



# हिन्दुस्तान पेट्रोलियम कॉर्पोरेशन लिमिटेड

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

## HINDUSTAN PETROLEUM CORPORATION LIMITED

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

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17, Jamshedji Tata Road, P. O. Box No. - 11041, Mumbai - 400 020. Tel. : 2286 3900 • Fax : 2287 2992 • e-mail : corphqo@hpcl.co.in  
CIN No.: L23201MH1952GOI008858

Ref.: Co.Secy./VM/258/2025

July 28, 2025

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

**Sub.: Business Responsibility and  
Sustainability Report for the  
Financial Year 2024-25**

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

Dear Sirs,

In compliance with provisions of Regulation 34 (1) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we write to forward herewith the Business Responsibility and Sustainability Report ("**BRSR**") for the Financial Year 2024-25 which also forms part of the Integrated Annual Report submitted to the Stock Exchanges vide letter Ref. Co.Secy./VM/257/2025 dated July 28, 2025.

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

This is for your information and records.

Thanking you,

Very truly yours,

**V. Murali**  
Company Secretary

Encl: a/a

# Business Responsibility & Sustainability Report



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### Principle 1

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



### Principle 5

Businesses should respect and promote human rights



### Principle 2

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



### Principle 6

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



### Principle 3

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



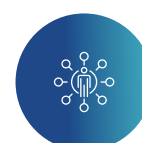
### Principle 7

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



### Principle 4

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



### Principle 8

Businesses should promote inclusive growth and equitable development



### Principle 9

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


**SECTION A: GENERAL DISCLOSURES**
**I. Details of the listed entity**

Sr no.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity:	L23201MH1952GOI008858
2.	Name of the Listed Entity:	HINDUSTAN PETROLEUM CORPORATION LIMITED
3.	Year of incorporation:	1952
4.	Registered office address:	Petroleum House, 17, Jamshedji Tata Road, Churchgate, Mumbai 400020
5.	Corporate address:	Same as above
6.	E-mail:	corphqo@hpcl.in
7.	Telephone:	022-22863900
8.	Website:	<a href="http://www.hindustanpetroleum.com">www.hindustanpetroleum.com</a>
9.	Financial year for which reporting is being done:	2024-25
10.	Name of the Stock Exchange(s) where shares are listed :	BSE Limited, National Stock Exchange of India Limited
11.	Paid-up Capital :	INR 2127.82 Crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Shri D K Sharma Designation: Executive Director - HSE (Corporate) Telephone: 022 - 22863595 Email Address: <a href="mailto:corporatohse@mail.hpcl.co.in">corporatohse@mail.hpcl.co.in</a>
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone Basis
14.	Name of Assurance Provider	SR ASIA
15.	Type of Assurance Obtained	Reasonable Assurance for BRSR - Core Indicators

**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	Coke and refined petroleum products	100%

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

Sr. No	Product/Service	NIC Code	% of total Turnover contributed
1	High Speed Diesel	46610, 47300	47%
2	Motor Spirit		28%
3	Lubes & Greases		1%
4	Aviation Turbine Fuel		2%
5	Liquefied Petroleum gas	35202, 46610, 47736	13%

\* Based on FY 25 turnover

**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	216	177	393
International#	0	0	0

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

# Nil as this is a standalone report

## 19. Markets served by the entity:

### a. Number of locations

Locations	Number
National (No. of States)	28 States and 7 U/Ts
International (No. of Countries)	30

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

2.32 %

### c. A brief on types of customers

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

## 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)
<b>EMPLOYEES</b>						
1.	Permanent (D) <sup>#</sup>	6009	5263	88%	746	12%
2.	Other than Permanent (E) <sup>*</sup>	149	88	59%	61	41 %
3.	<b>Total employees (D + E)</b>	<b>6158</b>	<b>5351</b>	<b>87%</b>	<b>807</b>	<b>13%</b>
<b>WORKERS</b>						
4.	Permanent (F) <sup>§</sup>	2040	1909	94%	131	6%
5.	Other than Permanent (G) <sup>^</sup>	36974	35795	97%	1179	3%
6.	<b>Total workers (F+ G)</b>	<b>39014</b>	<b>37704</b>	<b>97%</b>	<b>1310</b>	<b>3%</b>

# Management Employees

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

§ Non Management Employees

^ Contract Workforce

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	110	100	91%	10	9%
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total differently abled employees (D+E)</b>	<b>110</b>	<b>100</b>	<b>91%</b>	<b>10</b>	<b>9%</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	34	32	94%	2	6%
5.	Other than Permanent (G) <sup>*</sup>	NA	NA	NA	NA	NA
6.	<b>Total differently abled workers (F+G)</b>	<b>34</b>	<b>32</b>	<b>94%</b>	<b>2</b>	<b>6%</b>

\*Outsourced (contract) workers are engaged by respective contractors, hence data not maintained by PE.

### 21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	1	10%
Key Management Personnel	7*	0	0%

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

## 22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.38%	5.52%	5.40%	6.83%	8.04%	6.97%	5.72%	5.65%	5.71%
Permanent Workers	15.47%	10.18%	15.14%	14.54%	15.38%	14.59%	15.62%	11.30%	15.35%

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

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Oil & Natural Gas Corporation Limited	Holding Company	54.900	No
2	Aavantika Gas Ltd	Joint Venture	49.993	No
3	Bhagyanagar Gas Ltd	Joint Venture	47.515	No
4	Godavari Gas Pvt Ltd	Joint Venture	26.000	No
5	Hindustan Colas Pvt Ltd	Joint Venture	50.000	No
6	HPCL Rajasthan Refinery Ltd	Joint Venture	74.000	No
7	HPCL-Mittal Energy Ltd	Joint Venture	48.993	No
8	HPOIL Gas Pvt Ltd	Joint Venture	50.000	No
9	IHB Ltd	Joint Venture	25.000	No
10	Mumbai Aviation Fuel Farm Facility Pvt Ltd	Joint Venture	25.000	No
11	Petronet India Ltd	Joint Venture (Under Voluntary Liquidation)	16.000	No
12	Petronet MHB Ltd	Joint Venture	50.000	No
13	Ratnagiri Refinery and Petrochemicals Ltd	Joint Venture	25.000	No
14	South Asia LPG Company Pvt. Ltd.	Joint Venture	50.000	No
15	HPCL Biofuels Ltd	Subsidiary	100.000	Yes
16	HPCL LNG Ltd	Subsidiary	100.000	No
17	HPCL Middle East FZCO	Subsidiary	100.000	No
18	HPCL Renewable & Green Energy Ltd.	Subsidiary	100.000	Yes
19	Prize Petroleum Co Ltd	Subsidiary	100.000	No
20	GSPL Indian Gasnet Ltd	Associate Company	11.000	No
21	GSPL Indian Transco Ltd	Associate Company	11.000	No
22	Mangalore Refinery and Petrochemicals Ltd	Associate Company	16.955	No

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

## VI. CSR Details

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

Yes

#### a. Turnover (in ₹)

4,64,246.96 Crore

#### b. Net worth (in ₹)

45,958.30 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, then provide web-link 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
Customers/ Citizens/ Communities	Yes, Centralized Public Grievance Redress And Monitoring System. <a href="https://pgportal.gov.in/">https://pgportal.gov.in/</a>	5,533	88	Complaints received on Centralised Public Grievance Redress Portal. Avg Disposed time: 10 days. Pending complaints less than 0-15 days	4,767	50	Complaints received on Centralised Public Grievance Redress Portal. Avg Disposed time: 10 days. Pending complaints less than 0-15 days
Investors (other than shareholders)	Not Applicable*						
Shareholders	Yes Link for investor query registration: <a href="mailto:helpdesk@linkintime.co.in">mt.helpdesk@linkintime.co.in</a>	109	1	The number denotes the total complaints referred to HPCL by SEBI/NSE/BSE/CPGRAMs. Mechanism in place to address requests/ complaints from shareholders thru Registrar & Transfer Agent. (Shareholder Complaints are dealt with as required under the Statutes)	33	1	The number denotes the total complaints referred to HPCL by SEBI/NSE/BSE/CPGRAMs. Mechanism in place to address requests/ complaints from shareholders thru Registrar & Transfer Agent. (Shareholder Complaints are dealt with as required under the Statutes)
Employees and workers	Yes, HPCL's Internal Employee Portal	3,065	0	1. Performance rating related complaints raised by employees. 2. Complaints raised by employees with HPCL vigilance department.	2,844	0	1. Performance rating related complaints raised by employees. 2. Complaints raised by employees with HPCL vigilance department.
Customers	Yes; <a href="https://www.hindustanpetroleum.com/pages/transparency-portal">https://www.hindustanpetroleum.com/pages/transparency-portal</a> and Centralized Public Grievance Redress And Monitoring System <a href="https://pgportal.gov.in/">https://pgportal.gov.in/</a>	2,95,120	771	Customer Complaints	2,13,451	1142	Customer Complaints
Value Chain Partners	Yes. HPCL has implemented Integrity Pact since 2007 as a part of Contracts with a value of ₹1 Crore and above. Link: <a href="https://www.hindustanpetroleum.com/pages/transparency-portal">https://www.hindustanpetroleum.com/pages/transparency-portal</a>	123	9	1. Integrity Pact related References received from Vendors 2. Tender related grievances 3. Vigilance related Complaints from vendors /dealers/distributors/ transporters and processed subsequently as per guidelines	81	3	1. Integrity Pact related references received from Vendors 2. Tender related grievances 3. Vigilance related complaints from vendors/ dealers and processed subsequently as per guidelines
Others	Yes, Link: <a href="https://www.hindustanpetroleum.com/pages/transparency-portal">https://www.hindustanpetroleum.com/pages/transparency-portal</a>	768	6	Complaints raised with HPCL vigilance department by LOI holders, prospective business partner, communities etc.	920	15	Complaints raised with HPCL vigilance department by LOI holders, prospective business partner, communities etc.

\* All investors of HPCL are shareholders

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

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

S. No.	Material issue identified (E - Environmental; S – Social)	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	<ul style="list-style-type: none"> <li>Climate Change &amp; GHG Emissions (E)</li> <li>Air Quality (E)</li> </ul>	Risk	<ul style="list-style-type: none"> <li>Growing Regulatory/ Stakeholder emphasis on climate change concerns requires integration of energy transition initiatives into business</li> <li>Improvements in energy efficiency directly impacts GHG emission reductions and climate change</li> <li>Important for environmental stewardship</li> <li>Air pollution is a major aspect for health concerns. Air quality impacts quality of health</li> </ul>	<p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Measurement, monitoring, feedback, corrective action</li> <li>Inclusion of climate-related risks in enterprise risk assessment</li> <li>Assessing physical climate risks and its impacts</li> <li>Increasing climate resilient component (biofuels, CBG, EV) in product offerings</li> <li>Increasing use of renewable energy in operations</li> <li>R&amp;D initiatives on new and cleaner energy solutions &amp; processes.</li> <li>Awareness creation, Capability building and Stakeholder communication</li> </ul>	Negative Implications
2	<ul style="list-style-type: none"> <li>Water &amp; Waste Management (E)</li> </ul>	Risk	<ul style="list-style-type: none"> <li>Water stress and shortages can lead to business disruptions</li> <li>Improper Waste management can lead to environmental pollution and higher resource intensity.</li> </ul>	<p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Identification of vulnerable locations to water stress</li> <li>Measurement, monitoring, feedback, corrective action</li> <li>Promoting Reuse, Recycling and Recharging practices</li> <li>Awareness creation, Capability building and Stakeholder communication</li> </ul>	Negative Implications
3	<ul style="list-style-type: none"> <li>R&amp;D and Innovation (E)</li> </ul>	Opportunity	<ul style="list-style-type: none"> <li>Key to support energy transition through innovation, research and cost optimisation</li> <li>Revenue generation through technologies of mass adoption.</li> <li>Opening up of new renewable product lines.</li> <li>Indigenisation resulting in self-reliance in business</li> </ul>	<p><b>Approach to capitalise opportunity:</b></p> <ul style="list-style-type: none"> <li>Developing innovative products, solutions and technologies to bring value to stakeholders</li> <li>Developing knowledge base and conducting industry relevant research</li> <li>Develop safe and green solutions to protect the environment</li> <li>Growing organically in all verticals relevant to energy, chemicals, petrochemicals through internal capacities and collaboration</li> <li>Fostering a culture of innovation and ideation</li> </ul>	Positive Implications
4	<ul style="list-style-type: none"> <li>Product Safety and Quality (E)</li> </ul>	Risk	<ul style="list-style-type: none"> <li>Quality Products lead to increased efficiencies and lower consumption</li> <li>Product safety is important for customer well-being.</li> </ul>	<p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Product Stewardship. Adhering to national, international &amp; customer specific standards, as applicable</li> <li>Focus on safe and quality products</li> <li>Customer awareness on product Safety and Quality</li> </ul>	Negative Implications

S. No.	Material issue identified (E - Environmental; S - Social)	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	<ul style="list-style-type: none"> <li>Supplier Assessment on Sustainability (E)</li> </ul>	Opportunity	<ul style="list-style-type: none"> <li>Emerging regulations/ expectations on alignment of supply chain to societal and corporate environment and social objectives</li> <li>Facilitating social development and collaboration on topics of climate change</li> <li>Leveraging organization's relations with value chain for driving ESG positive changes.</li> </ul>	<p><b>Approach to capitalise opportunity:</b></p> <ul style="list-style-type: none"> <li>Awareness creation among suppliers on environmental impacts of supply chain and emerging trends</li> <li>Identifying high value supplier partners for carrying out supplier environment assessment</li> <li>Time-bound implementation of supplier criteria for environmental stewardship/ social performance.</li> <li>Raising performance standards of identified suppliers on environment front thereby reducing supply chain footprint</li> </ul>	Positive Implications
6	<ul style="list-style-type: none"> <li>Biodiversity (E)</li> </ul>	Risk	<ul style="list-style-type: none"> <li>Growing Regulatory/ Stakeholder concerns on environment, ecological balance (Flora and Fauna)</li> </ul>	<p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Developing, maintaining and enhancing green belt coverages</li> <li>Periodic review and monitoring of biodiversity footprints at locations</li> <li>Preservation of local biodiversity flora, fauna to maintain ecological balance</li> <li>Awareness creation amongst employees and stakeholders on importance and preservation of biodiversity</li> <li>Adoption of endangered species through Corporate Intervention</li> </ul>	Negative Implications
7	<ul style="list-style-type: none"> <li>Health, Safety &amp; Well-being (S)</li> </ul>	Risk	<ul style="list-style-type: none"> <li>Important for human well-being, loss prevention, business reputation, creation of safety culture and generation of economic value</li> </ul>	<p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Periodical review and monitoring of Health and Safety management system, SOPs, Safety Committees, compliance, audits, surprise inspections, Board level reviews, Process safety management, Emergency and Crisis Plans, periodic health examinations</li> <li>Hazard Identification, risk assessment and mitigation</li> <li>Trainings and capacity enhancements - safety induction, trade specific, live fire trainings, stakeholder engagements, empowerment</li> <li>Incident investigation, Root cause analysis, sharing of learnings from incidents</li> </ul>	Negative Implications
8	<ul style="list-style-type: none"> <li>Talent Management (S)</li> </ul>	Risk	<ul style="list-style-type: none"> <li>Attracting and Retaining talent is important for business success.</li> <li>High level of job satisfaction leads to long-term business associations</li> <li>Competent manpower contribute to Sustainable development</li> <li>Work-life balance results in higher efficiencies, performance satisfaction, health, safety and well-being</li> </ul>	<p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Periodic review and management of HR practices and policies, monitoring, welfare initiatives, health initiatives, employee satisfaction, feedback, encouraging participation, motivation, career progression, enhancement of technical and behavioural competencies</li> <li>Continual engagement, enablement and empowerment of stakeholders through variety of interventions</li> <li>Maintaining excellent stakeholder relations</li> <li>Ensuring objectives of various labour enactments and labour law compliances</li> </ul>	Negative Implications

S. No.	Material issue identified (E - Environmental; S - Social)	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9	<ul style="list-style-type: none"> <li>Customer Satisfaction (S)</li> </ul>	Opportunity	<ul style="list-style-type: none"> <li>Key to consistency, customer retention, business and longevity of associations, creates brand ambassadors</li> </ul>	<p><b>Approach to capitalise opportunity:</b></p> <ul style="list-style-type: none"> <li>Delighting customers through differentiated services and delivering happiness through participative and consultative practices, surveys, feedbacks</li> <li>Usage of efficient and environment friendly products, solutions, services, technology, automation, digitalization</li> <li>Continual engagement, enablement and empowering of stakeholders</li> </ul>	Positive Implications
10	<ul style="list-style-type: none"> <li>Human Rights (S)</li> <li>Diversity, Equity &amp; Inclusion (S)</li> </ul>	Risk	<ul style="list-style-type: none"> <li>Non-compliance to upholding human rights, working conditions may lead to reputational risks</li> <li>Equitable distribution of resources and growth of society, opportunities for livelihood and growth</li> </ul>	<p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Adoption of Human Rights Policy</li> <li>Inclusion of labour laws addressing elements of Human Rights requirements in procurement contracts</li> <li>Providing mandatory training on statutory compliance of human rights aspects, POSH to officers and educating stakeholders on the subject</li> <li>Field audits by HR function and statutory authorities on compliance</li> <li>Identifying needs of stakeholders and developing suitable interventions to address specific needs for providing equal opportunities.</li> </ul>	Negative Implications
11	<ul style="list-style-type: none"> <li>Business Ethics, Transparency and Regulatory Compliance (G)</li> </ul>	Risk	<ul style="list-style-type: none"> <li>Important to protect against litigation and reputation risk</li> <li>Transparency positively impacts stakeholders</li> </ul>	<p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Formulation of applicable policies, Identification of vulnerable areas, auditing mechanisms and reporting to management</li> <li>Enterprise Risk Management System for close monitoring and mitigation of risks</li> <li>Ensuring adherence to national/ international/ customer standards &amp; quality assurance</li> <li>Accurate, Balanced, Comprehensive, Comparable, Contextual and Timely Reporting</li> </ul>	Negative Implications
12	<ul style="list-style-type: none"> <li>Economic Performance (G)</li> </ul>	Opportunity	<ul style="list-style-type: none"> <li>Economic performance leads to creation of economic value for Society and stakeholders</li> <li>Economic value is essential for supporting and balancing Environmental and social requirements</li> </ul>	<p><b>Approach to capitalise opportunity:</b></p> <ul style="list-style-type: none"> <li>Effective management of business through sound business practices and Governance frameworks</li> <li>Efficient fund management and deployment of capital</li> <li>Constantly reviewing the dynamic business environment and evolving business strategies to mitigate the risk and leverage opportunities</li> </ul>	Positive Implications
13	<ul style="list-style-type: none"> <li>Safety &amp; Security of critical Assets (G)</li> </ul>	Risk	<ul style="list-style-type: none"> <li>Damage to assets may lead to unwarranted investments as replacement costs, thereby eroding economic value</li> <li>Asset vulnerability can lead to cases of breaches leading to disruption in regular operations and business continuity</li> </ul>	<p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Identification of the critical assets and their vulnerabilities.</li> <li>Periodic and preventive maintenance systems for critical assets</li> <li>Training and awareness building</li> <li>Regular monitoring &amp; surveillance</li> </ul>	Negative Implications

S. No.	Material issue identified (E - Environmental; S - Social)	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
14	<ul style="list-style-type: none"> <li>Cyber Security &amp; Data Privacy (C)</li> </ul>	Risk	<ul style="list-style-type: none"> <li>Vulnerability due to automation and dependence on use of technology to avoid unforeseen business and process disruptions</li> <li>Breaches may lead to frauds, economic losses, identity thefts, shift of operational controls</li> </ul>	<p><b>Approach to mitigate risk:</b></p> <ul style="list-style-type: none"> <li>Continuous review of existing systems and strengthening them with newer tools and solutions</li> <li>Creating regular training and awareness amongst users on these issues</li> <li>Fortifying the security of users and end-user devices, which represent the most vulnerable points</li> <li>Establishing new infrastructure and services dedicated to safeguarding end users and their devices beyond the confines of the corporate network, ensuring around-the-clock protection against both known and unknown threats in real-time</li> <li>Surprise drills, simulations and back-testing techniques to identify and plug vulnerabilities</li> <li>The Chief Information Security Officer (CISO) is entrusted with the responsibility of providing quarterly reports on the state of cyber security to the board, thus fostering transparency and accountability at the highest level of governance</li> </ul>	Negative Implications



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes, The Policies are approved by Board / Competent Authorities.								
c. Web Link of the Policies, if available	Code of Conduct: <a href="https://hindustanpetroleum.com/pages/code-of-conduct">https://hindustanpetroleum.com/pages/code-of-conduct</a> Whistle Blower Policy: <a href="https://hindustanpetroleum.com/images/Whistle_Blower_policy.pdf">https://hindustanpetroleum.com/images/Whistle_Blower_policy.pdf</a> HSE Policy: (Health) <a href="https://hindustanpetroleum.com/health-at-hpcl">https://hindustanpetroleum.com/health-at-hpcl</a> (Safety) <a href="https://hindustanpetroleum.com/safety-at-hpcl">https://hindustanpetroleum.com/safety-at-hpcl</a> (Environment) <a href="https://hindustanpetroleum.com/environment-at-hpcl">https://hindustanpetroleum.com/environment-at-hpcl</a> Sustainable development Policy: <a href="https://hindustanpetroleum.com/pages/sustainability">https://hindustanpetroleum.com/pages/sustainability</a> Human Rights Policy <a href="https://hindustanpetroleum.com/pages/Human-Rights-Policy">https://hindustanpetroleum.com/pages/Human-Rights-Policy</a>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	<p>Human Resource Policies: These include Inter alia (Appointment, Compensation, Work related reimbursements and location-based allowances, transfer benefits, Leave Policies (EL, CL, LHP, SSL, Study leave, Maternity, Adoption, Paternity, Surrogacy, Child Care, CDO, SCDO, Festival holidays, special leaves), Employee benefits, Welfare Measures, Promotions, Idea Sharing, Performance Appraisal, Separation and Post-Retirement Benefits) All HR Policies are available on Company Intranet Portal</p> <p>Climate Change Policy: <a href="https://hindustanpetroleum.com/documents/pdf/HPCL_Climate_Change_Policy.pdf">https://hindustanpetroleum.com/documents/pdf/HPCL_Climate_Change_Policy.pdf</a></p> <p>CSR Policy: <a href="https://hindustanpetroleum.com/images/pdf/HPCL_CSR_Policy_wef%2020052021.pdf">https://hindustanpetroleum.com/images/pdf/HPCL_CSR_Policy_wef%2020052021.pdf</a></p> <p>Citizen's/Clients Charter: <a href="https://hindustanpetroleum.com/documents/pdf/HPCL_Citizens_Charter.pdf">https://hindustanpetroleum.com/documents/pdf/HPCL_Citizens_Charter.pdf</a></p> <p>Privacy Policy: <a href="https://hindustanpetroleum.com/documents/pdf/Privacy_Policy_June_2023.pdf">https://hindustanpetroleum.com/documents/pdf/Privacy_Policy_June_2023.pdf</a></p>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The policies have been formulated in accordance with the relevant statutory laws, guidelines issued by Government of India, Regulatory bodies and industry best practices. National/ International Standards are referred while formulating these policies. Standards such as ISO 9001/14001/27001/45001/46001/50001, BIS, OISD, GHG Protocol, ISO 20400 Guideline etc, as applicable, are adopted across the company								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Setting goals against business responsibility principles are a part of HPCL's overall sustainability approach. The company has aligned efforts to various national targets/ schemes in the areas of energy efficiency, renewable energy, biofuel adoption, green hydrogen production, community development and environment sustainability. HPCL has announced its ambition to achieve net zero Scope 1 and Scope 2 emissions by year 2040. A detailed roadmap has been finalized for achieving Net Zero Scope 1 and 2 Emissions by 2040.								
6. Performance of the entity against the specific commitments, goals and targets along - with reasons in case the same are not met.	HPCL has various goals and targets aligned to NGRBC principles and national targets. It also contributes towards UN SDGs, Net Zero commitments under Paris Agreement. The performance against various business responsibility goals and targets are elaborated in the annual sustainability report.								
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	HPCL publishes Integrated Annual Report based on Integrated Reporting format by the IFRS foundation. The Integrated Annual Report section explains HPCL's journey of value creation for its stakeholders in the form of 6 capitals i.e. Financial, Manufactured, Human, Intellectual, Social & Relationship and Natural Capitals. Please refer to the Chairman's Message in the Integrated Annual Report which includes HPCL's ESG related challenges, targets and achievements.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board formulates the policies which is overseen by Functional Directors and implemented by Senior Management team.								
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, The Corporation has a Board-level Sub-Committee on CSR & Sustainability Development (SD) headed by an Independent Director.								

**10. Details of review of NGRBCs by the Company:**

Subject for review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	As and when required								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	As and when required								

**11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).**

	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No	No	No	No	No	No	No	No	No
If yes, provide name of the agency.	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	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)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									


**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**
**PRINCIPLE 1:**


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

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

Segment	Total number of training and awareness programmes held	Topics /principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	Induction programmes is organised for Independent	100%
Key Managerial Personnel	1	Directors wherein business(es), structure of Company, Ethics & Governance etc are deliberated which is attended by KMPs also.	100%
Employees other than BoD and KMPs <sup>1</sup>	2,683	Behavioural, Business, Functional, Leadership, Onboarding, Safety, Technical, Wellbeing aspects	97.97%
Workers <sup>2</sup>	477	Behavioural, Technical, Wellbeing aspects, Health and Safety, Skill Upgradation	6.9%

1 2683 training sessions were conducted centrally through HPCL's Capability Building Department for Management Employees. In addition, At Location level, Management employees were provided 18,892 mandays of trainings.

2 477 training sessions were conducted centrally through HPCL's Capability Building Department for Non- Management Employees. In addition, At Location level, Non- Management employees were provided 6,167 mandays of trainings.

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

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty / Fine				Nil*	
Settlement				Not Applicable	
Compounding fee				Not Applicable	
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment				Nil for Directors/KMPs	
Punishment				Nil for Directors/KMPs	

\* The Company has received notices from BSE and NSE informing levy of fine for non-compliance of Regulation 17 for not having the prescribed composition of the Board of Directors as per requirement of SEBI LODR, 2015 during the financial year 2024-25. BSE and NSE has also levied fine for non-compliance of Regulations 18, 19 and 20 for not having proper constitution of Audit Committee, Nomination and Remuneration Committee and Stakeholders Relationship Committee as per requirement of SEBI LODR, 2015 during financial year 2024-25.

Both BSE and NSE have levied a fine of ₹22,66,780/- (inclusive of GST) each, aggregating to ₹45,33,560/- (inclusive of GST) for the aforesaid non-compliances for the financial year 2024-25.

The Company has not paid the fine and has requested BSE and NSE for waiver of fine, as HPCL being a Government Company, the power to appoint Directors (including Independent/ Woman Director) vests with the Government of India and such non-compliance is not due to negligence/default by the Company. Response for waiver is awaited.

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
As mentioned in question 2 above	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)

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

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

This Code has been made applicable to:

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

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

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

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

For outsourced contracts, HPCL has Integrity Pact mechanism to ensure transparency, integrity and accountability which is applicable for Tenders exceeding a value of ₹1 Crore.

Principles of Anti-corruption and bribery form an integral part of HPCL’s Human rights policy which is available on the corporate website at the following link: [www.hindustanpetroleum.com/pages/Human-Rights-Policy](http://www.hindustanpetroleum.com/pages/Human-Rights-Policy).

HPCL also has Vigilance mechanism based on the directives issued by the Central Vigilance Commission (CVC), Department of Personnel & Training (DoPT) and Ministry of Petroleum & Natural Gas (MoP&NG) from time to time.

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

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

Vigilance Awareness Week was observed under the central theme for the year “Culture of Integrity for Nation’s Prosperity”. Various outreach activities viz., focused group presentations, Quizzes, Drawing/ Painting Competitions, Skits/ street plays, Workshops, Technical talks, Grievance redressal camps/ Awareness Gram Sabhas, Rallies/Walkathons, School/ College Programs etc. were undertaken during the week to spread awareness among citizens/stakeholders and employees.

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

	FY 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	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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

During FY 2024-25, there were no such instances reported against any Member of the Board from Regulator (SEBI / MCA).

HPCL's Vigilance department, during investigations, identifies avenues where systemic controls can be implemented to enhance transparency and accountability in business process and suggests improvements to Management. In the FY25, Vigilance Department has suggested 44 nos. of systemic improvements to Management.

**8. Number of days of accounts payables ((Accounts payable\*365) / Cost of goods/services procured) in the following format: (BRSR Core - Reasonably Assured)**

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payable	25.91	24.22

**9. Open-ness of business (BRSR Core - Reasonably Assured)**

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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses* and % of total purchases	8.75%	7%
	b. Number of trading houses where purchases are made from	20	20
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	86.44%	82.5%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	88.7%	87.1%
	b. Number of dealers / distributors to whom sales are made	32,751	28,870
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0.54%	0.62%

Parameter	Metrics	FY 2024-25	FY 2023-24
		(Current Financial Year)	(Previous Financial Year)
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	26.5%	27.3%
	b. Sales (Sales to related parties / Total Sales)	0.7%	0.5%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	78.4%	30.4%
	d. Investments (Investments in related parties / Total Investments made)	83.8%	77.0%

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

## Leadership Indicators

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

Total number of training and awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
22497	SOP, Safety for LPG Deliverymen / Showroom Staff (Principles 1, 2, 3, 4, 6, 9)	NA
3445	SOP, Safety for Retail Outlet Fore Court Salesmen (Principles 1, 2, 3, 4, 6, 9)	28.5%
3,464	SOP, Safety, Fuel Efficient Driving for Transport Crew (Principles 1, 2, 3, 6, 9)	NA
3,780	Refresher Programme for Dealers / Business Trainings for Distributors (Principles 1,2,3,4,9)	40.9%
2,770	SOP, Safety, Statutory Compliances for Contractors/Suppliers (Principles 1,2,3,4,9)	90%
562	Vigilance Awareness for Value Chain Partners (Principles 1, 2, 3, 4)	90%
314	Procurement Related Awareness Session for Contractors, Material Suppliers, Transporters (Principles 1, 2, 3, 4, 5, 6)	40%

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

Yes.

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

Key requirements of the Code of Conduct are:


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

- Shall act with care, skill, diligence and integrity.

- Shall act in good faith and fulfill the fiduciary obligations without allowing their independence of judgment to be compromised.
- Shall not involve in taking any decision on a subject matter in which a conflict of interest arises or which in his opinion is likely to arise.
- Shall avoid conducting business with (a) a relative or (b) a Private Limited Company in which he or his relative is a Member or a Director (c) a Public Limited Company in which he or his relative holds 2% or more shares or voting right and (d) with a firm in which the relative is a partner, except with the prior approval of the Board.
- Shall not have any personal and/or financial interest in any business dealings concerning the Company.
- Shall avoid any dealings with a Contractor or Supplier that compromises the ability to transact business on a professional, impartial and competitive basis or influence decision to be made by the Company.

- Shall not hold any positions or jobs or engage in outside businesses or other interests that are prejudicial to the interests of the Company.
- Shall not exploit for their own personal gain, opportunities that are discovered through use of corporate property, information or position, unless the opportunity is disclosed fully in writing to the Board of Directors of the Company and the Board declines to pursue such opportunity.
- Shall not make any statement which has the effect of embarrassing the relations between the Company and the public including the stakeholders.
- Shall not commit any offence involving moral turpitude or any act contrary to law or opposed to public policy resulting in a conviction.
- Shall comply with the Insider Trading Code of the Company.
- Shall keep in confidence all sensitive information concerning the Company’s business, its customers, suppliers, etc
- Shall not provide any confidential information either formally or informally, to the press or any other publicity media, unless specifically authorized.
- Shall protect the Company’s assets including physical assets, information and intellectual rights and shall not use the same for personal gain.
- Shall be held accountable for fully complying with this Code.

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

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

**Essential Indicators**

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

	<b>FY 2024-25 Current Financial Year</b>	<b>FY 2023-24 Previous Financial Year</b>	<b>Details of improvements in environmental and social impacts</b>
R&D	100% INR 390.52 Crore	100% INR 352.50 Crore	Expenditure towards new product formulations, improving product efficiency, research on biofuels lowering emissions, longer Product life, improving processes etc.
Capex	100% INR 10223.37 Crore	100% INR 10829.94 Crore	Expenditure towards efficiency improvement, expanding capacities, modernising facilities & logistics improvement, renewables, biofuels, etc.

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

Yes.

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

58.36%

Note: HPCL has achieved the stated percentage of procurement against a target of 25% of procurement of goods & services from MSEs excluding items, which are beyond the scope of MSEs which inter alia include

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

e) Technology Licenses and Licensor mandated items.

f) Plant and Machinery (single item value equal to or more than ₹ 50 Cr.)

**Other initiatives for Sustainable Sourcing at HPCL:**

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

- c. Sustainable sourcing in Shipping-Only Principal to Principal sourcing is undertaken, wherein no agents are allowed. Tender Documents and Purchase Orders/ Awards clearly include Anti-bribery and Anti-corruption clauses.

To ensure that shipping logistics are responsibly carried out, the vessels engaged are required to meet global emission standards set by the International Maritime Organisation, whereby they use VLSFO for fuel or use scrubbers in the case of high sulphur fuels. Vessels necessarily have to undertake Protection and Indemnity for USD 1 Billion and are bound by International Conventions such as Civil Liability Convention and IMO, MARPOL, SOLAS guidelines. Vessels calling on ports adhere to the requirements of each port authority for enabling grant of free pratique (to ensure health of crew) prior to berthing.

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

A majority share (above 90% in FY 2024-25 by volume) of HPCL's products are fuels which are combusted by consumers for energy. As such these products are not reclaimable for reuse, recycling and disposing.

The processes in place for other materials are as follows:

1. **Plastics:** Lubricants are marketed in plastic containers and packets. A mechanism is in place for recollection and recycling of used plastic waste from the market as part of extended producer responsibility through tie up with authorised third parties. For FY 2024-25, 8,802MT plastics were recollected. The details of recollected plastic are provided in response to Question 4 and 5 of Principle 2.

Processes introduced for reuse/recycling of lube packages:

- Usage of Post-Consumer-Recycled PCR plastics is implemented in 900ml/1L Lube packages. Same is getting extended to all packs like HDPE containers/PPCP pails/PET bottles. Utilized PCR material in HDPE containers for HP Racer Grades at Mazgaon/Silvassa lube plants, incorporating 30% recycled HDPE.
- Lube packages carry messages regarding environmentally responsible and safe handling & disposal of product.
- Introduction of lube packages made up of 100% recycled material: Racer Green 20W40 & Racer Green 10W30 packs are made up of 100% recycled PET.

2. **E-Waste:** HPCL does not sell products which may lead to generation of e-waste.

3. **Hazardous Waste:** For addressing the topic of used fluids (hydraulic fluids / lubricating oils), HPCL undertakes a number of steps which include inter alia:

- a. HPCL spearheaded the Working Group on Used Oil under RECEIC(Resource Efficiency and Circular Economy Industry Coalition) by collaborating with 30 Industry members & a Knowledge Paper was published in March 2025.
- b. Launch of Hydraulic Oil ENKLO GREEN 68.
- c. Collaboration with Central Pollution Control Board for EPR Portal and other technicalities to address losses in system and multiple GST numbers keeping in view PAN India operations.
- d. Jointly floating EOI(Expression of Interest) by OMCs for onboarding recyclers in the system. Many recyclers have expressed interest but the process of evaluation is still underway and are awaiting CPCB clarifications on modalities of purchase of EPR Certificate if OMCs purchase RRBO through EOI.
- e. Participation with other OMCs in SIAM Round Table Conference at Mumbai, in which CPCB, MPCB and SIAM along with OEMs discussed the ways to implement the EPR.
- f. Development of following products on re-refined oils of good quality RRBO Meeting IS Standards :
  - Passenger Car engine oils Meeting API SN
  - Diesel Engine Oil meeting API CI4+
  - Market general Hydraulic Oils
  - Market General Industrial Gear Oils
  - Used RRBO meeting IS standards and reprocessed in finished base stocks of around 95 TMT in FY25.

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

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

Yes,

Extended Producer Responsibility (EPR) has been made applicable to the consumed lube oil plastic packages. Plastic packaging recycling / safe disposal is undertaken as per regulations. A system is in place for collection of consumed lube oil packages plastic waste to meet the EPR through an external agency.

**Leadership Indicators**

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

During 2024-25, No LCA study was conducted.

**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 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Recycled Plastic used in making plastic packaging	103 MT	0 MT
Purchased Re-Refined Base Oil	231.4 MT	0 MT

A majority share (above 90% in FY’25 and FY’24) of HPCL’s products are fuels which are combusted by consumers for energy. As such these products are not reclaimable for reuse, recycling and disposing.

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

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)*	NIL	4,373	4,429	NIL	9,704	113
E-waste	NIL	NIL	NIL	NIL	NIL	NIL
Hazardous Waste (Used Oil)	NIL	NIL	NIL	NIL	NIL	NIL
Other waste	NIL	NIL	NIL	NIL	NIL	NIL

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

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Packaging (HDPE Drums / PPCP)*	100%
Packaging (Multilayer Plastic)*	100%

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

**NIC Code:** Not Applicable

**Name of Product /Service:** Not Applicable

**% of total Turnover contributed:** Not Applicable

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

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

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

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

**Name of Product / Service:** Not Applicable

**Description of the risk / concern:** Not Applicable

**Action Taken:** Not Applicable

## PRINCIPLE 3:



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

## Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>											
<b>Male</b>	5263	5263	100%	5263	100%	NA	NA	5263	100 %	NA	NA
<b>Female</b>	746	746	100%	746	100%	746	100%	NA	NA	143#	100%
<b>Total</b>	<b>6009</b>	<b>6009</b>	<b>100%</b>	<b>6009</b>	<b>100%</b>	<b>746</b>	<b>100%</b>	<b>5263</b>	<b>100%</b>	<b>143#</b>	<b>100%</b>
<b>Other than Permanent Employees*</b>											
<b>Male</b>	88	88	100%	88	100%	NA	NA	NA	NA	NA	NA
<b>Female</b>	61	61	100%	61	100%	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>149</b>	<b>149</b>	<b>100%</b>	<b>149</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

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

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

Category	% of workers covered by											
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities		
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)	
<b>Permanent Workers</b>												
Male	1909	1909	100%	1909	100%	NA	NA	1909	1909	NA	NA	
Female	131	131	100%	131	100%	131	100%	NA	NA	15	100%	
<b>Total</b>	<b>2040</b>	<b>2040</b>	<b>100%</b>	<b>2040</b>	<b>100%</b>	<b>131</b>	<b>100%</b>	<b>1909</b>	<b>1909</b>	<b>15</b>	<b>100%</b>	
<b>Other than Permanent Workers</b>												
Male	35795	PL. refer note 1	PL. refer note 2			NA	NA	NA	NA	NA	NA	
Female	1179					NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>36974</b>					<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

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

Note 2: Covered under ESIC/EC as applicable subject to applicability under ESI Act / EC Act. Further, in event of demise / 100% disability of contract worker, 100 months wages is paid as compensation to the next kin subject to minimum of ₹ 20 lacs & maximum of ₹ 25 lacs.

In addition to the above, Corporation has a Ex-gratia scheme for workmen engaged by various Business Associates in event of death/100% permanent disablement due to accident arising out of and in the course of employment. These policies cover workmen engaged in HP Retail Outlets, HP Gas Distributorships, Transporters, business partners of Lubes SBU / DS SBU Agencies, etc. Lumpsum ex-gratia amount of 20 Lakhs will be paid for approved claims under this scheme.

## c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format – (BRSR Core - Reasonably Assured)

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.03%*	0.03%*

\*(Health Insurance and Accident Insurance for permanent employees)

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

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	Y**	100	100	Y**
Gratuity	100	100	NA	100	100	NA
ESI	NA*	NA	NA	NA*	NA	NA
Others - Please specify (SBFS, NPS)	100	100	Y***	100	100	Y***

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

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

\*\*\* HPCL has Superannuation Benefit Fund Scheme(SBFS) trust wherein the contribution is made by the corporation on monthly basis.

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

## 3. Accessibility of workplaces

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

Yes

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

Yes, in line with RPwD Act 2016, HPCL has a management approved Equal Opportunity policy to safeguard the rights of persons with disabilities and to ensure that they are treated with dignity, respect and equal terms. The scope of the policy applies to current and prospective employees of HPCL. The policy is available on Company's Internal Portal.

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

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	100%	100%	NA	NA
Female	100%	97%	NA	NA
Total	100%	99%	NA	NA

\*During the year, none of the permanent workers (Non-management employees) availed parental leave.

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes; Online Grievance Redressal Platform named e-samaadhaan is in place to monitor the grievances and ensure its redressal within timeframe
Other than Permanent Workers	Yes; Public Grievance Redressal Process; Regular interactions
Permanent Employees	Yes; Management Employee Relations Committee, Online Grievance Redressal Platform named e-samaadhaan is in place to monitor the grievances and ensure its redressal within timeframe
Other than Permanent Employees	Yes; Public Grievance Redressal Process; Regular interactions, Emails (direct / through supervisors)

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

Category	FY 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)
<b>Total Permanent Employees</b>	<b>6009</b>	<b>0</b>	<b>0%</b>	<b>5768</b>	<b>0</b>	<b>0%</b>
Male	5263	0	0%	5065	0	0%
Female	746	0	0%	703	0	0%
<b>Total Permanent Workers</b>	<b>2040</b>	<b>1826</b>	<b>89%</b>	<b>2386</b>	<b>2053</b>	<b>86%</b>
Male	1909	1701	89%	2242	1916	85%
Female	131	125	95%	144	137	95%

**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)
<b>Employees (Management)</b>										
Male	5263	3226	61.30%	5170	98.23%	5065	2191	43.25%	4643	91.67%
Female	746	369	49.46%	717	96.11%	703	294	41.82%	649	92.31%
<b>Total*</b>	<b>6009</b>	<b>3595</b>	<b>59.83%</b>	<b>5887</b>	<b>97.97%</b>	<b>5768</b>	<b>2485</b>	<b>43.08%</b>	<b>5292</b>	<b>91.74%</b>
<b>Workers (Non-Management)</b>										
Male	1909	111	5.81%	134	7.02%	2242	100	4.46%	253	11.28%
Female	131	0	0%	7	5.34%	144	1	0.69%	25	17.36%
<b>Total*</b>	<b>2040</b>	<b>111</b>	<b>5.44%</b>	<b>141</b>	<b>6.91%</b>	<b>2386</b>	<b>101</b>	<b>4.23%</b>	<b>278</b>	<b>11.65%</b>

\* The above figures indicate the trainings initiatives done centrally through HPC's Capability Building Department for permanent employees and workers. Apart from the above, substantial number of trainings are conducted at Refineries and Marketing Locations focusing on Health, Safety and Skill Upgradation covering the workforce at refineries and marketing locations. During FY25, 1,79,316 man-days of trainings were provided as follows: Permanent Employees (Management): 18,892 mandays, Permanent Workers (Non-management): 6,167 mandays, Other than permanent workers (contractual workforce): 83,165 mandays and transport workforce: 71,092 mandays.

**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)
<b>Employees (Permanent)</b>						
Male	5263	5263	100%	5065	5065	100%
Female	746	746	100%	703	703	100%
<b>Total</b>	<b>6009</b>	<b>6009</b>	<b>100%</b>	<b>5768</b>	<b>5768</b>	<b>100%</b>
<b>Workers (Permanent)</b>						
Male	1909	1909	100%	2242	2242	100%
Female	131	131	100%	144	144	100%
<b>Total</b>	<b>2040</b>	<b>2040</b>	<b>100%</b>	<b>2386</b>	<b>2386</b>	<b>100%</b>

**10. Health and safety management system:**

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

HPCL is committed to providing a safe and healthy work environment for its employees, contractors, and stakeholders and nearby communities. This commitment is operationalized through a comprehensive **HSE & Sustainability Management System (HSESMS)**, structured under a four-tier HSE management system framework—ensuring consistency, control, and continuous improvement across the organization.

**1. L-1: HSE & Sustainability Management System Framework**

At the apex lies the HSESMS framework, structured on the Plan–Do–Check–Act (PDCA) cycle. It encompasses leadership commitment, risk identification and control, verification, and assurance. This system ensures the integration of safety, occupational health, and sustainability considerations across all business activities.

**2. L-2: Corporate-Level HSE Standards (17 Nos.)**

HPCL has developed 17 HSE standards that guide critical areas such as:

- Hazard Identification & Risk Analysis
- Permit to Work
- Asset Integrity
- Incident Investigation
- Contractor HSE
- Occupational Health
- Emergency Preparedness
- Transport Safety
- Sustainable Development, etc.

These standards ensure uniformity in HSE implementation across Refineries, Marketing, and Projects divisions.

**3. L-3: Safety Manuals and Operational Control Procedures (SBU Level)**

Each Strategic Business Unit (SBU) prepares safety manuals tailored to its operational risks and regulatory requirements, aligned with the corporate HSE standards. This enables

consistent execution and compliance at the field level.

**4. L-4: Work Instructions and SOPs (Location Level)**

To ensure precision in operations, every location maintains detailed Work Instructions (WIs) and Standard Operating Procedures (SOPs). These documents translate corporate safety requirements into actionable, job-specific tasks.

**Overview of 17 HSE Standards**

1. **Hazard Identification and Risk Analysis (HIRA):** Methodology for identifying potential hazards and analyzing associated risks.
2. **Process Safety Information (PSI):** Management of data related to hazardous processes, materials, and equipment.
3. **Safe Operations Management:** Procedures for routine and non-routine operations to minimize operational risks.
4. **Safe Work Practices & Permit to Work (PTW):** Permit systems and procedures for high-risk activities.
5. **Asset Integrity Management (AIM):** Ensures that critical assets are safe throughout their lifecycle.
6. **Contractor and Project HSE Management:** Guidelines for managing contractor safety and compliance.
7. **Management of Change (MOC):** Process for assessing changes that may impact safety or environment.
8. **Training and Competency:** Ensures skill development and competence for assigned responsibilities.
9. **Air Emissions, Effluent and Waste Management:** Environmental controls to prevent pollution.
10. **Soil and Ground Water Management:** Monitoring and prevention of contamination.
11. **Incident Reporting, Investigation & Learning:** Structured post-incident review and prevention.
12. **Emergency Preparedness and Disaster Management Plan (EDMP):** Emergency readiness through drills and resources.
13. **Occupational Health Monitoring:** Surveillance and management of employee health.

14. **Transport Safety Management:** Standards for safe transportation of petroleum products.
15. **Sustainable Development:** Integrating sustainability in operations.
16. **Pre-Start-Up Safety Review (PSSR):** Ensures readiness before commissioning projects.
17. **Safety Management System (SMS) Audit:** Structured audits to ensure system effectiveness.

#### Supporting Systems and Initiatives

- **Behaviour-Based Safety (BBS):** Promotes proactive safety culture through observation and feedback.
- **TRIR Monitoring:** Regular monitoring of Total Recordable Incident Rate (TRIR) ensures quantitative tracking of safety performance.
- **Digital Safety Tools:** Real-time dashboards and mobile-based tools support field visibility and faster reporting.
- **Mock Drills and Emergency Preparedness:** Conducted periodically across locations to validate the effectiveness of Emergency Response Plans.
- **Occupational Health Monitoring:** Comprehensive medical surveillance including regular health checkups and wellness campaigns.
- **Contractor Safety Management:** Rigorous pre-qualification, training, and monitoring systems for contractor personnel.
- **Leadership Engagement:** Zonal and Corporate leadership conduct regular site safety walkthroughs and reviews.
- **Audit and Compliance Mechanism:** Internal, corporate, and third-party HSE audits ensure the robustness of safety systems.

HPCL's structured and tiered approach to HSE through the L-1 to L-4 framework, supported by a strong safety culture and digital monitoring, demonstrates the organization's commitment to providing a safe, healthy, and sustainable workplace. This framework also supports HPCL's broader ESG goals and aligns with national/international sustainability and safety expectations.

The OH&S management system has been implemented across all HPCL operations, including refineries, plants, facilities and other locations. We have Health, Safety and Environment (HSE) departments at all levels i.e. headquarters offices

at Corporate, Marketing and SBU levels, as well as Refineries, Zonal Offices and at the operating level, which includes all locations across the country. Operational/ Product Safety related trainings and awareness and stakeholder engagement exercises are regularly undertaken.

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

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

- HPCL has implemented robust safety management system. i.e HPCL HSE and sustainability management system which contains 17 standards. The first standard is Hazard identification and risk assessment (HIRA) which is used for identification of hazards.
- All employees undergo safety induction training covering occupational hazards of workplace, risk assessment and mitigation measures and usage of PPE. Standard Operating Procedures are followed for all routine operations. All non-routine jobs are systematically assessed for work related hazards and mitigation measures are taken through work permit system, job safety analysis (JSA) and management of change.
- Occupational risks are evaluated before commencement of the job in a systematic way through Job Safety Analysis (JSA). The risks identified in JSA are addressed to minimize risks to as low as practicable and to acceptable levels by employing engineering & administrative methods and using suitable Personal Protective Equipment (PPE) as a last line of Defense.
- Review of safety management system through safety audits, surprise inspections and board level review of audit recommendation & implementation are carried out. Investigating all incidents and HIPO near miss incidents, injuries, illnesses, incidents, near misses are carried out to determine the underlying root causes and opportunities for improvement to prevent recurrences. Safety Insights: Learnings from incidents are shared to all employees to improve the awareness and to prevent recurrence of such incidents.
- Emergency preparedness and disaster management plans are prepared and drills conducted periodically to meet any kind of emergencies. A detailed and exhaustive work permit system to carry out hot and cold

jobs, has been devised in line with OISD-STD-105 requirements.

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

Yes;

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

near miss reporting and online incident reporting systems are in place to report and remove workplace hazards by workers.

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

Yes;

Periodical medical examination (PME) is carried with periodicity based on age group and gender. HPCL has also formed a strategic partnership with Apollo Hospitals to introduce the UR Life App—a pivotal resource dedicated to enhancing every employee’s health and wellness.

**11. Details of safety related incidents, in the following format: (BRSR Core - Reasonably Assured)**

Safety Incident / Number	Category	FY 2024-25	FY 2023-24
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees (Mgmt + Non Mgmt)	0.000	0.000
	Workers (Contractual)	0.060	0.083
Total recordable work-related injuries	Employees (Mgmt + Non Mgmt)	0	1
	Workers (Contractual)	5	7
No. of fatalities	Employees (Mgmt + Non Mgmt)	0	0
	Workers (Contractual)	2	4
High consequence work-related injury or ill-health (excluding fatalities)	Employees (Mgmt + Non Mgmt)	0	0
	Workers (Contractual)	0	1

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

**A. Measures taken for safe work place.**

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

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

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

**Accreditation:** HPCL’s major manufacturing installations are certified by Environment and Safety management systems with accreditations such as ISO 14001, ISO 45001. Both refineries and 147 marketing locations are ISO 14001 certified. Mumbai refinery and 131 marketing locations are ISO 45001 certified.

**Inherent Safety by design:** Inherent Safety by design is adopted in facility design, process units, construction as per international and national codes and standards, in all installations.

**Fire protection facilities:** All Installations are equipped with fire protection facilities meeting OISD standards and having designated/ qualified

safety officers to take care of Safety systems. Plants, Equipment, machinery including fire-fighting facilities are regularly checked for functionality, proper engineering controls are established.

**Safety/ Live Fire Simulation Trainings:** All employees and contract workmen undergo safety induction and regular trainings on fire & safety topics. Job specific safety training is imparted as per OISD Standards No. 154. Live fire simulation training is imparted to Officers, Company employees, Contract workmen and security staff on various prototype facilities to train in various live fire scenario to enhance emergency preparedness.

**Uniform standard Operating Procedures (SOP) & Standards:** Latest guidelines have been implemented to bring in uniformity in the Standards Operating Procedures (SOP) in all SBUs, SOPs are regularly reviewed for updation.

**PPE Training and Usage:** Mandatory usage of PPEs based on hazard of the activity and training on their use is ensured for protection of all personnel.

**Work permit system, Job safety analysis (JSA), Execution of High-Risk jobs:** A detailed and exhaustive work permit system to carry out hot and cold jobs, has been devised in line with OISD-STD-105 requirements. Occupational risks in all jobs are evaluated before commencement of the job through Job Safety Analysis. Special precautions, as recommended by a multifunction team, are taken before executing high risk jobs. Contract workmen/supervisors are advised about the do's don'ts on specific job.

### Risk Analysis

Occupational risks are evaluated before commencement of the job in a systematic way through Job Safety Analysis (JSA). The risks identified in JSA are addressed to minimize risks to as low as practicable and to acceptable levels by employing engineering & administrative methods and using suitable Personal Protective Equipment (PPE) as a last line of Defense. Management of change (MOC including Process hazard analysis) process is followed for every modification in existing plant operation.

The HIRA (HAZOP and QRA etc.) conducted for new projects and every 5 years cycle for existing plants/facilities.

### Emergency Preparedness & Disaster Management Plan (ERDMP):

Emergency response and Disaster Management plan is designed and implemented as per PNGRB

ERDMP regulations 2010, which are certified by PNGRB approved third party and the Board. These are updated periodically. Onsite and Offsite mock drills are conducted at all locations as per PNGRB regulations to make employees aware of their roles, responsibilities, to assess their alertness during an emergency, and to see the effective working of the firefighting equipment and facilities.

**Safety Committee:** As per Section 41 G of Factories Act, 1948, Safety Committee exists in the Refineries and all Marketing locations. The committee meetings are conducted quarterly and all the safety aspects of the location are reviewed. The effectiveness of safety management system and the root cause for the occurrence of an incident are reviewed at plant level and Apex safety committees.

**Asset Integrity:** Preventive, Predictive Maintenance and Residual Life analysis of Equipment is carried out to avoid the failure of equipment, especially the rotating equipment and subsequent emergencies.

**Management of Change:** Any infrastructural and technical modification / changes are implemented through structured Management of Change system to prevent the incident.

**Contractor Safety:** For ensuring safe working practices, special safety requirements are part of tender conditions while awarding the Contract. It is ensured that contractor personnel are trained in the work practices necessary to perform their job safely. Contractors are required to provide & maintain equipment, tools, machinery to minimize the risk of accident or injury to workers. Contract personnel are made aware of fire, explosion or toxic release hazards related to their job & assembly points as per provisions of the emergency preparedness plan. Contractor Safety manual is also made available. Contractor workers are given training in Hindi & local /own language and are required to participate in tool-box meetings, pre shut down briefing etc. We also carry out safety training certification to contractor supervisors.

**Analysis of Incidents:** All incidents including near-miss are recorded. Critical incidents are analyzed to prevent recurrence. The findings of recommendations are presented and reviewed at safety committee meetings for timely implementation.

**Audits & Inspections:** Internal Safety Audit (once a year), External Safety Audits by OISD and T4S audit by PNGRB approved third parties are conducted for all locations and their recommendations are complied on priority, status updated on quarterly

basis, and are critically reviewed by each SBU, HSE department, Committee of Functional Directors and Board. At marketing locations surveillance safety audits are carried out to oversee Safety management system implementation.

**Daily and Weekly Safety Incident Report:** The Safety incharges sends daily and weekly safety incident report to the senior management to apprise the status of safety features, incidents and safety equipment of the location.

**Review by Management:** Safety performance, OISD and Internal Audit, recommendations, their compliance status and incident analysis are periodically reviewed by Senior Management and also reported to CFD & Board

#### **B. Measures taken for Healthy work place.**

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

##### **Refineries:**

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

##### **Marketing Locations:**

- Medical check-up of all employees is done on yearly basis as per Organization's Policy.
- At all major locations, Company Designated Physician (CDP) visits regularly at the location and provides necessary medical assistance as required. All locations have Dispensary facility where CDP

visits regularly. Primary medical treatment is provided to all employees / workers for common illnesses like Fever, Cold, Cough, Gastrointestinal Tract issues, Skin problems etc. He also reviews / conducts the medical check-ups and prescribes medicines for contract workmen and TT Crew on need basis. - First Aid Boxes are available at all locations for immediate handling of first aid cases. Certified trained persons in First Aid are available at locations. First Aid Training is also being given to employees and contract workmen at locations. It is also ensured that at least one certified trained person is available in every shift. First Aid training is conducted through authorised agencies at all locations.

- Hospitals, blood banks and Ambulances available nearby to every location are identified and contact nos. of same are maintained in ERDMP document of the location.
- Identified hospitals are fully equipped to take care of any emergency. Various facilities available at these hospitals are also identified to take immediate action during emergency.
- In addition to this, Medical check-up of all Contract Workmen and all Security Personnel is ensured as per applicable statutory provisions.
- Health Check-up camps are conducted at marketing locations for TT Crew/ contract workmen as per applicable statutory provisions.

HPCL is having best in the industry medical insurance policy that provides IPD, OPD & other diagnostic facilities covering all the employees, workers and their eligible dependents. Inclusion of rare healthcare issues in insurance coverage, empanelling more network hospitals & enhancement of medical benefits limits are improvements that are made from time to time. All employees have access to HP Wellness Portal & URlife app which hosts a variety of health-related informative topics.

Apart from the above HPCL has multiple wellness initiatives such as:

##### **Standardisation of Health Infrastructure:**

In order to standardize the quality of medical services & management of Occupational Health Services Centre (OHSC) across locations including remote locations and towns so that the officer and their families have medical facilities in terms of platinum 10 mins, golden hour etc,

HPCL have partnered with Apollo UR Life to deploy medical advisors and doctors at over 90+ locations

along with pharmacy services, pathology services, ambulance services, dedicated Help line no, doctor on call, doctor consultation, etc. This will help standardize the quality of medical services & management of occupational health service.

#### Health Index App:

Health Index based on the values of 10 health parameters from PME data has been made available in HP Fitness App and MyHPCL MiniApp. HP Fitness App is developed in house. This is an integrated application analysing the Health Records to derive the Health Index at individual, Department and SBU level. It provides individual level analytics of the health records of the employee highlighting areas of concern. To increase engagement, the application has been gamified to bring challenges such as month-long step count supported by leaderboard. Employees have access only to view their own Health Index data.

#### Health Risk Analytics:

The scope includes but not limited to below mentioned requirements with compliance to Digital Personal Data Protection Act, 2023

- Health Risk Analysis and Dashboard – SBU/ Zones/ Locations has been developed and deployed.
- Slice and dice of analysis– SBU wise, Zone wise.
- Electronic health records / Document Management System
- Monitor and Guide High risk cases
- Data security
- Ability of uploading historical health records and analysis is preferable

#### UR.Life App:

HPCL has formed a strategic partnership with Apollo Hospitals to introduce the UR Life App, a pivotal resource dedicated to enhancing every employee's health and wellness. This initiative marks a significant step forward in our commitment to employee well-being.

#### App benefits includes:

- 24/7EmergencyHelpline for immediate assistance.
- Access online classes, expert articles, and health videos.
- Access to mental health solutions

#### YOU MATTER- Wellness Carnival:

The Wellness Carnival is a unique wellness initiative focussed on building Happiness and Conscious Living. The activities are designed to help employees uncover their ultimate authentic self and happiness within by integrating powerful traditional healing methods backed by ancient wisdom, scientific techniques and spirituality to restore and revitalise the four superpowers [mind, heart, body, and soul].

The one-of-a-kind Wellness Carnival focussed on building Happiness and Conscious Living was organized in Mumbai, Bangalore, Vizag which were Mega Carnivals. Mini Carnivals were also conducted in the following cities: Hyderabad, Ahmedabad, Lucknow, Kolkata, Chennai as well as for three batches of SAMAVESH.

#### There are four zones containing a mix of activity stalls:

1. **Mind Zone:** Focused on mental wellness, with activities to improve calmness and reduce stress. Activities included:
  - Stress test to assess mental well-being.
  - DIY activities such as Mandala creation, coloring, object painting, and clay modeling.
  - Meditative Art to help participants achieve relaxation.
  - Puzzle solving and Creative Fun Brain Exercises to enhance cognitive skills.
  - Sponge Art for creative expression
2. **Heart Zone:** Centered on emotional well-being, encouraging play, connection, and self-reflection. Activities in this zone were:
  - **Inner Child & Flow Arts:** Participants engaged in childhood games to rekindle joy and laughter.
  - **Decor Your Affirmations Corner:** This activity encouraged reinforcing positive thinking and self-love through creative decoration.
3. **Body Zone:** Focused on physical wellness, promoting movement, relaxation, and vitality. Activities included:
  - **Fit Body Corner:** Fitness routines and physical activities to promote health and vitality.
  - **Breathing GIFs:** Guided breathing exercises for relaxation and stress management.

**4. Soul Zone:** Aimed at spiritual and emotional well-being through deep relaxation and healing practices. Activities included:

- **Sound Healing:** Participants experienced the calming effects of sound therapy.
- **Guided Meditation:** Sessions included 7 Chakra Healing and 5 Elemental Meditation to promote mental and emotional balance.

**Common Health Games:**

Creating a Culture of Health, Fitness and a fun, lively workplace, Common Health Games is also an Assessment of strength, flexibility, stamina designed for employees. The Common Health Games aim to foster a lasting fitness culture, encouraging employees and their families to embrace active lifestyles.

Some of the events that are organized during the the event are:

- Zumba & Bollywood Dance Workouts – A high-energy start with expert-led fitness sessions.
- Play Stations with Scientifically Curated Challenges – 10 engaging fitness tests assessing flexibility, balance, core strength, and endurance.
- Live Leader board & Performance Tracking – Real-time assessment based on international fitness benchmarks.
- Dedicated Evaluation Team – Over 100 professional physiotherapists from K.J. Somaiya College adjudged participant performance.
- Exciting Awards & Recognition – Participants competed across various age groups for medals, trophies, and the coveted Mr. & Mrs. Common Health Games titles
- Grand Finale & Prize Distribution – The event concluded with a celebratory awards ceremony, recognizing top performers and fitness enthusiasts.

**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	0	0	--	0	0	--
Health & Safety	0	0	--	0	0	--

**14. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	83%
Working Conditions	98%

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

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

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

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

The following corrective actions were taken for the safety related incidents which occurred during 2024-25

**1. At LPG Plants:**

- Green and red flags are placed at each ramp to help Security, guide truck placement during unloading.

- Bicycle riding is prohibited near loading/unloading areas.
- Incident learnings were shared across all locations and discussed in the OISD Suraksha Samwad session with other OMCs.
- The SBU safety committee also reviewed the incident. They emphasized the need for clear demarcation of pathways for cyclists and restriction of their movements within the plant to prevent recurrence, and these measures have been implemented.
- A comprehensive safety session focusing on construction site practices was conducted for all project site-in charges, supervisors, and contract workers.

## 2. At Refineries:

- Contractors are instructed to deploy Job specific skilled personnel and adequate resources and only after thorough assessment of field conditions and job requirements
  - Contractors were also instructed to adhere the permit to work procedures without deviations
3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/ workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	1*	0	0

Refer table in question 11.

\*Data has been restated due to typographical error.

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

Yes

## 5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100 % (Dealers, Distributors and Transporters)*
Working Conditions	100 % (Dealers, Distributors and Transporters)*

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

## Leadership Indicators

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

A. Employees – Yes

B. Workers – Yes

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

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

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

Value Chain Partner	Health & Safety Concerns	Major efforts undertaken
Retail Network/ Dealers / Distributors	Safety in Operations	<ul style="list-style-type: none"> <li>• A flagship programme called Total Retail Safety is conducted to train the field officers on aspects of Retail Safety.</li> <li>• Specialised training programs are conducted for Dealers / Customer Service Assistants (CSAs) and COMCO / Sales officers.</li> <li>• Management Development Programs (MDP) are conducted, covering Dealers on SOP Training and Fore court Sales Managers. Through structured “Gurukul” training program CSAs are trained.</li> <li>• Training and awareness on Incident handling and Root cause analysis is imparted.</li> <li>• Regular Safety Audits/ inspections are carried out by field officers as per Oil Industry Safety Directorate (OISD) standard no. 225 Check list.</li> <li>• Corrective actions on violations as per Marketing Disciplines Guidelines are taken.</li> </ul>
Transporters/ TT Crew	Safety in Road Transportation	<ul style="list-style-type: none"> <li>• To promote secure and safe driving habits, safety guidelines, trainings and awareness initiatives, such as defensive driving and spiritual training are carried out on a regular basis for our transporters and their crew.</li> <li>• Drivers of the vehicles also possess special endorsement to carry hazardous goods from RTOs after detailed trainings as per CMV Rule 9. Age limit and fitness criteria is included for selection of Tank Trucks used for transporting products. During induction of these vehicles under contract and during the pendency of the contract, it is ensured that they are having RTO certified fitness certificates, PESO approval and Pollution under Control certificate before the trucks are loaded. Regular checks are also carried out to ensure Road fitness of the vehicles.</li> <li>• TT crew working at locations are facilitated with health camps and guided on health issues. Training Camps for tank truck fleet are also organised in collaboration with leading OEMs. The best drivers are awarded.</li> <li>• Category-S(Safe) Initiative for recognizing and rewarding the safest &amp; best transporters and drivers on zonal level as well as national level.</li> <li>• Vehicle tracking system (VTS) has been implemented for monitoring of truck movements and corrective actions on violations as per Transport Disciplines Guidelines are taken.</li> </ul>
LPG Delivery chain / Customers	Safe delivery and usage of LPG cylinders	<ul style="list-style-type: none"> <li>• Distributors are regularly advised and guided on product safety management through campaigns, meetings, training programs.</li> <li>• LPG distributors undergo periodic safety inspections and evaluations</li> <li>• Specific SOPs for delivery men on product safety and handling are in place.</li> <li>• SOP has been developed for mass awareness about safe usage of LPG. LPG users are continuously engaged with and educated on safe usage and handling of LPG through safety clinics.</li> <li>• Corrective actions on violations as per Marketing Disciplines Guidelines are taken.</li> </ul>
Shipping logistics vendors	Safe delivery of sea cargo and health of crew	<ul style="list-style-type: none"> <li>• To ensure that shipping logistics are responsibly carried out, the vessels engaged are required to meet global emission standards set by the International Maritime Organisation, whereby they use VLSFO for fuel or use scrubbers in case of high sulphur fuels.</li> <li>• Vessels necessarily have to undertake Protection and Indemnity for USD 1 Billion and are bound by International Conventions such as Civil Liability Convention and IMO, MARPOL, SOLAS guidelines.</li> <li>• Vessels calling on ports adhere to the requirements of each port authority for enabling grant of free pratique (to ensure health of crew) prior to berthing</li> </ul>

**PRINCIPLE 4:****Businesses should respect the interests of and be responsive to all its stakeholders****Essential Indicators****1. Describe the processes for identifying key stakeholder groups of the entity.**

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

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

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

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

## Leadership Indicators

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

HPCL has instituted a governance structure to focus on embedding the ESG aspects within its strategy, organisational culture and business verticals. The Board has constituted Corporate Social Responsibility and Sustainability Development (CSR&SD) Committee, headed by an Independent Director. The committee reviews the sustainability strategy, provides leadership and direction by periodic review of progress and performance across

identified focus areas in sustainability and reporting. During the process, regular feedback is taken from the Committee of Functional Directors (CFD), Strategic Business Unit (SBU) Heads and other officers concerned. Accordingly, scanning of the risk and opportunity is carried out and a sustainability strategy across the businesses has been put in place.

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

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

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

Eg: HPCL is focussed on augmenting the biofuel (ethanol, biodiesel and CBG) supply chain which is a major step in reducing GHG emission and combatting climate change. These changes are driven by government policies who is a major stakeholder of HPCL.

Automobile manufacturers and major industrial clients, with whom the Company collaborates in the supply of fuels and lubricants, provide feedback regarding the need for products with enhanced efficiency and environmentally sustainable solutions. The feedback is used to align our R&D to develop improved products that meet the performance goals of these key industries and align with their customers' expectations.

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

Being in an oil and gas industry, GHG emissions and climate change have been identified as a material topic year on year by HPCL's internal and external stakeholders which include own employees, administrative ministry, investment community through proxy advisors. Hence, focus on GHG is included in the company's sustainable development policy and climate change policy. HPCL officers regularly consult with the administrative ministry (MoP&NG), obtain guidance and appraise them of HPCL's progress on its Net Zero Strategy. Having identified GHG emissions and climate change through stakeholder consultation, HPCL also transparently discloses its

initiatives and performance on the topic in public domain through its disclosures.

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

HPCL interacts with communities through its field offices in addition to CSR department and project implementation partners. Issues identified during these interactions are prioritised and put up for review of management. As an outcome of these engagements, Initiatives have been undertaken for the empowerment, upliftment and overall development of communities and society at large.

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

The details of CSR activities undertaken by HPCL are provided in the CSR Section of the Annual report.

Some of these activities are in the areas of Promoting Education, Promoting Health Care, Empowerment of Socially and Economically Backward groups, Promotion of Nationally recognized and Para-Olympic Sports, Imparting Employment by Enhancing Vocation Skills, Swachh Bharat Abhiyan, Environment Sustainability, Rural Development inter-alia others.

Various steps taken by Govt. through different policies related to public procurement for economic development of domestic vendors are being followed by HPCL in order to strengthen the manufacturing sector. In order to promote and enhance procurement from SC/ST MSEs and Women MSEs, dedicated Vendor Development Programs and workshops are organised to increase their participation in HPCL tenders. A certain percentage of procurement is earmarked for procurement from SC/ST and women entrepreneurs.

**PRINCIPLE 5:**

**Businesses should respect and promote human rights**
**Essential Indicators**

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

Category	FY 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)
<b>Employees</b>						
Permanent	6009	543	9%	5768	385	6.7%
Other than permanent	149	149	100%	159	159	100%
<b>Total Employees</b>	<b>6158</b>	<b>692</b>	<b>11.2%</b>	<b>5927</b>	<b>544</b>	<b>9.2%</b>
<b>Workers</b>						
Permanent	2040	3	0.1%	2386	2	0.1%
Other than permanent	36974	NA*	NA*	NA*	38301	NA*
<b>Total Workers</b>	<b>39014</b>	<b>NA</b>	<b>NA*</b>	<b>NA</b>	<b>40687</b>	<b>NA</b>

\* Note: Employees/ workers/ contractual workforce are covered in ongoing trainings / awareness sessions on various aspects of human rights. These cover inter alia: Major labour legislations viz. Nil employment of child labour, No forced labour, payment of wages, PF ESI, Gratuity, Bonus etc., Prevention of sexual harassment (PoSH), safety measures, awareness regarding government schemes and focusing on financial literacy and investment. Data for FY 2023-24 has been restated considering number of employees / workers who underwent training in the particular year.

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/D)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	<b>6009</b>	<b>0</b>	<b>0%</b>	<b>6009</b>	<b>100%</b>	<b>5768</b>	<b>0</b>	<b>0%</b>	<b>5768</b>	<b>100%</b>
Male	5263	0	0%	5263	100%	703	0	0%	703	100%
Female	746	0	0%	746	100%	5065	0	0%	5065	100%
<b>Other than permanent</b>	<b>149</b>	<b>0</b>	<b>0%</b>	<b>149</b>	<b>100%</b>	<b>159</b>	<b>0</b>	<b>0%</b>	<b>159</b>	<b>100%</b>
Male	88	0	0%	88	100%	93	0	0%	93	100%
Female	61	0	0%	61	100%	66	0	0%	66	100%
<b>Workers</b>										
<b>Permanent</b>	<b>2040</b>	<b>0</b>	<b>0%</b>	<b>2040</b>	<b>100%</b>	<b>2386</b>	<b>0</b>	<b>0%</b>	<b>2386</b>	<b>100%</b>
Male	1909	0	0%	1909	100%	2242	0	0%	2242	100%
Female	131	0	0%	131	100%	144	0	0%	144	100%
<b>Other than permanent</b>	<b>36974</b>	<b>0</b>	<b>0%</b>	<b>36974</b>	<b>100%</b>	<b>38301</b>	<b>0</b>	<b>0%</b>	<b>38301</b>	<b>100%</b>
Male	35795	0	0%	35795	100%	37321	0	0%	37321	100%
Female	1179	0	0%	1179	100%	980	0	0%	980	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	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)*	5*	95,04,195	-	-
Key Managerial Personnel	1 (excluding Whole Time Directors)	92,11,746	-	-
Employees other than BoD and KMP	5257	31,93,148	746	26,26,326
Workers	1909	26,52,980	131	38,88,201

Values in INR

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

#### b. Gross wages paid to females as % of total wages paid by the entity, in the following format: (BRSR Core - Reasonably Assured)

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Gross wages paid to females as % of total wages	9.13%	9.22%*

\*Data restated due to recalculation

#### 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. We do not have specific individual / committee who is responsible to deal with grievances related to Human Rights. However we have Internal Committee to deal with the grievances of sexual harassment of women at workplace. We have internal grievance redressal mechanism to avoid any employee related exploitation or discrimination. Human Rights policy has been formulated and grievances, if any of employees can be raised through online portal, while other stakeholders can communicate the same through HPCL website.

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

HPCL has a structured Grievance Redressal policy to resolve the grievances of employees including grievances pertaining to human rights. The procedure

starts with a complaint by the aggrieved employee in e-enabled platform through HP Portal. The Employee Relations Committee will look into grievances and discuss the same with aggrieved employee. The aggrieved employee, if not satisfied with the decision of committee may appeal within 10 days.

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

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

## 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	4	3	As of date of publishing of the report all the complaints have been closed.	2	1	--
Discrimination at workplace	0	0	-	0	0	--
Child Labour	0	0	-	0	0	--
Forced Labour/ Involuntary Labour	0	0	-	0	0	--
Wages	0	0	-	0	0	--
Other human rights related issues	0	0	-	0	0	--

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	4	2
Complaints on POSH as a % of female employees / workers	0.19%	0.2%
Complaints on POSH upheld	2*	1 <sup>#</sup>

\* Out of which one was prima facie substantiated in FY 2024-25 & one was prima facie substantiated in April'25 by Internal Committee (IC); <sup>#</sup>Prima facie substantiated in July'24 by IC. In view of the Corporation's guidelines developed in consonance with DOPT OM, the Internal Committee while dealing with Complaints under POSH performs dual role and the data mentioned above as prima-facie substantiated refers to the findings post first stage of investigation by the IC, based on which further action as deemed fit is initiated as per the applicable service rules.

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

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

“Improper Activity” means any activity by an employee of the Corporation that is undertaken in performance of his or her official duty, whether or not that act is within the scope of his or her employment, and that is in violation of any law or the rules of conduct applicable to the employee, including but not limited to abuse of authority, breach of contract, manipulation of company data, pilferage of confidential / proprietary information, criminal offence, corruption, bribery, theft, conversion or

misuse of the Corporation's property, fraudulent claim, fraud or wilful omission to perform the duty, or that is economically wasteful or involving gross misconduct, incompetence or gross inefficiency and any other unethical biased favoured or imprudent act. The policy provides that the confidentiality of those reporting violations shall be maintained and they shall not be subjected to any discriminatory practice. The Whistle-Blower policy is hosted on the website of the Company.

HPCL undertakes sensitization workshops for spreading awareness on gender sensitivity and POSH Act for employees.

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

Yes. Human rights form part of our business agreements and contracts. Prevention of child labour and payment of minimum wages form part of all services contracts.

All Tenders are covered with Child Labour Acts. HPCL strictly prohibits the employment of individuals below the age of 18 within any of its premises. All Tenders Published by HPCL's Central Procurement Organisation are covered with Child Labour Acts and Minimum Wages Act.

## 10. Assessments for the year:

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

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

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

As part of our ongoing commitment to statutory adherence and the well-being of our workforce, we conducted Statutory Compliance Fortnight from May 01 to May 15, 2024. This initiative was themed around educating, engaging, and empowering our contract workmen regarding essential labor regulations. We reinforced compliances pertaining to the Minimum Wages Act,

the Factories Act, the Employees' Provident Funds and Miscellaneous Provisions Act, and the Employees' State Insurance / Employee's Compensation Acts.

### Leadership Indicators

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

Guidelines pertaining to grievance redressal are updated from time to time to address grievances of employees. No changes were required to be made during FY25.

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

We ensure compliance of statutory provisions and due diligence for the same is also regulated through the periodic internal audits. Our HR Officers conduct Nirvahan Audits at various locations to ensure statutory compliance across our facilities.

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

Yes

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

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	Nil
Discrimination at workplace	Nil
Child Labour	Nil (However, All Tender Published by Central Procurement Organisation are covered with Child Labour Acts)
Forced Labour/Involuntary Labour	Nil
Wages	Nil (However, All Tender Published by Central Procurement Organisation are covered with Minimum Wages Act)
Others – please specify	Nil

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

Not Applicable

**PRINCIPLE 6:**

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

The following calculations have been used in this section:

- PPP Adjusted Revenue in USD = Revenue in INR/IMF PPP Conversion Factor
- PPP Conversion Factor is taken as 20.66 (for FY24-25) and 20.43 (for FY23-24) as per the latest available value up to finalization of this report and is sourced from <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND>
- For FY 2023-24, HPCL had used PPP Conversion Factor (20.22) from World Bank Website. After the introduction of Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core, HPCL has recalculated the intensity figures adjusted for PPP considering International Monetary Fund (IMF) Values. Accordingly, the values for 2023-24 have been restated.

**1. Details of total energy consumption (Gigajoules) and energy intensity, in the following format: (BRSR Core - Reasonably Assured)**

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	2,80,157	1,14,446
Total fuel consumption (B)	17,025	2,025
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>2,97,183</b>	<b>1,16,471</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	58,74,620	53,26,354
Total fuel consumption (E)	6,41,39,722	5,79,32,301
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>7,00,14,342</b>	<b>6,32,58,655</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>7,03,11,524</b>	<b>6,33,75,126</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations) GJ/INR Crore	151.45	137.83
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP) GJ/Million USD	312.90	281.58
<b>Energy intensity in terms of physical output</b> GJ/MT Sales	1.41	1.35
<b>Energy intensity (optional) – GJ/MT of Refinery Crude Throughput**</b>	2.78	2.84
Percentage of energy consumed from renewable sources	0.423%	0.184%

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

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

Yes, SR Asia

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

Yes.

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

However, as PAT cycle VI was completed during 2022-23, targets under PAT cycle were not applicable during FY 2024-25.

3. Provide details of the following disclosures related to water, in the following format: (BRSR Core - Reasonably Assured)

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	1,82,929	1,24,634
(ii) Groundwater	6,61,349	6,10,193
(iii) Third party water	1,39,38,161	1,23,95,854
(iv) Seawater / desalinated water	4,17,14,837	7,84,16,430
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>5,64,97,276</b>	<b>9,15,47,112</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>1,98,23,765</b>	<b>1,72,87,404</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption/ Revenue from operations) (KL / INR Crore)	42.7	37.6
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP) (KL/ Million USD)	88.2	76.8
<b>Water intensity in terms of physical output</b> (KL/MT Sales)	0.40	0.37
<b>Water intensity (optional)</b> - (Water consumed / Refinery Crude Throughput)* KL/MT Refinery Crude Throughput	0.785	0.77

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

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

Yes, SR Asia

**4. Provide the following details related to water discharged:**

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To Surface water</b>	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
<b>(ii) To Groundwater</b>	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
<b>(iii) To Seawater</b>	3,66,69,764	7,42,16,285
- No treatment	0	0
- With treatment – please specify level of treatment	3,66,69,764	7,42,16,285
<b>(iv) Sent to third-parties</b>	1,335	703
- No treatment	0	0
- With treatment – please specify level of treatment	1,335	703
<b>(v) Others</b>	2,413	42,720
- No treatment	0	0
- With treatment – please specify level of treatment	2,413	42,720
<b>Total water discharged (in kiloliters)</b>	<b>3,66,73,512</b>	<b>7,42,59,708</b>

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, SR Asia

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

HPCL refineries and major marketing locations employ ETP/ STPs for recycling effluent. Refineries have greater water consumption within HPCL installations. Both of our refineries are focused on wastewater recycling, water efficiency and rainwater harvesting with an endeavor to achieve Zero Liquid discharge. Both refineries' discharges are monitored for quality parameters.

- During FY 2024-25, HPCL's refineries and marketing locations recycled over 24 million KL of water. Mumbai Refinery has also tied up with Brihanmumbai Municipal Corporation for sourcing sewage water and processing for reuse which helps in reducing water foot print.
- Visakh Refinery has installed an Integrated Effluent treatment Plant and all the treated effluent water from IETP is 100% reused as cooling tower make up.
- 27 Marketing Locations handling Supplies Operation and Distribution were certified with ISO 46001:2019.

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

Parameter	UoM	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
NOx	MT	1,605	2,006
SOx	MT	4,326	4,146
Particulate matter (PM)	MT	429	347
Persistent organic pollutants (POP)	MT	-	--
Volatile organic compounds (VOC)	MT	20	24
Hazardous air pollutants (HAP)	MT	-	--
Others- Please specify	MT	-	--

\*Data pertains to HPCL Mumbai and Visakh Refineries

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

Yes. SR Asia

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format: (BRSR Core - Reasonably Assured)**

Parameter	UoM	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 1 emissions	Metric tonnes of CO <sub>2</sub> equivalent	55,13,044	47,17,522
<b>Break-up of Scope 1 emissions</b>			
CO <sub>2</sub>	Metric tonnes of CO <sub>2</sub> equivalent	54,66,193	46,59,121
CH <sub>4</sub>	Metric tonnes of CO <sub>2</sub> equivalent	27,848	40,803
N <sub>2</sub> O	Metric tonnes of CO <sub>2</sub> equivalent	6,915	6,264
SF <sub>6</sub>	Metric tonnes of CO <sub>2</sub> equivalent	12,088	11,333
<b>Total Scope 2 emissions#</b>	Metric tonnes of CO <sub>2</sub> equivalent	11,99,251	10,59,353
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO <sub>2</sub> e / INR Crore	14.5	12.56
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO <sub>2</sub> e / Million USD	30	25.67
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output – Total Sales</b>	tCO <sub>2</sub> e / MT Sales	0.13	0.12
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b> (Emissions / Refinery Throughput*)	tCO <sub>2</sub> e / MT of Refinery Crude Throughput	0.266	0.259

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

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

**Calculation Methodologies:**

The standards, methodologies and assumptions (based on operational control) used for our calculations were obtained from the Intergovernmental Panel on Climate Change (IPCC), Guidelines for National Greenhouse Gas Inventories 2006, the IPCC Sixth Assessment Report (with consideration of 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories), Central Electricity Authority (CEA) - CO2 Baseline Database for the Indian Power Sector, Version 20.0, December 2024, ICAO Website, Circular by Railways Board on Rail Green Points dated 15.03.2022, UK Government GHG Conversion factors for Company reporting 2024 - Version 1.1 (for ship transport), and the emission factors derived from Solomon study at refineries. The emission calculations consider Carbon Dioxide, Methane and Nitrous oxide GHGs.

The process emissions from Hydrogen production at refineries are calculated using the local conversion factor. Based on a conservative approach, the emissions from flaring at refineries are calculated using Default IPCC Tier-1 emission factors for crude oil.

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, SR Asia

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

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

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

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

Sustainability Initiative	Impact / Performance
Bio-Fuels	<ul style="list-style-type: none"> <li>• Ethanol Blending: HPCL achieved ethanol blending percentage of 16.7% in 2024-25 against a historical of 12%. Ethanol blended quantity during FY 2024-25 is 232 Crore Litres leading to GHG reduction of 46 Lakh MT.</li> <li>• Biodiesel Blending: HPCL achieved biodiesel blending percentage of 0.35% in 2024-25.</li> <li>• Use of 100% Biodiesel in 110 marketing locations in DG sets. (36 in LPG SBU and 74 in SOD SBU)</li> <li>• Under CSR Initiative, HPCL commissioned a Compressed Bio-Gas(CBG) plant at Village Pathmeda, District Jalore in Rajasthan, with a processing capacity of 100 Tons Per Day(TPD) of cattle dung.</li> <li>• The Hon’ble Prime Minister inaugurated CBG plant at Pathmeda and laid the foundation stone for another at Eluru, Andhra Pradesh.</li> <li>• Generated 630 MT of CBG from Budaun, Uttar Pradesh and Pathmeda, Rajasthan Plants.</li> <li>• Issued 38 new LOIs for CBG plants, bringing the total to 108 active LOIs and 15 commissioned CBG plants under the HPCL portfolio. Sold 3342 MT CBG (Own + SATAT CBG Plants) through HPCL Retail Outlets, with growth of 590% YoY.</li> <li>• Identified 28 land parcels for setting up of CBG plants and received allotment for 5 of them from the State Governments of Punjab, Uttar Pradesh and West Bengal.</li> <li>• Project SAF and usage of BioFuels for transportation of ATF has been adopted at HCPL for reduction of Green House Gas emissions.</li> <li>• HPCL is setting up various biofuel projects with a target to reduce Green House Emissions:               <ul style="list-style-type: none"> <li>– Second Generation Ethanol project from lignocellulosic feedstock: Cellulosic ethanol reduces GHG emissions by 80% as compared to petroleum Gasoline</li> <li>– CBG projects: Biogas from organic wastes reduces GHG emissions by 90% as compared to petroleum Gasoline</li> </ul> </li> </ul>

Sustainability Initiative	Impact / Performance
Natural Gas	<ul style="list-style-type: none"> <li>• Among the fossil fuels, Natural Gas combustion emits the least Green House Gas. HPCL is setting up LNG dispensing stations for selling LNG as automotive fuel in long haul vehicles.</li> <li>• During the year, HPCL added 360 CNG stations, totaling to 2,038 stations and the total Industrial Sales of Natural Gas was 396.3 TMT with 5.7% YoY growth</li> <li>• Procured 365 TMT Natural Gas locally and imported 119 TMT LNG (3 cargoes), including 2 cargoes for Chhara Terminal commissioning</li> <li>• Secured 80 TMT Natural Gas for Mumbai Refinery, contributing to its carbon footprint reduction.</li> <li>• Signed Master Regasification Agreements (MRA) for spot cargoes with Enertech Fuel Solutions, SKN Haryana City Gas, and Positron Energy Ltd</li> <li>• Signed MoUs/Agreements with India Gas Exchange (IGX), NTPC, IOCL, and Gold Plus, driving collaboration and business growth</li> <li>• HPCL has constructed 4 LNG dispensing stations in Oran (Gujarat), Ajmer (Rajasthan), Satara (Maharashtra) and Prayagraj (Uttar Pradesh).</li> <li>• Empanelled 6 new LNG suppliers, taking the total to 28 and Built 3 new LNG dispensing stations, expanding the network to 4.</li> <li>• Successfully Commissioned 5 MMTPA LNG Terminal at Chhara, Gujarat in January 2025. First LNG Tank Truck loaded at the terminal on 15<sup>th</sup> February 2025.</li> <li>• Achieved the fastest commissioning of receipt and storage facilities for any LNG Terminal in India.</li> <li>• Commissioned HPCL's first Liquid to Compressed Natural Gas (LCNG) plant at Falta under South 24 Parganas GA</li> <li>• Achieved CNG sales of 98.3 TMT, registering 45% growth.</li> <li>• Achieved PNG sales of 4.8 TMT, registering 45% growth</li> <li>• Commissioned 5 City Gas Station (CGS) and 6 Mother Stations (MS), taking total count to 10 CGS and 12 MS.</li> </ul>
Electric Vehicle Infrastructure	<ul style="list-style-type: none"> <li>• Electric Vehicle (EV) charging facilities, including battery swapping stations, were added to 2,412 retail outlets during the year, bringing the total to 5,976.</li> </ul>
Renewable Energy	<ul style="list-style-type: none"> <li>• HPCL has an installed capacity of 100.9 MW of wind power and 123.43 MWp of Solar Power. During FY25, wind farms generated 14.32 Crore kWh electricity.</li> <li>• 76 marketing location source 100% Green Power</li> <li>• Installed Solar facilities at 4,735 outlets against MOU target of 4,404, taking the total to 22,353 outlets covering 94% of total Retail Network.,</li> <li>• Commissioning of 46.2KW bifacial solar system, 10KW vertical axis wind turbine, and 210KW sun-tracking solar system</li> </ul>
Green Hydrogen	<ul style="list-style-type: none"> <li>• Visakh Refinery commissioned first ever Green Hydrogen Plant in any Indian Refinery. The plant has a capacity to produce 370 TPA of Green Hydrogen using Green Power.</li> </ul>
Energy Efficiency	<p>HPCL Refineries and marketing locations are committed to promoting sustainable practices and reducing energy consumption. In pursuit of this goal, both Mumbai and Visakh refineries have taken a proactive role in the area of energy conservation and achieved significant improvements by continuously improving their operating practices and implementing energy conservation projects. The major energy conservation initiatives undertaken during the year are as follows:</p> <p><b>Mumbai Refinery:</b></p> <ul style="list-style-type: none"> <li>• Energy improvement measures implemented during Crude Distillation Unit (FRE) Turnaround:             <ul style="list-style-type: none"> <li>– Pre-heat improvement by 5 DegC by installation of additional pre-heat exchangers.</li> <li>– Furnace APH, Flue Gas Duct &amp; Stack-damper refurbishment</li> <li>– Replacement of Refractory by Ceramic Modules in Furnaces.</li> </ul> </li> <li>• Energy improvement measures implemented during DIU Turnaround:             <ul style="list-style-type: none"> <li>– DIU Furnace duty reduction by routing of Hot LCGO to DIU feed.</li> <li>– Mechanical cleaning of DIU pre-heat exchangers for furnace CIT improvement.</li> </ul> </li> </ul>

Sustainability Initiative	Impact / Performance
	<ul style="list-style-type: none"> <li>• Cleaning of Crude pre-heat Exchangers by effective Identification of the Fouled exchangers in FR &amp; FRE using Fouling model and On-line Chemical cleaning of Furnaces.</li> <li>• Steam to Carbon optimization in NHGU reformer using RLNG as feed.</li> <li>• Optimization of Deaerator operation to reduce flashing of steam in NHGU</li> <li>• Replacement of FRE Vacuum Column packed bed with low pressure drop packings</li> <li>• OFCC Furnace firing reduction post cat circulation improvement after TA</li> </ul> <p><b>Visakh Refinery:</b></p> <ul style="list-style-type: none"> <li>• VRMP Flare gas recovery system</li> <li>• Installation of FGPSA</li> <li>• Replacement of convection bank bare tubes with finned tubes in HGU Tr-2</li> <li>• Commissioning of feed pump HPRT in DHT and 2 HPRTs in FCHCU</li> <li>• Routing of DHT-HGU PDS stripper off-gases to FGATU and avoiding flaring</li> <li>• Reduction of CDU-IV Atmos column pressure from 2.6 to 2.3 Kg/cm2</li> <li>• Commissioning of supplementary firing in HRSG-3</li> <li>• Stopping of CDU-IV Offsite FLO pump post routing of LGO to FLO</li> <li>• Optimized re-boiling in product fractionator</li> <li>• Preheat improvement in CDU-II and CDU-III by periodic cleaning of heat exchangers and online cleaning of Furnaces</li> <li>• Commissioning of Supplementary Firing in HRSG-3</li> <li>• Operation of STG in CPP</li> <li>• Reduction of the H2/HC ratio in CCR</li> <li>• Conversion of FLP conventional lighting to LED lighting</li> </ul> <p>During the year, HPCL refineries achieved a savings of 1,56,022 SRFT(Standard Refinery Fuel Tonnage) (including sustenance of previous schemes).</p> <p><b>Marketing SBUs:</b></p> <ul style="list-style-type: none"> <li>• Implementation of ISO 50001 : Energy Management systems at major locations</li> <li>• Installation of VFD for the operation of HV Motors.</li> <li>• Installation of Motion Sensor switches to increase electricity savings.</li> <li>• Replacement of Old Air Conditioners with energy efficient Air Conditioners.</li> <li>• Installation of CPCB IV compliant DG set, leading to reduced emissions is under implementation.</li> <li>• Replacement of HVAC lightings with LED lights to enhance energy efficiency.</li> </ul>
Green Belt Development	<ul style="list-style-type: none"> <li>• We have a green cover of over 1720+ acres inside our premises as on March 31, 2025. We focus on planting tree species which are native to the location, have low water requirement and offer high carbon sequestration.</li> <li>• During FY 2024-25, Corporation implemented various environmental conservation initiatives under CSR. Initiatives include: Plantation of 5,45,832 trees by locations across the country from Swachhta Pakhwada 2023 to Swachhta Pakhwada 2024</li> </ul>
Logistics	<ul style="list-style-type: none"> <li>• Major volume of the petroleum products from the refineries are being evacuated through pipelines. Dependence on road transport for evacuation of products has been reduced drastically, resulting in considerable reduction in GHG emissions.</li> <li>• HPCL recorded its highest-ever pipeline throughput of 26.9 MMT against previous years throughput of 25.83 MMT, thus registering a YoY growth of 4.1%.</li> <li>• HPCL uses best-in-class optimisation tools to plan and optimise the sourcing, transportation linkages and long-term infrastructure needs.</li> </ul>
Research and Development	<ul style="list-style-type: none"> <li>• HPCL's commitment to innovation led to scale-up of R&amp;D developed catalysts to commercial scale for utilization in refineries namely: <ul style="list-style-type: none"> <li>– HP-NHT catalyst (Naphtha Hydrotreating catalyst)</li> <li>– HP-DHT catalyst (Diesel Hydrotreating catalyst)</li> <li>– HP-DAK catalyst (De-aromatization of Kerosene catalyst).</li> </ul> </li> <li>• With the successful demonstration of a Drag Reducing Agent (DRA) at pipeline locations, HPGRDC has achieved over 40% drag reduction and up to 20% energy savings, marking a significant milestone in operational efficiency and sustainable pipeline transportation.</li> </ul>

Sustainability Initiative	Impact / Performance
	<ul style="list-style-type: none"> <li>Global Technology Centre (GTC) of HPGRDC undertook various innovative initiatives to improve processes, increase operational efficiencies and reduce energy consumption of HPCL Refineries, some of these innovations are reducing catalyst loss at VR FCCU1, RON loss reduction in VR FCC NHT with available R&amp;D catalysis expertise. Technical solutions were also provided to MRPL in analysis &amp; troubleshooting of foaming issue in integrated Amine System.</li> <li>HPGRDC has elevated its commitment towards decarbonization, net-zero &amp; green hydrogen initiatives through its innovative technologies such as HP-AEME Technology (Anion Exchange Membrane Electrolyser) for Efficient Green Hydrogen Production from water, implementation of Blue Hydrogen Technology which captures 24 KTA CO<sub>2</sub> thus reducing Scope-1 emissions from HPCL Visakh refinery DHT unit, various research projects for CO<sub>2</sub> conversion to Methanol/Ethanol/fuel/chemicals . In order to embark on circular economy, various projects initiatives were carried out such as Post-Consumer Resin (PCR) HDPE, Co-processing of plastic pyrolysis oil (PPO) in NFCC unit at Mumbai Refinery, Feasibility studies of UCO co-processing in FCHCU for SAF production.</li> </ul>
Net Zero Certification of Locations	<ul style="list-style-type: none"> <li>9 marketing locations of SOD SBU received Net Zero Operational Carbon Certification during the year</li> </ul>
GHG related projects under CSR	<ul style="list-style-type: none"> <li>During FY 2024-25, Corporation implemented various environmental conservation initiatives under CSR. 385 Solar Street Lights were provided to Communities in locations for self-reliance in basic needs of the rural population.</li> </ul>

9. Provide details related to waste management by the entity, in the following format: (BRSR Core - Reasonably Assured)

Parameter	Total Waste Generated (MT)	
	2024-25	2023-24
Plastic Waste (A)	137.9	132.4
E-Waste (B)	8.7	1.61
Bio-Medical Waste (C)	0.1	0.06
Construction and Demolition Waste (D)	1,09,978.0	24608.50
Battery Waste (E)	28.0	36.38
Radioactive Waste (F)	0.0	0.000075
Other Hazardous Waste (Oily Sludge, Paint Sludge, Used Oil, Oily Cotton Waste) (G)	6,999.0	5106.8
Other Non-hazardous Waste (Metal Scrap, Wood Waste, Garden Waste, Food Waste, LPG Cylinder, Valve, Regulator Scrap) (H)	17442.5	15426.31
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>134594.3</b>	<b>45312.1</b>
<b>Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT of waste / INR Crore)</b>	0.290	0.099
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT of waste / Million USD adjusted for PPP)</b>	0.599	0.201
<b>Waste intensity in terms of physical output (Total Waste Generated / MT of Sales)</b>	0.0027	0.001
<b>Waste intensity (optional) - MT of waste / MT of Refinery Crude Throughput</b>	0.005	0.002
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	10637.6	9287.4
(ii) Re-used	29.1	53.1
(iii) Other recovery operations	5055.1	366.9
<b>Total</b>	<b>15721.8</b>	<b>9707.4</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	254.6	276.5
(ii) Landfilling	1,00,576.3	3035.4
(iii) Other disposal operations	23240.1	32266.8
<b>Total</b>	<b>1,24,071.0</b>	<b>35578.7</b>

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, SR Asia

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

Our operations generate both hazardous and non-hazardous wastes. We have implemented robust and sustainable waste management practices across all locations to ensure environmental protection and regulatory compliance. These practices include the segregation of waste into hazardous and non-hazardous categories, recycling initiatives, and safe disposal methods following environmental guidelines. The hazardous waste generated in our locations and refineries are disposed through MoEFCC/CPCB registered recyclers or reprocessors as per the statutory requirement. Systems are also in place to handle non-hazardous waste. We comply with statutory norms and regulations stated by MoEFCC, CPCB and SPCB. Emphasis is given on usage of green chemical alternatives, if available.

**a) Plastics (including packaging)**

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

**b) E-waste**

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

**c) Hazardous waste**

All the spent catalyst generated are packed in UN approved metal drums in order to avoid any spillage and disposed to authorized recyclers or TSDF. Oily sludge is mechanically deoiled to minimize waste generation using in situ storage tank sludge processing methodologies before transferring it for further treatment or disposal. Further, low Oily sludge is handled through bio-remediation. Other hazardous waste is disposed to authorized recyclers and Pollution Control Board approved Common Hazardous Waste Treatment, Storage, Disposal Facility (CHWTSDF). Hazardous Wastes (Management, Handling and Transboundary Movement) Rules are followed for management of Hazardous Waste.

**d) Other Waste:**

- Metallic Scrap: LPG cylinders, valve, regulator (CVR) metallic scrap are decommissioned as per company procedures. These and other metallic scrap are disposed through MSTC
- Bio medical waste is disposed through authorised parties;
- Kitchen waste is converted to compost using Organic Waste Converters, vermi-composting;
- Batteries are disposed through authorized recyclers with buy back arrangement.
- Wherever feasible, emphasis is given for usage of green chemical alternatives. Strict system of chemical consumption monitoring and optimization is in place to minimise consumption of chemicals. Toxic chemicals have been discontinued and are no longer in use. Industry has membership of CHWTSDF facility for safe disposal of such wastes in case if requirement arises.
- Biofuel plants are being conceived to augment sustainable energy and growth of HPCL and accordingly are not only designed basis “Waste to Energy Principle” but also feature Zero Liquid Discharge.
- There are no hazardous and toxic chemicals produced in currently commissioned Compressed Biogas Plants.
- The solid / liquid by-products are planned to be used as Solid / Liquid Organic Manure, which works on the circular carbon principle by returning the carbon back to soil and fortifies it with enhanced soil health and crop yield.

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

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Mumbai Refinery	Refinery Operations	Yes
2	Mangalore LPG Import Facility	LPG Ship docking and unloading	Yes
3	Kandla Terminal (Under CRZ)	Receipt, storage and distribution of petroleum products	Yes
4	Kozhikode IRD (Under CRZ)	Receipt, storage and distribution of petroleum products	Yes
5	Chennai New Terminal (Under CRZ)	Receipt, storage and distribution of petroleum products	Yes

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes / No)	Relevant Web link
Lube Modernization & Bottom Up-Gradation Project at Mumbai Refinery- HPCL is planning to undertake Lube Modernization and Bottom Up-gradation project to upgrade its product mix. Under this project, HPCL is planning to increase Lube Oil Base Stock (LOBS) and Bitumen production	EIA Notification 2006 - para 7(ii)(a)	26-Dec-24	Yes	Yes	<a href="https://parivesh.nic.in/newupgrade/#/organisation/project-detail?project=110027918">https://parivesh.nic.in/newupgrade/#/organisation/project-detail?project=110027918</a>
Crude Oil terminal and Product Tanks at MPA, Jawahar Dweep Island- The proposed project envisages construction of 12 Nos. of crude storage tanks, 4 Nos. Of MS/ Naphtha storage tanks and 2 Nos. Of Crude/Water Drain Tanks and associated facilities	CRZ Notification 2019	06-Nov-24	Yes	Yes	<a href="https://parivesh.nic.in/newupgrade/#/organisation/project-detail?project=102301825">https://parivesh.nic.in/newupgrade/#/organisation/project-detail?project=102301825</a>

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

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

S. No.	Specify the law/ regulation / guidelines which was not complied with	Provide details of the non- compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	Central Pollution Control Board (CPCB) Guideline No. B-13011/1/2019-20/AQM dt.16.08.2021 according to which a retail outlet shall not be located within a distance of 50 Mtrs. from the nearest point of a water body.	P. Chennaiah v. Sub-Collector, Madanapalle & Ors. (OA 121/2023, NGT, Southern Bench)  This a Dealer Owned retail outlet situated in Survey Nos.342 & 342/1 in Kalikiri Village, Madanapalle Mandal, Annamayya District, Andhra Pradesh. The site is located within 50 meters of water bodies connected to the Kalikiri Irrigation Project and poses risks of petroleum spillage, threatening the water source and jeopardizing local agriculture, drinking water supply, and cattle-rearing activities.	The Hon'ble Tribunal vide its Order dated 27.03.2025 has ordered to promptly remove the construction related to the establishment of the petroleum retail outlet at the disputed site, which is near the water body.	HPCL has removed all its assets and equipments from the retail outlet site in compliance with the Order dated 27.03.2025
2	Air (Prevention and Control of Pollution) Act of 1981	HPCL Vs. Charudatt Koli & Others before Supreme Court: Mr. Charudatt Koli and certain other individuals have alleged that industries in Mahul, Mumbai are polluting and creating health hazard to the nearby residents. On 18.12.2015, Hon'ble National Green Tribunal, Pune (NGT) had directed Maharashtra Pollution Control Board (MPCB) to prepare action plan to control pollution and conduct health assessment study etc. HPCL has complied with the directions of MPCB, passed pursuant to NGT's orders. Thereafter, an Execution Application (EA) was filed by Mr. Charudatt Koli and others at NGT, New Delhi (where the matter was transferred to). In this EA by order dated 13.08.2020 the NGT assessed damages to environment to the tune of ₹ 142 Crores, ₹ 76.50 Crores, ₹ 67.50 Crores, and ₹ 0.20 Crores to be borne by Aegis, HPCL, BPCL, and Sealord, respectively. This amount was directed to be kept in a separate account by HPCL and BPCL.  A 10 member committee was appointed and directed to prepare an action plan for restoration measures spread over a period of 5 years and further that these amounts will be used for such remedial measures. This Order was challenged by HPCL before the Hon'ble Supreme Court, and the Supreme Court by Orders dated 27.10.2020 granted stay of the order of NGT. The matter is pending before Hon'ble Supreme Court.	The Order of NGT directing payment of ₹ 76.50 Crores has been challenged before the Hon'ble Supreme Court and the Supreme Court by Order dated 27.10.2020 granted stay of the order of NGT. The matter is pending before Hon'ble Supreme Court.	All steps are taken to ensure that pollution norms and consent to operate terms are met.  HPCL – Mumbai refinery is operating as per the Consent to Operate (CTO) granted by Maharashtra Pollution Control Board. Following VOC mitigation and monitoring facilities are in place: <ul style="list-style-type: none"> <li>• Provided facilities as mandated by Environmental Act i.e., installation of CAAM stations, Online connectivity of Stack, Effluent and CAAM stations parameters as directed by CPCB/ MPCB. HPCL Mumbai Refinery has installed BTEX and HC analyzers. The analyzers are well calibrated and connected to MPCB/CPBC servers on realtime basis.</li> <li>• Provided primary and secondary seals in class A &amp; B tanks and periodic inspection is carried out as part of general inspection and also specific seal inspection once a year. All the tanks are IFRT/EFRT with double seal for storing Class A &amp; B hydrocarbons with condition of 10 kpa and 34 degC. HPCL-Mumbai Refinery complies with MoEFCC 2008 notification on the subject. We also comply with the API RP 653 and OISD 129 besides the USEPA AP 42.</li> <li>• Periodic Leak Detection and Repair (LDAR) program is in place in a scheduled manner.</li> <li>• Process gas venting is a closed system. Low pressure process waste gas gets fired in furnaces for energy saving and VOC reduction. The process piping small bore vents are capped.</li> <li>• Pressure Safety Valves (PSVs) are safely letdown to Flare Network.</li> <li>• Flare Gas Recovery unit for minimizing flaring and utilizing the process gas for heating in the furnaces/boilers.</li> </ul>

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
				<ul style="list-style-type: none"> <li>The FCCU regen flue gases are treated with scrubbing system called FGSU and is installed at both the FCCUs.</li> <li>The Tail gas of the SRUs is treated in the Tail Gas Treatment Unit (TGTU) for the enhanced Sulphur recovery of 99.9%.</li> <li>Low NOx burners are installed for NOx reduction in furnaces.</li> <li>HPCL - Mumbai Refinery moves 93% and above Class A &amp; B product through pipeline and balance heavy Class C product particularly Bitumen through trucks thus precluding the possibility of VOC emissions.</li> <li>Green cover is provided wherever open space is available.</li> </ul>
3	Air (Prevention and Control of Pollution) Act of 1981 & The Water (Prevention and Control of Pollution) Act, 1974	<p>Visakha Pawan Praja Karmika Sangham Vs. Union of India &amp; Others before NGT:</p> <p>This application has been filed before NGT-South Zone bench (Chennai), inter alia complaining about odour emanating from HPCL's refinery at Visakhapatnam. The applicant has alleged that other government bodies have not implemented recommendation of studies conducted to reduce odour and pollution in the area, and that A.P. Pollution Control Board has not implemented the directions of the Hon'ble Andhra Pradesh High Court. On 25.02.2021, NGT has admitted the application and constituted a 5 member committee to inspect the premises/area. This Joint Committee submitted its reports to the NGT, and the parties completed pleadings in the matter. On 20/10/2022 the NGT passed its final order and inter alia directed HPCL to deposit with APPCB environmental compensation assessed at ₹8,35,20,000/-, and further deposit with CPCB a sum of ₹10 crores for their willful negligence. This Order was challenged before the Hon'ble Supreme Court, and the Supreme Court by Order dated 05.01.2023 granted stay of the order of NGT to the extent of payment of ₹ 10 crore for wilful negligence and directed HPCL to deposit of ₹8,35,20,000/- which has been deposited with APPCB on 03/03/2023 without prejudice to the rights of HPCL in the pending appeal. The matter is pending before Hon'ble Supreme Court.</p>	Order of NGT was challenged before Hon'ble Supreme Court and Hon'ble Supreme Court granted stay of the Orders subject to deposit of ₹8,35,20,000/- with APPCB.	Amount has been deposited and all recommendations of APPCB are complied.
4	Prevention and control of Pollution act 1981. Water Act 1974,	Vide letter Dated 05/12/2024 Kerala State Pollution control Board issued a letter to HPCL Elathur for contamination of drain and water bodies in the vicinity due to diesel leakage. This was a violation of Kerala state pollution control Board, under section 31 of the Water Act 1974.	Nil	<p>Product spilled was removed and retrieved completely. Contaminated water was collected and sent to OWS for Oil separation. The product recovered from within the depot, along with the oil-mixed water collected from outside depot was transferred to a tank truck inside the depot.</p> <p>After the recovery operations only oil traces and oil pockets were found on the top layer of water. Further, Oil spill dispersant was sprayed under guidance of PCB officer to disperse the oil films. Entire Oil traces were removed from the water.</p>

S. No.	Specify the law/ regulation / guidelines which was not complied with	Provide details of the non- compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
				Necessary compliance such as installation of proximity sensors in tertiary containment water drain valve and installation of HCD were done. Kerb wall was provided for the UG tank dyke to ensure containment of any accumulation in Dyke and isolation valve was provided for ETP outlet of dyke.  All necessary action in addition to above corrective action were taken and reply was given to PCB.

### Leadership Indicators

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

While the major portion of water consumption (~95%) in HPCL is attributable to its coastal refineries, As of March 31,2025, HPCL has identified 40 of its locations to be falling under areas of water stress as per the National Compilation on Dynamic Ground Water Resources of India, 2024.

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

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

#### (i) Name of the area

Aviation Service Facilities	: Bhuj, Goa, Kurnool
CGD Facility	: Ahmedabad, Jind
LPG Plants	: Ajmer, Bhatinda, Cherlapally, Gandhinagar, Jamshedpur, Jind, Kota, Loni
Lube Plants	: Chennai, Silvassa
Pipeline Stations	: Ajmer, Awa, Bachau, Bharatpur, Bhatinda, Cherlapally, Jaipur, Palanpur, Tikrikalan, Vadodara
POL Depots/ Terminals	: Ajmer, Bengaluru, Bharatpur, Bhatinda, Chennai, Indore, Jaipur, Jalandhar, Jodhpur, Vadodara
Retail (COMCOs)	: Bengaluru Based – 3 nos
Admin Offices	: HP Green R&D Centre, IS Centre Hyderabad

#### (ii) Nature of operations

Receipt, Storage, Dispatch of Petroleum Products; Receipt, Storage, Blending and Dispatch of Lubricants, Admin Offices.

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water withdrawal by source (in kilo litres)</b>		
(i) Surface water	0	37,911
(ii) Groundwater	1,43,606	79,861
(iii) Third party water	1,82,985	149,562
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilo litres)</b>	<b>3,26,592</b>	<b>2,67,334</b>
<b>Total volume of water consumption (in kilo litres)</b>	<b>3,26,578</b>	<b>2,67,321</b>
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	0.703	0.581
<b>Water discharge by destination and level of treatment (in kilo litres)</b>		
<b>(i) Into Surface water</b>	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>(ii) Into Groundwater</b>	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
<b>(iii) Into Seawater</b>	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
<b>(iv) Sent to third-parties</b>	12	0
- No treatment	0	0
- With treatment - please specify level of treatment	12	0
<b>(v) Others</b>	2.3	13
- No treatment	0	0
- With treatment - please specify level of treatment	2.3	13
<b>Total water discharged (in kilo litres)</b>	<b>14.3</b>	<b>13</b>

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, SR Asia

## 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*	Metric tonnes of CO <sub>2</sub> equivalent	143,923,201*	137,373,805*
Total Scope 3 emissions per rupee of turnover	tCO <sub>2</sub> e/ INR Crore	308.62	298.76
Total Scope 3 emission per MT of Sales	tCO <sub>2</sub> e/ MT Sales	2.89	2.93

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

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

Yes, SR Asia

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

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

- Compliance to the specific conditions mentioned in the environmental clearance and CRZ approvals from MoEFCC.
- Relevant Standards of Oil Industry Safety Directorate (OISD) are followed in respect of storage and transport of petroleum products.
- Construction of structures are undertaken as per plans approved by concerned local authorities while confirming to existing applicable local and central rules and regulations.
- Monitoring of Volatile Organic Compounds carried out regularly.
- In case of pipeline passing, necessary signages are installed in English and local languages.
- Emergency Response and Disaster Management Plan is prepared and complied with. Oil spill contingency plan is put in place
- Waste water generated is properly treated and reused with provision of oil water separator system.
- Oily waste is stored in dedicated storage area and disposed to authorised recyclers.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Mission LiFE – World Environment Day Celebrations 2024	<ul style="list-style-type: none"> <li>• No. of Events Held: 163</li> <li>• No. of Participants Engaged: 18,225</li> <li>• No. of Saplings Planted: 18,862</li> <li>• No. of Stickers distributed to Tank Trucks: 1,462</li> <li>• Districts Covered: 57</li> <li>• Mission LiFE Pledge Taken: 14,628</li> <li>• Quiz for Employees on Mission Life Conducted on WED</li> <li>• Quiz question on Mission LiFE hosted on HPCL's "X". Handle for general public on WED</li> <li>• All initiatives are being uploaded to Meri LiFE Portal</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder Awareness</li> <li>• Raising Green Cover</li> <li>• Reducing Single Use Plastic</li> </ul>
2	Green Retail Outlets – Implementation of green initiatives as per guidelines from MoPNG	Completed 804 ROs against a target of 720 <ul style="list-style-type: none"> <li>• Solarisation of RO / Solar Streetlights</li> <li>• EV Charging Point (AC/DC)</li> <li>• Biofuel dispensing</li> <li>• Use of energy efficient lights</li> <li>• Plantation/ Vertical Gardening</li> <li>• Energy efficient appliances</li> <li>• Clean RO drinking water</li> <li>• No use of Single use plastic</li> <li>• Vapour Recovery unit (VRU)</li> </ul>	<ul style="list-style-type: none"> <li>• Energy Efficiency in RO Operations</li> <li>• Increased use of Renewable energy thereby reducing GHG emissions</li> <li>• Reduced single use plastic</li> <li>• VOC pollution mitigation through VRU</li> <li>• Enhanced customer service</li> </ul>
3	Tiles made out of 100% recycled plastic	A cost effective, smart and advanced alternative to the traditional concrete paver blocks. These tiles were made out of 100% recycled plastic waste having superior properties to be used in various applications  Completed a pilot project of replacing paver blocks with 100% recycled plastic tiles at two retail outlets in Pune Region, promoting sustainability and cost-effectiveness.	<ul style="list-style-type: none"> <li>• This initiative provides a solution to the growing menace of plastic pollution by utilising waste plastic as part of tiles which can be used for various applications.</li> <li>• Reduces amount of plastic going to landfills.</li> </ul>
4	Trials of HPCL developed HDPE GPBM PCR material	As part of its plastic waste reduction strategy, HPCL collaborated with CPCB-approved party to produce 500 kg of High Density Polyethylene-Post Consumer Recycled (HDPE-PCR) material using an in-house additive. Utilised PCR material in HDPE containers for HP Racer Grades at Mazgaon/ Silvassa lube plants, incorporating 30% recycled HDPE.	<ul style="list-style-type: none"> <li>• This initiative provides a solution to the growing menace of plastic pollution by utilising waste plastic as part of new packaging which can be used for various applications.</li> <li>• Reduces amount of plastic going to landfills.</li> </ul>

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
5	Green Initiatives at HP Green R&D Centre	<ul style="list-style-type: none"> <li>• HPGRDC has elevated its commitment towards decarbonization, net-zero &amp; green hydrogen initiatives through its innovative technologies such as HP-AEME Technology (Anion Exchange Membrane Electrolyser) for Efficient Green Hydrogen Production from water, implementation of Blue Hydrogen Technology which captures 24 KTA CO<sub>2</sub> thus reducing Scope-1 emissions from HPCL Visakh refinery DHT unit, various research projects for CO<sub>2</sub> conversion to Methanol/ Ethanol/ fuel/ chemicals,</li> <li>• To embark on circular economy, various projects initiatives were carried out such as Post-Consumer Resin (PCR) HDPE, Co-processing of plastic pyrolysis oil (PPO) in NFCC unit at Mumbai Refinery. First among Oil PSUs to conduct feasibility studies of UCO co-processing in FCHCU for SAF production.</li> <li>• Green energy projects at HPGRDC completed, includes bifacial solar system, vertical axis wind turbine, and sun-tracking solar system with total power generation of 2332 MWH/Annum.</li> <li>• Successful demonstration of HP-DG Clean (PM capture) unit completed which removes Particulate Matter from the exhaust gases of Diesel Generators in line with the National Green Tribunal (NGT) guidelines. This unit captures particulate matter from 180 KVA DG Set at HPCL's Devanagonthi Terminal with significantly higher capture efficiency of 82.8% vis-à-vis requirement of 70%.</li> <li>• HPCL has tied-up with Volvo for demonstration of Green Hydrogen for transportation sector in line with RFP call from MNRE. Letter of Intent has been received from ARAI, Pune.</li> <li>• HPGRDC was recognized with 2 prestigious awards for its innovations &amp; research excellence viz. Innovation Award in the category of 'Best Innovation in R&amp;D Institute' for "HP-AEME Technology: A First of its Kind Technology for Efficient Green Hydrogen Production" during 27<sup>th</sup> Energy Technology Meet (ETM), Bengaluru &amp; FIPI Award 2023-24 in the category of "Innovator of the Year-Team" for "HP-COSOL Process: Process for increasing lube raffinate yield in Solvent Extraction Unit".</li> <li>• Bioremediation of low oily sludge was carried out through in-house developed bacteria HP BioREMEDIATION by HPGRDC.</li> <li>• IFO tank bottom sludge undertaken for bio-remediation (approx. 2000 m<sup>3</sup>).</li> </ul>	Development of sustainable products and future ready low carbon technologies aligned to HPCL's Net Zero Ambition and overall energy transition.
6	Wildlife Conservation	<p>In alignment with its Golden Jubilee celebrations themed "Panchatavon Ka Maharatna," HPCL has adopted three Red Pandas (Lucky, Motok, and Dokhbu) at the Himalayan Zoological Park (HZP), Gangtok, Sikkim, and two majestic tigers, Bajirao (T-5) and Shrivalli (T-3), at the Sanjay Gandhi National Park (SGNP), Mumbai.</p> <p>HPCL's sponsorship ensures these pandas and tigers receive the best care, covering food, medication, and habitat support.</p>	Preserving Biodiversity through conservation of Endangered Wildlife Species featuring in IUCN Red List of Animals in line with HPCL's core values—power, energy, courage, and environmental consciousness.

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
7	Various Environmental Initiatives under Swachhata Pakhwada 2024	<p>During FY2024-25, Corporation implemented various environmental conservation initiatives under CSR. Initiatives include:</p> <ul style="list-style-type: none"> <li>Corporation had undertaken school and community driven initiatives for provision of clean drinking water along with awareness generation during Swachhta Pakhwada for the benefit of society at large. 117 sources of clean drinking water were installed in various schools, colleges and in community across the country.</li> <li>Corporation completed Commissioning of Compressed Bio-Gas (CBG) Plant of capacity 100 Tons Per Day at Village Pathmeda, District Jalore in Rajasthan under SATAT (Sustainable Alternative Towards Affordable Transportation) scheme in partnership with Shree Godham Mahatirth Pathmeda Lok Punyarth Nyas, Pathmeda.</li> <li>Corporation implemented various environmental conservation initiatives under CSR. Initiatives include: Plantation of 5,45,832 trees was carried out by locations across the country from Swachhta Pakhwada 2023 to Swachhta Pakhwada 2024. 385 Solar Street Lights were provided in Communities for self-reliance in basic needs of the rural population. Around 30,000 initiatives were carried out for elimination of Single-Use Plastic across the country witnessing participation of various stakeholders like students, communities among others.</li> </ul>	<ul style="list-style-type: none"> <li>Increase in Green cover</li> <li>Communities made self-reliant for their lighting needs</li> <li>Reduction in usage of single use plastic and reduction in plastic waste</li> </ul>
8	IMS – Integrated Management System implementation at HSE Corporate Level	<p>Hindustan Petroleum Corporation Limited (HPCL) is deeply committed to providing a safe and healthy work environment for its employees, contractors, and stakeholders and nearby communities. This commitment is operationalized through a comprehensive HSE &amp; Sustainability Management System (HSESMS), structured under a four-tier HSE management system framework:</p> <ul style="list-style-type: none"> <li>L-1: HSE &amp; Sustainability Management System Framework</li> <li>L-2: Corporate-Level HSE Standards</li> <li>L-3: Safety Manuals and Operational Control Procedures (SBU Level)</li> <li>L-4: Work Instructions and SOPs (Location Level)</li> </ul>	<ul style="list-style-type: none"> <li>Ensures consistency, control, and continuous improvement of Health and Safety across the organization</li> </ul>
9	ISO 14001 – Environment Management System Certification	149 locations are certified with ISO 14001, a testimony to HPCL's commitment to robust environmental management systems and continual improvement in environmental performance.	<ul style="list-style-type: none"> <li>Reduction of environmental footprint.</li> <li>Reduced waste, energy conservation, and cost savings.</li> </ul>
10	ISO 50001 – Energy Management System Certification	103 locations are certified with ISO 50001, a testimony to HPCL's commitment to energy efficiency, systematic energy management, and reduction of its overall energy footprint.	<ul style="list-style-type: none"> <li>Improvement of energy efficiency</li> <li>Reduction of energy-related costs</li> <li>Reduction of environmental impact</li> </ul>
11	ISO 9001:2015 – Guidelines for quality management systems (QMS)	HPCL's Central Procurement Organisation (CPO) has been Certified with ISO 9001:2015 for quality management systems (QMS) in Procurement of Goods, Services and works.)	<ul style="list-style-type: none"> <li>Ensures compliance with defined quality standards and requirements for procured goods and services.</li> </ul>
12	ISO 20400 – Guidelines for Sustainable Procurement	HPCL's Central Procurement Organisation (CPO) has been Awarded Statement of Conformity on ISO 20400:2017 for sustainable Procurement of Goods, Services and works.	<ul style="list-style-type: none"> <li>Integrating sustainability into the organization's procurement policy and strategy</li> <li>Organizing the procurement function towards sustainability</li> </ul>

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
13	ISO 46001 - Water efficiency management systems	27 marketing locations from SOD SBU were certified with ISO 46001:2019 certification	<ul style="list-style-type: none"> <li>Reduced water consumption,</li> <li>Lower utility costs</li> <li>Enhanced regulatory compliance and</li> <li>A stronger commitment to environmental responsibility.</li> </ul>
14	Resource Efficiency and Circular Economy Industry Coalition (RECEIC)	<ul style="list-style-type: none"> <li>Resource Efficiency and Circular Economy Industry Coalition (RECEIC) has launched a working group on the circularity in Used Oil during November 2024, wherein members from 18 industries representing entire value chain of used oil ecosystem came together to address various issues concerning EPR on Used Oil.</li> <li>Executive Director – HPCL Lubes SBU is the session chair on used oil in RECEIC.</li> <li>During the first ever RECEIC Global Symposium held on March 24-25, 2025, this working group has released a knowledge paper titled 'Advancing India's Self Reliance: Enhancing Circularity in Used Oil Management'.</li> <li>HPCL became the first PSU to apply for registration as Producer on the CPCB Portal for used oil.</li> </ul>	<ul style="list-style-type: none"> <li>Setting up the used oil ecosystem in the country</li> <li>Engaging with various stakeholders in the ecosystem to address issues concerning EPR on used oil</li> </ul>
15	Setting up alternate water supply sources from recycled water at Mumbai Refinery	<ul style="list-style-type: none"> <li>Commissioned 14" secondary treated water line from Sewage Treatment Plant (STP) of BMC Mahul plant to Mumbai Refinery Effluent Treatment Plant in May'24 for undertaking tertiary treatment, thus making it suitable to DM plant feed.</li> <li>Signed Long-Term Agreement with Rashtriya Chemical Fertilizers for supply of 4 MLD tertiary treated water in Jan '25.</li> </ul>	<ul style="list-style-type: none"> <li>These measures will ensure sustained refinery operation and lower dependency on Brihanmumbai Municipal Corporation BMC Fresh water supply.</li> </ul>

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

All HPCL locations have an updated ERDMP aligned with MoP&NG's disaster management plan prepared in accordance with PNGRB regulations 2010, certified by third party and approved by the Board. These are updated periodically. ERDMP document specifies clear role and responsibilities for handling emergencies at the location in coordination with district level disaster management teams. HPCL also has a Crisis Management

Plan for resource mobilization; and communication at various levels of Corporation is well defined viz. locations, zonal and corporate level during natural and manmade disasters. Onsite and Offsite mock drills are conducted at all locations as per PNGRB regulations to make employees aware of their roles, responsibilities, to assess their alertness during an emergency, and to see the effective working of the firefighting equipment and facilities. Learnings are shared with stake holders and awareness programs conducted to gear up for emergency preparedness.

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

Significant Impact	Mitigation Measure
GHG/Air Emissions arising from products	Expanding the offerings of cleaner fuels such as: <ul style="list-style-type: none"> <li>• BS VI Auto fuels</li> <li>• Bio-ethanol, Bio-diesel, Compressed Bio Gas</li> <li>• Very Low Sulphur Fuel Oil</li> <li>• Other allied products such as Long Drain Engine Oils, HP-Diesel Exhaust Fluid, Lubes with re-refined oils among others</li> <li>• Successful demonstration of HP-DG Clean (PM capture) unit completed which removes Particulate Matter from the exhaust gases of Diesel Generators in line with the National Green Tribunal (NGT) guidelines. This unit captures particulate matter from 180 KVA DG Set at HPCL's Devanagonthi Terminal with significantly higher capture efficiency of 82.8% vis-à-vis requirement of 70%.</li> </ul>
Operational GHG / Air Emissions arising from manufacture, supply, distribution and retailing	<ul style="list-style-type: none"> <li>• Vessels engaged are required to meet global emission standards set by the IMO, whereby they use VLSFO for fuel or use scrubbers in the case of high sulphur fuels.</li> <li>• Increasing installed capacities of renewable energy generation within premises and in retail outlet network</li> <li>• Deploying energy efficiency measures in refineries and marketing locations</li> <li>• Having age limit in selection of Tank Trucks used for transporting products</li> <li>• Vapour Recovery System at major POL terminals/ depots and Retail Outlets</li> <li>• Implementation of Greenco Rating System at marketing locations</li> <li>• Sensitisation of value chain partners towards sustainability</li> <li>• Introduction of Associate Code of Conduct in Standard bid Document.</li> <li>• Network optimisation tools for improved logistics and reduced carbon footprint</li> </ul>
Used Oils and Product Packaging Waste	<ul style="list-style-type: none"> <li>• Collection and reprocessing of used oils and lube oil packages/ containers under EPR.</li> <li>• As part of its plastic waste reduction strategy, HPCL collaborated with CPCB-approved party to produce 500 kg of High Density Polyethylene-Post Consumer Recycled (HDPE-PCR) material using an in-house additive. Successful trials using 30% PCR in the middle layer of 900ml lube oil containers were conducted with satisfactory performance.</li> </ul>
Shipping of Crude oil and Petroleum Products	<ul style="list-style-type: none"> <li>• To ensure that the shipping vessels are environmentally friendly and safe and in adherence to DG shipping norms, vessels which are aged are not contracted.</li> <li>• Only vessels which have valid SIRE (assessed and cleared as per OCIMF guidelines and which are issued by Oil Majors) are engaged by HPCL.</li> <li>• HPCL demands a valid certificate of SIRE during tendering process and further ensures that the certificate is valid during the period that the vessel is engaged by HPCL</li> </ul>

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

Nil

**PRINCIPLE 7:**

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

**Essential Indicators**

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

15

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

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers / associations (State / National)
1	Administrative Staff College Of India	National
2	All India Management Association (AIMA)	National
3	ASSOCHAM (The Associated Chambers Of Commerce And Industry Of India)	National
4	Bombay Chamber Of Commerce & Industries (BCCI)	State
5	CII, New Delhi	State
6	Confederation Of Indian Industries, Mumbai - Western Region (CII)	State
7	Federation Of Indian Chamber Of Commerce & Industries (FICCI)	National
8	Federation Of Indian Petroleum Industry (FIPI)	National
9	India Habitat Centre	National
10	India International Centre	National

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

Name of Authority	Brief of the case	Corrective Action Taken
No adverse orders have been passed by the regulatory authorities related to anti-competitive conduct.		

**Leadership Indicators**

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes / No)	Frequency of review by Board (Annually / Half Yearly / Quarterly / Others – please specify)	Web Link, if available
1	Compressed Biogas under the Sustainable Alternative towards Affordable Transportation (SATAT)	Through interactions with government, Financial Institutions, Regulatory Authorities and other related agencies	Yes	As and When Required	<a href="https://satat.co.in/satat">https://satat.co.in/satat</a>
2	National Policy on Biofuels	Through representations in inter-governmental committees	Yes	As and When Required	<a href="https://mopng.gov.in/en/page/11">https://mopng.gov.in/en/page/11</a>

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

**During the year HPCL was also engaged in the following advocacy initiatives:**

- **EU-India Stakeholder Group on Advanced Biofuels (SGAB):** It was activity 42 of the EU -India Clean Energy and Climate Partnership Work Programme. The SGAB discussed priority topics for enhanced EU-India cooperation in view of addressing barriers for further deployment of advanced biofuels, promoting innovation, ensuring feedstock supply and identifying research areas of mutual interest. The SGAB consisted of 16 members, 8 each from Europe and India. It was managed by 2 Co-Chairs, S. Bharathan (Director Refineries of Hindustan Petroleum) and Mr. MM Kyriakos Maniatis (Independent Consultant, former EC officer). Experts identified 8 actions such as Diversity and complementarity of options to manage the transition, Lipids and biomass supply chains, Enhanced Overview of Advanced Biofuels and e-Fuels etc. These 8 actions were approved by the EU Delegation in India and the Ministry of Petroleum and Natural Gas of India. Experts have delivered the report on the all 8 actions agreed. The work of SGAB was completed in September 2024.
- **Global advocacy on low emissions fuels:** The rapid deployment of low-emission fuels is critical for the decarbonization of the transport sector. In this context, the International Energy Agency (IEA) organized a technical briefing on low-emission e-fuels. Director-Refineries, HPCL delivered a technical briefing at the event, focusing on strategies to scale up low-emission e-fuels by 2030—driven by cost reductions in electrolyzers and expanded renewable energy. He also moderated a panel discussion on the “Opportunities and Challenges for the Uptake of e-Fuels,” underscoring the importance of robust policy support, innovation, and infrastructure development, especially in emerging economies.
- **Renewable Dimethyl Ether:** At India Energy Week 2025, Global Science Council of the World Liquid Gas Association invited Director-Refineries for a focused discussion on the role of renewable Dimethyl Ether (rDME) in India’s energy mix. Key points included the potential of rDME blending with LPG to reduce import dependency and enhance energy security. Given India’s abundant biomass availability, the production of rDME from agricultural residues and waste offers a promising domestic pathway for clean fuel adoption. The dialogue also explored how rDME could evolve over the next 5-10 years, supporting India’s energy transition goals by decarbonizing household and industrial fuel use. The session highlighted the need for enabling policies, pilot initiatives, and investment support to accelerate rDME integration into India’s energy landscape.

- **Engaging Future Engineers:** Building Awareness on Energy Transition: Director – Refineries actively engaged with students at leading institutions such as RGIPT, IPE, NIT, and IIT, delivering talks on critical themes including the role of chemical engineering in the energy transition, research and deployment of low-carbon technologies, and the emerging paradigms shaping the future of chemical engineering. These interactions aim to build early awareness among future professionals about the evolving energy landscape. By introducing real-world challenges and opportunities at the academic stage, this initiative is helping to bridge the gap between classroom learning and industrial application—preparing students to contribute meaningfully from the outset of their professional careers.
- **Resource Efficiency and Circular Economy Industry Coalition:** (RECEIC) has launched a working group on the circularity in Used Oil during November 2024, wherein members from 18 industries representing entire value chain of used oil ecosystem came together to address various issues concerning EPR on Used Oil. Executive Director – HPCL Lubes SBU is the session chair on used oil in RECEIC. During the first ever RECEIC Global Symposium held on March 24-25, 2025, this working group released a knowledge paper titled ‘Advancing India’s Self Reliance: Enhancing Circularity in Used Oil Management’.

**In the HR Domain:**

- HPCL is associated with key professional bodies including “Indian Society for Training and Development” and “All India Management Association – HR Committee”.
- HPCL has been elected as one of the Executive Board Members of SCOPE.
- HPCL is also representing in the Board of Governors of Indian Institute of Petroleum and Energy, Visakhapatnam, an institute of National Importance.
- Skill Development Institute, Visakhapatnam of HPCL is contributing towards the socio-economic change through skill development of youth of the Nation.

## PRINCIPLE 8:

**Businesses should promote inclusive growth and equitable development****Essential Indicators**

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

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

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

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

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

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

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

(<https://www.hindustanpetroleum.com/pages/public-grievance-redressal>)

- b. Web based One India One Portal aims at providing Citizens pan India with a Platform for redressal of their Grievances. It is a single window application for various Ministries/Depts/Organizations of the Govt of India to receive the grievances from various Channels and process them for their resolution within stipulated timelines as advised by Department of Administrative Reforms and Public Grievances, and are constantly monitored and strictly adhered to. Weblink: <https://pgportal.gov.in/>

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers: (BRSR Core - Reasonably Assured)

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Directly sourced from MSMEs / small producers*	58.36%	41.24%
Directly from within India <sup>#</sup>	2.63%	2.53%

\* Note: HPCL has achieved the stated percentage of procurement against a target of 25% of procurement of goods & services from MSEs excluding items, which are beyond the scope of MSEs which inter alia include a) Crude Oil and Petroleum Products including logistics cost through shipping, Railways & Pipelines. b) LNG/Natural Gas. c) API Line pipes. d) OEM spares, OEM services, Proprietary items and services. e) Technology Licenses and Licensor mandated items. f) Plant and Machinery (single item value equal to or more than ₹ 50 Cr.)

<sup>#</sup>This is calculated based on the total procurement from MSEs as a % of total purchases of the corporation.

**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	5.7%	8.04%
Semi-Urban	3.6%	3.46%
Urban	14.1%	13.97%
Metropolitan	76.6%	74.52%

\* Categorization as per RBI classification system

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

**Leadership Indicators**

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

Details of negative social impact identified	Corrective action taken
NIL	

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

S. No.	State	Aspirational District	Amount spent (in INR Lakhs)
1	Andhra Pradesh	Visakhapatnam	1,379.39
2	Andhra Pradesh	Vizianagaram	225.50
3	Jharkhand	Bokaro	96.88
4	Jharkhand	Ranchi	94.03
5	Jharkhand	West Singhbhum	33.92
6	Uttar Pradesh	Fatehpur	29.59
7	Jharkhand	Simdega	14.95
8	Odisha	Balangir	14.87
9	Bihar	Banka	8.41
10	Karnataka	Raichur	5.87
11	Haryana	Nuh (Mewat)	5.00
<b>Total</b>			<b>1908.41</b>

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

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

Also in transportation tenders which are based on induction of TTs, 15% reservation is given to SC Vendors and 7.5% to ST Vendors. Start-Up Policy is followed in tenders for non-critical items.

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

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

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

MSE SC/ST - 7.14% (₹ 784 Crores\*) & MSE Women - 4.04% (₹ 443 Crores\*)

\*MSE Procurement

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

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

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

Name of Authority	Brief of the case	Corrective Action Taken
	Not applicable	

**6. Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Swachh Bharat Abhiyan	18,74,265	100%
2	Rural Development	10,79,516	100%
3	Environment Sustainability	7,72,986	100%
4	Promoting Health Care	1,87,187	100%
5	Promoting Education	79,069	100%
6	Imparting Employment by Enhancing Vocation Skills	7,707	100%
7	Empowerment of Socially and Economically Backward groups	241	100%
8	Activities under various other Schedule VII areas	115	100%
9	Promotion of Nationally recognized and Para-Olympic Sports	54	100%

**PRINCIPLE 9:**



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

**Essential Indicators**

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

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

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

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

A consumer, who wishes to register a complaint about any product or service can visit HPCL's corporate website and

register the complaint on the online form of complaints and feedback by selecting the appropriate business segment. After submission, the status of the complaint can also be monitored by the consumer online. This is accessible at: <https://hindustanpetroleum.com/pages/Complaints-and-Feedback>

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

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

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

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

	<b>As a percentage to total turnover</b>
Environmental and social parameters relevant to the product	100% Lube Containers are labelled with recycling code. Petrochemical products display recyclability symbols and environmental impact disclaimers.
Safe and responsible usage	100% LPG Packages (Cylinders) and lube packages include information on Safe and responsible usage of products. Petrochemical products display information on safe handling instructions. Material Safety Data sheets (MSDS) of products are published online and informed to all stakeholders from time to time for safe and responsible usage of products.
Recycling and/or safe disposal	100% Lube Containers are labelled with recycling code and message for recycling / safe disposal. Petrochemical products display information on recyclability symbols and guidance on disposal.

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

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

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

Number of consumer complaints in respect of the following:	FY 2024-25 (Current Financial Year)		Remarks	FY 2023-24 (Previous Financial Year)		Remarks
	Received during the year	Pending Resolution at end of the year		Received during the year	Pending Resolution at end of the year	
Data privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	68,669	0	LPG cylinder refill delivery, MS/HSD Dispensing	38,728	0	LPG cylinder refill delivery, MS/HSD Dispensing
Restrictive Trade Practices	1,067	0	Forced Sale of Hot plates	723*	0	Forced Sale of Hot plates
Unfair Trade Practices	0	0		0	0	
Other	2,25,381	771	Complaints related to Service, cylinder delivery, subsidy, digital payment, safety and IT applications	1,74,000	1,142	Complaints related to Service, cylinder delivery, subsidy, digital payment, safety and IT applications
<b>Total</b>	<b>2,95,120</b>	<b>771</b>		<b>2,13,451</b>	<b>1,142</b>	

\* Data has been restated due to reclassification.

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

	<b>Number</b>	<b>Reason for recall</b>
Voluntary recalls	0	NA
Forced recalls	0	NA

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

Yes, HPCL's privacy policy is available at the following link: <https://www.hindustanpetroleum.com/pages/Privacy-Policy>

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

1. Advertising- No complaints were received during the year.
2. Delivery of Essential Services-All the complaints were resolved and no complaints were pending for resolution during the year.
3. No complaints related to cyber security and data privacy were received during the year.
4. There were no product recalls during the year.
5. No action taken by regulatory authorities on safety of products/services during the year.

**7. Provide the following information relating to data breaches: (BRSR Core - Reasonably Assured)**

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

NIL

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

NIL

**c. Impact, if any, of the data breaches**

None

**Leadership Indicators**

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

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

- Corporate Website: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com);
- Facebook: [www.facebook.com/hpcl](http://www.facebook.com/hpcl);
- Twitter: [www.twitter.com/hpcl](http://www.twitter.com/hpcl);
- Instagram: [www.instagram.com/hpcl](http://www.instagram.com/hpcl);
- LinkedIn: <https://www.linkedin.com/company/hpcl>;
- YouTube: [www.youtube.com/@Hindustanpetroleum74](http://www.youtube.com/@Hindustanpetroleum74)

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

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

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

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

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

- Safety instructions card is given to customers at the time of release of connections.
- At the time of installation of connections at the premises, it is ensured that the hotplate is kept at higher level than cylinder.
- Customer is also advised about the safe way to use LPG. Safety messages are promoted through social media highlighting safety norms in usage of LPG.
- SOPs have been developed for mass awareness about safe usage of LPG. Field officers/ distributors conduct safety clinics in line with the same.

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

Website and Social Media Platforms have a wide reach to communicate any important information in a timely manner to consumers. Press release can be used to communicate through major news dailies. Promotional messaging can also be carried out as per requirements.



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

Yes to both questions.

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

Lubricant & Polymer packages display product information with details such as safe handling instructions, recyclability symbols, environmental impact disclaimers, and guidance on disposal. These additional disclosures support informed usage, promote sustainability, and reinforce the company's commitment to environmental and consumer safety.

Consumer satisfaction surveys are carried out as a regular part of business Eg: Product Trials related feedback, telephonic feedback etc. ensure that our customers are satisfied. Customer facing SBUs regularly inform customers (existing and prospective) regarding current basket of products, upcoming products, and other relevant information.



## Social Responsibility Asia (SR Asia)

(ISO 9001: 2015 Certified)

### Independent Practitioners' Reasonable Assurance Statement

To  
Hindustan Petroleum Corporation Limited  
Petroleum House,  
17, Jamshedji Tata Road,  
Churchgate, Mumbai,  
Maharashtra 400020

**SR Asia** is an international organization specializing in Third-Party Assurance of Sustainability Disclosures, including Sustainability Reports prepared under GRI, CDP, IFRS Sustainability Disclosure Standards, CSRD and TCFD recommendations. Our assurance services ensure the accuracy, reliability, and credibility of ESG data and narratives, enabling stakeholders to trust the reported information. Backed by Accountability UK licensing, we combine rigorous methodologies with deep technical expertise—evaluating climate-related financial disclosures, verifying carbon and water data, and assessing alignment with global reporting frameworks—to help organizations demonstrate transparency, manage risks, and enhance their sustainable performance.

#### Scope of Work

SR Asia was engaged by Hindustan Petroleum Corporation Limited (HPCL) (the 'Company') to conduct an Independent Assurance of the Sustainability Disclosures in the Business Responsibility and Sustainability Reporting (BRSR) Core Annexure-I. The assurance was conducted in accordance with the amended SEBI Circular No.: SEBI/HO/CFD/CFDPoD1/P/CIR/2024/177 dated Dec 20, 2024, read along with relevant applicable sections of SEBI circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dt Jul 12, 2023. The assurance engagement was undertaken for the reporting period from April 1, 2024, to March 31, 2025.

As a part of Reasonable Assurance engagement on whether the Company's Sustainability disclosures in the BRSR Core (Annexure-1) have been prepared in accordance with the reporting criteria (refer table below).

CIN No: U93000DL2012NPL231376

GST : 07AAQCS9621N1ZL

Udyam Reg. No: UDYAM-UP-29-0003108

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Assured Sustainability Information' (ASI) subjected to assurance	Period subject to assurance	Assessment criteria
BRSR Core (refer Annexure 1)	01.04.2024 to 31.03.2025	Guidance notes for BRSR format and BRSR Core issued by SEBI ISAE 3000 (Revised) & ISAE3410 Regulation 34 (2) (f) of the Securities and Exchange Board of India (SEBI) Listing Obligations and Disclosure Requirements (SEBI LODR)

This engagement was conducted by a multidisciplinary team including assurance practitioners, engineers, environmental & social professionals.

#### Assessment Criteria and References

Our engagement was carried out in accordance with the *International Standard on Assurance Engagements (ISAE) 3000* (Revised) and *AA1000v3 AccountAbility Standards* and the guidelines issued by SEBI. We performed a Reasonable Assurance engagement on the BRSR report against the characteristics of relevance, completeness, materiality, reliability, neutrality, & understandability and issued an independent assurance statement dated 11.07.2025.

SR Asia adheres to the *International Quality Management System (IQMS)* applicable to firms conducting assessments or reviews of non-financial statements, as well as other assurance or related services engagements, as issued by the IAASB.

We are confident that the evidence obtained during our engagement is both sufficient and appropriate to form the basis of our opinion.

#### Work Performed

1. A kick-off meeting was carried out in an online mode detailing engagement plan, assignment timeline and assurance team followed by discussion on sample size for

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assurance. A physical meeting at the Petroleum house was also carried out for further discussions along the line.

2. Development and sharing of standardized data verification formats/templates to facilitate accurate and consistent data collection for Core ESG reporting and assurance purposes, ensuring alignment with relevant frameworks such as BRSR Core and GRI.
3. Comprehensive review of the BRSR report for FY2024–25 with specific reference to the applicable data points and disclosures mandated under the SEBI circular, ensuring completeness, consistency, and compliance with the prescribed BRSR Core Frameworks.
4. Verification of data and information was carried out at various office and plant sites, including HPCL Corporate Office and Mumbai Refinery and through video conferencing for Dharmapuri Terminal, Silvassa Lube Plant, MDPL Palanpur, Purnea LPG Plant and Kolkata ASF.
5. The data aspects reviewed included Energy Consumption, Energy Savings, Water Management, Hazardous and Non-Hazardous Waste Management, GHG Emissions, Air Emissions, Environmental Expenditures, Health & Safety, Labour Practices, and other essential indicators of BRSR Core.
6. An assessment of the methods used for data collection and reporting process for the selected sustainability indicators.
7. Execution of an audit trail of claims and data streams, to determine the level of accuracy in collection, aggregation carried out by HPCL for preparation of the BRSR.
8. The verification covered applicable compliances and included commentary on the completeness and accuracy of reported data compared to actual findings, based on authentic sources, in line with the requirements of Reasonable Assurance.
9. Gap assessment of the present Sustainability Reporting at HPCL w.r.t. BRSR Core parameters.
10. Conducting a detailed presentation to the Management team to share key findings, insights, and recommendations arising out of the assessment/study, followed by the formal submission of a comprehensive Management Report for their review and action.
11. Issuance of the Assurance Statement upon completion of the assessment process, in accordance with the applicable assurance standards (ISAE 3000, AA1000AS), providing an independent and objective opinion on the accuracy, completeness, and reliability of the reported information.

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### Intended use or purpose

The ASI and our Reasonable assurance statement are intended for users and stakeholders of HPCL.

The management of the Company acknowledge and understand their responsibility for:

- Designing, implementing and maintaining internal controls relevant to the preparation of the BRSR report that is free from material misstatement, whether due to fraud or error;
- Selecting or establishing suitable criteria for preparing the report, taking into account applicable laws and regulations, if any, related to reporting, identification of key aspects, engagement with stakeholders, content, preparation and presentation in accordance with the reporting criteria;
- Disclosure of the applicable criteria used for preparation of the relevant report/statement;
- Preparing/properly calculating the data and figures in accordance with the reporting criteria;
- Ensuring the reporting criteria is available for the intended users with relevant explanation;
- Establishing subjective targets, goals and other performance measures, and implementing actions to achieve such targets, goals and performance measures;
- Responsible for providing the details of the management personnel who takes ownership of the disclosures in the report;
- Ensuring compliance with law, regulation or applicable contracts;
- Making judgments and estimates that are reasonable in the circumstances;
- Identifying and describing any inherent limitations in the measurement or evaluation of information subject to assurance in accordance with the reporting criteria;
- Preventing and detecting fraud;
- Selecting the content of the BRSR report, including identifying and engaging with intended users to understand their information needs;
- Informing us of other information that will be included with the BRSR report.

### Inherent limitations in preparing the Assurance statement

- The preparation of the company's BRSR information requires the management to establish objective targets or interpret the criteria with respect to baseline data, make

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determinations about the relevancy of information to be included, and make estimates and assumptions that affect the reported information.

- Measurement of certain amounts of BRSR Core metrics, some of which are estimates, is subject to substantial inherent measurement uncertainty, e.g. GHG emissions, water footprint, energy footprint. Obtaining sufficient appropriate evidence to support our opinion does not reduce the uncertainty in the amounts and metrics.

### Limitations and Exclusions:

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

### Our responsibilities

We are responsible for:

- Planning and performing the engagement to provide Reasonable Assurance on the Sustainability Disclosures in BRSR Core. This independent statement should not be relied upon to detect all errors, omissions, or mis-statements that may exist within the BRSR or its supporting documents.
- Forming an independent opinion based on the procedures performed and evidence obtained.
- Reporting our Reasonable Assurance opinion to HPCL.
- SR Asia expressly disclaims any liability for decisions made based on this Assurance Statement.

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### Summary of the work we performed as the basis for our opinion

We exercised professional judgment and maintained professional skepticism throughout the engagement.

Procedures were designed and performed to obtain evidence sufficient and appropriate to support our reasonable assurance opinion.

### Reasonable assurance opinion

To form our opinion, we:

- Obtained an understanding of internal controls relevant to the information subject to assurance, solely to design appropriate procedures (not to express an opinion on control effectiveness).
- Assessed the data and disclosures made by HPCL in preparing the information subject to Reasonable Assurance.
- Evaluated the appropriateness of reporting policies and quantification methods used, as well as the reasonableness of estimates made by HPCL.
- Assessed the overall presentation of the information subject to Reasonable Assurance.

### Conclusion

In our opinion, HPCL's BRSR Core parameters for FY2024-25—covering reporting and declaration of ESG metrics from operations within the defined boundary and period—are prepared in accordance with the applicable criteria.

### Statement of independence, impartiality, and competence

None of the assurance team members have, directly or indirectly, any business relationship with HPCL. No form of bribe has been accepted before, throughout and after performing the verification. The verification team has not been intimidated to agree to do this work, change and/or alter the results of the verification. The verification team has not participated in any form of nepotism, self-dealing and/or tampering. If any concerns or conflicts were identified, appropriate mitigation measures were put in place, documented and presented with the final report. The process followed during the verification is based on the principles of impartiality, evidence, fair presentation and documentation. The documentation received and reviewed supports the conclusion reached and stated in this opinion.

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## ASI BRSR Core Metrics

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

BIRENDRA  
DUTT  
RATURI

Digitally signed by BIRENDRA  
DUTT RATURI  
DN: cn=BIRENDRA DUTT RATURI,  
o=SR PERSONAL  
Reason: I am the author of this  
document  
Location:  
Date: 2025-07-11 18:07+05:30

Birendra Raturi  
Director /Team Lead  
Social Responsibility Asia (SR Asia)  
Date: 11<sup>th</sup> July 2025  
Place: New Delhi India

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