



MAHANAGAR GAS LIMITED

Ref: MGL/CS/SE/2025/637

Date: July 31, 2025

To,

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| Head, Listing Compliance Department BSE Limited P. J. Towers, Dalal Street, Mumbai – 400 001 Scrip Code: 539957 | Head, Listing Compliance Department National Stock Exchange of India Limited Exchange Plaza, Bandra – Kurla Complex, Bandra (East), Mumbai – 400 051 Symbol: MGL |
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Dear Sir/ Madam,

Sub: Business Responsibility and Sustainability Report for the financial year 2024-25

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report ('BRSR') of the Company for the financial year 2024-25 which also forms the part of the Integrated Annual Report for the financial year 2024-25, submitted to the stock exchanges.

You are requested to take the above information on your records.

Thanking you,

Yours sincerely,

For **Mahanagar Gas Limited**

Atul Prabhu
Company Secretary & Compliance Officer

Encl.: As above

Business Responsibility & Sustainability Reporting (BRSR)

Section A: General disclosures

Pursuant to amendment in SEBI Listing Regulations, top 1,000 listed entities based on market capitalization are required to submit the Business Responsibility and Sustainability Report (BRSR) with effect from FY 2022-2023. Accordingly, the Company is publishing its third Business Responsibility & Sustainability Report (BRSR) for the FY 2024-25 in the format prescribed by SEBI forming part of the Annual Report, to provide investors with enhanced disclosures about its ESG practices. The BRSR framework is based on the National Guidelines for Responsible Business Conduct ('NGRBC') and consists of three sections:

Section A provides a broad overview of the business, its offerings, business and operations footprint, employees, related parties, CSR, and transparency.

Section B covers management and process disclosures related to the businesses aimed at demonstrating the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Section C provides indicator-wise disclosures mapped to the nine principles of NGRBC which are listed at the start of Section B.

I. Details of the listed entity

| | | |
|-----|---|---|
| 1. | Corporate Identity Number (CIN) of the Listed Entity | L40200MH1995PLC088133 |
| 2. | Name of the Entity | Mahanagar Gas Limited |
| 3. | Year of Incorporation | 08/05/1995 |
| 4. | Registered office address | MGL House, Block No. G-33, Bandra-Kurla Complex, Bandra (E), Mumbai – 400 051 |
| 5. | Corporate address | MGL House, Block No. G-33, Bandra-Kurla Complex, Bandra (E), Mumbai – 400 051 |
| 6. | E-mail | investorrelations@mahanagargas.com |
| 7. | Telephone | +91-(022) 6678 5000 |
| 8. | Website | www.mahanagargas.com |
| 9. | Financial year for which reporting is being done | 2024-25 |
| 10. | Name of the Stock Exchange(s) where shares are listed | Bombay Stock Exchange (BSE) Limited & National Stock Exchange (NSE) of India Limited |
| 11. | Paid-up Capital | ₹ 98,77,77,780 |
| 12. | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report | Mr. Atul Prabhu (Company Secretary and Compliance Officer) T: +91 (022) 6678 5000 E: investorrelations@mahanagargas.com |
| 13. | Reporting boundary Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together). | Disclosures made in this report are on standalone basis and pertain only to "Mahanagar Gas Limited", unless otherwise stated. |
| 14. | Name of assurance provider | Mahanagar Gas Limited has engaged M/s SGS India Pvt Ltd. as third party for obtaining external assurance |
| 15. | Type of assurance obtained | Limited Assurance |

II. Products/services

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

| S. No. | Description of Main Activity | Description of Business Activity | % Of Turnover of the Entity (FY 2024-25) |
|--------|---|---|--|
| 1. | Selling and Distribution of Natural Gas | Sale of Piped Natural Gas (PNG) /Compressed Natural Gas (CNG) to Domestic, Commercial, Industrial and transport sector customers. | 99.61** |

(**) - Balance turnover is from category Liquefied Nature Gas (LNG) Products/Services sold by the entity

| S. No. | Product/Service | NIC Code | % Of Turnover of the Entity (FY 2024-25) |
|--------|---|----------|--|
| 1. | Distribution of gaseous fuels through mains | 3520 | 100% |

III. Operations

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

| Location | Number of operational locations | Number of offices | Total |
|---------------|---|-------------------|-------|
| National | 5 - City Gate Stations (CGS) at: a) Sion, Mumbai b) Mahape, Navi Mumbai c) Ambernath, Thane d) Talaja, Raigad e) Savroli, Raigad | 31 | 36 |
| International | 0 | 0 | 0 |

18. Markets served by the entity:

a. Number of locations

| Location | Number of offices |
|----------------------------------|-------------------|
| National (No. of States) | 1 (Maharashtra) |
| International (No. of Countries) | 0 |

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

The Company is not involved in the export of any products. Therefore the value stands as nil.

c. A brief on types of customers

MGL is supplying Piped Natural Gas (PNG) to Domestic, Commercial, Industrial customers and Compressed Natural Gas (CNG) to the Transport Sector. Additionally, supplying Liquefied Natural Gas (LNG) to Heavy Motor Vehicles.

IV. Employees

19. 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) | No. (C) |
| Employees | | | | | | |
| 1. | Permanent (D) | 492 | 432 | 88% | 60 | 12% |
| 2. | Other than Permanent (E) | 3 | 2 | 67% | 1 | 33% |
| 3. | Total employees (D + E) | 495 | 434 | 88% | 61 | 12% |
| Workers | | | | | | |
| 4. | Permanent (F) | 87 | 84 | 96% | 03 | 3% |
| 5. | Other than Permanent (G) | 1837 | 1763 | 96% | 74 | 4% |
| 6. | Total workers (F + G) | 1924 | 1847 | 96% | 77 | 4% |

b. Differently abled Employees:

| S. No. | Particulars | Total (A) | Male | | Female | |
|--------|---|-----------|---------|-----------|---------|---------|
| | | | No. (B) | % (B / A) | No. (C) | No. (C) |
| 1. | Permanent (D) | | | | | |
| 2. | Other than Permanent (E) | | | | | |
| 3. | Total differently abled employees (D+E) | | | Nil | | |

c. Differently abled Workers:

| S. No. | Particulars | Total (A) | Male | | Female | |
|--------|---|-----------|---------|-----------|---------|---------|
| | | | No. (B) | % (B / A) | No. (C) | No. (C) |
| 1. | Permanent (F) | | | | | |
| 2. | Other than Permanent (G) | | | | | |
| 3. | Total differently abled workers (F + G) | | | Nil | | |

20. Participation/Inclusion/Representation of women

| Category | Total (A) | No. and percentage of Females | |
|--------------------------|-----------|-------------------------------|-----------|
| | | No. (B) | % (B / A) |
| Board of Directors | 8 | 1 | 12.50% |
| Key Management Personnel | 2 | 0 | 0% |

21. Turnover rate for permanent employees and workers

| Category | FY2024-25 | | | FY2023-24 | | | FY2022-23 | | |
|---------------------|-----------|--------|-------|-----------|--------|-------|-----------|--------|-------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Permanent Employees | 4.04% | 0.77% | 4.81% | 3.70% | 0 | 3.70% | 4.30% | 0.2% | 4.50% |
| Permanent Workers | 2.25% | 0 | 2.25% | 1.11% | 0 | 1.11% | 1.10% | 0 | 1.10% |

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

22. (i) 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. | Unison Enviro Private Limited (UEPL) | Wholly owned subsidiary Company | 100% | No |
| 2. | Mahanagar LNG Private Limited (MLPL) | Subsidiary Company (Joint Venture) | 51% | No |
| 3. | 3EV Industries Private Limited | Associate Company | 24.54% | No |
| 4. | International Battery Company India Private Limited | Associate Company | 44% | No |

VI. CSR Details

23. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) –

| Sr No. | Particulars | Details |
|--------|---|-----------------|
| 1. | Whether CSR is applicable as per section 135 of Companies Act, 2013 | Yes |
| 2. | Turnover in ₹ | 7,589.99 Crores |
| 3. | Net worth in ₹ | 5,889.31 Crores |

VII. Transparency and Disclosures Compliances

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

The Company has identified both external and internal stakeholders through stakeholder mapping and regular engagement exercises. To ensure effective communication and resolution of issues, the Company has established a grievance redressal mechanism. This mechanism is designed to promptly address grievances from all stakeholders.

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in place (Yes/No) | FY2024-25 | | | FY2023-24 | | |
|---|---|--|--|-------------------------------|--|--|---------|
| | | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks |
| Communities | Yes | 0 | 0 | - | 0 | 0 | - |
| Investors | Yes | 0 | 0 | - | 0 | 0 | - |
| (Other than shareholders) | | | | | | | |
| Shareholders | Yes | 0 | 0 | - | 2 | 0 | - |
| Employees and workers | Yes | 1 | Nil | Satisfied with the resolution | 0 | 0 | 0 |

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in place (Yes/No) | FY2024-25 | | | FY2023-24 | | |
|---|---|--|--|--|--|--|---|
| | | 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 | Yes | 27,433 | 1469* | The Company has resolved 94.6% of the complaints for the FY 2024-25. The remaining complaints shall be closed in FY 2025-26. | 35,012 | 234* | The Company has resolved 99% of the complaints for the FY 2023-24. The remaining complaints shall be closed in the FY 2024-25 |
| Value Chain Partners | Yes | 0 | 0 | - | 0 | 0 | - |
| Other (please specify) | Yes | 0 | 0 | - | 0 | 0 | - |

(*) – The figures are updated as on 12th May 2025.

Notes:

- The Company has formulated a Grievance Redressal policy incorporating various stakeholders' and grievance redressal mechanisms. It is placed on the website of the Company at <https://www.mahanagargas.com/MGL-corporate/investors/policies> and Grievance Redressal Policy for employees/ trainees is available on the Company's intranet to address the Grievances, concerns or complaints in a systematic and trustful manner. The company has also formulated email id - GHO@mahanagargas.com (available on website) to address the issues.
- Further, the Company has a well-defined vigilance framework which provides a platform to the employees, Directors, vendors, suppliers, and other stakeholders to lodge their grievances/ complaints.
- The shareholders can directly submit their complaints to Company through investorrelations@mahanagargas.com or to RTA at rnt.helpdesk@in.mpms.mufg.com and queries or service requests in electronic mode are to be raised only through RTA's website, i.e., https://web.in.mpms.mufg.com/helpdesk/Service_Request.html. The Company has empowered a Board-level Stakeholders Relationship Committee ("SRC") to examine and redress complaints by shareholders
- MGL has set up various online and offline touch points such as 24*7 call centers, Customer Helpline, Walk-in Centres, Back Office facilities, and electronic channels such as the Mobile App, Website, and social media platforms like Facebook and Twitter. This setup is designed to address complaints, queries, and service requests from the customers. Additionally, MGL periodically communicates with its customers through print and electronic media, SMS, hoardings, flyers, and other channels.
- Further, MGL is also a part of the Centralized Public Grievance Redressal and Monitoring System ("CPGRAMS"). This system is aimed at providing the citizens and the public at large with a platform for redressal of their grievances, where complaints are directly received by the Ministry of Petroleum and Natural Gas ("MoP&NG"). MGL redresses and resolves all the complaints received through CPGRAMS.

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

The Company has identified the following material issues, which could impact their business operation:

| Sr. No. | Material issues identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|---------|--|--|--|---|---|
| 1. | Energy management | Risk | Under City Gas Distribution ('CGD') sector where compressors consume substantial power for compression of natural gas to dispense it as CNG, inefficient energy management can lead to an increase in operational costs. Energy utilized for office air conditioning system is also an important factor. | <p>Some of the important initiatives undertaken by the Company for energy management at its premises are listed below:</p> <ul style="list-style-type: none"> • Installed natural gas fuelled Microturbine at the MGL's Mahape Office to use it as primary power source for office building and utilize its exhaust heat for centralized air conditioning system of office building. This reduces power intake from the grid and utilizes exhaust heat which is otherwise wasted. • Installation of solar power panels at MGL offices and gas receiving stations. • Completed deployment of 107 nos. of Type-3/ Type-4 composite CNG cylinder cascades for CNG transportation. These cascades have resulted in transporting more CNG per trip, thereby reducing the number of trips and hence fuel consumption. • Installed IGBT (Insulated Gate Bipolar Transistor) based power factor correction panels at all MGL owned CNG stations and STU (State Transport Utility) depots to ensure power factor at desired level which ensures optimum use of electrical energy from grid and avoid burden on grid. All other CNG stations are also installed with power factor correction panels which ensure optimum utilization of grid power. | Energy Management serves as a Risk and has a potential negative implication for the Company. However, due to various energy efficiency initiatives undertaken, the negative implication is minimal. |
| 2. | Asset integrity and critical incident management | Risk | Pipeline & compressor infrastructure is backbone of CGD industry. Gas being inflammable and a necessity of life; asset safety, human life and continuity of supply can be at risk without efficient systems in place. | <p>MGL has a Board-approved Asset integrity Policy & Integrity Management Plan. Additionally, the company has implemented various policies and procedures which includes risk audit framework, operation and maintenance guidelines covering gas pipeline surveillance, defect assessment & repair policy, Management of Change (MOC) procedure, Non-Routine Operation (NRO) procedure to optimize asset integrity, safety & productivity.</p> <p>Regular mock drills are conducted to check effectiveness and for monitoring and control as part of Emergency Response & Disaster Management Plan (ERDMP)</p> | Negative implication would depend upon the extent of damage and / or period for which gas supply is discontinued. |

| Sr. No. | Material issues identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|---------|----------------------------|--|--|--|---|
| 3. | GHG emissions | Opportunity | The combustion of natural gas emits fewer Green House Gases ('GHGs') compared to coal and liquid fuels and also releases significantly fewer pollutants per unit of energy delivered. The increasing emissions of CO2 and other air pollutants are primarily attributed to the rapidly expanding road transportation sector in India. The transition from liquid fuels to natural gas is proving beneficial for India, addressing both global warming concerns and health hazards associated with pollution. | <p>Continuous expansion of operations gives the Company an opportunity to increase gas sales and thereby reduce GHG emissions which could be caused by other energy alternatives such as petroleum products.</p> <p>The Company has undertaken systematic study for GHG inventory & Net Zero targets setting.</p> <p>The Company is also replacing, re-sizing gas meters, conducting regular maintenance of risers in domestic customer category, Usage of multi-layered composite pipes as a replacement of copper pipes, carrying out leak surveys using FLIR ('Forward Looking Infrared') cameras at all CNG stations, CGSS and DRSs etc. are other actions carried out to minimize the methane leakage /emissions.</p> <p>MGL conducted Real Time driving emission study for in-service Diesel and CNG vehicle through Automotive Research Association of India.</p> | Positive implication because of increased geographical coverage & incremental sale of natural gas helps to reduce GHG emissions otherwise caused by petroleum products. |
| 4. | Human Rights | Risk | Non-adherence of human rights, a Company can be prone to operational delays, lawsuits, reduced employee satisfaction, lost opportunities in expansion or new investments, and reputational harm. | <p>MGL has developed and implemented a formal Human Rights policy apart from a code of conduct, which is applicable to different stakeholders including employees.</p> <p>Periodically the Company has taken positive affirmation from employees about understanding & adherence to the Human Rights Policy.</p> <p>MGL supports the safeguarding and upholding of human rights. The Company conducts its activities in a way that respects human rights and is a business imperative.</p> <p>The Company prohibits any kind of employment of children or minors below the age of 18 at its workplace.</p> | Negative implications on case-to-case basis. |
| 5. | Water Stewardship | Risk | Water is a scarce & precious natural resource. Wastage & sub-optimal usage of water can lead to acute shortage of potable water and an increase in costs for business processes. | <p>MGL has developed and implemented a formal Water Stewardship Policy in addition to general guidelines for saving water issued to all employees.</p> <p>The Company commissioned Sewage Treatment Plant & Rainwater Harvesting projects at 4 of its city gate stations in FY 2024 -25 & FY 23-24.</p> <p>The Company has also installed sensor-based taps to avoid wastage of water.</p> | Negative Implication. Overuse of fresh water can lead to increased business operation costs |

| Sr. No. | Material issues identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|---------|---|--|--|---|--|
| 6. | Local communities including Corporate Social Investment | Opportunity | In developing nations like India, Companies have good role to play in ensuring inclusive growth. While CSR related Regulations make it mandatory, at MGL it is considered as one of the ways of uplifting needy, marginalized community through various projects. | MGL has a Corporate Social Responsibility policy in place. The Company considers the local community as an important stakeholder. It continuously engages with communities through awareness camps to understand their expectations and explain the benefits of nature gas distribution. Under the banner of 'MGL We Care,' the Company covers seven thematic areas. These are "MGL Aarogya" for health care, "MGL Vikas" for rural development, "MGL Saksham" for empowerment, "MGL Vidya" for Education, "MGL Hariyali" for environment protection, "MGL Hunar" for skill development and "MGL Saathi" for other social development initiatives. | Positive reputation with community will translate into faster project executions. |
| 7. | Customer relationships and experience and satisfaction | Risk & Opportunity | Risk: In the future era of losing marketing exclusivity, unsatisfactory CRM can lead to loss of market share. Opportunity: On the other hand, due to a common product of natural gas without any differentiation, excellent CRM can help retain market share and aid in increase of sales volume. | MGL has a robust consumer grievance redressal mechanism in place. All the Company's CRM processes & practices are ISO certified. The Company has an omni channel customer interface consisting of 108 call agents - 24x7 customer helpline, 12 walk-in centers. To provide additional support to customers, there are back offices, mobile application, and social media channels. A customer satisfaction survey is also conducted annually by an independent agency to gauge the satisfaction index of domestic PNG & CNG customers. | Negative implication. There are financial costs involved in running the CRM system, but customer satisfaction is a positive outcome of it. |
| 8. | Waste Management | Risk | Unless hazardous as well as other wastage is disposed of carefully or generation minimized, it will harm the environment and would entail costs due to storage space occupied. | The Company's products PNG and CNG do not result in waste generation. But some items which are part of the pipe network and electronic items used in the company offices need due attention. The Company has a formal Waste Management Policy in place. All types of waste generated are handed over to authorized agencies to dispose off. Also, the Company has established 4 Sewage Treatment Plants which are already in operation. This is in alignment with the Company's Waste Management Policy. | Negative Implication due to non-effective waste management. |

| Sr. No. | Material issues identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|---------|---|--|---|--|---|
| 9. | Occupational health and safety including Employment practices | Risk | <p>The employees are the greatest assets, and their safety and wellbeing are of paramount importance. Improper handling of health and lack of training with respect to safety risks can lead to disastrous impacts on both property and the stakeholders.</p> | <p>MGL is an ISO 45001:2018 certified Company and has a Health, Safety and Environment Policy in place which is available on the Company's website. This confirms the Company's commitment towards health and safety practices.</p> <p>The following are some of the initiatives taken by the Company to ensure complete Health and Safety in the Company's operations:</p> <ul style="list-style-type: none"> • Every activity / process undertaken is initiated / conducted with proper Hazard Identification and Risk Assessment (HIRA) undertaken by concerned process owner. • Personal protective equipment is distributed to all eligible individuals and usage of the same is ensured. • Every contract person working for MGL gets trained in the required safety and technical competency ('STC') and Employees are suitably trained. • Apart from the mandatory annual health surveillance for all employees, periodic executive health check-ups are also carried out to keep track of the health of the employees. • Health and term life insurances, financial aid are also part of the benefits provided to the employees. | Positive implications due to various employee policies and safety practices in place |
| 10. | Business Ethics and Compliance | Risk | High business risk is associated in case of non-compliance or unethical business practices, and it can lead to financial penalties as well as reputational damages. | <p>The Company has established and put in place a code of business ethics policy to be followed by the Company as well as all the Company's value chain partners.</p> <p>The Company also has a code of conduct policy applicable to all its employees and Directors which covers various topics such as values, stakeholder treatment, the Company's beliefs & culture, and safeguarding provisions.</p> <p>The Company has also formulated and implemented a formal policy on anti-corruption and anti-bribery. There are policies / guidance notes on human rights, diversity, conflict management and other important topics.</p> | Negative implication due to non-compliance. There are no cases reported due to fraud, money laundering or executive misconduct during the year. |

| Sr. No. | Material issues identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|---------|----------------------------|--|--|--|--|
| 11. | Diversity | Risk & Opportunity | Not only gender diversity but other aspects of identity such as race, ethnicity, age, socio-economic status etc. need careful dealing in any organization to foster equal opportunity & inclusiveness to all concerned. | <p>The Company is committed to providing equal opportunities in employment and thus creating an inclusive work environment which gets reflected through its talent acquisition policy.</p> <p>In its continued efforts to boost the performances of the employees, training programs are planned throughout the year to enhance the skills and knowledge of the employees.</p> <p>The Company has also formulated and implemented an Equal Opportunity policy. This policy is available on the Company's website.</p> | Positive implication due to various policies & system in place. |
| 12. | End-use Safety | Risk | MGL takes adequate safety measures including pressure reduction at appropriate levels as a CGD Company but lack of awareness about product usage, hazards etc. at the end of customers could pose significant risk of accidents. | <p>MGL caters to a large number of domestic customers. While at CGS the Company may receive gas at pressure of around 49 bar, MGL follows a pressure reduction methodology such that at cooking stoves, the gas pressure is just 21 millibar.</p> <p>The Company's invoices, mailers, web site, newsprint advertisements, registration camps and other mediums of communication facilitate awareness creation. A strong after-sales service mechanism is also in place for any eventuality.</p> | Negative implication. This can be due to consequential costs and reputational damage for the Company. |
| 13. | Data Security | Risk | A large amount of personal data is captured for operational reasons, particularly in household customer category which puts customers' data privacy at significant risk. Ensuring data privacy of customers is necessary for the Company and is also covered under the data protection laws. | <p>Data privacy is covered as a separate chapter under MGL's Code of Conduct policy.</p> <p>Privacy Framework consisting of Policies and Procedures based on DPDP Act 2023 is being finalized.</p> <p>Also, the Company has a web-enabled registration process for its potential customers. In case, customer prefers to provide data in hard form, post scanning, the collected data is stored in the ERP system where the Company follows a strict access control guideline with due care on segregation of duty.</p> <p>Privacy Enhancement Tools like Privilege Access Management ('PAM') have been implemented to strengthen the access control mechanism. Also, tools like Data Loss Prevention ('DLP'), Mobile Device Management ('MDM') are in the process of evaluation and implementation to protect customer's personal data. Vendor Risk Assessments and Data Protection Impact Assessments are also being carried out to identify and mitigate the risk of leakage of a customer's personal data.</p> | Negative Implication. Leakage of personal data can lead to negative implications including penalties, fines, and reputational damages. |

| Sr. No. | Material issues identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|---------|----------------------------|--|--|--|---|
| 14. | Risk Management | Risk | Risk Management is important in any business for various stakeholders but assumes much higher significance in CGD industry due to risk of accidents, volatility in gas prices and need for uninterrupted gas supply. | MGL has an enterprise risk management policy in place which details the Risk Management principles and framework along with the associated procedures for MGL's business environment and act as guidance for critical decision-making processes such as strategic, operational, financial, legal etc. The Policy framework includes objective of identification of elements of risks which includes operational risks as well as business risks and assessment of management's actions to mitigate the exposures periodically. Further, Risk Management tool is in place to aggregate risk data for identification of the elements of risks. | Negative implication. This can be due to consequential costs and reputational damage for the Company. |

Section B: Management and process disclosures

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

The Company has put in place structures, policies and processes conforming to below mentioned National Guidelines on Responsible Business Conduct ('NGRBC') Principles:

| S. No. | Principle Description | Reference of Mahanagar Gas Limited Policies / Procedure/Standard |
|--------|---|--|
| 1. | Businesses should conduct and govern themselves with Ethics, Transparency and Accountability. | <ul style="list-style-type: none"> ● Code of Conduct ● Vigil Mechanism and Whistleblower Policy ● Policy for dealing with Related Party Transactions ● Dividend Policy ● Policy for Determining Material Information ● Policy for preservation of documents ● Code of Fair Disclosure – Insider Trading ● Policy for determining Material Subsidiary |
| 2. | Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle | <ul style="list-style-type: none"> ● Grievance Redressal Policy ● Stakeholder Engagement Policy ● Policy on Sustainable Supply chain and Responsible sourcing |
| 3. | Businesses should promote the well-being of all employees. | <ul style="list-style-type: none"> ● Code of Conduct Policy ● Vigil Mechanism & Whistle Blower Policy ● Nomination and Remuneration Policy ● Policy Framework on Business Responsibility ● Grievance Redressal Policy ● Equal Opportunity Policy ● Freedom of Association Policy |

| S. No. | Principle Description | Reference of Mahanagar Gas Limited Policies / Procedure/Standard |
|--------|--|--|
| 4. | Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized. | <ul style="list-style-type: none"> Code of Conduct Policy Stakeholder Engagement Policy Corporate Social Responsibility Policy |
| 5. | Businesses should respect and promote human rights. | <ul style="list-style-type: none"> Code of Conduct Policy Human Rights Policy Vigil Mechanism & Whistle Blower Policy Grievance Redressal Policy Prevention of Sexual Harassment Policy Equal Opportunity Policy |
| 6. | Businesses should respect, protect, and make efforts to restore the environment. | <ul style="list-style-type: none"> ESG Policy Water Stewardship Policy HSE Policy Waste Management Policy Product Stewardship Policy |
| 7. | Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner | <ul style="list-style-type: none"> Policy for dealing with Related Party Transactions Policy for Determining Material Information Policy for determining Material Subsidiary |
| 8. | Businesses should support inclusive growth and equitable development | <ul style="list-style-type: none"> Corporate Social Responsibility Policy |
| 9. | Businesses should engage with and provide value to their customers and consumers in a responsible manner | <ul style="list-style-type: none"> Cybersecurity Policy and IT Policy Risk Management Policy Customer Support Policy |

| Disclosure Questions | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|--|---|-----|-----|-----|-----|-----|-----|-----|-----|
| Policy and management processes | | | | | | | | | |
| 1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| b. Has the policy been approved by the Board? (Yes/No) | Yes. All mandatory policies under the Indian Laws and Regulations have been adopted by the Board. Other operational Internal Polices are approved by the management. | | | | | | | | |
| c. Web Link of the Policies, if available | <ul style="list-style-type: none"> Board Diversity Policy: https://www.mahanagargas.com:3000/_57_MGL-Board_Diversity_Policy_252c2d1c26.pdf Vigil Mechanism & Whistle blower Policy: https://www.mahanagargas.com:3000/_whistle-blower-and-vigil-mechanism_80f19ef31b.pdf Policy for dealing with Related Party Transactions https://www.mahanagargas.com:3000/_MGL_Policy_on_Related_Party_Transactions_7e65246e63.pdf Policy for determining Material Subsidiary https://www.mahanagargas.com:3000/Policy%20on%20determining%20Material%20Subsidiary_MGL_06.05.2025.pdf Policy for Determining Material Information https://www.mahanagargas.com:3000/_MGL-Policy_on_determination_of_materiality_29f93c6150.pdf Dividend Policy https://www.mahanagargas.com:3000/_DividendDistributionPolicy_f4049de0be.pdf | | | | | | | | |

| Disclosure Questions | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|---|--|---|--|---|---|---|-----|-----|-----|
| 4. Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle. | (a) Provision of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 | (b) ISO 9001:2015 – Quality Management System | (c) ISO 14001:2015 – Environment Management System | (d) ISO 45001:2018 – Occupational Health & Safety Management System | (e) PNGRB Emergency Response & Disaster Management Plan ('ERDMP') | (f) ISO 27001:2022 – Information Security Management System | | | |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any. | | | | | | | | | |
| 6. Performance of the entity against specific commitments, goals, and targets along with reasons in case the same are not met. | | | | | | | | | |

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

At MGL, we continue our steadfast commitment to addressing two of the most pressing challenges facing India — meeting India's growing energy demands for accelerating growth and reducing carbon emissions. As a leading player in the City Gas Distribution (CGD) sector, MGL is dedicated to delivering innovative, low-carbon, and sustainable energy solutions across its Geographical Areas (GAs) of Greater Mumbai, Urban Thane & Raigad District as well as the three GA's of our 100% subsidiary M/s Unison Enviro Pvt Ltd viz Ratnagiri, Latur/Osmanabad in Maharashtra & Chitradurga /Davangere in Karnataka.

Natural gas remains at the core of our sustainability efforts, as we continue to promote eco-friendly energy sources. At the same time, we place great emphasis on Environmental, Social, and Governance (ESG) principles, ensuring that these pillars are deeply embedded across our value chain & businesses. MGL has established an ESG policy to ensure good governance and promote sustainability. This policy outlines our commitment to environmental stewardship, social responsibility, and transparent governance practices, guiding our operations and decision-making to create long-term value for stakeholders and support a sustainable future. Our efforts are directed toward tackling key issues such as carbon emissions, environmental conservation, climate resilience, and the protection of human rights. MGL's governance structure is anchored by a robust framework, comprising empowered statutory and non-statutory committees with clearly defined responsibilities. These committees, many of which report directly to the Board, uphold our commitment to transparency, ethical conduct, and compliance with all applicable laws and regulations.

As one of the fastest-growing large economies, India has committed to achieving Net Zero emissions by 2070. Currently, Natural Gas comprises approximately ~7.15% of the country's energy mix (as per Niti Aayog), with a target to increase this share to 15% by 2030. In alignment with this national goal, MGL is scaling up its operations to further promote the adoption of natural gas — a cleaner, greener, and more efficient fuel alternative. Its usage significantly reduces the carbon footprint, making it a

| Disclosure Questions | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|

much cleaner and efficient fuel option. MGL has been supplying PNG & CNG at rates comparable /lesser than competing fuels like LPG, Petrol & Diesel thereby reducing the barriers and creating better access to the customers (Households, Industries, Commercial establishment & Vehicle owners) and promoting affordability.

LNG as automotive fuel

To address the decarbonization of the long-haul trucking (which is one of the biggest source of vehicular emissions), MGL, through its JV, Mahanagar LNG Private Limited (“MLPL” incorporated in December 2023) commissioned its 1st LNG Station in Aurangabad in October 2024 & technically commissioned its 2nd LNG station at Seoni (MP). MLPL has plans to commission additional 3 LNG stations(at Amravati, Bhiwandi & JNPT) in FY 25-26. These LNG stations along with MGL’s existing LNG station at Savroli,our JV Partner, M/s Baidyanath LNG Pvt Ltd.’s 3 stations & other CGD’s stations across Maharashtra will spearhead the shift of the long haul trucking to LNG as a fuel in Maharashtra. Additionally, MLPL is also working with various OEM’s & Fleet owners to expand the LNG ecosystem thereby “Greening” the Long haul trucking market.

Li-ion battery venture

India’s Li-ion battery market is poised for rapid growth, with demand projected to reach 250 GWh by 2030. Currently, the country remains heavily dependent on China for Li-ion battery cells used in battery pack manufacturing. To address this critical supply gap and to support decarbonization of the mobility segment, MGL has partnered with International Battery Company, Inc. (USA) through a JV- International Battery Company India Pvt. Ltd. to establish a Giga factory in Bangalore. The facility will be technology agnostic and will initially manufacture prismatic NMC Li-ion cells, targeting applications in 2 & 3 wheeler electric vehicles (EVs) as well as Battery Energy Storage Systems (BESS) in India.

MGL as part of its committed investment of ₹ 350 crore in the giga plant, has already disbursed ₹ 35 crore in January 2025. Land for the project has been secured from Karnataka Industrial Areas Development Board (KIADB). The initial 500 MW facility is expected to get commissioned in Q1 of FY 27. The capacity would later be scaled up to 5 GWh based on market requirement. It is worthwhile to mention that International Battery Company, USA has already established a pilot Li-ion cell manufacturing facility at South Korea for manufacture of prismatic NMC cells & these cells are being supplied to Indian EV manufacturers for extensive field trials.

3EV

Electric Vehicles (EVs) are rapidly gaining momentum, particularly in the three-wheeler segment. This growth is primarily driven by increasing demand for last-mile logistics from companies like Amazon, Flipkart, Porter, Big Basket etc. To support this transition, MGL had invested in 3EV Industries Pvt., a Bangalore-based manufacturer of L5-category electric three-wheelers. MGL had committed investment of ₹ 96 Cr. in four tranches and, till date, had invested ₹ 73 Cr. of which ₹ 23 Cr. as third tranche was disbursed in March 2025, taking the total holding of MGL to approximately 24.5% in the company. Post receipt of investment from MGL, 3EV has demonstrated significantly better performance, with revenue increasing by ~200% & vehicle sales by ~90% in FY 25.

Other Significant Measures

During the year, MGL installed Sewage Treatment Plant (STP) at City Gate Stations (CGS) at Mahape and Ambarnath. These STP’s collect, treat, and discharge wastewater, providing a service essential to environmental and public health thereby eliminating the possibility of sewage leaching into subsoil and contaminating ecosystems. Also, during the year, MGL implemented Rainwater Harvesting system at CGS Mahape and Taloja for collecting and storage of rainwater, rather than allowing it to run off and utilizing it for gardening purposes as well as for replenishing ground water.

MGL drives the business with the utmost safety measures and in adherence with its Health Safety and Environment policy. Customers are kept at the center of business operations. Every necessary step is taken to ensure that customers get the best services without any disruptions. MGL also has in place Enterprise Risk Management policy, which is the guidance for critical decision making to mitigate the business Risk.

MGL has been able to reverse the increasing trend of LUAG (Lost & Unaccounted Gas). LUAG had been increasing by an average of 0.34.% every year while this year we are successful in reducing LUAG by 0.4%; thereby reducing it from 2.7% in FY:2023-24 to 2.3% in FY:2024-25.

MGL had signed MOU with BMC to setup 1000 tons per day CBG plant in June 2023.The proposal for allocation of land at Deonar to MGL on concessional rate has been recently approved by the State Cabinet. MGL has also signed a MoU with City corporation of Davangere (CCD) for setting up a CBG plant to process 150TPD organic MSW.

| Disclosure Questions | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|

CSR

MGL continues to uphold its commitment to social responsibility through impactful CSR initiatives under the umbrella of ‘MGL We Care’. We focus on seven thematic areas: MGL Aarogya for healthcare, MGL Vikas for rural development, MGL Saksham for empowerment, MGL Vidya for education, MGL Haribala for environmental sustainability, MGL Hunar for skill development and MGL Saathi for other social initiatives. Our CSR initiatives cover 15 out of 17 UN Sustainable Development Goals (SDGs).

Under MGL Vikas, the company undertook holistic rural development programs across 21 villages in Raigad district, focusing on improving access to education, healthcare and sustainable livelihoods. These interventions aimed to uplift communities and foster long-term socio-economic growth.

MGL Hariyali led the Rapid Forest Project, based on the Miyawaki method, to promote afforestation using native species. Over 56,000 saplings were planted across four locations, contributing to increased green cover, biodiversity restoration and climate resilience.

Through MGL Aarogya, MGL donated TruNAAT machines and ultra-portable handheld X-ray machines for tuberculosis (TB) detection. These machines enhanced diagnostic accuracy and speed, especially in high-burden areas & remote areas of Raigad district covering ~12,000 citizens. Out of 11,941 tests conducted, 843 TB-positive cases were identified and treated. Resulting in early diagnosis of ~800 patients who received timely treatment. Through many such CSR initiatives, MGL continues to create a lasting, positive impact in the communities it serves, reflecting its dedication to inclusive growth and sustainability.

Internal Orientation

MGL organized a Nature Trail for employees at BNHS (Bombay Natural History Society) Reserve in Goregaon to emphasize importance of biodiversity reflecting MGL’s commitment to biodiversity conservation, ecological awareness, and sustainable development. By engaging employees and stakeholders in such activities, MGL fosters a deeper understanding of environmental preservation while reinforcing its ESG efforts. MGL also promoted responsible e-waste disposal by installing collection bins at select offices for 15 days. The initiative successfully collected 50 Kilograms of e-waste, demonstrating our commitment to environmental sustainability.

As part of MGL’s continued commitment to integrating ESG principles across its operations, a focused training program on ESG was conducted for around 200 employees. This initiative aimed to enhance awareness, build internal capabilities, and foster a culture of sustainability and responsible governance within the organization. The training covered ESG principles, including climate action, resource efficiency, ethical business practices, stakeholder engagement, and regulatory compliance. By empowering employees with the knowledge and tools to incorporate ESG considerations into their daily roles, MGL is strengthening its foundation for long-term sustainable growth and aligning its workforce with global best practices.

MGL had initiated Green Building Certification for its CGS at Savroli, Mahape, Ambernath, Talaja and two Administrative offices in Mumbai. MGL is delighted to inform that we have received Indian Green Building Council (IGBC), GOLD rating for our ZION office, Kharghar in May 2025

| | |
|---|---|
| <p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies</p> | <p>Name: Mr. Sanjay Shende Designation: Deputy Managing Director (Executive) DIN: 09172642</p> |
| <p>9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p> | <p>Yes, Deputy Managing Director is responsible for decision making on sustainability related issues and he is also a Chairman of the ESG committee, who is handling various aspects of ESG across all MGL locations.</p> |

10. Details of Review of NGRBCs by the Company:

| Subject for Review | Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee | | | | | | | | | Frequency (Annually/Half yearly/ Quarterly/ Any other– please specify) | | | | | | | | |
|---|---|-----|-----|-----|-----|-----|-----|-----|-----|---|-----|-----|-----|-----|-----|-----|-----|-----|
| | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
| Performance against above policies and follow up action | Yes, the ESG Committee reviews the performance against above policies and takes follow up action on a periodic basis. | | | | | | | | | On an annual basis and as and when need arises for the review related to performance against above policies during their review meetings. | | | | | | | | |
| Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances | The Company complies with all the applicable statutory requirements. | | | | | | | | | Annually | | | | | | | | |

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

| P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|
| Yes, an Independent Limited Assurance has been carried out by M/s SGS India Pvt. Ltd. | | | | | | | | |

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

| Disclosure Questions | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|--|----------------|-----|-----|-----|-----|-----|-----|-----|-----|
| 1. The entity does not consider the principles material to its business (Yes/No) | | | | | | | | | |
| 2. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) | | | | | | | | | |
| 3. The entity does not have the financial or/human and technical resources available for the task (Yes/No) | Not Applicable | | | | | | | | |
| 4. It is planned to be done in the next financial year (Yes/No) | | | | | | | | | |
| 5. Any other reason (please specify) | | | | | | | | | |

Section C: Principle wise performance disclosure

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

Principle 1:

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

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 | % of persons in respective category covered by the awareness programmes |
|--------------------------------|--|---|---|
| Board of Directors (BoD) | 8 | Business, Strategy, Risks, update on BRSR and applicable regulatory provisions and amendments thereto. | 100% |
| Key Managerial Personnel (KMP) | Principle 1 – 3 | Principle 1 | Principle 1 – 100% |
| | Principle 2 – 6 | <ul style="list-style-type: none"> Business Valuation Masterclass | Principle 2 – 100% |
| | Principle 3 – 1 | <ul style="list-style-type: none"> Code of Conduct | Principle 3 – 71% |
| | Principle 5 – 1 | <ul style="list-style-type: none"> Anti-Bribery Policy | Principle 5 – 75% |
| | | Principle 2 | |
| | | <ul style="list-style-type: none"> Merger and Acquisition Conclave Workshop on Energy Transition and Green Hydrogen Gastech 2024 World Biogas Association India Congress 2024 Accountability Meets Innovation (AI): For a Sustainable Planet India Energy Week (IEW) 2025 | |
| | | Principle 3 | |
| | | <ul style="list-style-type: none"> POSH | |
| | | Principle 5 | |
| | | <ul style="list-style-type: none"> Human Rights Awareness | |

| Segment | Total number of training and awareness programmes held | Topics / principles covered under the training and its impact | % of persons in respective category covered by the awareness programmes |
|-----------------------------------|--|--|---|
| Employees other than BoD and KMPs | Principle 1 – 11 | Principle 1 | Principle 1 – 92% |
| | Principle 2 – 26 | <ul style="list-style-type: none"> ● Applied Valuation & Financial Modelling | Principle 2 – 31% |
| | Principle 3 – 17 | <ul style="list-style-type: none"> ● Enhancing Governance Assurance | Principle 3 – 100% |
| | Principle 4 – 2 | <ul style="list-style-type: none"> ● 5th ESG & Sustainability Strategy India Summit | Principle 4 – 1% |
| | Principle 5 – 1 | <ul style="list-style-type: none"> ● ESG and Sustainability Workshop | Principle 5 – 96% |
| | Principle 6 – 2 | <ul style="list-style-type: none"> ● BRSR Workshop by IICA | Principle 6 – 3% |
| | Principle 8 – 1 | <ul style="list-style-type: none"> ● ESG and BRSR Awareness Workshop | Principle 8 – 1% |
| | Principle 9 – 8 | <ul style="list-style-type: none"> ● Business Responsibility and Sustainability Reporting (BRSR Core) ● Code of Conduct ● Anti-Bribery policy | Principle 9 – 49% |
| | | Principle 2 <ul style="list-style-type: none"> ● World Future Energy Summit 2024 ● Workshop on Energy Transition and Green Hydrogen ● World Hydrogen 2024 ● 8th Edition of LNG India Summit 2024 ● Biofuel Expo 2024 ● India Energy Storage Week ● 8th NGV Summit ● Merger and Acquisition Conclave ● Life Cycle Development and Sustenance of CGD in a Geographical Area ● City Gas Distribution Summit 2024 ● Digitalization of CGD Networks ● Contract & Procurement Conference cum Exhibition 2024 ● Green Hydrogen in India ● Gastech 2024 ● Non-Destructive Testing (Level 2) ● Compressor Maintenance Training ● Material Handling & Logistics India Summit 2024 ● Compressor Maintenance Training ● World Biogas Association India Congress 2024 ● DRS and MRS Maintenance Training ● 11th International Hydrogen and Fuel Cell Conference ● Hydrogen - Emerging Technology Scenario for ICE Application | |

| Segment | Total number of training and awareness programmes held | Topics / principles covered under the training and its impact | % of persons in respective category covered by the awareness programmes |
|---------|--|---|---|
| | | <ul style="list-style-type: none"> ● Pipeline Integrity Conference 2024 ● India Energy Week (IEW) 2025 ● Global Asset Integrity & Reliability Management Conference (AIRM 2025) ● Gas World Tech Expo <p>Principle 3</p> <ul style="list-style-type: none"> ● Labour Laws ● Paradigm Shifts in Labor and Criminal laws ● New Criminal Codes - Impact on In-House Counsels, Directors, and Management ● Commercial Contracts in light Privacy Laws (India & Global) ● Work at Height (WAH) Training ● Land Acquisition & Leasing – Legal and Practical Issues ● Workshop on Digital Personal Data Protection Act (DPDPA) ● Knowledge Sharing Workshop on ‘Technical & Safety aspects of CGD Network’ ● POSH ● Office Safety ● Electrical Safety ● Incident Investigation ● Fire Prevention & Fire Fighting ● First Aid Training ● Lifting Operation ● Defensive Driving Training <p>Principle 4</p> <ul style="list-style-type: none"> ● City Gas Stakeholders Conference Cum Exhibition 2024 ● Regulating Agencies and Safety Professionals <p>Principle 5</p> <ul style="list-style-type: none"> ● Human Rights awareness <p>Principle 6</p> <ul style="list-style-type: none"> ● Demystifying Environmental and Sustainability Data for Effective Communication in the 21st Century ● Gas Flow Measurement Systems <p>Principle 8</p> <ul style="list-style-type: none"> ● Session On Impact and Beyond- Strengthening Impact Measurement in CSR Programs | |

| Segment | Total number of training and awareness programmes held | Topics / principles covered under the training and its impact | % of persons in respective category covered by the awareness programmes |
|---------|--|--|--|
| | | Principle 9 <ul style="list-style-type: none"> ● Managers as Congruent Leaders ● Developing Eloquent Communication ● Discover the Power Within ● Innovation, Creativity and Problem Solving ● Global Advanced Management Program (GAMP Conference) ● Collaborating for Success ● iLead - First Time Manager Program ● Campus to Corporate Program | |
| Workers | Principle 1 – 2 Principle 3 – 8 Principle 5 – 1 Principle 6 – 1 | Principle 1 <ul style="list-style-type: none"> ● Code of Conduct ● Anti-Bribery Policy Principle 3 <ul style="list-style-type: none"> ● POSH ● Building Resilience Program ● Office Safety ● Electrical Safety ● Incident Investigation ● Fire Prevention & Fire Fighting ● First Aid Training ● Lifting Operation Principle 5 <ul style="list-style-type: none"> ● Program Name: Human Rights Awareness Principle 6 <ul style="list-style-type: none"> ● Gas Flow Measurement Systems | Principle 1 – 98% Principle 3 – 100% Principle 5 – 92% Principle 6 – 3% |

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 ₹) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
| Penalty/ Fine | Principle - 1 | Joint Commissioner CGST & Central Excise Mumbai East Commissionerate | 54,32,95,413/- | The Company had received an Order from Joint commissioner, CGST and Central Excise Mumbai East Commissionerate confirming demand for ₹ 54,32,95,413/- plus, applicable interest and 100% penalty for equivalent amount, towards non-payment of GST under RCM on the reinstatement/ restoration charges paid to Municipal Corporation of Greater Mumbai and other local bodies under MMRDA for digging of road to lay underground pipeline for transportation of CNG/ PNG for the period July 2017 to March 2022, under Section 74(1) of CGST Act, 2017 read with corresponding provision of and MGST Act 2017 read with section 20 of IGST Act, 2017 for the period July 2017 to March 2022. | Yes |
| Settlement | - | - | - | - | - |
| Compounding fee | - | - | - | - | - |

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

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 institution |
|---|--|
| The Company had received an Order from Joint commissioner, CGST and Central Excise Mumbai East Commissionerate confirming demand for ₹ 54,32,95,413/- plus applicable interest and 100% penalty for equivalent amount, towards non-payment of GST under RCM on the reinstatement/ restoration charges paid to Municipal Corporation of Greater Mumbai and other local bodies under MMRDA for digging of road to lay underground pipeline for transportation of CNG/ PNG for the period July 2017 to March 2022, under Section 74(1) of CGST Act, 2017 read with corresponding provision of and MGST Act 2017 read with section 20 of IGST Act, 2017 for the period July 2017 to March 2022. | ---- |

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.

Yes, MGL has defined anti-corruption & antibribery policy which is available on the website of the Company at <https://www.mahanagargas.com:3000/Anti-Bribery%20&%20Anti-Corruption%20Policy.pdf>.

MGL strictly prohibits its employees, agents and intermediaries from engaging in any illegal or inappropriate payments or benefits, either directly or indirectly, that may be perceived as an attempt to gain undue advantages for the business operations. It is crucial to note that any violation of anti-bribery, anti-corruption, anti-competition, data privacy laws, etc. can lead to severe financial penalties and irreparable damage to the Company's reputation.

MGL has adopted Code of Conduct for Board members and senior management personnel which is available on the website of the Company at https://www.mahanagargas.com:3000/_Code_of_Conduct_39a9c780c6.pdf and Code of Conduct for employees and trainees is available on the intranet of the Company.

Further, MGL's Code of Conduct policy and Standard Operating Procedures for business partners and suppliers covers the aspects of anti-corruption/ anti-bribery as well, which is available on the website of the Company at <https://www.mahanagargas.com/assets/images/pdf/Code%20of%20Conduct%20Policy%20for%20Business%20Partners.pdf>

The Company has Board approved Whistle Blower Policy and Vigil Mechanism which is applicable to all Employees and Directors of MGL which is available on the website of the Company at https://www.mahanagargas.com:3000/_whistle-blower-and-vigilmechanism_80f19ef31b.pdf. The policy provides a channel to report genuine concerns about unethical behavior or frauds and safeguards a whistle blower from any victimization.

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

| Case details | FY 2024-25 | FY 2023-24 |
|--------------|------------|------------|
| Directors | Nil | Nil |
| KMPs | Nil | Nil |
| Employees | Nil | Nil |
| Workers | Nil | Nil |

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

There have been no complaints with regard to conflict of interest against Board of Directors or KMPs for FY 2024-25 and FY 2023-24.

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.

As there have been no instances of corruption and conflicts of interest no specific corrective actions were required to be taken.

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

| Particulars | FY 2024-25 | FY 2023-24 |
|-------------------------------------|------------|------------|
| Number of days of accounts payables | 22 | 24 |

9. Open-ness of business

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

| Parameter | Metrics | FY 2024-25 | FY 2023-24 |
|--|--|------------|------------|
| *Concentration of Purchases | a. Purchases from trading houses as % of total purchases | -- | -- |
| | b. Number of trading houses where purchases are made from | -- | -- |
| | c. Purchases from top 10 trading houses as % of total purchases from trading houses | -- | -- |
| **Concentration of Sales | a. Sales to dealers / distributors as % of total sales | -- | -- |
| | b. Number of dealers / distributors to whom sales are made | -- | -- |
| | c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors. | -- | -- |
| Share of Related Party Transactions in | a. Purchases (Purchases with related parties / Total Purchases) | 64.98% | 68.41% |
| | b. Sales (Sales to related parties / Total Sales) | NA | NA |
| | c. Loans & advances (Loans & advances given to related parties / Total loans & advances) | 99.57% | 100% |
| | d. Investments (Investments in related parties / Total Investments made) | 36% | 29% |

*No purchase is done via trading house

**No distribution/sale of Natural Gas is done via dealers.

Leadership Indicators

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

| Total number of awareness programmes held | Topics/ principles covered under the training | % of value chain partners covered (by value of business done with such partners) under the Awareness programmes |
|---|--|---|
| ESG awareness program was organized on 18/03/2025 | <ul style="list-style-type: none"> ● Importance of sustainable development and genesis of ESG ● Detailed explanation on Environmental, social and governance aspects of sustainability ● Drivers for ESG implementation and benefits thereof. ● Indian and international regulations for ESG and BRSR core ● Sustainable supply chain management and its relevance to BRSR core ● ESG implementation methodology including Materiality assessment, stakeholder engagement, ESG strategy development, integration SDGs in Business planning, KPIs monitoring and role of senior management ● Need for capacity building for ESG and supplier ESG assessment. | Approximate 90% of key suppliers were covered under this program |

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, MGL has processes in place to avoid / manage conflict of interests involving members of the Board. Whenever any Director has a direct or indirect interest in the agenda/ matter, they are refrain from participating in the discussion and voting. Further, each Director gives the disclosure of his/ her interest in any Company or body's corporate firm, or other association of individuals by giving a notice in writing as per provisions of Companies Act, 2013 and the same is put up to the Board for information.

Further, the Company also has in place Related party transaction policy, which has specific provisions for entering into transaction with any related party. The said policy is available on the Company's website at: https://www.mahanagargas.com:3000/_MGL_Policy_on_Related_Party_Transactions_7e65246e63.pdf

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.

| Particulars | FY 2024-25 | FY 2023-24 | Details of improvements in environmental and social impacts |
|-------------|------------|------------|--|
| R&D | 19% | 0 | <ul style="list-style-type: none"> Usage of multi-layered composite pipes as a replacement of copper pipes (Rs. 426 lakhs) Replacement of higher sizes of diaphragm gas meters with RPD meters (which has better accuracy) (Rs. 683 lakhs) Additional, safety device incorporated in service regulator modules, which will function in the event of failure of the service regulator (Rs. 68 lakhs) |
| Capex | 0.12% | 0 | |

2. Does the entity have procedures in place for sustainable sourcing? (Yes/No) b. If yes, what percentage of inputs were sourced sustainably?

Yes, the Company has Sustainable Supply Chain and Responsible Sourcing policy which assist all business partners, contractors, suppliers, and vendors in meeting our expectations of doing business as they relate to certain legal requirements, ethical practices, human rights, and environmental management. Through such policy Company seeks to safeguard ethical practices in supply chain, reduce impact to the environment and support workers and associate communities. This policy is available on the website of the Company at: <https://www.mahanagargas.com/assets/images/pdf/Sustainable%20Supply%20chain%20and%20Responsible%20Sourcing%20Policy.pdf>

Policy ensures to share the Company's key sustainability principles for doing business with its suppliers, to support suppliers to identify, mitigate and manage their sustainability risks (including environmental, social human rights, modern slavery, and governance) and to communicate MGL's expectations to its suppliers through active supply chain engagements.

We also encourage our suppliers to be compliant with social and environmental standards such as SA8000, ISO 14001, and ISO 45001. However, at present, the percentage of inputs sourced sustainably is not currently mapped for MGL

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.

Not Applicable as MGL is a City Gas Distribution ('CGD') Company. The Company's primary product is natural gas.

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.

Owing to the nature of the Company's product/service offerings, EPR is not applicable to the Company.

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)?

MGL is a City Gas Distribution Company and is more of a service-based Company, detail study of LCA is 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.

Not Applicable

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

Not applicable, considering the Company's nature of business.

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

Not applicable, considering the Company's nature of business.

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

Not applicable, considering the Company's nature of business.

Principle 3:

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

Essential Indicators

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

| Category | Total (A) | % of employees covered by | | | | | | | | | |
|---------------------------------------|------------|---------------------------|-------------|--------------------|-------------|--------------------|-------------|--------------------|-------------|---------------------|----------|
| | | Health Insurance | | Accident Insurance | | Maternity Benefits | | Paternity Benefits | | Day Care Facilities | |
| | | Number (B) | % (B/ A) | Number (C) | % (C/A) | Number (D) | % (D/A) | Number (E) | % (E/ A) | Number (F) | % (F/ A) |
| Permanent Employees | | | | | | | | | | | |
| Male | 432 | 432 | 100% | 432 | 100% | 0 | 0 | 432 | 100% | 0 | 0 |
| Female | 60 | 60 | 100% | 60 | 100% | 60 | 100% | 0 | 0 | 0 | 0 |
| Total | 492 | 492 | 100% | 492 | 100% | 60 | 100% | 432 | 100% | 0 | 0 |
| Other than Permanent Employees | | | | | | | | | | | |
| Male | 2 | 2 | 100% | 2 | 100% | 0 | 0 | 2 | 100% | 0 | 0 |
| Female | 1 | 1 | 100% | 1 | 100% | 1 | 100% | 0 | 0 | 0 | 0 |
| Total | 3 | 3 | 100% | 3 | 100% | 1 | 100% | 2 | 100% | 0 | 0 |

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

| Category | Total (A) | % of workers covered by | | | | | | | | | |
|-------------------------------------|-------------|-------------------------|-------------|--------------------|-------------|--------------------|-------------|--------------------|-------------|---------------------|----------|
| | | Health Insurance | | Accident Insurance | | Maternity Benefits | | Paternity Benefits | | Day Care Facilities | |
| | | Number (B) | % (B/ A) | Number (C) | % (C/A) | Number (D) | % (D/A) | Number (E) | % (E/ A) | Number (F) | % (F/ A) |
| Permanent Workers | | | | | | | | | | | |
| Male | 84 | 84 | 100% | 84 | 100% | 0 | 0 | 84 | 100% | 0 | 0 |
| Female | 3 | 3 | 100% | 3 | 100% | 3 | 100% | 0 | 0 | 0 | 0 |
| Total | 87 | 87 | 100% | 87 | 100% | 3 | 100% | 84 | 100% | 0 | 0 |
| Other than Permanent Workers | | | | | | | | | | | |
| Male | 1763 | 1763 | 100% | 1763 | 100% | 0 | 0 | 0 | 0 | 0 | 0 |
| Female | 74 | 74 | 100% | 74 | 100% | 74 | 100% | 0 | 0 | 0 | 0 |
| Total | 1837 | 1837 | 100% | 1837 | 100% | 74 | 100% | 0 | 0 | 0 | 0 |

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

| | FY 2024-25 | FY 2023-24 |
|--|------------|------------|
| Cost incurred on well- being measures as a % of total revenue of the Company | 0.07% | 0.05% |

2. Details of retirement benefits.

| Benefits | FY 2024-25 | | | FY 2023-24 | | |
|--------------------------|--|--|--|--|--|--|
| | 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% | Y | 100% | 100% | Y |
| ESI | NA | NA | NA | NA | NA | NA |
| Others – | 100% | 100% | NA | 100% | 100% | NA |
| 1. Annual Health Checkup | | | | | | |
| 2. Mediclaim | | | | | | |

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, the Company's City Gate Stations, CNG Stations and offices are accessible to differently abled employees using wheelchairs. The Company has installed ramps at entry locations and lobbies to facilitate wheelchairs at MGL premises/ offices as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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

Yes, the Company has formulated and implemented an Equal Opportunity Policy as per the Rights of Persons with Disabilities Act, 2016. The policy is available on MGL's website at <https://www.mahanagargas.com:3000/Equal%20Opportunity%20Policy.pdf>

The Company is dedicated to providing equal employment opportunities, fostering a harassment-free work environment, and ensuring fair treatment for all employees. It prohibits discrimination in all aspects of employment, promotes equal pay and terms of employment and provides a robust grievance mechanism.

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

| Gender | Permanent employees | | Permanent workers | |
|--------------|---------------------|----------------|---------------------|----------------|
| | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male | 100% | 100% | 100% | 100% |
| Female | 100% | 100% | 100% | 100% |
| Total | 100% | 100% | 100% | 100% |

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

| | |
|--------------------------------|---|
| Permanent workers | Yes. The Company has a Grievance Redressal Policy for employees/ workers which provides expeditious redressal of grievances. All employees are encouraged to report grievances to the immediate reporting officer. |
| Permanent employees | In case of an unsatisfied redressal of the reported concern, the complaint can be escalated to the concerned Head of the Department. Further if the complainant is still not satisfied with the redressal then a Grievance Committee is formulated to resolve the grievance. All attempts are made to redress the grievance and a final response is delivered to the complainant with information on how the complaint was resolved or rejected, along with a written justification for each decision. |
| Other than permanent workers | Yes. Employees and Workers who are engaged on a project basis or contractual basis are governed by the terms & conditions of the contract and they can report their grievances to their respective contractor representative or the Company supervisor. |
| Other than permanent employees | The contractor is expected to take the required action to address the worker grievances, and if required, can raise the grievance to HR and respective functional heads of MGL. |

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

| Category | FY 2024-25 | | | FY 2023-24 | | |
|----------------------------------|---|--|---------|---|--|----------|
| | Total employees/ workers in respective category (A) | No. of employees / Workers in Respective category, who are part of association(s) or Union (B) | % (B/A) | Total employees/ workers in respective category (C) | No. of employees / workers in respective category, who are part of association(s) or Union (D) | % (D /C) |
| Total Permanent Employees | 492 | 0 | NA | 443 | 0 | NA |
| - Male | 432 | 0 | NA | 391 | 0 | NA |
| - Female | 60 | 0 | NA | 52 | 0 | NA |
| Total Permanent - Workers | 87 | 87 | 100% | 89 | 89 | 100% |
| - Male | 84 | 84 | 100% | 86 | 86 | 100% |
| - Female | 3 | 03 | 100% | 03 | 03 | 100% |

8. Details of training given to employees and workers:

| Category | FY 2024-25 | | | | | FY 2023-24 | | | | |
|------------------|------------|-------------------------------|------------|----------------------|------------|------------|-------------------------------|------------|----------------------|------------|
| | Total (A) | On Health and Safety Measures | | On Skill Upgradation | | Total (D) | On Health and Safety Measures | | On Skill Upgradation | |
| | | No. (B) | % (B/A) | No. (C) | % (C/A) | | No. (E) | % (E/D) | No. (F) | % (F/D) |
| Employees | | | | | | | | | | |
| Male | 434 | 434 | 98% | 369 | 85% | 391 | 391 | 100% | 371 | 95% |
| Female | 61 | 61 | 98% | 58 | 95% | 52 | 45 | 87% | 46 | 88% |
| Total | 495 | 495 | 98% | 428 | 86% | 443 | 436 | 99% | 417 | 94% |
| Workers | | | | | | | | | | |
| Male | 84 | 84 | 94% | 83 | 99% | 86 | 86 | 100% | 84 | 97% |
| Female | 3 | 3 | 100% | 0 | 0% | 3 | 2 | 67% | 1 | 33% |
| Total | 87 | 87 | 94% | 83 | 95% | 89 | 88 | 99% | 85 | 95% |

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

| Category | FY 2024-25 | | | FY 2023-24 | | |
|------------------|------------|------------|-------------|------------|------------|-------------|
| | Total (A) | No. (B) | % (B/A) | Total (C) | No. (D) | % (D/C) |
| Employees | | | | | | |
| Male | 434 | 434 | 100% | 391 | 391 | 100% |
| Female | 61 | 61 | 100% | 52 | 52 | 100% |
| Total | 495 | 495 | 100% | 443 | 443 | 100% |
| Workers | | | | | | |
| Male | 84 | 84 | 100% | 86 | 86 | 100% |
| Female | 3 | 3 | 100% | 3 | 3 | 100% |
| Total | 87 | 87 | 100% | 89 | 89 | 100% |

10. Health and safety management system:

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

Yes, MGL is an ISO 45001:2015 certified Company, having an Occupational Health and Safety Management System in place. The scope covers "Designing, Laying, Testing, Commissioning and Operation & maintenance of pipeline network for distribution of natural gas for domestic industrial, commercial customers and CNG Vehicles across areas GA-I, GA-II & GA-III". The Company also has a "Health, Safety & Environment (HSE)" policy available at the website which illustrates their commitment towards occupational health and safety standards

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

MGL has adopted a Qualitative Risk Assessment (QRA) methodology process for identification and evaluation of hazards and risks. Work and process related major accident hazards have been identified by using various risk assessment methods like Process Hazard Analysis (PHA), Hazard Operability Procedure (HAZOP) and pre-commissioning safety review of CGS and CNG ROs and are mitigated in line with "Safety, Health, Environment and Quality" (SHEQ) Management System processes and procedures.

Site-specific hazard identification and risk assessments have been carried out on routine basis and are managed as per hierarchy of control to protect the stakeholders and achieve goal of zero injury. Risks and opportunities are identified and discussed in the management review of SHEQ management system.

Non-Routine Operation (NRO) processes have been established and implemented for identification of potential hazards and risks, and contingency arrangements. Quantitative Risk Assessment (QRA) and Hazard Identification and Risk Assessment (HIRA), and studies to identify hazards and high-risk areas and action plans are reviewed regularly to further prevent and mitigate the risks.

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

Yes, the Company has established and maintained online reporting portals for reporting of work-related hazards and near-misses. Also, hard copy cards of forms for reporting hazard, Near miss and Safety Suggestions are kept at CGSs. The Company has implemented online Incident Tracking Module for analysis of risks with respect to People, Environment, Asset and Reputation. Followed by a comprehensive Root Cause Failure Analysis (Investigation), formulation of corrective actions are carried out as per Hierarchy of Controls, along with its tracking and monitoring and subsequent closure. The learnings from these incidents are communicated to all concerned personnel and departments associated with the incident. The status of corrective actions and recommendations are reviewed and monitored during HSE Steering Committee Meetings.

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

Yes, the employees and workers of the Company have access to non-occupational medical and healthcare services. MGL has tie-up with external ambulance service provider and this service can be availed by employees and workers at site.

MGL has a health and safety policy in place which aims to provide annual medical health check-up to employees, retired employees and their spouses for assessing their current health parameters. Further, all MGL employees and their family consisting of spouse, dependent children and parents are covered under Medclaim Insurance Policy of the Company, wherein grade-wise sum insured is specified to cover the hospitalisation and medical expenses.

The Company also has an in-house Medical Officer, who visits the Company's offices weekly so that all employees / workers can consult the doctor for any medical advice. Further, MGL also conducts awareness sessions periodically to promote physical and mental wellbeing for all the employees and workers.

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

| Safety Incident/Number | Category | FY 2024-25 | FY 2023-24 |
|---|----------|------------|------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employee | 0 | 0 |
| | Worker | 0 | 0.083 |
| Total recordable work-related injuries | Employee | 0 | 0 |
| | Worker | 0 | 3 |
| No. of fatalities | Employee | 0 | 0 |
| | Worker | 0 | 0 |
| High consequence work-related injury or ill-health (excluding fatalities) | Employee | 0 | 0 |
| | Worker | 0 | 0 |

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

The following are the various measures being taken by the Company to ensure a safe and healthy workplace:

- The Company embeds the guidelines and principles of ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System and ISO 45001:2018 Occupational Health and Safety Management System in the overall business operations.
- MGL has implemented Safety, Health, Environment and Quality (SHEQ) Management System which is applicable to the Company's employees and contractors to ensure safe and healthy workplace. Employees and workers are provided with safe workplaces at all MGL work locations. MGL Life Saving Rules have been defined and employees and workers are made aware about the same.
- These rules are displayed at various work locations. These workplaces are audited periodically, and actions/recommendations are implemented. MGL Senior Management demonstrates leadership by conducting safety tours with site team through 'Senior Management Tour' (SMT) process.
- Employees and stakeholders are encouraged for reporting any potential hazards, near-misses, safety suggestions, and incidents through Online Reporting portals.
- Contractor Safety Management is in place right from contractor pre-bid meet, mobilization, monthly evaluation. Monthly zonal safety meetings are conducted with the contractors to discuss and share SHEQ related observations, learnings

from MGL and other entities, and areas for improvement. Contractor Safety Forums with the front-line workers are being conducted for sensitizing them with respect to HSE issues related to their work.

- It is mandatory to carry out site specific Hazard Identification and Risk Assessment for all the activities in MGL. The control measures are implemented based on this exercise and the same are explained to the personnel involved in the activity during Toolbox Talk prior to commencing the site activity. Other hazards and control measures identified by the site personnel are also discussed during Toolbox Talk. For high hazard activities like Work at Heights etc. Permit to Work system is applicable and these activities are started only upon verification of fulfilment of site safety requirements. MGL has identified 13 such activities where Permit to Work system is applicable.
- HSE Reward scheme has been in place at MGL which recognizes significant contribution of ground level personnel in improving Safety, environment. Workmen irrespective of their designation can be recognized through this scheme. This scheme rewards personnel on a monthly and quarterly basis.
- Additionally, a new award “Agni Suraksha Padak” has been introduced. This award is dedicated to all brave employees/ Business Partners involved in Fire –Fighting in critical situations and who have displayed exceptional dedication and commitment to their duties.
- Apart from this, all workmen are encouraged to report Hazards, Near Miss and give safety suggestion through online portals. These portals are accessible through smartphones through internet explorer. MGL also recognizes Business Partners for their performance annually. The performance of Business Partners are measured and monitored through well-established system of Contractors Performance Evaluation based on leading and lagging indicators. During routine payment processing of Invoices submitted by Business Partners, their Safety Performance during applicable billing cycle is considered and penalties are imposed in case persuasion by means of counselling and communication does not work effectively.
- HSE training, including hands-on firefighting have been imparted to employees and contractors. MGL has taken initiative to impart Fire Prevention training at TS Chanakya. In this training employees are given hands on experience on firefighting for two days at TS Chanakya (Indian Marine time Institute). In this training the theoretical along with practical knowledge was imparted to the participants. The participants were asked to wear coveralls and perform the firefighting.
- Safety and Technical Competency (STC) training to all contractor employees is being provided before start of the job. Transport Safety Management System has been implemented focused on drivers’ and helpers’ behavior during transportation of CNG Transport Vehicles (CTVs).
- MGL has In-vehicle Monitoring System (IVMS) and accesses penalty data from website of Government Authorities. This data enables MGL to measure actual driving behavior of the individual drivers. Based on the actual on road driving performance, best drivers are selected on quarterly basis, and they are rewarded at the hands of Senior MGL Officials during high level HSE forums. The helpers accompanying drivers are also rewarded for their contribution towards safe transportation. In FY 2024-25 four best drivers had been rewarded by Senior MGL Officials. Monthly transport contractor meetings are held with business partners in which site safety concerns are shared along with Contractor Performance Evaluation for respective months. This evaluation is based on transport related parameters and contractor with consistent performance are recognized during the meetings. The contract clause also has provisions for penalty which is executed considering monthly performance of the respective contractors. On similar lines dispenser operators are rewarded for their contribution towards accident prevention at Retail Outlets.
- MGL has implemented application-based solutions for many of the HSE related monitoring and evaluation tools. Android based application has been developed to ensure site compliance through real time site photos. MGL Lifesaving Rules is a set of rules which are mandatory for work execution and checklists are developed based on MGL Lifesaving Rules. These checklists are converted into android based application and this app records site audits and generates report in the form of percentage safety compliance at the site. This app which is used by HSE team for site safety monitoring also has facility to take photographs of non-compliances for record. Additionally, virtual audits are conducted by HSE team using facility of video calls.

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

| Category | FY 2024-25 | | | FY 2023-24 | | |
|--------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
| | 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 | 391** | 0 | -- | 572** | 0 | -- |
| Health & Safety | 0 | 0 | -- | 0 | 0 | -- |

(**) - These are mainly routine electrical fault related complaints from owned & hired offices with respect to bulbs, socket, switch replacements and other electrical related incidents.

14. Assessments for the year:

| Aspect | % Of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|---|
| Health and safety practices | 100% |
| Working Conditions | 100% |

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

| Total Corrective Actions/Preventive Actions from the Incident Investigations in FY 2023-24 | Corrective Actions/Preventive Actions Implemented | Corrective Actions/Preventive Actions Underway |
|--|---|--|
| 227 | 220 | 07 |

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).

Yes, the Company has a Group Term Insurance Policy wherein a lumpsum amount is paid to the nominee of the employee upon his/ her death. In addition to this the Company has a policy on Employee Death Relief and it aims to provide financial and other assistance to the family members of deceased employee for a period of 3 years from the date of death so that on monthly basis they get a fixed amount.

Employees and workers are also covered under Group Accident Insurance in case of deaths due to accident /disability. The contract workers are covered under the Employee's Compensation Act, 1923 and an insurance policy is obtained by the Contractor regularly for the grant of death/ disablement benefits wherever Employees' State Insurance Act (ESI), 1948 is not applicable; and wherever ESI Act,1948 is applicable, the contract workers are ensured benefits under ESI Act,1948 through the contractor.

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

We have multiple mechanism and systems, which ensure the statutory dues of our value chain partners deducted and deposited, when it comes to direct contracts engaging manpower services and job contracts. We get statements of PF, ESIC, PT deducted as applicable with respect to employees deployed by them for our services on regular basis. We have well defined processes and procedures which include all possible measures which have been complied by the entity such as contract clause, bill approval etc.

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

| Category | Total no. of affected employees/ workers | | No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment | |
|----------|--|------------|---|------------|
| | FY 2024-25 | FY 2023-24 | FY 2024-25 | FY 2023-24 |
| Employee | 0 | 0 | 0 | 0 |
| Worker | 0 | 0 | 0 | 0 |

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

Yes, as per business requirement, some highly qualified employees are retained as consultants or advisor's post-retirement.

5. Details on assessment of value chain partners:

| Aspect | % Of value chain partners (by value of business done with such partners) that were assessed |
|-----------------------------|---|
| Health and safety practices | 13% |
| Working Conditions | 13% |

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.

The Company has adopted Stakeholder Engagement Policy which has been duly approved by the Board and is available on the Company website at <https://www.mahanagargas.com:3000/Stakeholder%20Engagement%20Policy.pdf> which provides process to acknowledge each stakeholder's expectations and concerns, where negative issues could be effectively prevented and mitigated, and positive issues could be used as a key to achieve the greatest benefit. It defines Stakeholder management process which include identification and assessment of stakeholder prioritization, analysis, management, review and improvement.

This policy also defines engagement method for identified key stakeholders including customers, business partners and vendors, employees, regulatory bodies, shareholders and investors, lenders and rating agencies, government agencies & local authorities, service providers and suppliers, media, communities and public at large.

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

| Stakeholder Group | Whether identified as Vulnerable & Marginalized Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|--|---|--|---|--|
| Government & Regulatory Authorities | No | Website and emails | As per requirement. | <ul style="list-style-type: none"> Understanding concerns and requirement of Regulatory authorities. |
| NGOs | No | Email, Social media handles, and Community meetings through NGO implementation partners. | As per requirement. | <ul style="list-style-type: none"> Understanding the needs analysis and concerns of the community. CSR Projects monitoring and review, feedback from the beneficiary & stakeholders. |
| Academia | No | Website and emails | As per requirement. | <ul style="list-style-type: none"> Understanding concerns and requirement |
| Employees | No | Email communication, newsletters (monthly & quarterly), townhall meeting, virtual/online meetings, intranet portal | Continuous | <ul style="list-style-type: none"> Employee Retention Grievance redressal and feedback of employee Learning opportunities, building a safety culture and inculcating safe work practices among employees, and improving diversity and inclusion |
| Customers | Yes | Email, SMS, advertisement, pamphlets, website, social media, banners, WhatsApp | Quarterly, need based | <ul style="list-style-type: none"> Awareness of product benefit, safety to customers, public and new schemes |
| Suppliers | No | Suppliers meets, pre-tender or Pre-bid meetings for all tenders | Continuous | <ul style="list-style-type: none"> Understanding concerns of suppliers Dispute/grievance resolution Supply chain sustainability |
| Local Community (marginalized women, children & underserved community) | Yes, only in certain geographical areas | Email, Social media handles, and Community meetings through NGO implementation partners. | As per requirement. | <ul style="list-style-type: none"> Understanding the needs analysis and concerns of the community. CSR Projects monitoring and review, Feedback from the beneficiary. |
| Investors, Analysts and Shareholders | No | E-mails, Newspaper notice, meetings, intimations, Corporate Announcement on Stock Exchanges, Earning Calls | Annually, Half-yearly, Quarterly, Continuous | <ul style="list-style-type: none"> Redressal of Shareholders Complaints. Shareholder returns. Update on the Financial and Operational Performance and on the Company's overview |

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 feedback from such consultations is provided to the Board.

We believe that consultation with our stakeholders is an ongoing process, and our leadership takes the lead by engaging with them regularly across various platforms. Also, we provide shareholders with the opportunity to interact with all Board members on an annual basis during Annual General Meeting. This enables us to keep a constant pulse on the needs and concerns of our stakeholders and ensures that we remain accountable to them.

We have ESG Committee chaired by DMD, who is responsible for integrating sustainability principles into the organization's strategy and operations. Its key responsibilities include:

- Developing and overseeing ESG policies and initiatives.
- Ensuring compliance with environmental, governance and social regulations.
- Assessing sustainability risks and opportunities.
- Enhancing stakeholder engagement on ESG matters.
- Monitoring ESG performance and reporting progress to the board.

Additionally, there is a quarterly HSE Steering Committee Meeting Chaired by MD, where Health, Safety, Environment details (along with Head of the functions of all departments) are discussed and reviewed during the Board of director meeting on quarterly basis.

MGL through its CSR activities engages directly with the local communities. The Company identifies the areas where there is a scope for intervention to improve the lives of deprived communities and make a plan to undertake CSR actions around them through NGOs and implementation partners to help execute the same by identifying the beneficiaries. The areas include Health, Empowerment, Education, Sanitation and Environment.,

MGL keeps track of the CSR initiatives progress and gets input from local communities by engaging with them on a regular basis through various channels. The Company also gets impact assessment done so that effectiveness of the initiatives can be assessed. Apart from this through various field visits, MGL ensures active participation of the community in the planning and implementation of our numerous CSR programmes.

Every year Board approves the Annual CSR plan with CSR budget on the recommendation of Corporate Social Responsibility (CSR) Committee. During discussion and deliberation on the approval of CSR projects, CSR Committee update the Board about the proposed project with an feedback received from the NGO's along with the requirement of local communities to enable the Board to approve the annual CSR plan, considering the needs and requirement of deprived communities' organization.

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

MGL has taken the following actions to address the concerns of vulnerable/ marginalized stakeholder groups:

- MGL, with Shabri Vitt Va Vikas Mahamandal supporting Livelihood enhancement through the inland fishery and market linkages program for tribal communities, including 174 farmers at the Mahad block of Raigad district.
- MGL is supporting the boarding and lodging of outstation paediatric cancer patients and their parents' undergoing treatment at Tata Memorial Hospital.
- MGL, with the support of a local reputed NGO, has organised life skill training for tribal girls of Karjat, Mahad & Shrivardhan Taluka of Raigad district.

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 | | | FY 2023-24 | | |
|------------------------|-------------|--|------------|-------------|--|------------|
| | Total (A) | No. of employees / workers covered (B) | % (B/A) | Total (C) | No. of employees / workers covered (D) | % (D/C) |
| Employees | | | | | | |
| Permanent | 492 | 477 | 97% | 443 | 402 | 91% |
| Other than permanent | 3 | 3 | 100% | 3 | 0 | 0 |
| Total Employees | 495 | 480 | 96% | 446 | 402 | 90% |
| Workers | | | | | | |
| Permanent | 87 | 80 | 92% | 89 | 75 | 84% |
| Other than permanent | 1837 | 0 | 0 | 1694 | 0 | 0 |
| Total Workers | 1924 | 80 | 4% | 1783 | 75 | 4% |

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

| Category | FY 2024-25 | | | | | FY 2023-24 | | | | |
|----------------------|------------|-----------------------|---------|------------------------|---------|------------|-----------------------|---------|------------------------|---------|
| | Total (A) | Equal to Minimum Wage | | More than minimum Wage | | Total (D) | Equal to Minimum Wage | | More than minimum wage | |
| | | No. (B) | % (B/A) | No. (C) | % (C/A) | | No. (E) | % (E/D) | No. (F) | % (F/D) |
| Employees | | | | | | | | | | |
| Permanent | 492 | 0 | NA | 492 | 100% | 443 | 0 | NA | 443 | 100% |
| Male | 432 | 0 | NA | 432 | 100% | 391 | 0 | NA | 391 | 100% |
| Female | 60 | 0 | NA | 60 | 100% | 52 | 0 | NA | 52 | 100% |
| Other than Permanent | 3 | 0 | NA | 3 | 100% | 3 | 0 | NA | 3 | 100% |
| Male | 2 | 0 | NA | 2 | 100% | 3 | 0 | NA | 3 | 100% |
| Female | 1 | 0 | NA | 1 | 100% | 0 | 0 | NA | 0 | NA |
| Workers | | | | | | | | | | |
| Permanent | 87 | 0 | NA | 87 | 100% | 89 | 0 | NA | 89 | 100% |
| Male | 84 | 0 | NA | 84 | 100% | 86 | 0 | NA | 86 | 100% |
| Female | 3 | 0 | NA | 3 | 100% | 3 | 0 | NA | 3 | 100% |
| Other than Permanent | 1837 | 1045 | 57% | 792 | 43% | 1694 | 972 | 57% | 722 | 43% |
| Male | 1763 | 1031 | 58% | 732 | 42% | 1636 | 972 | 59% | 664 | 41% |
| Female | 74 | 14 | 19% | 60 | 81% | 58 | 0 | NA | 58 | 100% |

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

(a. Median remuneration / wages):

| Category | Male | | Female | |
|----------------------------------|--------|---|--------|---|
| | Number | Median remuneration/ salary/ wages of respective category | Number | Median remuneration/ salary/ wages of respective category |
| Board of Directors (BoD) | 7 | ₹ 15.62 Lakhs | 1 | ₹ 14.81 Lakhs |
| Key Managerial Personnel (KMP) | 2 | ₹ 80.81 Lakhs | 0 | 0 |
| Employees other than BoD and KMP | 432 | ₹ 20.74 Lakhs | 61 | ₹ 20.67 Lakhs |
| Workers | 84 | ₹ 13.14 Lakhs | 3 | ₹ 18.10 Lakhs |

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

| | FY 2024-25 | FY 2023-24 |
|---|------------|------------|
| Gross wages paid to females as % of total wages | 9.15% | 9.11% |

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)

The Human rights is guided by Human Rights Policy, the web link of the policy <https://www.mahanagargas.com:3000/Human%20Rights%20Policy.pdf>. Focal point of contact is Mr. Sanket Dhotre – AVP – HR.

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

MGL has established a Code of Conduct - https://www.mahanagargas.com:3000/_code-of-conduct-to-regulate-monitor_e16deadf39.pdf detailing its commitment towards human rights that is applicable to all employees, directors, officers and contractual staff. MGL ensures to conduct business in such a way that it respects human rights. The mechanism to redress grievances related to human rights is same as for other grievances as mentioned in Principle 3 - Question 6.

We also have robust internal controls and procedures in place to ensure compliance with applicable labour laws including human rights.

The Company also has in place a policy on Prevention of Sexual Harassment of Women at Workplace which is in line with requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ("POSH Act"), responsibility.

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

| Aspect | FY 2024-25 | | | FY 2023-24 | | |
|-----------------------------------|-----------------------|---------------------------------------|------------------------|-----------------------|---------------------------------------|------------------------|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Sexual Harassment | 0 | 0 | No complaints received | 0 | 0 | No complaints received |
| Discrimination at workplace | 1 | 0 | Resolved | 0 | 0 | 0 |
| Child Labour | 0 | 0 | 0 | 0 | 0 | 0 |
| Forced Labour/ Involuntary Labour | 0 | 0 | 0 | 0 | 0 | 0 |
| Wages | 0 | 0 | 0 | 0 | 0 | 0 |
| Other human rights related issues | 0 | 0 | 0 | 0 | 0 | 0 |

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

| | FY 2024-25 | FY 2023-24 |
|---|-------------------|-------------------|
| Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH) | NIL | NIL |
| Complaints on POSH as a % of female employees / workers | NA | NA |
| Complaints on POSH upheld | NA | NA |

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

MGL has a robust Harassment Policy to ensure expeditious redressal of grievances related to discrimination towards all employees and workers. MGL follows a specified procedure outlined in the given policy to provide a fair and unbiased judgement. Any non-compliance with this Policy may be communicated to Mr. Sanket Dhotre, AVP (HR); +91 22 66785000.

MGL also has a Policy on Prevention of Sexual Harassment of Women at Workplace. The Company has constituted an Internal Complaints Committee (ICC) in compliance with the requirements under the POSH Act to address and handle complaints related to discrimination and harassment cases. Further, policy also provides protection against retaliation. Regardless of outcome of the complainant made in good faith, the employee lodging the complaint and any person providing information or any witness, will be protected from any retaliation. There were no complaints or concerns received or observed during FY 2024-25, pertaining to discrimination and sexual harassment.

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

Yes, human rights requirements are incorporated into all business agreements and contracts entered into by the Company.

10. Assessments of the year

| Aspects | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|--|
| Child labor | 100% |
| Forced labor | 100% |
| Sexual harassment | 100% |
| Discrimination at workplace | 100% |
| Wages | 100% |

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

No Such, as all these suppliers were found to be compliant with respect to the standard ESG guidelines.

Leadership Indicators

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

MGL has not received any complaint with respect to human rights during FY 2024-25 and grievance handling mechanism is in place, hence there was no such requirement to modify the business processes.

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

100% of new suppliers on-boarded from FY 2024-25 are screened through human rights criteria.

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, we have installed ramps at entry locations and lobbies to facilitate wheelchairs at MGL premises/ offices as per the requirements of the Rights of Persons with Disabilities Act, 2016.

Principle 6:

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

Essential Indicators

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

| Parameter | Unit | FY 2024-25 | FY 2023-24 |
|--|--|-----------------------------------|-----------------------------------|
| From renewable sources (in gigajoules) | | | |
| Total electricity consumption (A) | GJ | -- | -- |
| Total fuel consumption (B) | GJ | -- | -- |
| Energy consumption through other sources (C) | GJ | 320.47 GJ | 308.02 GJ |
| Total energy consumption from renewable sources (A+B+C) (GJ) | GJ | 320.47 GJ | 308.02 GJ |
| From non - renewable sources (in gigajoules) | | | |
| Total electricity consumption (D) | GJ | 5,63,794.88 GJ | 4,81,091.20 GJ |
| Total fuel consumption (E) | GJ | 1,830,870.7 GJ | 1,66,467.78 GJ |
| Energy consumption through other sources (F) | GJ | -- | -- |
| Total energy consumption from non - renewable sources (D+E) (GJ) | GJ | 7,46,881.95 GJ | 6,47,558.98 GJ |
| Total energy consumption (C+D+E) (GJ) | GJ | 7,47,202.42 GJ | 6,47,866.84 GJ |
| Energy intensity per rupee of turnover (Total energy consumption in GJ/ turnover in rupees in Crores) | GJ/turnover in crores | 98.44 GJ/Rupee Cr | 94.41 GJ/Rupee Cr |
| Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) | GJ/ Revenue from operations adjusted for PPP | 4.76 GJ/Rupee Cr adjusted for PPP | 4.21 GJ/Rupee Cr adjusted for PPP |
| Energy intensity in terms of physical output** | GJ used for CNG /PNG sold in tons in year | 0.97 GJ/ CNG sold per ton | 0.69 GJ /CNG sold per ton |

**excluded PNG sales since most of the energy consumed is for CNG

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

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.

Not applicable. The Company does not come under the PAT scheme.

3. Provide details of the following disclosures related to water.

| Parameter | Unit | FY 2024-25 | FY 2023-24 |
|--|------|------------|------------|
| Water withdrawal by source (in kiloliters) | | | |
| (i) Surface water | KL | -- | -- |
| (ii) Groundwater | KL | -- | -- |
| (iii) Third party water | KL | 50,446 KL | 44,232KL |
| (iv) Seawater / desalinated water | KL | -- | -- |
| (v) Others | KL | -- | -- |
| Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v) | KL | 50,446 KL | 44,232 KL |
| Total volume of water consumption (in kiloliters) | KL | 50,446 KL | 44,232 KL |

| Parameter | Unit | FY 2024-25 | FY 2023-24 |
|--|--|---------------------------------------|--------------------------------------|
| Water intensity per Cr. rupee of turnover (Water consumed / turnover) | KL/turnover in Cr. | 6.64 KL/ Rupee Cr | 6.45 KL/Rupee Cr |
| Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) | KL/ Revenue from operations adjusted for PPP | 0.32 KL/ Rupee Cr adjusted for PPP | 0.28 KL/Rupee Cr adjusted for PPP |
| Water intensity in terms of physical output | N.A | N.A | N.A |
| Water intensity (optional)– the relevant metric may be selected by the entity | | | |

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

4. Provide the following details related to water discharged:

| Parameter | Unit | FY 2024-25 | FY 2023-24 |
|--|------|------------------------------------|--------------------------------|
| Water discharge by destination and level of treatment (in kiloliters) | | | |
| (i) Surface water | KL | -- | -- |
| No treatment | KL | -- | -- |
| With treatment – please specify the level of treatment | KL | -- | -- |
| (ii) Ground water | KL | | |
| No treatment | KL | -- | -- |
| With treatment – please specify the level of treatment | KL | -- | -- |
| (iii) Sea water | KL | | |
| No treatment | KL | -- | -- |
| With treatment – please specify the level of treatment | KL | -- | -- |
| (iv) Sent to third parties | KL | | |
| No treatment | KL | -- | -- |
| With treatment – please specify the level of treatment | KL | -- | -- |
| (v) Others | KL | | |
| No treatment | KL | 7342 KL | 6,608 KL |
| With treatment – please specify the level of treatment | KL | 227.88 KL Treated water by STP. | 27 KL Treated water by STP. |
| Total water discharged (in kiloliters) | KL | 7,569.88 KL | 6,635 KL |

(*) – The recording system commenced in FY 2024-25.

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

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

No, the entity has not implemented a mechanism for Zero Liquid Discharge. The water consumption is mainly for domestic purposes and not used in any process operation, hence no industrial effluent is discharged. However, the Company has set up WTP (Water Treatment Plant)/ STP (Sewage Treatment Plant) at CGS Savroli and CGS Taloja and rainwater harvesting system at CGS Ambernath and CGS Savroli for recycling of wastewater and to conserve the water by recycling and reusing the treated water.

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

| Parameter | Unit | FY 2024-25 | FY 2023-24 |
|-------------------------------------|------------|------------|------------|
| NOx | Tons/annum | 69.25 | 68.01 |
| SOx | Tons/annum | 0.02 | 0.02 |
| Particulate matter (PM 10) | Tons/annum | 1.22 | 0.71 |
| Persistent organic pollutants (POP) | Tons/annum | Nil | Nil |
| Volatile organic compounds (VOC) | Tons/annum | 0.93 | 0.92 |
| Hazardous air pollutants (HAP) | Tons/annum | Nil | 0.00 |
| Others – Process Emission (CO) | Tons/annum | 116.55 | 113.90 |

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

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

| Parameter | Unit | FY24-25 | FY23-24 |
|--|---|--------------|--------------|
| Scope 1 | Metric Tons of CO ₂ Equivalent | 2,83,681 | 2,62,212 |
| Scope 2 | Metric Tons of CO ₂ Equivalent | 1,13,855 | 95,684 |
| | tCO2e/Cr (₹) | 52.38 | 52.16 |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) | tCO2e/Cr (₹) adjusted for PPP | 2.54 | 2.33 |
| (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) | | | |
| Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity | | -- | -- |

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

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

MGL has taken up the following projects/ initiatives to reduce Green House Gas emission:

- MGL installed Sewage Treatment Plant (STP) at City Gate Stations (CGS) at Mahape and Ambernath. These STP's collect, treat, and discharge wastewater, providing a service essential to environmental and public health thereby eliminating the possibility of sewage leaching into subsoil and contaminating ecosystems. Also, during the year, MGL implemented Rain Water Harvesting system at CGS Mahape and Taloja for collecting and storage of rain water, rather than allowing it to run off and utilizing it for gardening purpose as well as replenishment of ground water.
- MGL Hariyali led the Rapid Forest Project, based on the Miyawaki method, to promote afforestation using native species. Over 56,000 saplings were planted across four locations, contributing to increased green cover, biodiversity restoration and climate resilience. Additional 200 plants were planted as an ESG initiatives to increase biodiversity.
- MGL's Mahape Admin office has been equipped with a solar power system of approximately 15 kW. This initiative promotes the use of renewable energy, reduces carbon footprint, and supports eco-friendly practices. The installation of solar panels demonstrates MGL's commitment to sustainability and environmental responsibility. By harnessing solar energy, MGL aims to minimize its reliance on non-renewable sources, lower energy costs, and contribute to a cleaner environment. This step towards sustainability reflects MGL's dedication to corporate social responsibility and environmental stewardship, setting a positive example for the industry
- As part of MGL's continued commitment to integrating Environmental, Social, and Governance (ESG) principles across its operations, a focused training program on ESG was conducted for 196 employees. This initiative aimed to enhance awareness, build internal capabilities, and foster a culture of sustainability and responsible governance within the organization.

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

| Parameter | FY24-25 | FY23-24 |
|--|--|---------------------------------------|
| Plastic waste (A) | 18.59 MT | 7.72 MT |
| E-waste (B) | 0.56MT | 0.24 MT |
| Bio-medical waste (C) | 0 | 0 |
| Construction and demolition waste (D) | 0 | 0 |
| Battery waste (E) | 3.45MT | 2.01 MT |
| Radioactive waste (F) | Nil | Nil |
| Other Hazardous waste. Please specify, if any. (G) | | |
| - Used Oil | 56.70 MT | 57.75 |
| - Empty Oil Drum | 9.09MT | 9.07 |
| - Wastes or residues containing oil (Cotton Wate) | 0.75 MT | 0.68 |
| - Wastes or residues containing oil (Filter) | 0.64 MT | 0.64 |
| - Wastes or residues containing oil (Scrubber) | 0 | 0.02 |
| Other Non-hazardous waste generated (H) | 4.06 MT | 5.44 MT |
| Total (A+B + C + D + E + F + G + H) | 93.84 MT | 83.57 MT |
| Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) | 0.0123 MT/Rupee Cr | 0.012 MT/Rupee Cr |
| Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) | 0.0006 MT/Rupee Cr adjusted for PPP | 0.001 MT/Rupee Cr adjusted for PPP |
| Waste intensity in terms of physical output | N.A. | N.A. |
| Waste intensity (optional) – the relevant metric may be selected by the entity | -- | -- |

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)

| Category | FY 2024-25 | FY 2023-24 |
|---------------------------------|-----------------|-----------------|
| (i) Recycled | 88.39 MT | 76.79 MT |
| (ii) Re-used | 0 | 0 |
| (iii) Other recovery operations | 0 | 0 |
| Total | 88.39 MT | 76.79 MT |

For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)

| Category | FY 2024-25 | FY 2023-24 |
|---------------------------------|----------------|----------------|
| (i) Incineration | 5.45 MT | 6.78 MT |
| (ii) Landfilling | 0 | 0 |
| (iii) Other disposal operations | 0 | 0 |
| Total | 5.45 MT | 6.78 MT |

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

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

MGL follows a certified ISO 14001:2015 Environment Management System, ensuring proper waste management. The company has procedures for safe disposal of hazardous waste, e-waste, and other waste types. Hazardous waste is handled, segregated, stored, and transported per regulatory requirements and best practices. Disposal is conducted in an environmentally sound manner through authorized vendors for recycling, as per regulations.

- 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:**

The Company does not have any offices or operational site in any of the ecologically sensitive areas.

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

The Company has not carried out any environmental impact assessment in current FY 2024-25 since it was not applicable for projects undertaken in current FY 2024-25.

- 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:**

Yes, the Company is 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.

Leadership Indicators

- 1. Water withdrawal, consumption, and discharge in areas of water stress (in kiloliters):**

During the year under review, MGL has not withdrawn any water or discharged water in the areas of water stress and do not have operations in these areas.

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

| Parameter | Unit | FY 2024-2025 | FY 2023-2024 |
|---|--|--------------|--------------|
| Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, if available) | Metric tons of CO ₂ equivalent | 34,27,432 | 30,55,816 |
| Total Scope 3 emissions per rupee of turnover | Metric tons of CO ₂ Equivalent/Rupee Cr | 451.57 | 445.32 |
| Total Scope 3 emissions per rupee of turnover adjusted for Purchasing Power Parity (PPP) | Metric tons of CO ₂ Equivalent/Rupee Cr adjusted to PPP | 21.86 | 19.88 |
| Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity | | -- | -- |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.: No. All the required statutory and internal inspections/ audits are carried out on a periodic basis.

- 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.**

Currently none of the locations (including outlets and head office) of the Company fall in/around ecologically sensitive areas.

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

MGL has a Business Continuity Plan (BCP) in place that outlines how the business will continue to operate during an unplanned disruption in service. It contains contingencies for business processes, assets, human resources and business partners and every aspect of the business that might be affected.

The aim of BCP is to identify in advance, as far as possible, the actions that are necessary and the resources which are needed to enable the organization to manage a disaster whatever its cause considering the Business Continuity Recovery Strategies.

The BCP details out the arrangement which forms part of the overall Disaster (Crisis) Management Plan of the Company. MGL has an Emergency Response and Disaster Management Plan (ERDMP) which is in conformity with PNGRB Regulations and covers identification of emergencies, necessary mitigation measures, preparedness plans, response, and recovery measures with respect to MGL gas supply assets.

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.**

MGL is affiliated with 3 National Trade and Industry Chambers.

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

| Sl. No. | Name of the trade and industry chambers/ associations | Reach of trade and industry chambers/ associations (State/National) |
|---------|---|---|
| 1 | Natural Gas Society | National |
| 2 | National Safety Council of India | National |
| 3 | Indian fertilizer | National |
| 4 | Petro watch | National |
| 5 | Bloomberg | 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.**

No, there were no cases of anti-competitive conduct during the reporting period.

Leadership Indicators

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

The Company does not currently advocate for any public policy positions.

Principle 8:

Businesses should promote inclusive growth and equitable development.

Essential Indicators

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

| Name and brief details of the project | SIA Notification No. | Date of notification | Whether conducted by an independent external agency (Yes / No) | Results communicated in the public domain (Yes / No) | Relevant Web link |
|---|-------------------------------|----------------------|--|--|-------------------|
| MGL Poshan- Swasthya Ahara Program (2022-23) | MGL/C&P/ CSR/4326/21-22/SR | 12-10-2021 | YES | NO | NA |
| MGL Saksham- to develop and rehabilitate children and adults with multiple disabilities (2022-23) | MGL/C&P/ CSR/4326/21-22/SR | 12-10-2021 | YES | NO | NA |
| MGL Aarogya- Eye Surgery for Needy Patients (2022-23) | MGL/C&P/ CSR/4326/21-22/SR | 12-10-2021 | YES | NO | NA |

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

The Company does not have any ongoing Rehabilitation and Resettlement (R&R) for FY 2024-25.

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

MGL implements its Corporate Social Responsibility (CSR) initiatives through multi multi-pronged approach. This results in giving direct benefits to the marginalized community as well as a snowball effect to more beneficiaries. The entire approach is process-driven, focusing on need assessment at the inception. MGL focuses on investing in need-based projects. MGL has instituted a robust framework for the selection of projects. A mandatory part of the framework is a visit by MGL's official to the proposed community/ site to gauge the community's needs, enthusiasm, and acceptance of the proposed intervention. MGL has implemented various new interventions on a pilot basis and then scaled them up, based on a review of the project. Further, MGL has also adopted a robust in-house monitoring strategy. Additionally, an app-based monitoring system is implemented to get live data as and when required. Regular monitoring visits are carried out to ensure that the project is implemented in line with the stakeholders' expectations. The sustainability of CSR intervention is an important consideration and the community's involvement is elicited right from the inception. People's institutions are formed and strengthened to ensure that the impact created is sustained post-exit of the Company from the intervention. MGL CSR also believes in and undertakes coordinated efforts and works closely with other CSR entities, Government agencies, and international organizations in the country to create a learning and sharing environment in the social development space. This has resulted in covering more underserved communities in thematic areas like preventive health care, primary education, disability, women empowerment, skill development, and environment conservation.

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

| Particulars | FY 2024-2025 | FY 2023-2024 |
|---|--------------|--------------|
| Directly sourced from MSMEs/ small producers* | 63% | 74% |
| Directly from within India | 99.49% | 99.85% |

*Above figures are excluding Gas purchase value. In case total input by value is considered inclusive of gas purchase, the figures would be 11% & 11% for FY 2024-25 and 2023-24 respectively.

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 2024-2025 | FY 2023-2024 |
|--------------|--------------|--------------|
| Rural | 0 | 0 |
| Semi-urban | 0 | 0 |
| Urban | 0 | 0 |
| Metropolitan | 100% | 100% |

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):

Not Applicable.

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

No CSR projects are being undertaken in designated aspirational districts as identified by government bodies.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) – No, the Company does not have a preferential procurement policy.

(b) From which marginalized /vulnerable groups do you procure? – Not Applicable

(c) What percentage of total procurement (by value) does it constitute? – Not Applicable

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

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.

Not Applicable.

6. Details of beneficiaries of CSR Projects:

CSR projects mentioned below and pursued by the Company are meant to benefit vulnerable and marginalized groups of communities.

| SL. No. | CSR Project | No. of persons benefited from CSR Projects | % Of beneficiaries from vulnerable and marginalized groups |
|---------|--|--|--|
| 1 | MGL Aarogya-Swasthya Ahara Program | 44321 | 100% |
| 2 | MGL Vidya- Palavee- Anganwadi strengthening- Roha | 3776 | 100% |
| 3 | MGL Saksham- Mid-day meal distribution | 10910 | 100% |
| 4 | MGL Aarogya- Childcare Centres - supporting child cancer patients | 2493 | 100% |
| 5 | MGL Saksham-Providing a home-like environment, stay, education, and rehabilitation programs for orphan children | 67 | 100% |
| 6 | MGL Aarogya - Adolescent Girls Empowerment | 200 | 100% |
| 7 | MGL Hariyali -Miyawaki Forest Development | 56000 Trees | 100% |
| 8 | MGL Vidya- STEM Education Learning Program | 2418 | 100% |
| 9 | MGL Hariyali- Building Sustainable Livelihood, Environment conservation, improving grain productivity through honey beekeeping | 300 | 100% |
| 10 | MGL Hunar-Skill training to youth on trades like plumbing, fitter, motor mechanic, and assistant electrician. | 400 | 100% |
| 11 | MGL Aarogya-Cataract surgeries for BPL families | 7000 | 100% |
| 12 | MGL Aarogya- Cervical Cancer Awareness Program | 2000 | 100% |
| 13 | MGL Saksham- Early childhood education & skill training Program | 455 | 100% |
| 14 | MGL Vikas- Holistic Village Development Program | 3239 | 100% |
| 15 | MGL Aarogya- Medical (dental)equipment donated | 218 | 100% |
| 16 | MGL Hunar- Gas pipeline fitter skill enhancement program | 30 | 100% |
| 17 | MGL Saathi- Support to Himalayan Art Gallery | 6000 art objects preserved | 100% |
| 18 | MGL Saathi- Digitized archival art objects (1345) | 400 | 100% |
| 19 | MGL Aarogya- Support TB patients by providing nutritious food under the Nikshay Mitra Scheme | 1871 | 100% |
| 20 | MGL Aarogya- Medical Equipment's donation to Nephrology department at JJ Hospital | 1430 | 100% |
| 21 | Akanksha Foundation- Support to the school of Navi Mumbai Municipal Corporation | 400 | 100% |
| 22 | MGL Hunar- Employment Lined Skill Development training | 100 | 100% |
| 23 | MGL Hunar- Support to Electrician and Plumbing courses at ITI Karjat | 267 | 100% |
| 24 | MGL Hunar- Prabodhan Goregaon- Operating employability enhancement training to 320 youth | 77 | 100% |
| 25 | MGL Vikas- Livelihood enhancement through inland fishery and market linkages program for tribal communities | 78 | 100% |
| 26 | MGL Vikas- Livelihood enhancement through inland fishery and market linkages program for tribal communities | 48 | 100% |

| SL. No. | CSR Project | No. of persons benefited from CSR Projects | % Of beneficiaries from vulnerable and marginalized groups |
|---------|---|--|--|
| 27 | MGL Vikas- Livelihood enhancement through inland fishery and market linkages program for tribal communities | 50 | 100% |
| 28 | MGL Vidya- Palavee- Anganwadi strengthening- Roha | 240 | 100% |
| 29 | MGL Aarogya - Adolescent Girls Empowerment | 416 | 100% |
| 30 | MGL Aarogya- Eliminating clubfoot problem among children | 229 | 100% |
| 31 | MGL Aarogya- Skill training to girls on 'Paramedical technicians' and 'Community health workers | 180 | 100% |
| 32 | MGL Vikas- Integrated Development for 5 villages at Mahad | 2500 | 100% |
| 33 | MGL Saksham- Project for differently abled, Minibus for transportation | 11 | 100% |
| 34 | MGL Vikas-Integrated Development of 6 villages in Raigad District. | 3239 | 100% |
| 35 | MGL Aarogya- RK HIV Aids Research & Care Centre | 20 | 100% |
| 36 | MGL Aarogya- TB Tru Naat Machine Donation under Eradication of TB Program | 22500 | 100% |
| 37 | MGL Aarogya- TB-Hand Held X-ray Machine donation under Eradication TB Program | 4030 | 100% |
| 38 | MGL Aarogya- EYE Cataract Operation Program | 400 | 100% |
| 39 | MGL Saksham- Support to COVID Orphan Children | 35 | 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.

MGL has a robust consumer grievance redressal mechanism in place, ensuring efficient resolution of customer concerns. All our Customer Relationship Management (CRM) processes and practices are ISO-certified. We have established an omnichannel communication network across various online and offline touchpoints to proactively engage with stakeholders, citizens, and customers. These channels effectively address queries, concerns, and grievances from our extensive customer base.

- 1. Call Centers:** Our 24x7 Customer Helpline operates year-round, supported by state-of-the-art infrastructure designed for scalability and flexibility. This enables us to efficiently manage fluctuating call volumes and customer demands while maintaining optimal service levels, even during peak periods.
- 2. Back Office:** Dedicated service agencies handle customer queries and concerns received via email, physical letters, and customer posts on the MGL website.
- 3. Front Office:** We have 13 exclusive walk-in centers across our operational areas, where customers can receive prompt assistance in person.
- 4. PNGRB QOSS Guidelines (Quality of Service Standards):** MGL has appointed designated officers, including a Complaint In-Charge, Nodal Officer, and Appellate Authority, to address unresolved concerns. Their contact details are easily accessible on PNG bills and the company's website.
- 5. Collaboration with Consumer Forums and NGOs:** We work with consumer forums and NGOs to address customer concerns effectively.

- 6. Website:** Our comprehensive website serves as a one-stop solution for customer information, queries, and complaint registration.
- 7. Mobile App (MGL Connect):** Our mobile app offers a range of services, including bill viewing, payments, and meter reading submissions.
- 8. Social media and Online Portals:** We actively engage customers through platforms such as Twitter, Facebook, and Instagram.
- 9. Escalation Desk:** A dedicated team of experienced professionals handles escalated matters, ensuring satisfactory resolutions and reinforcing our commitment to exceptional service and support.
- 10. WhatsApp Service:** Designed for enhanced customer experience, our WhatsApp service features user-friendly navigation, enabling efficient interactions related to MGL products and services. Live chat support further streamlines issue resolution.
- 11. SAP Registration:** All customer concerns are logged with unique docket numbers, and efforts are made to resolve them within stipulated timeframes. Any exceptions or delays are escalated for further attention.

This comprehensive approach reflects our commitment to delivering outstanding customer service. We continuously strive to enhance our processes to meet the evolving needs and expectations of our customers.

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

| CSR Project | As a percentage to total turnover |
|---|-----------------------------------|
| Environmental and social parameters relevant to the product | 0 |
| Safe and responsible usage | 100% |
| Recycling and/or Safe Disposal | 0 |

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

| Aspects | FY 2024-25 | | Remarks | FY 2023-24 | | Remarks |
|--------------------------------|--------------------------|-----------------------------------|---------|--------------------------|-----------------------------------|---------|
| | Received during the year | Pending resolution at end of year | | Received during the year | Pending resolution at end of year | |
| Data privacy | 0 | 0 | Nil | 0 | 0 | Nil |
| Advertising | 0 | 0 | | 0 | 0 | |
| Cyber-security | 0 | 0 | | 0 | 0 | |
| Delivery of essential services | 375 | 0 | | 209 | 0 | |
| Restrictive Trade Practices | 0 | 0 | | 0 | 0 | |
| Unfair Trade Practices | 0 | 0 | | 0 | 0 | |
| Others | 0 | 0 | | 0 | 0 | |

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

| Aspect | Number | Reason for Recall |
|-------------------------------|--------|-------------------|
| Voluntary recall /Mock recall | 0 | NA |
| Forced recall | 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.

To ensure complete integrity and safety of data we have formulated an Information Technology (IT) Policy covering aspects related to confidentiality, integrity, availability, and security of the corporate information handled by the Company. In addition to the IT Policy, we have also formulated Information Security Management System (ISMS) policy in line with the ISO 27001:2022 standard. We provide relevant training and awareness sessions to employees on cybersecurity and privacy protection issues to ensure that the policy is well sensitized throughout the workforce.

a) Framework on Cybersecurity and Data Protection - Cyber Security Framework v2.pdf ([mahanagargas.com](#))

b) Privacy Policy - <https://www.mahanagargas.com/privacy-policy>

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

There has been no such instance which has occurred during FY2024-25.

7. Provide the following information relating to data breaches:

a. **Number of instances of data breaches** - None

b. **Percentage of data breaches involving personally identifiable information of customers** - None

c. **Impact, if any, of the data breaches** - There have not been any such instances.

Leadership Indicators

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

MGL has dedicated platform and channels for information on products and services, which can be accessed at www.mahanagargas.com and through Mobile APP (MGL Connect) which provides the complete product/ services information. Additionally, MGL provides product and service information through multiple platforms:

- Walk-in Centers & 24x7 Call Centers
- Social Media:
 - Facebook
 - Twitter/X
 - Instagram
 - YouTube
 - LinkedIn
- Email Support: support@mahanagargas.com, info@mahanagargas.com

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

MGL takes all the steps to inform and educate about the safe and responsible usage of products/ or services in various ways. The safety norms/ Dos and Don't, related to its product is displayed at MGL website (www.mahanagargas.com) and its Mobile APP (MGL Connect). Best practices are displayed on our PNG Bills (sent to PNG customers bimonthly). The safety guidelines are also intermittently disseminated to our customer through SMS to PNG customers. The following are the additional safety precautions taken by MGL:

- During festivals, the safety norms are given in all prominent News Paper to create safety awareness.
- Safety Guidelines are also displayed at across all MGL Offices.

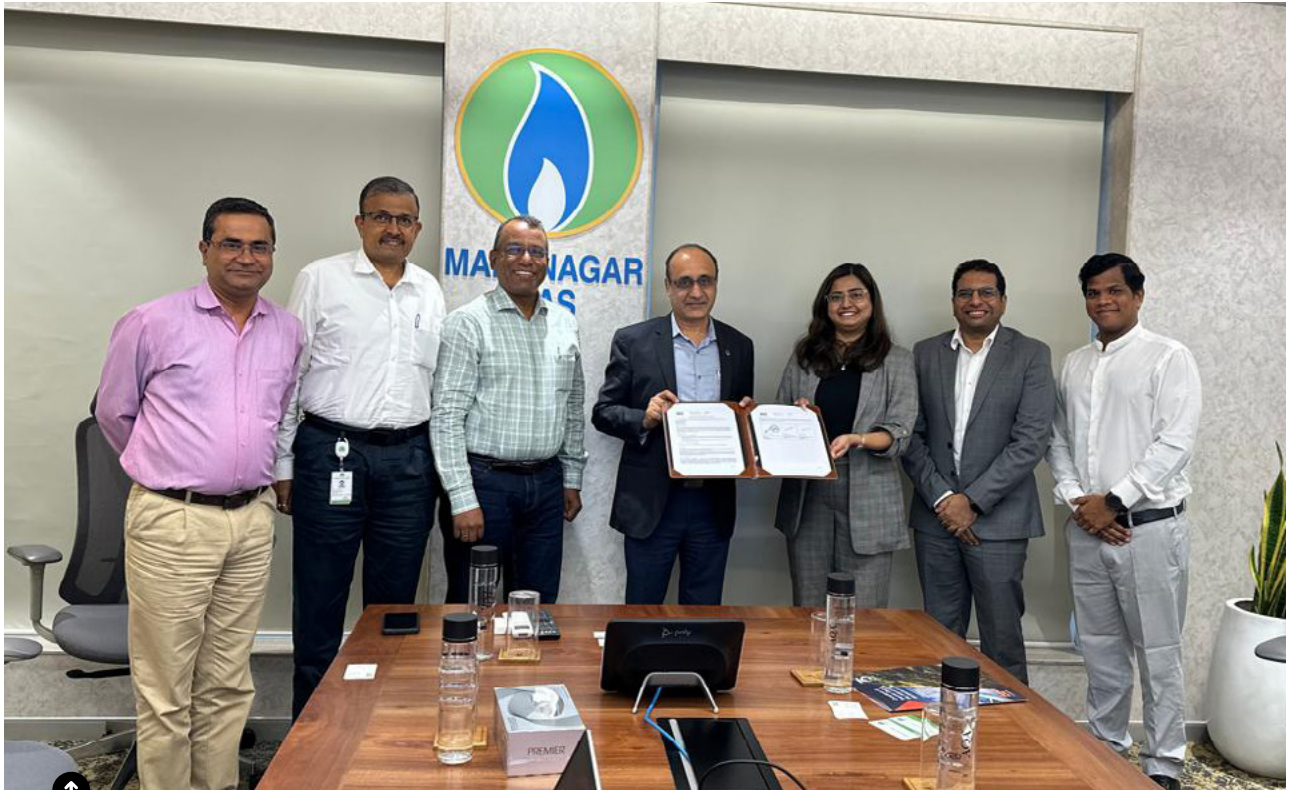
- Marketing/ HSE departments conducts awareness program before PNG connection is provided to the Society/ Building.
- Awareness about PNG and CNG is released twice to thrice in a year in print and alternate months on social media, SMS alerts are also sent periodically, PNG bill Inserts (leaflets) are also sent to customers along with their PNG Bills.
- Safety Information placards are also put up in Societies/ Buildings.

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

In case of a sudden disruption in the supply of gas for a longer period, a SMS is sent to customers by the Operations & Maintenance department and posts are put-up on social media for general awareness. In case of a planned shutdown / maintenance activity, letters are sent out to individual societies / buildings informing the customers in advance about the activity, to enable them to take the required precautions / steps.

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)

Display of product information on the product is not applicable to the Company. However, MGL does communicate about the product by displaying information at various customer touch points such as customer walk-in centers, CNG retail outlets, customer/stake holders meets, etc. MGL conducts customer satisfaction survey in its geographical areas for DPNG and CNG segments periodically.



MGL successfully completed Third Party Limited Assurance of Business Responsibility and Sustainability Reporting (BRSR) of FY 2024-25 from M/s SGS India (P) Ltd. This assurance engagement was conducted in accordance with "International Standard on Assurance Engagements (ISAE) 3000"



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INDEPENDENT ASSURANCE STATEMENT

Independent Assurance Statement to Mahanagar Gas Limited on its BRSR for the FY 2024-25

Mahanagar Gas Limited,
MGL House, Block G-33,
Bandra Kurla Complex,
Bandra East, Mumbai,
Maharashtra – 400051

Nature of the Assurance

SGS India Private Limited (hereinafter referred to as 'SGS India') was engaged by **Mahanagar Gas Limited** (the 'Company' or 'MGL') to conduct an independent assurance of the Company's Business Responsibility and Sustainability Reporting (BRSR) (the 'Report') pertaining to the reporting period of April 1, 2024, to March 31, 2025. SGS India has conducted a Limited level of Assurance for BRSR core parameters. This assurance engagement was conducted in accordance with "International Standard on Assurance Engagements (ISAE) 3000 (Revised).

Reporting Framework

The Report has been prepared following the

- 1) BRSR Core-Framework for assurance and ESG disclosures for value chain (SEBI vide Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122) dated July 12, 2023 read with SEBI Circular No. SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated December 20, 2024
- 2) MASTER CIRCULAR (SEBI vide Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155) dated November 11, 2024
- 3) Greenhouse Gas Protocol standard

Intended Users of this Assurance Statement

This Assurance Statement is provided with the intention of informing all **Mahanagar Gas Limited's** Stakeholders.

Responsibilities

The information in the report and its presentation are the responsibility of the management of the Company. SGS India has not been involved in the preparation of any of the material included in the report.

Our responsibility is to express an opinion on the text, data, and statements within the defined scope of assurance, aiming to inform the management of the Company, and in alignment with the agreed terms of reference. We do not accept or assume any responsibility beyond this specific scope. The Statement shall not be used for interpreting the overall performance of the Company, except for the aspects explicitly mentioned within the scope.

Assurance Standard

SGS has conducted an engagement in accordance with the International Standard on Assurance Engagement (ISAE) 3000(revised) (Assurance Engagements other than Audits or Reviews of Historical Financial Information). Our evidence-gathering procedures were designed to obtain a 'Limited' level of assurance. The procedures performed in a limited assurance engagement are designed to support expectations regarding the direction of trends, relationships and ratios rather than to identify misstatements with the level of precision expected in a reasonable assurance engagement.



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Statement of Independence and Competence

The SGS Group of companies is the world leader in inspection, testing and assurance, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from Mahanagar Gas Limited, being free from bias and conflicts of interest with the organization, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with ISO 26000, ISO 20121, ISO 50001, SA8000, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance.

Scope of Assurance

The assurance process involved assessing the quality, accuracy, and reliability of BRSR Indicators (KPIs) within the report for the period April 1, 2024, to March 31, 2025. The reporting scope and boundaries include 5 City Gate Stations, and 31 offices spread across different cities in Maharashtra.

Assurance Methodology

The assurance comprised a combination of desktop review, interaction with the key personnel engaged in the process of developing the report, on-site visits, and remote verification of data. Specifically, SGS India undertook the following activities:

- Assessment of the suitability of the applicable criteria in terms of its comprehensiveness, reliability, and accuracy.
- Interaction with key personnel responsible for collecting, consolidating, and calculating the BRSR core KPIs and assessing the internal control mechanisms in place to ensure data quality.
- Application of analytical procedures and verification of documents on a sample basis for the compilation and reporting of the KPIs.
- Assessing the aggregation process of data at the corporate level.
- Critical review of the report regarding the plausibility and consistency of qualitative and quantitative information related to the KPIS.

Limitations

The assurance scope excludes:

- Disclosures other than those mentioned in the assurance scope.
- Data review outside the operational sites as mentioned in the reporting boundary.
- Validation of any data and information other than those presented in “Findings and Conclusion.”
- The assurance engagement considers an uncertainty of $\pm 5\%$ based on the materiality threshold for Assumption/estimation/measurement errors and omissions.
- The Company’s statements that describe the expression of opinion, belief, aspiration, expectation, aim to future intention provided by the Company, and assertions related to Intellectual Property Rights and other competitive issues.
- Strategy and other related linkages expressed in the Report.
- Mapping of the Report with reporting frameworks other than those mentioned in the Reporting Criteria above.

SGS India verified data on a sample basis; the responsibility for the authenticity of the data entirely lies with the Company. The assurance scope excluded forward-looking statements, product- or service-related information, external information sources and expert opinions. SGS India has not been involved in the evaluation or assessment of any financial data/performance of the company. Our opinion on financial indicators is based on the third-party audited financial reports of the Company. SGS India does not take any responsibility for the financial data reported in the audited financial reports of the Company.



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Findings and Conclusions

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the essential and leadership indicators (as per the Annexure A) reported in the BRSR report are not prepared, in all material respects, in accordance with the reporting criteria.

For and on behalf of SGS India Private Limited

| | | |
|--|--|---|
|  <p>Ashwini K. Mavinkurve, Head – ESG & Sustainability Services, SGS India Pune, India 16th June 2025</p> |  <p>Abhijit Joshi Technical reviewer– ESG & Sustainability Services, SGS India Pune, India</p> |  <p>Ajinkya Sambre Lead Verifier – ESG & Sustainability Services, SGS India Pune, India</p> |
|--|--|---|



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Annexure A

The list of BRSR Core Indicators that were verified within this assurance engagement is given below:

| S.No. | BRSR Core Attributes | BRSR Core Indicators |
|-------|---|---|
| 1 | Greenhouse gas (GHG) footprint | <ul style="list-style-type: none"> ≈ Total Scope 1 emissions ≈ Total Scope 2 emissions ≈ GHG Emission Intensity (Scope 1 +2) |
| 2 | Water footprint | <ul style="list-style-type: none"> ≈ Total water Extraction ≈ Total water consumption ≈ Water consumption intensity ≈ Water Discharge by destination and levels of Treatment |
| 3 | Energy footprint | <ul style="list-style-type: none"> ≈ Total energy consumed ≈ % of energy consumed from renewable sources ≈ Energy intensity |
| 4 | Embracing circularity | <ul style="list-style-type: none"> ≈ Plastic waste ≈ E-waste ≈ Bio-Medical Waste ≈ Construction and Demolition waste ≈ Battery waste ≈ Radioactive Waste ≈ Other hazardous waste ≈ Other non-hazardous waste ≈ Total waste generated ≈ Waste intensity ≈ Total waste recovered through recycling, re-using or other recovery operations ≈ Total waste disposed by nature of disposal method |
| 5 | Employee well-being and safety | <ul style="list-style-type: none"> ≈ Spending on measures towards well-being of employees as a % of total revenue from operations of the Company ≈ Details of safety related incidents for employees and workers |
| 6 | Enabling gender diversity in business | <ul style="list-style-type: none"> ≈ Gross wages paid to females as % of total wages paid ≈ Complaints on POSH |
| 7 | Enabling inclusive development | <ul style="list-style-type: none"> ≈ Input material sourced from MSMEs/ small producers as % of total purchases directly sourced from MSMEs/ small producers and directly from within India ≈ Job creation in smaller towns - Wages paid to persons employed in smaller towns as % of total wage cost |
| 8 | Fairness in engaging with customers and suppliers | <ul style="list-style-type: none"> ≈ Instances involving loss/breach of data of customers as a percentage of total data breaches or cyber security events ≈ Number of days of accounts payable |
| 9 | Open-ness of business | <ul style="list-style-type: none"> ≈ Concentration of purchases & sales done with trading houses, dealers, and related parties ≈ Loans and advances & investments with related parties |