of assurance and findings.
- Verifying systems and procedures used for quantification, collation, and analysis of sustainability performance non-financial disclosures included in the report.



Independent Assurance Statement

- Discussion with concerned personnel at HPCL Headquarters Corporate Level and Site Level regarding the data presented in the report and the backup data associated.
- Assessing the month-wise data for the reporting period considering the similarity, reliability, and accuracy of the data at respective units
- Review of sustainability performance non-financial disclosures data has been carried out based on review of data provided for respective units mentioned above along with related backup, site visits at HPCL Corporate office Mumbai.

Conclusions

BRSR Report

Based on BV methodology and the activities described above, it is our opinion that the BRSR for FY 2023-24 of “HPCL”, containing its reporting and declaration of the various parameters from the operations within the reporting boundary and the reporting period, as described above, is prepared in all material respects in line with the applicable criteria here before stated.

Responsibilities

HPCL is completely responsible for the Report contents, identification of material topics, and data reporting structure. The selection of reporting criteria, reporting period, reporting boundary, monitoring, and measurement of data, preparation, and presentation of information for the report are the sole responsibility of the management of “**HPCL**”. Bureau Veritas (BV) was not involved in the drafting or preparation of the report and any other backup data for the reporting period. The responsibility of BV was to provide reasonable independent assurance for the sustainability of non-financial disclosures as described in the scope of assurance.

The said assessment is properly based on the assumption that the data and information provided in the report is proper and without any discrepancy. Bureau Veritas shall not be held liable or responsible for any type of decision a person or entity would make based on this assurance statement. HPCL reading the assurance statement, stakeholders shall recognize and accept the limitations and scope as mentioned above.

Uncertainty

The reliability of assurance is subject to uncertainty(ies) that is inherent in the assurance process. Uncertainties stem from limitations in quantification models used, assumptions, or data conversion factors used or may be present in the estimation of data used to arrive at results. Our conclusions with respect to this assurance are naturally subject to any inherent uncertainty(ies) involved in the assurance process.

Statement of independence, impartiality, and competence

Bureau Veritas is an independent professional services company that specializes in Quality, Health, Safety, Social, and Environmental Management with almost 190 years of history in providing independent assurance services.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities. We are particularly vigilant in the prevention of conflicts of interest.



Independent Assurance Statement

No member of the assurance team has a business relationship with “**HPCL**”, its Directors, Managers, or officials beyond that required of this assignment. We have conducted this verification independently as per SEBI Circular (SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122) dated July 12, 2023 and there has been no conflict of interest.

Competence

The assurance team has extensive experience in conducting assurance over environmental, social, ethical, and health & safety information, systems, and processes and an excellent understanding of Bureau Veritas standard methodology for the assurance of Business responsibility and Sustainability Report as per SEBI BRSR Format.

Restriction on use of Our Report

Our Reasonable assurance report has been prepared and addressed to the Board of Directors of the Company at the request of the company solely to assist the company in reporting on the Company’s Sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our deliverables should not be used for any other purpose or by any person other than the addressees of our deliverables. The Firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.

Bureau Veritas (India) Private Limited

72 Business Park, 9th Floor, MIDC Cross Road ‘C’, Opp. SEEPZ Gate #2, Andheri (East) Mumbai-400 093 India.

A handwritten signature in blue ink, appearing to be 'K. Dey'.

Mr Kalyan Dey

Lead Assurer

Date: 25/07/2024

Place: Noida, India

A handwritten signature in blue ink, appearing to be 'M. R. Rao'.

Mr. Munji Rama Mohan Rao

Technical Reviewer

Date: 26/07/2024

Place: Hyderabad, India