



चेन्नै पेट्रोलियम कॉर्पोरेशन लिमिटेड

(भारत सरकार का उद्यम और आईओसीएल की समूह कंपनी)

Chennai Petroleum Corporation Limited

(A Government of India Enterprise and Group Company of IOCL)



01st August, 2025

To Corporate Relations Department BSE Limited 1st Floor, New Trading Ring Rotunda Building, P J Tower Dalal Street Mumbai 400 001.	To Corporate Listing Department National Stock Exchange of India Ltd. Exchange Plaza, 5 th Floor Plot No.C-1, G Block Bandra-Kurla Complex Bandra (East), Mumbai 400 051.
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BSE CODE: 500110
ISIN: INE178A01016

NSE CODE: CHENNPETRO

SUBJECT: BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT OF THE COMPANY FOR THE FY 2024-25

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, we are submitting herewith the Business Responsibility and Sustainability Report ('BRSR') for the financial year ended 31st March 2025, which forms part of Integrated Annual Report for FY 2024 - 2025.

The aforesaid BRSR is also available on the website of the Company at <https://cpcl.co.in/investors/financials/exchange-intimations/>.

Please take the above on your record.

Thanking You,

Yours Faithfully,
For **Chennai Petroleum Corporation Limited**

Encl: a/a

P.SHANKAR
COMPANY SECRETARY

Business Responsibility & Sustainability Reporting (BRSR)

SECTION A: General Disclosures

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L40101TN1965GOI005389
2.	Name of the Listed Entity	CHENNAI PETROLEUM CORPORATION LIMITED
3.	Year of incorporation	30/12/1965
4.	Registered office address	Chennai Petroleum Corporation Limited; No.536, Anna Salai, Teynampet, Chennai- 600018
5.	Corporate address	Chennai Petroleum Corporation Limited; No.536, Anna Salai, Teynampet, Chennai- 600018
6.	E-mail	shankarp@cpcl.co.in
7.	Telephone	044-24349833
8.	Website	www.cpcl.co.in
9.	Financial year for which reporting is being done	FY 2024-25
10.	Name of the Stock Exchange(s) where shares are listed	Bombay Stock Exchange, National Stock Exchange
11.	Paid-up Capital	INR 148,91,14,000/-
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: Shri P. Shankar Telephone: 044-24346807 Email: shankarp@cpcl.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).	Type of Reporting: Standalone (i.e., excluding JV & Associates)
14.	Name of assurance provider	Bureau Veritas India Pvt Ltd
15.	Type of assurance obtained	Reasonable Assurance

II. Products/services

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

S. No.	Description of main activity	Description of business activity	% of turnover of the entity
1	Manufacturing	Processing of Crude Oil into Refined Petroleum products and other 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 (HSD)	466/473	53%
2	Motor Spirit (MS)	466/473	14%
3	Aviation Turbine Fuel (ATF)	466	9%
4	Naphtha	466	9%
5	LPG	466/473	3%
6	Bitumen	466/473	3%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	2	3	5
International	0	0	0

Note: Desalination plant at Ennore, Tamilnadu and Windmill farm at Pushpattur, Tamilnadu are integral part of the refinery and serves to the power and utility requirements of the refinery.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States/UTs)	Pan India (Predominantly South India)
International (No. of Countries)	Nil (Refer Note b)

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

Nil; The company exclusively operates in India, with all its activities and sales limited to the domestic market. Nevertheless, CPCL exports certain petroleum products like HSD, Naptha, and LOBS when local supply surpasses demand. These exports are managed through Indian Oil Corporation, where IOCL serves as the exporter and CPCL supports as the manufacturer. CPCL's share in exports as a supporting manufacturer is 11.68%.

c. A brief on types of customers

CPCL primarily concentrates on supplying its petroleum products to its parent company, IOCL. Additionally, it caters to nearby petrochemical industries that use these products as essential raw materials for producing finished goods. CPCL also directly markets specialty items, including Food Grade Hexane, Mineral Turpentine Oil, and Paraffin Wax, to end consumers. Beyond its core petroleum offerings, CPCL further diversifies its portfolio by selling by-products such as Sulphur and Petroleum Coke directly to consumers, enhancing its market presence.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and Workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	732	660	90%	72	10%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	732	660	90%	72	10%
WORKERS						
4.	Permanent (F)	681	670	98%	11	2%
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	681	670	98%	11	2%

Note: Permanent employees refers to executives whereas Permanent workers refers to non-executive employees, unless specified otherwise.

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)	19	19	100%	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	19	19	100%	-	-
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	20	19	95%	1	5%
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	20	19	95%	-	5%

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors*	11	0	0%
Key Management Personnel**	1	0	0%

* Includes Whole Time Directors, Government Nominee Director and Independent Directors

** Company Secretary

22. Turnover rate for permanent employees and workers

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees & Workers	6.50%	0.08%	6.58%	6.33%	0.70%	6.40%	5.57%	0.47%	6.04%

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

S. No.	Name of the Holding / Subsidiary / Associate Companies / Joint Ventures	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.	Indian Oil Corporation Limited	Holding	51.89	Yes
2.	Indian Additives Limited	Joint Venture	50	No
3.	National Aromatics and Petrochemicals Corporation Limited	Joint Venture	50	No
4.	Cauvery Basin Refinery and Petrochemicals Limited*	Joint Venture	25	No

*The Board of IndianOil at its meeting held on 28.03.2024 has accorded in-principle approval for revision in capital structure of CBRPL with 75% equity from IndianOil and 25% equity from CPCL. However, the existing capital structure of CPCL holding 25%, IOCL holding 25% and other seed investors holding 50% shall continue till approvals obtained from CCEA to ensure continuation of pre project activities. Upon IndianOil holding 75% equity shares, CBRPL would become a Subsidiary of IndianOil.

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

(ii) Revenue from Operations (in ₹) – 71049.91 Crore

(iii) Net worth (in ₹) –7938.50 Crore

VII. Transparency and Disclosures Compliances**25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If Yes, provide weblink for grievance redress policy)	FY 2024-25 Current Financial Year			FY 2023-24 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 / Shareholders	Yes The Company has created a designated email-ID investors@cpcl.co.in	49	-	-	947	-	-

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If Yes, provide weblink for grievance redress policy)	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes https://pgportal.gov.in/	-	-	-	-	-	-
Employees and workers	Yes http://intranet/grievances/Home.aspx	4	-	-	-	-	-
Customers	Yes https://pms.cpcl.co.in/Marketing/	1	-	One of our customers complained that our Sulphur pellets made the solution turbid when dissolved in CS ₂ , and its purity was around 98-98.50% by the ASTM Method. They used to get a clear solution with a purity of at least 99.5% from our previous material. Our technical team addressed the issue by adjusting the process and resolved the complaint.	1	-	One of our customers complained that our Sulphur pellets made the solution turbid when dissolved in CS ₂ , and its purity was around 98-98.50% by the ASTM Method. They used to get a clear solution with a purity of at least 99.5% from our previous material. Our technical team addressed the issue by adjusting the process and resolved the complaint.
Environment	Yes publicgrievance@cpcl.co.in	1	2	-	4	3	-
Public policy	Yes publicgrievance@cpcl.co.in	-	-	-	-	-	-

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Risk Management	Risk	The recognition of global warming as a significant risk extends to all businesses worldwide. It's imperative for businesses to identify the risks linked to climate change and establish frameworks aimed at mitigating these risks to ensure uninterrupted operations	A framework to comprehensively capture all climate related risks and identifying the relevant mitigation measures is under progress.	Negative
2	Energy Efficiency and Management	Opportunity	Deploying energy-efficient measures to minimize energy consumption resulting in cost savings and reduction in GHG Emissions.		Positive



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Air Quality Management	Risk	Maintaining and improving the air quality within and outside the organization.	Maintaining air quality below regulatory consent standards is crucial for ongoing operations, as it helps prevent adverse impacts on nearby communities. To achieve this, rigorous continuous monitoring systems both on-site and in the surroundings are installed.	Negative
4	Water Resource Management	Opportunity	Reducing the freshwater intake by sustaining the best practices on water efficiency, water reduction measures.		Positive
5	Clean Technology Initiatives	Opportunity	Continuous Investment to adopt clean technology for enhancing processes and efficiency		Positive
6	Waste management	Opportunity	Towards 100% safer disposal by ensuring efficient management of waste.		Positive
7	Sustainable Supply Chain	Opportunity	Extending ESG best practices across the supply chain through stakeholder involvement for greater impact.		Positive
8	Enhancing Process Safety	Risk	Ensuring 100% safe operations through practicing process safety standards.	Consistently enhancing process safety standards and conducting regular assessments which not only mitigates risks but also boosts employee morale	Positive
9	Disaster Preparedness & Management	Risk	Preparedness towards disaster handling and prevention.	Update the guidelines/ procedures also conduct testing on emergency preparedness and response.	Positive
10	Employee Training & Development	Opportunity	Ensuring all employees are trained on relevant skills progressing towards career enhancement.		Positive
11	Occupational Health & Safety	Risk	Ensuring 100 % safety along with occupational health to all our employees.	Continuously monitoring the OHS risks and taking actions to achieve zero incidents.	Positive
12	Holistic Employee Wellbeing	Opportunity	Ensuring all our employees are covered under efficient and effective wellness programs/ initiatives.		Positive
13	Corporate Governance	Opportunity	Robust Governance Structure which aims at building a strong brand reputation and relationship with the customers.		Positive

SECTION B: Management and Process Disclosures

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

P1 - Business should conduct and govern themselves with Ethics, Transparency and Accountability

P2 - Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

P3 - Businesses should promote the wellbeing of all employees

P4 - Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

P5 - Businesses should respect and promote human rights

P6 - Business should respect, protect, and make efforts to restore the environment

P7 - Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

P8 - Businesses should support inclusive growth and equitable development

P9 - Businesses should engage with and provide value to their customers and consumers in a responsible manner

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Web links of the policies which cover the principles and core elements of the NGRBCs are as follows: https://cpcl.co.in/company/overview/our-policies/ Web link of the policies include the following. <ul style="list-style-type: none"> • Whistle Blower Policy • Safety Health and Environment Policy • Related Party Transactions Policy • Policy for Preservation of Documents • NITI Aayog - Revival of Construction Sector • Policy for Determination of material/price sensitive information • Dividend Distribution Policy • CPCL CSR Policy • CPCL Conciliation Rules 2018 • Conduct, Discipline and Appeal Rules • Code of Conduct for Board members and Senior Management Personnel • Code of Prevention of Insider Trading in Securities of CPCL 								



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)					Yes				
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.									
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9																		
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)	Kindly refer our Directors’ report and Management Discussion & Analysis (MDA) - Annexure V of Directors' report																										
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	1. Mr.H.Shankar, Managing Director & Director (Technical) I/C & CEO 2. Mr. Rohit Kumar Agrawala, Director (Finance) & CFO																										
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.	YES <table><tr><th>Governance</th><th>Good & Services</th><th>Employee Wellbeing</th><th>Stakeholders</th><th>Human Rights</th><th>Environment</th><th>Public Policy</th><th>Equitable Growth</th><th>Consumers</th></tr><tr><td>Mr.Rohit Kumar Agrawala, Director (Finance) & CFO</td><td>Mr.H.Shankar, Director (Technical) I/C</td><td>Nomination & Remuneration Committee / Mr.Rohit Kumar Agrawala, Director (Finance) & CFO</td><td>Stakeholders Relationship Committee / Mr.Rohit Kumar Agrawala, Director (Finance) & CFO</td><td>Mr.Rohit Kumar Agrawala, Director (Finance) & CFO</td><td>Corporate Social Responsibility & Sustainable Development Committee / Mr.P. Kannan, Director (Operations)</td><td>Mr.Rohit Kumar Agrawala, Director (Finance) & CFO</td><td>Mr.Rohit Kumar Agrawala, Director (Finance) & CFO</td><td>Mr.H.Shankar, Director (Technical) I/C</td></tr></table>									Governance	Good & Services	Employee Wellbeing	Stakeholders	Human Rights	Environment	Public Policy	Equitable Growth	Consumers	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.H.Shankar, Director (Technical) I/C	Nomination & Remuneration Committee / Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Stakeholders Relationship Committee / Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Corporate Social Responsibility & Sustainable Development Committee / Mr.P. Kannan, Director (Operations)	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.H.Shankar, Director (Technical) I/C
Governance	Good & Services	Employee Wellbeing	Stakeholders	Human Rights	Environment	Public Policy	Equitable Growth	Consumers																			
Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.H.Shankar, Director (Technical) I/C	Nomination & Remuneration Committee / Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Stakeholders Relationship Committee / Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Corporate Social Responsibility & Sustainable Development Committee / Mr.P. Kannan, Director (Operations)	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.H.Shankar, Director (Technical) I/C																			

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The Board of Directors and the Board Sub-Committees meet periodically for evaluating the performance of the Company on various aspects including NGRBC Principles to the extent applicable																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The company adheres to relevant statutory requirements and promptly addresses any identified issues. This process undergoes regular review by the Board of Directors and other sub-committees, ensuring compliance and rectification as necessary.																	

11. Has the entity carried out Independent Assessment/ Evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

P1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P9
No, Internal Assessment is being done by the Company Senior Management at scheduled intervals.								

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

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

SECTION C: Principle Wise Performance Disclosure

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

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

UN SDG Mapped:



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	Percentages of persons in respective category covered by the awareness programmes
Board of Directors (BoD) (11)	1	National Summit – Artificial Intelligence in Healthcare: Roadmap transformation to Reality	8.33%

Segment	Total number of training and awareness programmes held	Topics / Principles covered under the training and its impact	Percentages of persons in respective category covered by the awareness programmes
Key Management Personnel	1	52 nd National Convention of Company Secretaries	100%
Employees other than BoD and KMP	5	<ul style="list-style-type: none"> Safety and Health Related Skill Upgradation (Technical & Behavioral) Strategic Thinking, Motivational, Creativity & Innovation, Analytics for Leaders, Design Thinking Business Analytics Disciplinary proceedings Yoga & stress management Southern Regional Conference 	100%

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

a. Monetary

NGRBC Principle	Name of the Regulatory/ Enforcement agencies/ Judicial Institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine				
Settlement		Nil		
Compounding fee				

b. Non-Monetary

NGRBC Principle	Name of the Regulatory/ Enforcement agencies/ Judicial Institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment			
Punishment		Nil	

Note: Please refer point no. 12 of essential indicators - Principle 6

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
Not Applicable	Not Applicable

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.

CPCL has implemented policies aimed at preventing corruption and bribery. Cases of employee corruption and bribery are managed in line with the Conduct, Discipline and Appeal Rules (CDA) of 1980. Specifically, Rule 29 of the CDA Rules details the penalties that may be imposed for misconduct such as corruption and bribery.

<https://cpcl.co.in/connect/citizen-charter/vigilance/>

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 2024-25 Current Financial Year	FY 2023-24 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 2024-25 Current Financial Year		FY 2023-24 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

7. Provide details of any corrective action taken or underway on issues related to fines / penalties /action taken by Regulators/ Law Enforcement Agencies/ Judicial Institutions, on cases of corruption and conflicts of interest.

Not applicable

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

	FY 2025 Current Financial Year	FY 2024 Previous Financial Year
Number of days of accounts payables (Purchase of raw materials + Purchase of stock in trade + Other expenses)/ (Average Accounts payable) * 365	20.47	21.05

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 2025 Current Financial Year	FY 2024 Previous Financial Year
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	6.90%	4.46%
	b. Number of trading houses where purchases are made from	245	89
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	43.64%	41.55%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0.03%	0.06%
	b. Number of dealers / distributors to whom sales are made	5	3
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributor	100%	100%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	3.98%	4.13%
	b. Sales (Sales to related parties / Total Sales)	94.71%	93.18%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.32%	0.3%
	d. Investments (Investments in related parties / Total Investments made)	99.08%	99.24%

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
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MSME workshops /
Vendor Development Programs were organised on quarterly basis. Also CPCL engages with vendors and service providers regularly on ethical behaviour and related topics.

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

Yes, the Company's Code of Conduct for the Board of Directors and Senior Management Personnel requires them to avoid any business, relationship, or activity that may lead to a harmful Conflict of Interest for the Company. Directors must disclose any entities in which they have an interest or concern, including their shareholdings, in accordance with sections 149 and 184 of the Companies Act, 2013. According to the Company's Policy on the materiality of related party transactions, entities in which Directors have an interest or concern are categorized as related parties of the Company. The Company's Committee/Board secures the necessary approvals before entering into transactions with these related parties.

The Code of Conduct can be accessed at

https://www.cpcl.co.in/wp-content/uploads/Policies/Code%20of%20Conduct_CPCL.pdf

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

UN SDG Mapped:



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 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Rs 12.73 Crore (100%)	Rs 10.72 Crore (100%)	Expenditure incurred on R&D activities relating to process optimization, new product development etc.,
Capex	Rs 680.82 Crore (100%)	Rs 604.17 Crore (100%)	Improving equipment efficiency, augmenting facilities & supply chain (to maintain strategic fuel supply and deliver energy products), clean energy, etc

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

Yes, Sectoral problems like resource depletion and geopolitical unpredictability are significant for the oil and gas industry. The company signs agreements to acquire crude oil on a yearly basis. The corporation has also expanded the locations of its worldwide crude sourcing centers. Additionally, the crude basket is increased, and stockpiles are optimised.

In all such purchases, the company abides by the codes and standards that have been established by the Ministry of Petroleum & Natural Gas, the Board and the Senior Management.

The company also places a lot of importance for local purchases for non-crude procurements.

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

100% crude has been procured in accordance with established standards.

56.46% of non-crude procurement has been sourced from Micro and Small Enterprises (MSEs), in compliance with the Public Procurement Policy for Micro and Small Enterprises-Order 2012 (PPP for MSEs Order 2012).

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) Plastics, organic waste like wood, and stationary waste are sold to recycling companies.
- (b) E-waste does not make a part in your Company's product portfolio.
- (c) Hazardous wastes are either directed to authorized recyclers or sent to government-approved Treatment, Storage, and Disposal Facilities, in accordance with the Hazardous and Other Wastes (Management and Transboundary Movement) Rules of 2016. Further, CPCL also adheres to waste disposal in line with the guidelines issued by MoEF&CC and adheres to EPR Rules and Guidelines.
- (d) Other Waste : Not applicable

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, CPCL is registered under Extended Producer Responsibility (EPR) and adheres to the regulations set forth by the Tamil Nadu Pollution Control Board (TNPCB) in line with the Plastic Waste Management Rules and their subsequent amendments. The waste collection plan is aligned with the EPR plan submitted to the Pollution Control Board. During 2024-25, the Company has successfully achieved its EPR target

Leadership Indicators

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

No LCA undertaken during 2024-25.

The company has invested substantially in refining processes to enhance efficiency, leading to the production of high-quality products, minimized waste generation, and reduced energy and resource consumption during operations.

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

Not Applicable

There are no significant social or environmental concerns and/or risks arising from production or disposal of your products / services.

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 2025 Current Financial Year	FY 2024 Previous Financial Year
The Company does not use any recycled or reused input material in its production		

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

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging) (A)		29.60		-	12.50	-
E-waste , battery waste (B)		7.51		-	16.29	-
Bio Medical waste (C)			0.12	-	-	0.06
Hazardous waste (D)	-	27174.37	641.50	-	24205.19	231.10
Paper waste						
Other waste				-		
Total	-	27211.48	641.62	-	24233.98	231.16

Note: Figures for F.Y 2023-24 (previous financial year) have been revised due to reclassification.

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
The Company does not utilize any substantial amount of packaging material.	

PRINCIPLE 3: Businesses should Respect and Promote the Well-Being of all Employees, including those in their Value Chains

UN SDG Mapped:



Essential Indicators

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

Category	Total (A)	% of employees covered by								Day Care facilities	
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits			
		No. (B)	% (B/ A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/ A)	No. (F)	% (F/ A)
Permanent employees											
Male	660	660	100%	660	100%	NA	NA	660	100%	660	100%
Female	72	72	100%	72	100%	72	100%	NA	NA	72	100%
Total	732	732	100%	732	100%	72	9.84%	660	90.16%	732	100%

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

Category	Total (A)	% of employees covered by								Day Care facilities	
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits			
		No. (B)	% (B/ A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/ A)	No. (F)	% (F/ A)
Permanent employees											
Male	670	670	100%	670	100%	NA	NA	670	100%	670	100%
Female	11	11	100%	11	100%	11	100%	NA	NA	11	100%
Total	681	681	100%	681	100%	11	2%	670	98%	681	100%

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

	FY 2025 Current Financial Year	FY 2024 Previous Financial Year
Cost incurred on wellbeing measures as a % of total revenue of the company.	0.10%	0.07%
Staff welfare expense includes expenditure incurred towards wellbeing measures mainly on account of Leave travel expenditure, Canteen facilities, Long service awards, Medical reimbursement and hospitalization expenditure etc.,		

2. Details of retirement benefits.

Benefits	FY 2024-25 Current Financial Year			FY 2023-24 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%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	Nil	Nil	Nil	Nil	Nil	Nil
Other	100%	100%	Yes	100%	100%	Yes

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, CPCL has implemented lifts, ramps, and other suitable infrastructure to ensure accessibility for individuals with physical disabilities at its premises. The Company actively undertakes modification in the building structure or in Company policy as per Persons with Disabilities Act, 2016.

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, The equal opportunity policy is available for the employees in the company Intranet. The Company fully complies with all Presidential Directives and other applicable instructions issued by the Government of India pertaining to reservations, relaxations, and concessions for Persons with Disabilities (PWDs) in direct recruitment. These provisions are implemented in both letter and spirit to promote inclusivity and equal opportunity in the workplace

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100 %	100 %	100 %	100 %
Female	100 %	88.8%	100 %	100 %
Total	100 %	98.8%	100 %	100 %

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

	Yes/No	(If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes	Employees can access online Intranet systems to submit various grievances and track the status of their reported concerns within the same portal. Grievances are handled according to the procedures outlined in our codes and standards, ensuring a fair and transparent resolution process. The Portal enables an aggrieved employee to lodge his/her grievance, if any, on-line as well as track its status till it is brought to a logical conclusion
Other than Permanent Workers	Yes	
Permanent Employees	Yes	

	Yes/No	(If Yes, then give details of the mechanism in brief)
Other than Permanent Employees	Yes	Besides the above, Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/ Departments of Government of India and States.

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 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	732	661	90%	734	634	86%
Male	660	592	90%	671	580	86%
Female	72	69	96%	63	54	86%
Total Permanent Workers	681	643	94%	688	639	93%
Male	670	632	94%	676	628	93%
Female	11	11	100%	12	11	92%

8. Details of training given to employees and workers:

Category	FY 2024-25 Current Financial Year					FY 2023-24 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)
Permanent Employees & workers										
Male	1330	424	32%	919	69%	1347	1089	81%	1347	100%
Female	83	39	47%	63	76%	75	46	61%	75	100%
Total	1413	463	33%	982	69%	1422	1135	80%	1422	100%

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Permanent Employees & workers						
Male	1330	1330	100%	1347	1347	100%
Female	83	83	100%	75	75	100%
Total	1413	1413	100%	1422	1422	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, what is the coverage of such a system?

The Occupational Health and Safety (OHS) Management System monitored at CPCL covers 100% of the entire workforce, including all employees and workers.

There are also stakeholder engagement exercises w.r.t occupational health and safety undertaken with local communities under our CSR as well.

Our Manali refinery is ISO:45001 certified for Occupational Health & Safety Management System

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 Company has established robust systems to identify hazards, assess risks, and implement control measures across both routine and non-routine activities. Key practices include:

- **Risk Assessments** are conducted at the project inception stage and reviewed periodically.
- **Third-party Quantitative Risk Assessment (QRA) and HAZOP studies** are undertaken every five years in line with OISD/PNGRB standards, with actions taken to mitigate risks and strengthen emergency plans.
- **Job Safety Analysis (JSA)** is performed prior to critical tasks (e.g., hot work, height work, confined space entry) to identify and control hazards.
- **Work environment monitoring** is regularly conducted for exposure to toxic gases, noise, radiation, vibration, temperature, chemicals, and lighting levels.
- **Internal and external safety audits** identify process gaps, supported by ongoing training to enhance workforce competency. Further, safety surveillance audits, and periodic safety tours are conducted by top management.

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

Yes, the Company has a dedicated process for workers to report work-related hazards and to remove themselves from such risks. Employees have access to the Near Miss Reporting System to report any work-related hazards. Established safety committees are responsible for reviewing and addressing all reported incidents.

Workers are encouraged to promptly report hazards to supervisors, the HSE Department, and through Safety Committee meetings. Standard Operating Procedures (SOPs) for safe work and process shutdowns are in place and communicated to all relevant personnel.

A dedicated Intranet portal enables employees to report near misses, unsafe acts, and conditions, supported by regular awareness programs. Contract workers are also actively engaged, with reporting kiosks installed at refinery locations to facilitate participation.

All reported incidents are reviewed and analyzed, with corrective actions implemented to prevent recurrence. Additionally, safety briefings are conducted regularly for all contract workers across refineries and company-operated facilities.

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

The Occupational Health Center (OHC) facilitates and coordinates non-occupational medical services, including the provision of spectacles, specialist consultations (e.g., with cardiologists), and a range of medical tests. Additionally, health check-up camps (covering BP, blood sugar, weight, and eye check-ups) are held at regular intervals for employees. The results of these check-ups are shared with employees to address any identified non-occupational health concerns.

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

Safety Incident/Number	Category	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

CPCL upholds rigorous safety standards to ensure a secure working environment. Comprehensive safety management practices are implemented, including detailed job instructions and a work permit system for high-risk activities. All process units and offsite facilities follow Safe Design principles with integrated safety features. Regular equipment inspections, strict adherence to SOPs, and a robust emergency detection system are in place. The ERDMP is supported by periodic onsite mock drills, along with internal and external safety audits. Near Miss reporting and active safety committees address unsafe conditions. Regular safety training and awareness programs are conducted to reinforce a strong safety culture among employees.

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

	FY 2024-25 Current Financial Year			FY 2023-24 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	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	34	1	Area Safety Committee points	40	2	Area Safety Committee points

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.

The Company has established systems for the timely redressal of safety-related concerns. All incidents are investigated in line with PNGRB's ERDMP Regulations, OISD guidelines, and internal protocols, with a focus on identifying root causes and recommending improvements based on the hierarchy of controls.

Corrective actions and preventive measures are implemented by designated teams, and key learnings are shared during Safety Committee meetings to enhance organization-wide awareness. Regular monitoring and audits are conducted to ensure sustained compliance and continual improvement.

However, periodic inspections and site visits are conducted to assess potential health and safety risks.

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).

CPCL provides compensation packages in the event of unforeseen incidents such as employee death. Support is extended through the Emergency Action Scheme, Welfare Scheme, and Superannuation Scheme, offering financial assistance ranging from INR 10 to 15 lakhs to the immediate family. In addition, group accident insurance policies are in place to provide further financial support in the case of accidents.

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

The company's procurement process mandates that suppliers comply with all applicable laws and submit an undertaking confirming their adherence.

All value-chain vendors must hold PF/ESI registrations and submit wage registers and PF/ESI challans monthly (alongside attendance records) as a condition for invoice processing, ensuring proof of worker payments; the General Conditions of Contract (GCC) explicitly empower the Company to withhold payment, recover dues or impose penalties for any statutory non compliance; additionally, TDS is deducted on vendor payments to ensure correct tax remittance.

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

	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 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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, six months prior to an employee's scheduled retirement, a Financial Planning program is offered to guide them on investment options and overall financial well-being. Additionally, sessions are conducted to educate employees on maintaining physical and mental health after retirement. To support their ongoing well-being, the company also provides a lifelong health insurance cover of up to INR 8 lakhs post-retirement, ensuring continued physical and financial security.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	All collaborators in the value chain are thoroughly evaluated for health and safety compliance. Before partnering with CPCL, each entity must complete a self-declaration process, submitting documented assurance of adherence to relevant protocols. This ensures that all partners uphold regulatory standards, prioritize personnel well-being, and contribute to a safe working environment in all interactions with CPCL.
Working conditions	

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

No risks have been identified during the assessments conducted with our value chain partners

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

UN SDG Mapped:



Essential Indicators

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

CPCL's stakeholders include a diverse range of groups such as customers, employees, banks, business partners, shareholders, regulators, and neighboring communities. As a provider of petroleum and petrochemical manufacturing services, the company places high importance on fostering strong relationships with these stakeholders, chosen for their ability to support and enhance business operations. Key stakeholders identified by the company include employees, clients/ customers, shareholders, beneficiaries of CSR initiatives, and regulatory authorities.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	One-on-one interactions, email communication, senior management meetings, and internal communication platforms.	Quarterly, annually, and additionally as needed.	Career growth, compensation, benefits, workplace ethics, policy communication, and team-building initiatives.
Customers	No	Emails, websites, newspapers, other digital platforms, and customer satisfaction surveys.	Continuous and as needed.	Exceptional customer service across the entire lifecycle.
Shareholders	No	Quarterly earnings calls, emails, SMS, newspapers, advertisements, notices, website updates, Annual General Meetings, stock exchange intimations, quarterly financial results, investor meetings, conference calls, investor presentations, press releases, annual reports and transcripts, among other channels.	Quarterly and as required.	To stay informed about company developments, performance, and industry trends, and to address any concerns or grievances raised.
Beneficiaries of CSR Activities	Yes	Collaborations with local charities, community visits, and implementing agencies.	Quarterly and as needed.	Overseeing and executing CSR projects and activities.
Regulatory Bodies	No	Emails, one-on-one meetings, conference calls, website updates, BSE listing portal, and NSE Online NEAPS portals.	Quarterly and as necessary.	Discussions on approvals, circulars, guidelines, suggestions, amendments, and related matters.

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.

CPCL fosters continuous and proactive engagement with its stakeholders to improve communication regarding its performance and strategies, including ESG initiatives. Stakeholder consultations are generally conducted by respective groups, business heads, and relevant officers. Feedback and identified corporate issues are escalated to the Board via direct channels or through board committees overseeing business risks, CSR and sustainability, planning and projects, dispute settlement and other areas.

During 2024-25, seven board meetings were held wherein various agendas (including agendas pertaining to economic, environmental and social topics), which concerns various stakeholders of the Company, were put up for discussion / deliberation / approval of the Board.

The Board receives regular updates on various developments, and Directors are encouraged to provide feedback on these updates.

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, CPCL conducts a root cause analysis on customer complaints / grievance, which presents an opportunity to enhance its service. In addition, the Company's CSR Team identifies needy and underserved areas to initiate health and educational aid, encouraging the participation of Stakeholders.

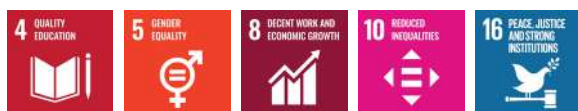
3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

CPCL is deeply committed to uplifting communities through focused efforts in education, healthcare, and rural development. As a responsible corporate citizen, the company consistently engages with marginalized and vulnerable groups to address their needs. To ensure effective support, CPCL employs a variety of methods to identify stakeholders requiring assistance, enabling targeted and impactful interventions that foster sustainable community growth and well-being.

The Company procures goods & services preferably from MSME/Women / SC/ ST vendors. Vendors of these groups are given due preference. For addressing concerns, proper channels of communications are available. These stakeholder groups (including MSME, Women / SC / ST, differently abled amongst others) are engaged through trainings, business operations, and other mechanisms.

PRINCIPLE 5: Businesses should respect and promote human rights

UN SDG Mapped:



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 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees & Workers						
Permanent	1413	10	1%	1422	189	13%
Other than permanent	-	-	-	-	-	-
Total employees	1413	10	1%	1422	189	13%

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

Category	FY 2024-25 Current Financial Year					FY 2023-24 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)
Permanent Employees & workers										
Male	1330	0	0	1330	100%	1347	0	0	1347	100%
Female	83	0	0	83	100%	75	0	0	75	100%
Total	1413	0	0	1413	100%	1422	0	0	1422	100%

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (INR in Crore)	Number	Median remuneration/ salary/ wages of respective category (INR in Crore)
Board of Directors (BoD)	3	0.86	-	0
Key Managerial Personnel (KMP)	1	0.95	-	0
Employees other than BoD and KMP	656	0.42	72	0.37
Workers	670	0.25	11	0.21

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

	FY 2025 Current Financial Year	FY 2024 Previous Financial Year
Gross wages paid to females as % of total wages	5.11%	4.83%

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, CPCL has an established mechanism to address human rights issues or impacts. Depending on the severity, complaints related to human rights are submitted through the designated Engineer-In-Charge or grievance cells. These concerns are then managed either on-site or escalated to higher authorities for resolution, ensuring timely and appropriate handling of all human rights matters.

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

An Online Grievance Management System is established to address all employee grievances, including human rights violations. This system comprises defined procedures, roles, and guidelines for receiving complaints and ensuring appropriate resolution.

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

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Filed during the year	Pending Resolution at the end of year	Remarks	Filed during the year	Pending Resolution at the end of year	Remarks
Sexual Harassment	0	0	Nil	0	0	Nil
Discrimination at workplace	0	0	Nil	0	0	Nil
Child Labour	0	0	Nil	0	0	Nil
Forced Labour/ Involuntary Labour	0	0	Nil	0	0	Nil
Wages	0	0	Nil	0	0	Nil
Other human rights related issues	0	0	Nil	0	0	Nil

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

	FY 2025 Current Financial Year	FY 2024 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

Awareness sessions are undertaken on CDA rules & Sensitization workshops for spreading awareness on gender sensitivity and POSH Act for employees.

The mechanisms to prevent adverse consequences are:

- 1) Grievance Redressal Policy for employees
- 2) Internal Complaints Committee (ICC) constituted as per provisions of POSH Act 2013

The Internal Complaints Committee (ICC) addresses discrimination and harassment cases. It recommends special leave of up to 90 days for aggrieved female employees during the inquiry period, providing support and protection while the investigation is ongoing.

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

Yes, human rights requirements are included in business agreements and contracts. Service contracts contain clauses that address human rights requirements, such as the prohibition of child labor and the assurance of minimum wages.

10. Assessments of the year

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

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

The Company is committed towards ensuring compliance with all Labour laws along with maintaining zero incidence of human rights violations. The Company has developed a well-defined Grievance Redressal Procedure for employees. Any employee can raise a grievance, which is then resolved within the prescribed timelines.

Leadership Indicators

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

There were no complaints reported during the current reporting period; therefore, no changes to the grievance process were required.

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

All CPCL offices and plant locations were assessed for potential human rights violations, and no issues were identified during these evaluations.

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, the Company's premises and offices are built in line with Sugamya Bharat Abhiyan guidelines under the Rights of Persons with Disabilities Act and are made accessible to differently abled employees & workers via wheelchairs/ lifts. Various facilities like wheelchairs, ramps, lifts, suitable washrooms, rest rooms, access to company doctors etc are provided to aid the working of differently abled employees / workers.

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	Before entering any partnership with CPCL, all value chain partners are subject to thorough evaluations of their policies and practices related to child labour and fair wages. As part of this process, each partner is required to submit a self-declaration affirming their compliance with these ethical standards. This mandatory step ensures that CPCL collaborates only with entities that uphold responsible labour practices, actively prohibit child labour, and provide fair compensation, thereby reinforcing CPCL's commitment to ethical and sustainable business operations.
Discrimination at workplace	
Child labour	
Forced/involuntary labour	
Wages	
Others – please specify	

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

Not Applicable

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

UN SDG Mapped:



Essential Indicators

The following calculations have been used in this section:

- PPP Adjusted Revenue in INR = (Revenue in INR/ PPP Conversion Factor) * Exchange rate (USD to INR)
- PPP Conversion Factor is taken as 20.66 (for FY 24-25) and 20.22 (for FY 23-24) as per the latest available value on finalization of this report and is taken from <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC>
- Foreign exchange rate has been considered as the rate on the end of FY and has been taken from <https://www.rbi.org.in/scripts/ReferenceRateArchive.aspx>

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

Parameter	In Tn Joules	
	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
From renewable sources		
Total electricity consumption (A)	93.50	96.79
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	93.50	96.79
From non-renewable sources		
Total electricity consumption (D)	16,777.86	17,472.55



Parameter	In Tn Joules	
	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total fuel consumption (E)	18,155.25	21,722.95
Energy consumption through other sources (F)		
Total energy consumed from non-renewable sources (D+E+F)	34,933.11	39,195.53
Total energy consumed (A+B+C+D+E+F)	35,026.61	39,292.32
Energy intensity GJ per CR rupee of turnover (Total energy consumed / Revenue from operations)	492.99	495.66
Energy intensity per CR rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	119.01	120.21
Energy intensity in terms of GJ per MT of Crude Thruput processed	3.35	3.38

* Gigajoule (GJ)

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, independent assurance has been provided by Bureau Veritas.

- 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.**

Perform, Achieve and Trade (PAT) is a regulatory instrument to reduce Specific Energy Consumption in energy intensive industries, with an associated market-based mechanism to enhance the cost effectiveness through certification of excess energy saving which can be traded.

Yes, CPCL has achieved the Energy efficiency targets set under PAT Cycle -II (FY 2016-17 to FY 2018-19) wherein new sectors like Oil Refining Industry were newly included. CPCL had achieved 20833 units of certified tradeable energy savings certificate viz. ESCerts under PAT Cycle -II.

Oil Refining Industry sector was once again included in PAT Cycle -VI scheme pertaining to FY 2020-21 to FY 2022-23. CPCL has once again outperformed the energy efficiency parameters target set for PAT Cycle -VI. CPCL was certified for 18,162 Nos. of ESCerts for PAT Cycle -VI under the Energy efficiency Scheme of Bureau of Energy Efficiency (BEE).

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

Parameter	In Tn Joules	
	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water (Municipal water supplies)		
a. Treated sewage water from CMWSSB.	39,85,190	70,41,874
b. Desalinated water from CMWSSB	2,81,813	3,57,652
(iv) Seawater / desalinated water	46,87,329	40,52,096
(v) Others (Rainwater storage)	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	89,54,332	1,14,51,622
Total volume of water consumption (in kiloliters) *	89,54,332	1,14,51,622
Water intensity KL per CR rupee of turnover (Total water consumption / Revenue from operations)	126.03	144.46
Water intensity per CR rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	30.42	35.03
Water intensity in terms of KL per MT of Crude Thruput processed	0.86	0.98

Note

- No ground water is used in CPCL refinery.
- Figures for F.Y 2023-24 (previous financial year) have been revised due to reclassification.

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, Assurance has been provided by Bureau Veritas

4. Provide the following details related to water discharged:

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Water discharge by destination and level of treatment (in kilo liters)		
(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	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third parties	0	0
- No treatment (Water sent for treatment to Central Effluent Treatment Plant) *	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment – Tertiary treatment	0	0
Total water discharged (in kilo liters)	0	0

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

YES, Assurance has been provided by Bureau Veritas

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

Yes, treated water is repurposed for various applications, including boiler feed water, fire water systems, cooling tower make-up, and other operational needs. Furthermore, with minimal additional treatment, effluent water is also utilized for horticultural purposes.

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

Parameter	Please specify unit	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
NOx	Tonnes	597	894
SOx	Tonnes	1705	1956
Particulate Matter (PM)	Tonnes	352	418
Persistent Organic Pollutants (POP)	Kg	0	0
Volatile Organic Compounds (VOC)	MT	1.28	1.46
Hazardous Air Pollutants (HAP)	Mg/m ³	0	0
Carbon Monoxide (CO)	Kg	618	664

Note:

a. Figures for F.Y 2023-24 (previous financial year) have been revised due to reclassification.

b. 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, Assurance has been provided by Bureau Veritas

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

Parameter	Unit	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tons of CO ₂ equivalent	24,14,265.98	28,13,723.00
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tons of CO ₂ equivalent	15,007.00	14,365.00
Total Scope 1 and Scope 2 emissions	tons of CO ₂ equivalent	24,29,272.92	28,28,088.00
Total Scope 1 and Scope 2 emission intensity per CR rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tons of CO ₂ equivalent/turnover in crores	34.19	35.68
Total Scope 1 and Scope 2 emission intensity per CR rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tons of CO ₂ equivalent/adjusted turnover in crores	8.25	8.65
Total Scope 1 and Scope 2 emission intensity in terms of Crude Thruput processed	tons of CO ₂ equivalent/ MT of crude thrupt	0.23	0.24

Note:

- a. Figures for F.Y 2023-24 (previous financial year) have been revised due to reclassification.
- b. **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, Assurance has been provided by Bureau Veritas

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

S. No.	Description of emission reduction initiative/Project	Impact
1.	Forerunner to setup Windmill Farm in Refinery Sector: CPCL installed 17.6 MW (22 Nos. x 800 MW) windmill at Dindigul district in Oct 2007, which is first of this kind in Oil Industry and 23.9 Million Units of power was generated in 2024-25.	17,352 Metric Ton of CO ₂ reduction
2.	Solar Power: CPCL installed 2.3 MW of solar rooftop	1,549 MT of CO ₂ reduction was achieved
3.	Re – Gasified Liquefied Natural Gas Utilized RLNG, a cleaner fuel, of 527 TMT in 2024-25.	1,13,052 MT of CO ₂ reduction was achieved
4.	Afforestation: 176 acres of green belt developed	1002 MT of CO ₂ reduction was achieved

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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Waste generated (in metric tons)		
Plastic waste (A)	29.6	12.5
E-waste (B)	4.28	0
Bio-medical waste (C)	0.12	0.06
Construction and demolition waste (D)	0	0
Battery waste (E)	3.23	16.29
Radioactive waste (F)	0	0
Other Hazardous waste. Haz. Waste from process + Haz. Waste from pollution control equipment's, + Filter bed sand+ Filter bags etc. (G)	22,902.76	19,305.25

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Other Non-hazardous waste generated MS Scrap + Aluminum scrap (Break-up by composition i.e., by materials relevant to the sector) (H)	4913.10	5130.99
Total (A+B + C + D + E + F + G + H)	27,853.09	24,465.09
Waste intensity per CR rupee of turnover (Total waste generated / Revenue from operations)	0.39	0.31
Waste intensity per CR rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.09	0.07
Waste intensity in terms of physical output (per metric tonne of crude processed)	2.66	2.10
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of waste		
(i) Recycled	27,211.48	24,233.92
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	27,211.48	24,233.92
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	525.88	100.9
(ii) Landfilling	115.61	130.21
(iii) Other disposal operations	0.12	-
Total	641.61	231.17

Note: Figures for F.Y 2023-24 (previous financial year) have been revised due to reclassification.

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.

At CPCL, waste is systematically segregated into hazardous and non-hazardous categories. Hazardous waste is managed and disposed of in strict accordance with the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016. Non-hazardous waste is directed to authorized recyclers or disposed of through safe and compliant methods.

Chemical dosing is continuously monitored and maintained in alignment with specified design parameters. To minimize chemical wastage, drainage from processes is collected in a solvent blowdown system or a designated collector and then pumped back into the system for recovery and reuse.

E-waste: In accordance with E-Waste (Management) Rules, E-waste is being disposed by way of buy-back against new procurements or through government approved trading agency.

Hazardous waste:

Spent Catalyst: Spent catalyst bearing precious metals are sent to authorized recyclers for recovery of precious metals, co-processing in cement plants and manufacturers of refractories, ceramics etc., or sent for storage in Common Hazardous Waste Disposal sites or sites developed within refineries which are constructed with safety features like proper impermeable liners, leachate collection system, protection from rain etc. These sites are regularly monitored for ground water contamination.

Slop Oil: Slop Oil refers to the crude oil settled at the bottom of the tank, which is emulsified with water and solids making it unfit for the refining operation. Slop Oil recovered from storage tank and Effluent Treatment Plant (ETP) facilities in refineries undergoes treatment processes where oil is recovered. This oil is further treated in a storage tank for removal of water by using heat and settling time. The resultant water free slop oil is sent for reprocessing in different process units in the refinery for recovery of valuable intermediate products which are suitably blended to get finished product. In marketing and pipeline locations slop oil is recycled after decanting in sump tank and pumping back to product system.

Oily Sludge: The bioremediation process involves mixing the oily sludge with soil and tilling it for proper mixing. Oil-degrading microbes, along with nutrients, are then spread over the mixture of soil and sludge, followed by additional tilling. The mixture is left for the action of microbes for several months. After this period, the sludge is tilled again, and random

samples are collected for testing the oil percentage. If the oil content is found to be above 1%, the process is repeated until the oil percentage reaches 1% or below. If the oil content is below 1% and the heavy metal concentration is below the approved limit, the soil is either disposed off or used within the refinery's battery limit for filling or construction purposes. Oily sludge that meets these criteria is sold to authorized recyclers through e-auction.

Bio-Medical Waste (BMW): BMW generation, treatment & disposal is guided by Bio-Medical Waste Management Rules, 2016. BMW generated is collected and primarily stored at designated place in the hospital and then handed over to an outsourced agency approved by TNPCB for treatment and disposal.

Battery Waste: Battery waste is disposed of through registered recyclers with buy-back policies

Other Hazardous/Recyclable Waste: Disposed of via government approved trading agency by following standard procedures

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.
CPCL does not operate in eco-sensitive area.			

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
Nil					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, 1974; Air (Prevention and Control of Pollution) Act, 1981; and Environment (Protection) Act, 1986: and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

The Company proactively takes all the necessary steps to ensure compliance with applicable standard and norms prescribed under various laws and regulations and the details 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	Water (Prevention and Control of Pollution) Act 1974	-	Nil	Not Applicable
2	Air (Prevention and Control of Pollution) Act 1981	-	Nil	Not Applicable
3	Environment Protection Act 1986	-	Nil	Not Applicable
4	The Chemical Accidents (Emergency Planning, Preparedness and Response) Rules 1996	-	Nil	Not Applicable
5	Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	-	Nil	Not Applicable
6	Noise Pollution (Regulation and Control) Rules 2000	-	Nil	Not Applicable

The Tamilnadu Pollution Control Board (TNPCB) has passed an order in February 2025 levying environmental compensation of ₹ 73.68 crore for the environmental and socio-economic damages alleged to be caused due to the oil spill occurred during Michaung cyclone in December 2023.

CPCL has contested the levy by TNPCB, and interim stay has been granted by the National Green Tribunal (NGT) in March 2025 with condition to deposit/ Furnish Bank Guarantee in respect of 50 % of the portion of demand specified as environmental damage in the aforesaid order amounting to ₹19.12 crore till further proceedings. Subsequently, the company has complied with the same by submitting a Bank guarantee of ₹ 19.12 Crore on 15.04.2025.

Based on the orders passed by the National Green Tribunal (NGT) pursuant to suo motu proceedings

- (a) NGT on its own motion initiated proceeding regarding Oil leakage in Nagapattinam district based on the news item published. Albeit, report of all the Institutions including Joint Committee reported of no adverse environmental impact stating that the oil leakage was only due to external impact and hence no remedial measures is recommended, the NGT however levied a no-fault liability of ₹ 5 cr to be utilized for environment improvement and health of local people. An amount of ₹5 crore has been levied as "no-fault liability", and the same has been paid.
- (b) TNPCB had raised demand amounting to ₹ 6.24 crore towards environmental compensation, which was accounted in the previous year. The same is being contested before the National Green Tribunal and NGT has granted an interim stay on the condition that CPCL shall deposit 50% of the environmental compensation representing ₹ 3.12 Crore and the same was deposited with TNPCB on 25/4/25.

Leadership Indicators

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

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

(i) **Name of the area:** Manali, Chennai

(ii) **Nature of operations:** Refining of crude oil into petroleum

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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water (fresh water from CMWSSB)	-	-
a. Treated sewage water from CMWSSB	42,67,003	70,41,874
b. Desalinated water from CMWSSB	2,81,813	3,57,652
(iv) Seawater / desalinated water	46,87,329	40,52,096
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	89,54,332	1,14,51,622
Total volume of water consumption (in kilolitres)	89,54,332	1,14,51,622
Water intensity per CR rupee of turnover (Water consumed / turnover)	126.03	144.46
Water discharge by destination and level of treatment (in kilolitres) *		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: Figures for F.Y 2023-24 (previous financial year) have been revised due to reclassification.

Water is being treated and reused within the premises. Hence no discharge is being done.

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, Assurance has been provided by Bureau Veritas.

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

Parameter	Unit	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	29.80	31.70
Total Scope 3 emissions per Crore rupee of turnover	tCO ₂ e/Cr	419.42	399.88

Note:

a. Figures for F.Y 2023-24 (previous financial year) have been revised due to reclassification.

b. 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, Assurance has been provided by Bureau Veritas.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable

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

S. No	Initiative undertaken	Details of the initiative	Outcome of the initiative
1.	Production of Green Products	Commenced the production of Sustainable Aviation Fuel (SAF) using used cooking oil as a feedstock for Aviation Turbine Fuel	SAF can reduce lifecycle GHG emissions by up to 80% compared to conventional jet fuel Converts a waste product (used cooking oil) into a high-value fuel.
2.	Energy Conservation Schemes Implemented	Energy Conservation schemes	CO ₂ reduction by 1,07,840 MT
3.	RLNG Consumption Maximization	CPCL has utilized RLNG, a cleaner fuel, of 526.9 TMT in 2024-25	Resulted in reduction of CO ₂ emission by 1,13,052 Metric Ton
4.	Afforestation	176 acres of green belt developed by CPCL. Contributed ₹ 30 lakhs to Tiruvurur Collector for Green Belt Development of about 10.14 acres in Central University of Tamil Nadu. Sapling distribution- CPCL distributed 2,000 saplings to government schools and hospitals	Results in the sequestration of CO ₂ emission by 920 Metric Ton in 2024-25
5.	Biodiversity	CSR initiative for the raising, planting, and maintenance of 55,000 Casuarina seedlings	Casuarina plantations help prevent soil erosion and protect against cyclonic winds and sea ingress.

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

The company has a comprehensive Disaster Management and Business Continuity Plan in place. The Emergency Response and Disaster Management Plan (ERDMP) is thoroughly documented, regularly updated, and effectively communicated to all employees and workers. Onsite mock drills are conducted in coordination with statutory authorities to ensure preparedness. The adequacy of the fire protection system is routinely evaluated, and both internal and external safety audits are carried out at regular intervals to uphold safety standards.

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?

Initiatives undertaken by the CPCL in mitigation of the environmental impact out of the Value chain includes the following:

Emissions from supply, distribution:

- Offering low Sulphur bunker fuels for marine transport.
- Promoting pipelines transport (75% less emissions as compared to rail transport)
- Awareness generation sessions with value chain partners
- Increased the movements of one of our product (Pet coke) through Rail movements wherein 7960 Truck movements has been in FY 2024-25 annually impacting reduction in 6000 MT of CO₂ emissions.
- The Company is Offering cleaner products to customers so that the net emissions from use of products can be reduced.

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

UN SDG Mapped:



Essential Indicators

1. a. Number of affiliations with and industry chambers/ associations.

6 (Six)

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Transparency International India (TII)	National
2	Federation of Indian Petroleum Industry (FIPI)	National
3	Confederation of Indian Industry	National
4	Standing Conference of Public Enterprises (SCOPE)	National
5	Madras Chamber of Commerce & Industry (MCCI)	State
6	Manali Industries Association (MIA)	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.

Not applicable. No instances of anti-competitive behavior were observed/reported.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

UN SDG Mapped:



Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
Engagement of Trade Apprentices under National Apprenticeship Promotion Scheme (NAPS) of Ministry of Skill Development and Entrepreneurship (MSDE)	-	-	No. Study is done by our Internal team headed by HR	No It is shared within our Internal management	Not applicable

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

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

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

The Company has developed several channels of communication to the community. These include:

- A. Engagement through on-site meetings with the plant in-charge for any grievances and issues
- B. Engagement through corporate CSR efforts
- C. Registration & resolution of public grievance: Public can register feedback, suggestions, or complaints about any product or service or otherwise through various methods such as:
 - I. Online web-based complaint system – grievance management portal
 - II. Toll free Call center number
 - III. Complaint register

The Company also receives grievances/ RTI queries through various channels, which are duly acknowledged, and responses are provided within time frame as per the corporation's policy & guidelines. Upon receipt of grievances, the company evaluates the concerns on parameters such as details of the issue, affected parties, any relevant context, etc.

Depending on the nature and severity of the grievance, the Company undertakes appropriate steps required for resolution. This involves investigations, consultation with relevant stakeholders, and implementing corrective actions.

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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Directly sourced from MSMEs/ Small Producers	56.46%	52.05%
Directly from within India	93.25%	80.90%

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 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Rural	-	-
Semi-urban	3.26%	2.77%
Urban	-	-
Metropolitan	96.74%	97.23%

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

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Nil	

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

State	Aspirational District	Amount Spent (In ₹)
Tamil Nadu	Ramanathapuram	1,12,24,000

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

Yes, the Company has preferential procurement policy in line with the Government of India's guideline. Preference is given to local suppliers, Micro & Small Enterprises (MSEs), MSEs owned by SC/ST individuals and women, and startups in accordance with current government and company policies. Under the Public Procurement Policy 2012 (PPP-2012) and the Purchase Preference linked to Local Content policy (PP-LC 2020), MSEs and Class I Local Suppliers receive purchase preference. Certain items are exclusively reserved for procurement from MSE vendors. When sufficient local content and capacity exist in India, only Class I local suppliers are permitted to participate in the bidding process. For non-critical procurement, prequalification criteria are waived for startups and relaxed for Micro & Small Enterprises. In addition, relaxation of 50% in the performance bank guarantee (PBG) is provided to Women and Reserved categories (SC/ST) owned MSEs.

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

CPCL procures material from Micro & Small Enterprises (MSE), Reserved SC/ST MSEs and Women MSEs

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

Targets for procurements from SC/ST MSEs and Women MSEs are 4% and 3% respectively

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
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
Nil		



6. Details of beneficiaries of CSR Projects:

Description of Corporate Social Responsibility (CSR) Project	Total No. of Beneficiaries of CSR Projects	No. of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups	%age of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups
Stipend to Apprentices	150	150	100%
Procurement & Installation of 2000 LPH RO Plant	2000	1000	50%
Provision of school furnitures at Mouthambedu Panchayat Primary School, Minjur	500	500	100%
Provision of school furnitures at Chinnasekkadu Govt High School, Manali	500	500	100%
Comprehensive Maintenance Charges for pressure swing adsorption (PSA) oxygen generating plants in Aluva and Pathanamthitta, Kerala and, in Chikkamagaluru and Yadgir, Karnataka	18000	18000	100%
Running and maintenance of Mobile Medical Unit in Ramanathapuram, Nagapattinam and Manali in Chennai	50000	50000	100%
Operation & Maintenance of Community Health Centre	15000	15000	100%
Robotic Scavenging Machine	100	100	100%
Skill oriented training courses through CIPET in Chennai & Madurai	80	80	100%
Laptops at public libraries	5000	1000	20%
Mass awareness on ill effects of Single Use Plastics	50000	10000	20%
Swachhata Pakhwada – 2024	5000	5000	100%
Infrastructure upgradation at CPCL Polytechnic College	600	600	100%
Super-30 IIT Project	30	30	100%
Eye Care Camps in North Chennai	1200	1200	100%
Construction & Improvement of Anganwadis in Zone-1	100	100	100%
Civil & other Infrastructure upgradation for Super-30 Project	30	30	100%
3 rd Mega Book Fair at Nagapattinam	100000	25000	25%
Fitness centre cum community Infrastructure in Zone-4	5000	1000	20%
Smart Class facilities to Tamil Nadu Institute of Labour Studies	500	100	20%
Rejuvenation and improvement work of CMDA Truck Terminal Play Field in Zone-3	1000	1000	100%
Anganwadi at Annai Ninaivu Nagar 7 th Street in Zone-3	100	100	100%
Fitness Centre at Bharathiyar 2 nd Street in Zone-3	5000	1000	20%
Treatment of Clubfoot	400	400	100%
Preserving art and culture of Tribal artists & artisans	500	300	60%
Training support to Tamil Nadu Football Teams for National Football Championship	40	40	100%
Infrastructure for Tribals in Annamalai Tiger Reserve	40	40	100%
Awareness programme on Dementia	6800	2000	29%
Employment oriented Skill Development Training Program in Retail Sector	500	500	100%
Awareness creation and distribution of Menstrual Cup	5000	2000	40%
Improvement and Rejuvenation of Kargil Nagar Pond	50000	5000	10%
Sports activities under Indian Coast Guard Raising Day	500	50	10%
Promotion of traditional art & culture	50000	500	1%
Additional Class Rooms, Staircase, Toilet in primary school, Manali	500	500	100%
Multipurpose Hall at Nedunchezian Street in Zone-2	300	300	100%
Dhobi Kanna at Old Washermenpet in Zone-5	100	100	100%
Urban Primary Health Centre at Manali in Zone-2	10000	10000	100%
Infrastructure Development at Dhanushkodi and Rameshwaram	500000	50000	10%
Urban Primary Health Centre at Thalankuppam in Zone-1	10000	10000	100%
Development of Junction at Manali High Road	20000	2000	10%
Classroom in Primary School at New Nappalayam, Zone-2	300	300	100%
School Building in CPS at Vadaperumbakkam, Zone-2	500	500	100%
Kitchen Centre at Sadayankuppam Zone-2	2000	20000	1000%
Kitchen Centre at Andarkuppam, Zone-2	2000	20000	1000%
Anganwadi Centre at Elanthanur, Zone-2	100	100	100%

Description of Corporate Social Responsibility (CSR) Project	Total No. of Beneficiaries of CSR Projects	No. of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups	%age of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups
Multipurpose Hall at Vadaperumbakkan, Zone-2	5000	2000	40%
Multipurpose Hall at Ellatherasi Street, MMDA Mathur, Zone-2	5000	2000	40%
Anganwadi at KKD Nagar 4 th Block, 4 th Street, Zone-4	100	100	100%
Anganwadi at Muthamizh Nagar 7 th Block, 177 th Street, Zone-4	100	100	100%
Sports festival at North Chennai	500	500	100%
Medical Equipment to Government Stanely Hospital	10000	10000	100%
Additional Floor at CPCL Polytechnic College	60	60	100%
Free library at CPCL Polytechnic College	2000	500	25%
Supporting women entrepreneurship and enhancing their economic opportunities	50	10	20%
Community Hall at Ganesapuram Main Street, Zone-4	3000	750	25%
Toilet Block (4+1), shuttle, Volleyball, Badminton Court, Gym- Zone-1	10000	4000	40%
Toilet Block (6+1) for Women at Pattinathar Koil, Zone-1	10000	4000	40%
School Building (G+1) in CPS, North Pragaram Street, Zone-1	400	400	100%
Cultural Centre for Ladies at Ennore Express Road, Thalankuppam, Zone-1	4000	1000	25%
Additional classroom (2 nd Floor) in primary school, Sharma Nagar, Zone-4	400	400	100%
Anganwadi at Ammani Ammal thottam 2 nd Street, Zone-4	100	100	100%
Anganwadi at Ammani Ammal thottam 2 nd Street, Zone-4	100	100	100%
Anganwadi at Ammani Ammal thottam 4 th Street, Zone-4	100	100	100%
Anganwadi at Muthamizh Nagar 2 nd Block, 38 ^h Street, Zone-4	100	100	100%
Anganwadi at Muthamizh Nagar 3 rd Main Road, Zone-4	100	100	100%
Library at CHS Market Lane, Zone-1	5000	2000	40%
Construction of footpaths & walking tracks at MGR Road, Zone-1	20000	5000	25%
Compound wall and associated works at TVR Burial Ground, Zone-1	200	100	50%
Raising, planting & maintenance of Casuarina Seedlings	100000	30000	30%
Livelihood project for farmers through apiculture	200	200	100%
Assistive Technology Maker Hub at Rehabilitation R & D Centre	10000	5000	50%
Support for Women's Integrated Training (Reproductive Health)	50000	40000	80%
Assessment & distribution of assistive devise to disabled	230	230	100%
Infrastructure Development in Marshy unused land for public use	20000	5000	25%
CCTVs for safety and security around the community surrounding the periphery of Manali Refinery	200000	30000	15%
RO plants at various Schools and Community Places	30000	10000	33%
Water Barricades at highways junction for safety of riders	500000	50000	10%
Furniture to Schools and Colleges in and around Manali Refinery	5000	5000	100%

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

UN SDG Mapped:



Essential Indicators

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

As a business-to-business (B2B) enterprise, CPCL primarily engages with institutional and industrial customers. Complaints, if any, are received directly from these customers and are addressed on a case-by-case basis, ensuring timely resolution and customer satisfaction. Each concern is handled with a tailored approach, considering the unique requirements and expectations of the client involved.

To strengthen relationships and enhance service quality, CPCL also organizes customer meets twice a year. These sessions serve as a platform to gather valuable feedback, understand customer expectations, and address any concerns. Additionally, these meetings provide an opportunity to keep customers informed about current market trends, industry developments, and emerging scenarios, enabling them to make informed decisions. Through these proactive interactions, CPCL maintains a strong commitment to transparency, responsiveness, and continuous improvement in customer engagement.

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

Parameter	As a percentage to total turnover
Environmental and social aspects associated with the product	Information about 100% products and services is made available through technical datasheets and the Citizen's Charter.
Safe and responsible usage	The Material Safety Data Sheet (MSDS) is accessible online, and all stakeholders are regularly informed about the safe handling of materials during transit and use.
Recycling and/or safe disposal	100% packaging bags are clearly labeled with the appropriate recycling code.

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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

	Number	Reasons for recall
Voluntary recalls		Nil
Forced recalls		Nil

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

Yes, the company's Cyber Security Policy is accessible to all employees through the intranet portal.

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.

CPCL has implemented best-in-class network perimeter firewalls, web application firewalls, and Endpoint Detection and Response (EDR) systems at its Manali Data Centre. To further enhance security, a Cyber Security Operation Centre (SOC) is currently being established. All customer data is securely stored on SAP servers located at the IOCL Data Center in Gurgaon.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Nil

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

Nil

c. Impact, if any, of the data breaches

Nil

Leadership Indicators

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

Information about CPCL's products and services is readily accessible through the company's official website (www.cpcl.co.in) and its dedicated Marketing webpage. To enhance customer engagement and streamline services, CPCL launched the Customer Marketing Portal. This user-friendly platform enables customers across India to register with CPCL, place orders, track order status, manage account balances, and lodge complaints digitally.

It also provides detailed information on CPCL's product offerings, updates on events, and announcements regarding new product launches. The portal represents CPCL's commitment to digital transformation and improved customer service. Visit <https://pms.cpcl.co.in/Marketing/> for more information.

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

Under the SAKSHAM initiative led by the Petroleum Conservation Research Association (PCRA) and the Ministry of Petroleum and Natural Gas (MoP&NG), CPCL actively participated in promoting sustainable consumption practices. A variety of awareness campaigns, competitions, stakeholder consultations, and interactive sessions were organized to engage customers, employees, and dealer representatives. These initiatives were designed to foster responsible usage, conservation, and safety in handling petroleum products. Detailed information was published on the company website and communicated directly to customers and channel partners to ensure awareness of safe usage protocols.

For bulk customers, CPCL conducted specialized product training sessions, live demonstrations, and one-on-one meetings to educate them on the safe and efficient use of its products. Customer Meets were also held in Madurai and Chennai to strengthen relationships and gather feedback.

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

CPCL primarily caters to bulk customers and has developed dedicated communication channels to effectively serve them. These channels facilitate the timely dissemination of information about product availability and any possible disruptions. Furthermore, email communication is also employed to keep customers well-informed.

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

Our specialized products, including Food Grade Hexane and Paraffin Wax across all grades, strictly comply with the labelling and product information standards established by the Bureau of Indian Standards (BIS). Each shipment of Food Grade Hexane is accompanied by a Certificate of Conformity and displays a unique BIS license number, ensuring quality and authenticity. Likewise, every bag of Paraffin Wax is clearly marked with the BIS license number. Specifications for feedstock and other products are finalized through mutual agreement between the buyer and seller. We also actively collect consumer feedback twice a year to continuously improve our offerings.