

चेन्नै पेट्रोलियम कॉर्पोरेशन लिमिटेड
(भारत सरकार का उद्यम और आईओसीएल की समूह कंपनी)
Chennai Petroleum Corporation Limited
(A Government of India Enterprise and Group Company of IOCL)



14th July, 2024

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

NSE CODE: CHENNPETRO

**SUBJECT: : BUSINESS RESPONSIBILITY AND SUSTAINABILITY
REPORT FOR FY 2023-24**

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, we are submitting herewith the Business Responsibility and Sustainability Report ('BRSR') for the financial year ended 31st March 2024, which forms part of Integrated Annual Report for FY 2023 - 2024.

The aforesaid BRSR is also available on the website of the Company at

<https://cpcl.co.in/investors/financials/exchange-intimations/> .

Please take the above on your record.

Thanking You,

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

PARAMES
WARAN
SHANKAR

P.SHANKAR
COMPANY SECRETARY

आई एस ओ 9001:2008, आई एस ओ 14001:2004, बी एस ओ एच एस ए एस 18001:2007 प्रमाणित कंपनी / An ISO 9001:2008, ISO 14001:2004, BS OHSAS 18001:2007 Certified company

कंपनी की सी आई एन एल 40101 टी एन 1965 जी ओ आई 005389 / The CIN of the Company is L 40101 TN 1965 GOI 005389

मणली, चेन्नै / Manali, Chennai - 600 068, फोन / Phone : 2594 4000 to 09, वेबसाइट/Website : www.cpcl.co.in

पंजीकृत कार्यालय : 536, अण्णा सालै, तेनाम्पेट, चेन्नै - 600 018 / Regd. Office : 536, Anna Salai, Teynampet, Chennai - 600 018. फोन / Phone : 24349232, 24349833, 24349294, फैक्स / Fax : +91-44-24341753



Business Responsibility & Sustainability Reporting (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	: L40101TN1965GOI005389
2.	Name of the Listed Entity	: CHENNAI PETROLEUM CORPORATION LIMITED
3.	Year of incorporation	: 30/12/1965
4.	Registered office address	: Chennai Petroleum Corporation Limited; No.536, Anna Salai, Teynampet, Chennai- 600018
5.	Corporate address	: Chennai Petroleum Corporation Limited; No.536, Anna Salai, Teynampet, Chennai- 600018
6.	E-mail	: shankarp@cpcl.co.in
7.	Telephone	: 044-24349833
8.	Website	: www.cpcl.co.in
9.	Financial year for which reporting is being done	: FY 2023-24
10.	Name of the Stock Exchange(s) where shares are listed	: Bombay Stock Exchange, National Stock Exchange
11.	Paid-up Capital	: INR 148,91,14,000/-
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	: Name: Shri P. Shankar Telephone: 044-24346807 Email: shankarp@cpcl.co.in
13.	Reporting boundary Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	: Type of Reporting: Standalone (i.e., excluding JV & Associates)
14.	Name of assurance provider	: Bureau Veritas India Pvt Ltd
15.	Type of assurance obtained	: Reasonable Assurance

II. Products/services

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

S. No.	Description of main activity	Description of business activity	% of turnover of the entity (FY23)
1	Manufacturing	Processing of Crude Oil into Refined Petroleum products and other products	100%

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	High Speed Diesel (HSD)	466/473	55%
2	Motor Spirit (MS)	466/473	14%
3	Aviation Turbine Fuel (ATF)	466	10%
4	Naphtha	466	8%
5	LPG	466/473	3%

III. Operations

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

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

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

19. Markets served by the entity:**a. Number of locations**

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

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

Zero; The company operates solely within India, with all operations and sales confined to the domestic market. However, CPCL engages in exporting specific petroleum products such as HSD, Naphtha, and LOBS when local demand is exceeded by supply. These exports are facilitated through Indian Oil Corporation, with IOCL acting as the exporter and CPCL playing a supporting role as a manufacturer. CPCL's contribution to exports as a supporting manufacturer stands at 11.68%.

c. A brief on types of customers

CPCL primarily focuses on selling its petroleum products to IOCL, the parent company.

CPCL supplies its products to petrochemical industries nearby, which utilize them as raw materials for manufacturing finished goods. Moreover, CPCL directly distributes specialty items such as Food Grade Hexane, Mineral Turpentine Oil, and Paraffin Wax to end consumers. Apart from petroleum products, CPCL also sells by-products like Sulphur and Petroleum Coke directly to consumers.

IV. Employees**20. Details as at the end of Financial Year:****a. Employees and Workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	734	671	91%	63	9%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D+E)	734	671	91%	63	9%
WORKERS						
4.	Permanent (F)	688	676	98%	12	2%
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F+G)	688	676	98%	12	2%

b. Differently abled Employees and Workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	18	18	100%	0	0
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	18	18	100%	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	19	18	95%	1	5%
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	19	18	95%	1	5%



21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	12	1	8.33 %
Key Management Personnel	5	0	0 %

22. Turnover rate for permanent employees and workers

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees & Workers	6.33%	0.7%	6.40%	5.57%	0.47%	6.04%	6.29%	0.57%	6.85%

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed Entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Indian Oil Corporation Limited	Holding	51.89	Yes
2.	Indian Additives Limited	Joint venture	50.00	No
3.	National Aromatics and Petrochemicals Corporation Limited	Joint venture	50.00	No
4.	Cauvery Basin Refinery and Petrochemicals Limited	Joint venture	25.00	No

VI. CSR Details

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

(ii) Turnover (in ₹) – INR 79,272.25 Crore

(iii) Net worth (in ₹) – INR 8,592.96 Crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Investors (other than shareholders)	Yes	-	-	-	-	-	-
Communities	Yes	-	-	-	-	-	-
Stakeholder Engagement	Yes	947	-	-	541	-	-
Employees and workers	Yes	-	-	-	-	-	-

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes	1	-	One of our customers complained that our Sulphur pellets made the solution turbid when dissolved in CS ₂ , and its purity was around 98-98.50% by the ASTM Method. They used to get a clear solution with a purity of at least 99.5% from our previous material. Our technical team addressed the issue by adjusting the process and resolved the complaint.	1	-	Quality variation in RSH of PBFS & LPBFS to customer was reported and the same got resolved in 24 hours by adjusting plant conditions
Environment	Yes	4	3	-	1	-	-
Public policy	Yes	-	-	-	14	-	-

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Risk Management	Risk	The recognition of global warming as a significant risk extends to all businesses worldwide. It is imperative for businesses to identify the risks linked to climate change and establish frameworks aimed at mitigating these risks to ensure uninterrupted operations	A framework to comprehensively capture all climate related risks and identifying the relevant mitigation measures is under progress.	Negative
2	Energy Efficiency and Management	Opportunity	Deploying energy-efficient measures to minimize energy consumption resulting in cost savings and reduction in GHG Emissions.		Positive
3	Air Quality Management	Risk	Maintaining and improving the air quality within and outside surrounding the organization.	Maintaining air quality below regulatory consent standards is crucial for ongoing operations, as it helps prevent adverse impacts on nearby communities. To achieve this, rigorous continuous monitoring systems both on-site and in the surroundings are installed.	Negative



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

Section B: Management and Process Disclosures

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

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

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

P3 - Businesses should promote the wellbeing of all employees

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

P5 - Businesses should respect and promote human rights

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

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

P8 - Businesses should support inclusive growth and equitable development

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	<p>Web links of the policies which cover the principles and core elements of the NGRBCs are as follows: https://cpcl.co.in/company/overview/our-policies/ Weblink of the policies include the following.</p> <ul style="list-style-type: none"> • Whistle Blower Policy • Safety Health and Environment Policy • Related Party Transactions Policy • Policy for Preservation of Documents • NITI Aayog- Revival of Construction Sector • Policy for determination of Material/Price Sensitive Information • Dividend Distribution Policy • CPCL CSR Policy • CPCL Conciliation Rules 2018 • Code, Discipline and Appeal Rules • Code Of Conduct for Board Members and Senior Management Personnel • Code of Prevention of Insider Trading in Securities of CPCL 								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.	<ul style="list-style-type: none"> • ISO 9001 • ISO 50001 2018 • ISO 14001 2015 • ISO 45001 2018 • SEBI LODR • Institute of Company Secretaries of India (ICSI) 								



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<ul style="list-style-type: none"> • Environment: The Company aspires to be Net-Zero carbon emitter by 2046, in line with the aspiration of parent company (Indian Oil Corporation Limited). • Employee Diversity: The company promotes an inclusive work environment and refrains from any discrimination based on gender, race/caste, religion/beliefs, disability, marital status, or any other classification. • CSR: The company recognizes its obligation to create a beneficial influence on communities by identifying key areas of focus and fulfilling these commitments and goals through corporate social responsibility initiatives. • Safety: CPCL aspires to maintain zero reportable incidents. 								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>In the pursuit of becoming a net-zero carbon emitter, CPCL is progressively elevating the proportion of renewable energy in its energy blend. Furthermore, it has upheld a track record of zero fatalities and reportable incidents over the past four years. Please refer to the respective sections on each of the Integrated Reporting capitals for performance evaluation against stated objectives.</p>								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Kindly refer our Directors' report and Management Discussion & Analysis (MDA)								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	<ol style="list-style-type: none"> 1. Mr.Arvind Kumar, Managing Director & CEO 2. Mr.Rohit Kumar Agrawala, Director (Finance) & CFO 								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes								
	Governance	Good & Services	Employee Wellbeing	Stakeholders	Human Rights	Environment	Public Policy	Equitable Growth	Consumers
	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.H.Shankar, Director (Technical)	Nomination & Remuneration Committee / Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Stakeholders Relationship Committee / Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Corporate Social Responsibility & Sustainable Development Committee / Mr.P. Kannan, Director (Operations)	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.Rohit Kumar Agrawala, Director (Finance) & CFO	Mr.H.Shankar, Director (Technical)

10. Details of Review of NGRBCs by the Company:

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

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

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
No, Internal assessment is being done by the Company Senior Management on scheduled intervals.								

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

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

SECTION C: Principle Wise Performance Disclosure

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

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
Essential Indicators
1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentages of persons in respective category covered by the awareness programmes
Board of Directors (BoD) (12)	2	<ul style="list-style-type: none"> Workshop on Interactive Design for Sustainability & Radical Resource Efficiency Residential Workshop on Corporate Governance in Companies Law & LODR (Listing Obligations & Disclosure Requirement) 	16%



Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentages of persons in respective category covered by the awareness programmes
Key Managerial Personnel (KMPs)			
Company Secretary	1	51 st National Convention of Company Secretaries	100 %
CGMs	4	<ul style="list-style-type: none"> Disciplinary proceedings Yoga & stress management Southern Regional Conference 	40%
Employees other than BoD and KMP	5	<ul style="list-style-type: none"> Safety and Health Related, Skill Upgradation (Technical & Behavioral) Strategic Thinking, Motivational, Creativity & Innovation, Analytics for Leaders, Design Thinking, Business Analytics 	100 %

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

a. Monetary

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

b. Non-Monetary

NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment			
Punishment		Nil	

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

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

CPCL has established policies concerning the prevention of corruption and bribery. Instances involving employee corruption and bribery are addressed in accordance with the Conduct, Discipline, and Appeal Rules (CDA) of 1980. Rule 29 of the CDA Rules outlines various penalties applicable to misconducts like corruption and bribery.

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

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

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

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

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

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

Not Applicable

8. Number of days of accounts payables in the following format:

	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Number of days of accounts payables (Purchase of raw materials + Purchase of stock in trade + Other expenses)/ (Average Accounts payable) * 365)	21.05	16.55

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	Rs Cr	
		FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.01%	0.01%
	b. Number of trading houses where purchases are made from	26	22
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	94.19%	97.80%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0.06%	0.05%
	b. Number of dealers / distributors to whom sales are made	3	3
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributor	100%	100%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	4.13%	3.02%
	b. Sales (Sales to related parties / Total Sales)	93.18%	92.98%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.3%	0.5%
	d. Investments (Investments in related parties / Total Investments made)	99.24%	99.24%



Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
CPCL regularly communicates with vendors and service providers about ethical behavior and related subjects.		

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

Yes, The Company’s Code of Conduct for the Board of Directors and Senior Management Personnel mandates them to refrain from engaging in any business, relationship, or activity that could result in a detrimental Conflict of Interest for the Company. Directors are required to disclose any entities in which they have an interest or concern, including their shareholdings, in accordance with sections 149 and 184 of the Companies Act, 2013. Under the Company’s Policy on materiality of related party transactions and handling related party transactions, entities in which Directors have an interest or concern are classified as related parties of the Company. The Company’s Committee/Board obtains necessary approvals before engaging in transactions with such related parties.

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

Essential Indicators

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	10.72 Crore (100%)	9.72 Crore (100%)	Expenditure incurred on R&D activities relating to process optimization, new product development etc.,
Capex	604.70 Crore (100%)	638.18 Crore (100%)	Improving equipment efficiency, augmenting facilities & supply chain (to maintain strategic fuel supply and deliver energy products), clean energy, etc

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

Yes. Resource depletion and geopolitical uncertainties pose significant challenges for the oil and gas sector. CPCL annually enters into agreements for crude oil acquisition and has broadened the reach of its global crude sourcing hubs. Additionally, the crude basket is increased, and stockpiles are optimized. In all such purchases, the company abides by the codes and standards that have been established by the Ministry of Petroleum & Natural Gas, as well as those defined by the Board, and Senior Management.

Emphasizing local purchases is also a key aspect for non-crude procurement activities.

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

100% crude has been procured as per established standards.

52.05% of non-crude procurement has been done from MSEs and Class I Local Suppliers as per the Public Procurement Policy 2012 (PPP-2012).

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

Plastics, organic waste such as wood, and stationary waste are sold to recycling companies. Hazardous wastes are either sent to authorized recyclers or to government-approved Treatment, Storage, Disposal Facilities, in compliance with the Hazardous and Other Wastes (Management and Transboundary Movement) Rules of 2016.

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

Yes. CPCL is registered under Extended Producer Responsibility (EPR) and complies with the regulations outlined by the Tamil Nadu Pollution Control Board (TNPCB) in accordance with the Plastic Waste Management Rules and subsequent amendments. Recycling or safely disposing of plastic packaging is carried out in adherence to these regulations.

Leadership Indicators

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

NIC Code	Name of Product / Service	% Of total Turnover Contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	If yes, provide the web link
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The company has invested substantially in refining processes to enhance efficiency, leading to the production of high-quality products, minimized waste generation, and reduced energy and resource consumption during operations.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024 Current Financial Year	FY 2023 Previous Financial Year

The Company does not use any recycled or reused input material in its production

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

	(in MT)					
	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	12.50	-	-	17.03	-
E-waste (Battery)	-	16.29	-	-	1.76	-
Bio Medical Waste	-	-	0.06	-	-	0.06
Hazardous waste	-	116.87	230.80	-	1211.00	387.30
Paper Waste	-	7.94	-	-	18.77	-
Total	-	153.60	230.86	-	1248.56	387.36

Note:

- The oily sludge is treated mechanically for removal of oil and balance sludge is bio re-mediated and used as land fill.
- The oily sludge generated in the CPCL refinery is not considered as waste since the same is being reused in CPCL for further processing.

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
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The Company does not use any significant amount of any packaging material



PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/ A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/ A)	No. (F)	% (F/ A)
Permanent employees											
Male	671	671	100%	671	100%	NA	NA	671	100%	671	100%
Female	63	63	100%	63	100%	63	100%	NA	100%	63	100%
Total	734	734	100%	734	100%	63	100%	671	100%	734	100%

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	
		No. (B)	% (B/ A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/ A)	No. (F)	% (F/ A)
Permanent workers											
Male	676	676	100%	676	100%	NA	NA	676	100%	676	100%
Female	12	12	100%	12	100%	12	100%	NA	NA	12	100%
Total	688	688	100%	688	100%	12	100%	676	100%	688	100%

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

	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Cost incurred on wellbeing measures as a % of total revenue of the company.	0.07%	0.07%
Staff welfare expense includes expenditure incurred towards wellbeing measures mainly on account of Leave travel expenditure, Canteen facilities, Long service awards , Medical reimbursement and hospitalization expenditure etc.,		

2. Details of retirement benefits.

Benefits	FY 2023-24 Current Financial Year		FY 2022-23 Previous Financial Year	
	No. of employees / workers covered as a % of total employees	Deducted and deposited with the authority (Y/N/ N.A.)	No. of employees/ workerscovered as a % of total employees	Deducted and deposited with the authority (Y/N/ N.A.)
PF	100	Yes	100%	Yes
Gratuity	100	Yes	100%	Yes
ESI	Nil	Nil	Nil	Nil
Other	100	Yes	100%	Yes

3. Accessibility of workplaces

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

Yes, CPCL has put in place lifts, ramps, and other appropriate infrastructure to ensure accessibility for individuals with physical disabilities at CPCL premises.

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 policy is available for the employees in the company Intranet.

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.

	Yes/No	(If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes	Employees have access to online systems to submit any type grievances with the ability to track the status of their reported concerns within the same portal. Grievances are addressed using procedures outlined in our codes and standards, ensuring a fair and transparent resolution process.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	734	634	86%	753	623	83%
Male	671	580	86%	692	571	83%
Female	63	54	86%	61	52	85%
Total Permanent Workers	688	639	93%	713	704	99%
Male	676	628	93%	698	686	98%
Female	12	11	92%	15	15	100%

8. Details of training given to employees and workers:

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent Employees & workers										
Male	1347	1089	81%	1347	100%	1390	789	57%	896	64%
Female	75	46	61%	74	99%	76	62	82%	67	88%
Total	1422	1135	80%	1422	100%	1466	851	58%	963	66%

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Permanent Employees & Workers						
Male	1347	1347	100%	1390	1390	100%
Female	75	75	100%	76	76	100%
Total	1422	1422	100%	1466	1466	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, 100% of the entire workforce including all the Employees and workers are covered under the Occupational Health and Safety (OHS) Management system monitored at CPCL.

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

To identify, assess, manage, and monitor the risks on a regular basis, CPCL has implemented the below mentioned activities.

Periodic inspection on process safety, Safety auditing system, HAZOP and Risk assessment, Near Miss reporting system, Job safety analysis, work permit system, safety surveillance audits, periodic safety tours by top management.

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

Yes, Employees can access Near Miss reporting system to report any work-related hazards. Safety committees are in place to address this any such incidents reported.

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

OHC facilitates and coordinates non-occupational medical services. These services encompass provisions like providing spectacles, arranging consultations with specialists (such as cardiologists), and conducting various medical tests. Moreover, during the pandemic outbreak, the OHC played a vital role in administering COVID vaccines to both workers and their families, as well as to the public.

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

Safety Incident/Number	Category	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

CPCL maintains stringent safety standards to ensure a safe workplace. It implements thorough safety management practices, including detailed job instructions and work permit systems for high-risk tasks. Process units and offsite facilities adhere to Safe Design practices with built-in safety features. Regular equipment inspections and adherence to SOPs are enforced. An emergency detection system, ERDMP, and onsite mock drills are conducted, with internal and external safety audits. Near Miss incident reporting and safety committees aid in correcting unsafe conditions. Safety training and awareness programs are regularly conducted for all employees.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	40	2	Area Safety Committee points	Nil	Nil	NA

14. Assessments for the year

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

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

Not Applicable. However periodic inspections/ visits are being carried out to assess the risks in terms of health & safety.

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

CPCL offers compensation packages during unforeseen events like employee death. These are provided through the Emergency Action Scheme, Welfare scheme, and Superannuation scheme, with packages ranging from INR 10 - 15 lakhs for immediate family support. Additionally, group accidental policies are provided to offer financial assistance in case of accidents.

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

The company's procurement process requires suppliers to abide by applicable laws and provide an undertaking to this effect.

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

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

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

Yes; six months before the scheduled retirement of the employees, a Financial Planning program is extended to the applicable employees that advises them on suitable options for investment and financial wellbeing. Programs are also conducted to educate employees on maintenance of Physical and mental wellbeing post-retirement. The company also provides employees with a health insurance cover of up to INR 8 lakhs after retirement for the rest of their life, to ensure physical and financial health post-retirement.



5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	All collaborators within the value chain undergo thorough evaluation concerning health, safety, and associated considerations. Prior to engaging with CPCL, each partner must adhere to a self-declaration process. This process entails the submission of documented assurances affirming their compliance with health and safety protocols. These measures ensure that all parties involved prioritize the well-being of personnel, adhere to regulatory standards, and maintain a secure working environment throughout their interactions with CPCL.
Working conditions	

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

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

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

Essential Indicators

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

The company’s stakeholders encompass various groups such as customers, employees, banks, business partners, shareholders, regulators, and neighboring communities. Providing services for the manufacturing of petroleum and petrochemical products, the company prioritizes maintaining positive relationships with these stakeholders, selected for their potential to enhance company operations. Identified as key stakeholders by the company are employees, clients/customers, shareholders, beneficiaries of CSR projects, and regulatory bodies.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	1 on 1 Interaction, E-Mail, Senior Management Meet, Internal Communication Platform	Quarterly & Annually (Also as and when required)	Career Development, Salaries, Perquisites, Work Ethics, Policy Communication, Team Building
Customers	No	E-Mails, Websites, Newspaper & Other Digital Platforms, Customer Satisfaction Survey	Ongoing and on need basis	Superior Customer Service throughout life cycle
Shareholders	No	Quarterly Earnings Calls, E-Mails, SMS, Newspaper, Advertisement, Notice, Website, Annual General Meeting, Intimation to Stock Exchanges, Quarterly Financial Results & Investor Meeting, Conference Calls, Investor Presentation, Press Release, Annual Reports & Transcript, Others	Quarterly and on need basis	To stay abreast of developments in the Company, Performance of the Company, and the Sector, address any concerns / grievances raised.
Beneficiaries of CSR Activities	Yes	Partnership with local charities, Community Visits, Implementing Agencies etc.	Quarterly and on need basis	Monitoring and implementing the CSR Project and activities
Regulatory Bodies	No	E-Mails, 1 on 1 Meetings, Conference Calls, Website, BSE Listing Portal & NSE Online NEAPS Portals	Quarterly and on need basis	Discussion regarding various approvals, circular, guidelines, suggestions, amendments, among others

Leadership Indicators

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

The Company promotes continuous and proactive engagement with its Stakeholders to enhance the communication of its performance and strategies, including on ESG. The Board is regularly updated on different developments and the Directors are requested to provide feedback on these updates.

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

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

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

CPCL has been actively striving towards uplifting communities in the domains of education, healthcare, rural development. As a responsible Corporate Citizen, we regularly engage with Marginalized and Vulnerable segment of our society. The Company employs a diverse range of techniques to identify such Stakeholders who may need assistance.

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Permanent Employees & Workers						
Permanent	1422	189	13%	1466	54	4%
Other than permanent	-	-	-	-	-	-
Total employees	1422	189	13%	1466	54	4%

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

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees & workers										
Permanent	734	0	0	734	100%	1466	1466	100%	1466	100%
Male	671	0	0	671	100%	1390	1390	100%	1390	100%
Female	63	0	0	63	100%	76	76	100%	76	100%



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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (In Crores)	Number	Median remuneration/ salary/ wages of respective category (In Crores)
Board of Directors (BoD)	4	0.72	-	-
Key Managerial Personnel	1	0.74	-	-
Employees/workers other than BoD and KMP	1342	0.26	75	0.29

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

	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Gross wages paid to females as % of total wages	4.83%	4.83%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, CPCL has a mechanism in place to handle issues or impacts relating to human rights. According to the severity of the effect, human rights-related complaints are filed through the appropriate Engineer-In-Charge or grievance cells, and the concerns are either handled on-site or escalated to higher level.

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

Online Grievance Management System is in place to redress any kind of grievance by the employees including violation of Human Rights.

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending Resolution at the end of year	Remarks	Filed during the year	Pending Resolution at the end of year	Remarks
Sexual Harassment	0	0	Nil	0	0	Nil
Discrimination at workplace	0	0	Nil	0	0	Nil
Child Labour	0	0	Nil	0	0	Nil
Forced Labour/ Involuntary Labour	0	0	Nil	0	0	Nil
Wages	0	0	Nil	0	0	Nil
Other human rights related issues	0	0	Nil	0	0	Nil

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

	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

Internal Complaints Committee (ICC) has been constituted to deal with the discrimination and harassment cases. A Special Leave up to a maximum of 90 days for aggrieved female employees is granted on the recommendation of the Internal Complaints Committee during the pendency of the Inquiry.

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

Yes. Competency Mapping is being done at CPCL under eight Leadership Competencies. Such as Strategic, Business Result, Talent, Change, Relationship, Operational, Content and Customer Leadership. The main objective of this is to develop the individuals and bring more competency to meet the business requirement as well as holistic development.

10. Assessments of the year

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

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

Not Applicable. However, under Risk Management Policy (RMP) various risks have been identified and monitored on quarterly basis.

Leadership Indicators

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

There were no instances of any complaints in the current reporting period. Changes to our grievance process were not necessitated.

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

All offices and plant locations of CPCL were assessed for any human rights violations. No issues were identified during such assessments.

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

Yes; the company has lifts, ramps and other suitable infrastructure to make our premises accessible for persons with physical challenges.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	Before initiating any collaboration with CPCL, all value chain partners undergo rigorous assessments regarding their policies and practices related to child labor and fair wages. It is mandatory for each partner to submit a self-declaration confirming their adherence to these standards. This ensures that CPCL only engages with partners who prioritize ethical practices and comply with established norms concerning child labor and fair compensation for workers.
Discrimination at workplace	
Child labour	
Forced/involuntary labour	
Wages	
Others – please specify	



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

Essential Indicators

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

Parameter	In Tn Joules	
	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
From renewable sources		
Total electricity consumption (A)	96.79	91.26
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	96.79	91.26
From non-renewable sources		
Total electricity consumption (D)	17,472.55	17,795.87
Total fuel consumption (E)	21,722.95	20,812.13
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	39,195.53	38,608.00
Total energy consumed (A+B+C+D+E+F)	39,292.32	38,699.26
Energy intensity GJ per CR rupee of turnover (Total energy consumed / Revenue from operations)*	495.6	425.6
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	CPCL operates only within India and 100% of the sales revenue are from Indian markets only. Hence, the PPP adjusted intensity is one and the same as the intensity in terms of rupee revenues.	
Energy intensity in terms of GJ per MT of Crude Thruput*	3.38	3.42

* Gigajoule (GJ)

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

YES, Assurance has been provided by Bureau Veritas.

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

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

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

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

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

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water (Municipal water supplies)		
a. Treated sewage water from CMWSSB.	7,041,874	6,995,959
b. Desalinated water from CMWSSB	3,57,652	5,15,121
(iv) Seawater / desalinated water	40,52,096	45,23,954
(v) Others (Rainwater storage)	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	1,14,51,622	1,20,35,034
Total volume of water consumption (in kiloliters) *	1,14,51,622	1,20,35,034
Water intensity KL per CR rupee of turnover (Total water consumption / Revenue from operations)	138.10	128.16
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	CPCL operates only within India and 100% of the sales revenue are from Indian markets only. Hence, the PPP adjusted intensity is one and the same as the intensity in terms of rupee revenues.	
Water intensity in terms of KL per MT of Crude Thruput	0.94	1.03

Note:

- No ground water is used in CPCL refinery.
- Sewerage water sourced from local authority is treated in our in-house treating facility and the output of such facility is considered along with other source of water for the purpose of arriving the water intensity.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

YES, Assurance has been provided by Bureau Veritas

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Water discharge by destination and level of treatment (in kilo liters)		
(i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third parties	0	0
- No treatment (Water sent for treatment to Central Effluent Treatment Plant) *	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment – Tertiary treatment	0	0
Total water discharged (in kilo liters)	0	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

YES, Assurance has been provided by Bureau Veritas



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

Yes, treated water is utilized for boiler feed water, fire water networks, cooling tower make-up, and other purposes. Additionally, effluent water is also used in horticulture with minimum additional treatment.

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

Parameter	Please specify unit	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
NOx	Tonnes	2.44	2.55
SOx	Tonnes	7.33	7.73
Particulate matter (PM)	Tonnes	1.14	1.28
Persistent organic pollutants (POP)	Kg	Nil	Nil
Volatile organic compounds (VOC)	Tonnes	18.64	21.99
Hazardous air pollutants (HAP)	Mg/m ³	Nil	Nil
Carbon Monoxide (CO)	Kg	Nil	Nil

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

Yes, Assurance has been provided by Bureau Veritas

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

Parameter	Unit	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tons of CO ₂ equivalent	28,13,617	29,04,386
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tons of CO ₂ equivalent	14,365	13,646
Total Scope 1 and Scope 2 emissions	tons of CO ₂ equivalent	28,27,982	29,18,032
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tons of CO ₂ equivalent/ turnover in crores	35.7	32.1
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		CPCL operates only within India and 100% of the sales revenue are from Indian markets only. Hence, the PPP adjusted intensity is one and the same as the intensity in terms of rupee revenues.	
Total Scope 1 and Scope 2 emission intensity in terms of Crude Thruput	tons of CO ₂ equivalent/ Metric tons of Crude thruput	0.243	0.258

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

YES, Assurance has been provided by Bureau Veritas.

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

S. No.	Description of emission reduction initiative/Project	Impact
1	Forerunner to setup Windmill Farm in Refinery Sector: CPCL installed 17.6 MW (22 Nos. x 800 MW) windmill at Dindigul district in Oct 2007, which is first of this kind in Oil Industry and 26.9 Million Units of power was generated in 2023-24.	22,316 MT of CO ₂ reduction was achieved.

S. No.	Description of emission reduction initiative/Project	Impact
2	Solar Power: CPCL installed 2.3 MW of solar rooftop.	2,900 MT of CO2 reduction was achieved
3	Re – Gasified Liquefied Natural Gas utilized RLNG, a cleaner fuel, of 440.6 TMT in 2023-24.	2,23,900 MT of CO2 reduction was achieved
4	Afforestation: 176 acres of green belt developed	920 MT of CO2 reduction was achieved

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

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Waste generated (in metric tons)		
Plastic waste (A)	12.50	17.03
E-waste - Battery (B)	16.29	1.76
Bio-medical waste (C)	0.06	0.06
Other Hazardous waste. Haz. Waste from process + Haz. Waste from pollution control equipment's, + Filter bed sand+ Filter bags etc. (D)	347.67	1598.30
Other Non-hazardous waste generated - Paper Waste (E)	7.94	18.77
Total (A+B + C + D + E)	384.46	1635.92
Waste intensity per Cr rupee of turnover (Total waste generated / Revenue from operations)	0.0048	0.0180
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	CPCL operates only within India and 100% of the sales revenue are from Indian markets only. Hence, the PPP adjusted intensity is one and the same as the intensity in terms of rupee revenues.	
Waste intensity in terms of physical output (per metric tonne of crude)	0.033029	0.144571
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of waste		
(i) Recycled	153.60	1248.56
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	153.60	1248.56
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	100.80	-
(ii) Landfilling	130.00	387.30
(iii) Other disposal operations	0.06	0.06
Total	230.86	387.36

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.

Wastes are segregated as Hazardous & Non-hazardous in CPCL. Hazardous Wastes are disposed in line with Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016. Non-Hazardous wastes are disposed to recyclers / safe disposal.

Chemical dosages are monitored continuously and maintained as per designed specification norm. Wastages of chemicals are avoided by collecting the drains in Solvent blowdown or collector and pumped back to system for recovery.



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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
CPCL does not operate in eco-sensitive area.			

12. 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:

The Company proactively takes all the necessary steps to ensure compliance with applicable standard and norms prescribed under various laws and regulations and the details are as under:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	Water (Prevention and Control of Pollution) Act 1974	-	Nil	Not Applicable
2	Air (Prevention and Control of Pollution) Act 1981	-	Nil	Not Applicable
3	Environment Protection Act	-	Nil	Not Applicable
4	The Chemical Accidents (Emergency Planning, Preparedness and Response) Rules 1996	-	Nil	Not Applicable
5	Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	-	Nil	Not Applicable
6	Noise Pollution (Regulation and Control) Rules 2000	-	Nil	Not Applicable

National Green Tribunal (NGT) on its own motion took cognizance of the matter of alleged pollution by six industries in North Chennai based on news item published. NGT recommended to create a corpus fund which shall consist of deposit of minimum 01% of the annual turnover from all the Companies located in the Manali industrial area for the restoration of any affected area after the order passed by the Tribunal. CPCL and other industries challenged the said recommendation before the Hon'ble High Court of Madras on August 17, 2023. The Hon'ble of High Court vide its order dtd. March 14, 2024 quashed the order passed by the NGT on the ground of violation of principles of Natural Justice and hence arbitrary & unjust.

In another matter, NGT on its own motion initiated proceeding regarding Oil leakage in Nagapattinam district based on the news item published. Albeit, report of all the Institutions including Joint Committee reported of no adverse environmental impact stating that the oil leakage was only due to external impact and hence no remedial measures is recommended, the NGT however levied a no-fault liability of ₹ 5 cr to be utilized for environment improvement and health of local people.

NGT in another matter, with respect to flooding caused by Michaung Cyclone, while issuing notice to Govt. of Tamil Nadu and TNPCB, also made CPCL a party. Based on the direction of the NGT, CPCL along with Govt. of TN has taken adequate measures for cleaning and rehabilitation of the affected areas. The matter is pending for further hearing.

Leadership Indicators

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

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

- (i) Name of the area: Manali, Chennai
- (ii) Nature of operations: Refining of crude oil into petroleum

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

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water (fresh water from CMWSSB)		
a. Treated sewage water from CMWSSB.	7,041,874	6,995,959
b. Desalinated water from CMWSSB	3,57,652	5,15,121
(iv) Seawater / desalinated water	40,52,096	45,23,954
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	1,14,51,622	1,20,35,034
Total volume of water consumption (in kilolitres)	1,14,51,622	1,20,35,034
Water intensity per rupee of turnover (Water consumed / turnover)	138.10	128.16
Water discharge by destination and level of treatment (in kilolitres) *		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?
YES, Assurance has been provided by Bureau Veritas.

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

Parameter	Unit	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	34.6	37.3
Total Scope 3 emissions per Crore of turnover	tCO ₂ e/Cr	437	411
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?
YES, Assurance has been provided by Bureau Veritas.



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

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	LED light replacement	Total 4550 Nos of LED light replacement in FY 2023-24	Estimate energy saving measures from initiative 2292 kWh
2.	Encon Schemes	Energy Conservation Scheme	CO2 reduction 91,570 MT
3.	Tree Plantation	550 no of trees were plant during FY 2023-24	-
4.	VOC Collection & Removal system in ETP-III Unit	This system eliminate odour from oil handling facility of ETP-III.	CPCL Fully compliant with Minimal National Standards (MINAS) as notified for Oil Refinery
5.	Rooftop Windmill in Corporate Office	CPCL has setup 6 kWh Rooftop Windmill plant in Corporate office premises	Supplements energy needs.

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

The company has a detailed Disaster Management and Business Continuity Plan. Emergency Response & Disaster Management Plan (ERDMP) is well documented, updated periodically and communicated to all employees and workers. Onsite mock drills are conducted in the presence of statutory authorities. Fire protection system's adequacy is reviewed, internal and external safety audits are conducted periodically.

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

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

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

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

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**Essential Indicators**

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web Link
Oxygen Plant in four Government District Hospitals in the state of Kerala and Karnataka: During 2 nd wave of COVID 19 Pandemic, CPCL installed PSA Oxygen Plants in four Government District Hospitals of which two in the state of Kerala viz., Aluva and Pathanamthitta and, two in the state of Karnataka viz., Chikkamagaluru and Yadgir at a project cost of about ₹ 5.00 Crores and executed in 2021-22. In this project, a total of six PSA Oxygen Plants were installed; one each in Chikkamagaluru and Yadgir location in Karnataka and, two each in Aluva and Pathanamthitta in Kerala.			Yes		Yes

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Nil; none of our projects were required to undertake any R&R activities.						

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

CPCL undertakes various social welfare initiatives viz. Health, Education & Skill Development, Swachh Bharat activities, Disaster Management, Livelihood etc. are undertaken with focus on the economically and socially underserved sections of society, mostly around our refineries i.e. Manali, Chennai & Cauvery Basin, Nagapattinam including adoption of 3 villages. Further, as directed by Gol to raise the living standards and to ensure the inclusive growth of the people in the districts identified as Aspirational Districts, CPCL had undertaken CSR initiatives in Ramanathapuram and Virudhunagar districts in Tamil Nadu, even though we do not have a business presence in these districts.

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

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Directly sourced from MSMEs/ small producers	52.05%	38.96%
Directly from within India	80.90%	92.08%

Note: The above data excludes hydrocarbon procurement in the numerator and denominator.



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

Location*	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Rural		
Semi-urban	2.77%	2.38%
Urban		
Metropolitan	97.23%	98.62%

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

Leadership Indicators

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

No negative social impacts were identified/reported.

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

State	Aspirational District	Amount Spent (In ₹)
Tamil Nadu	Ramanathapuram	30,30,500
Tamil Nadu	Virudhunagar	19,58,000

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

No

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

CPCL procure materials from Reserved SC/ST MSEs and Women MSEs

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

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

4. Details of beneficiaries of CSR Projects:

Description of Corporate Social Responsibility (CSR) Project	Total No. of Beneficiaries of CSR Projects	No. of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups	%age of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups
Contribution towards repair of underpass at Nagoor	10,00,000	1,00,000	10%
Sponsor toward conducting 2 nd Mega Book Fair – 2023 at Nagapattinam District	10,000	2,000	20%
Contribution towards installation of 2 nos. of yellow cloth bag (Manjappai) vending machine through Tamilnadu Pollution Control Board	500	150	30%
Sponsorship of Prizes for Tamil and English oratorical Competition at Nagapattinam District	1,000	1,000	100%

Description of Corporate Social Responsibility (CSR) Project	Total No. of Beneficiaries of CSR Projects	No. of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups	%age of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups
Procurement and distribution of Solar Lantern to the residents of Panangudi Village in Nagapattinam District	940	940	100%
Construction of Anganwadi at KKD Nagar in Manali, Chennai	60,000	5,000	8%
Construction of Anganwadi at Ponnusamy Salai, Manali, Chennai	4,200	1,000	24%
Operation and Maintenance of Community Health Centre at Manali, Chennai	10,000	10,000	100%
Swachhata Pakhwada under Swachh Bharat	56,000	2,000	4%
Procurement and distribution of 50 Nos. of 3000 litres water tanks at Madhavaram area, Chennai	1,3000	5,000	38%
Contribution for Armed Forces Flag Day Fund	7,222	0	0%
Organizing Mega Eye Care Camp at Nagapattinam	800	800	100%
Procurement of equipment for treatment of Paediatric Cardio Ailment for Apollo Hospitals Charitable Trust in Chennai	5,000	2000	40%
Sponsorship for full set-up of Mobile Cardiac Ambulance Unit	32,000	5000	16%
Industry Academia collaboration through formation of Energy Consortium to achieve United Nation's Sustainable Development Goals by contribution to the incubators of IIT.	280	50	18%
Procurement and distribution of HbA1c Analyser, Biochemistry Analyser and Ultrasound with Colour Doppler equipment for Rajiv Gandhi Government General Hospital	50,000	40000	80%
Development of infrastructure facility at Jaigopal Gardia Government Higher Secondary School in Thiruvottiyur, Chennai	900	900	100%
Development and upgradation of Metropolitan Transportation Corporation Bus Depot at Kathivakkam, Chennai	36,600	15000	41%
Assessment of needy beneficiaries and distribution of assistive devices to persons with benchmarked disabilities through ALIMCO.	366	366	100%
Organizing and conduct of Machine Operator Plastic Processing Course through CIPET, Chennai	40	40	100%
Sponsorship for Night Marathon (Half Marathon) at Avadi, Chennai	5,000	1250	25%
Development of infrastructural facilities at Government Arts & Science College, Tiruvottiyur, Chennai	750	400	53%
Development of smart class at Chennai Primary School, Poonthottam, Tiruvottiyur, Chennai	500	300	60%
Development of smart class arrangements at Kanya Gurukulam Government Girls Higher Secondary School, Tiruvottiyur, Chennai	500	300	60%
Construction of additional classrooms at Corporation Middle School at Tsunami Quarters, Tiruvottiyur, Chennai	500	300	60%



Description of Corporate Social Responsibility (CSR) Project	Total No. of Beneficiaries of CSR Projects	No. of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups	%age of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups
Development of smart class in Corporation Middle School at Kathivakkam, Tiruvottiyur, Chennai	500	300	60%
Construction of community Hall at Ramanathapuram locality, Tiruvottiyur, Chennai	6,800	2000	29%
Construction of community Hall at Kargil Nagar locality, Tiruvottiyur, Chennai	6,800	2000	29%
Modernization of crematorium in Pattinathar Temple, Tiruvottiyur, Chennai	50,000	10000	20%
Distribution of AI intelligence based smart vision glass, an assistive device, to Visually Impaired beneficiaries in Trichy	28	28	100%
Adoption and welfare of Elephants at Arignar Anna Zoological Park, Chennai	1,00,000	10000	10%
Construction of toilet for boys & girls in Government Higher Secondary School, Manali, Chennai	3,000	3000	100%
Construction of dining and multipurpose Hall in Government Higher Secondary School, Manali, Chennai	3,000	3000	100%
Sponsorship towards NEET/JEE Coaching Class in Nagapattinam, Tamilnadu	3	3	100%
Support for construction of infrastructural facilities for Autism and Down syndrome affected children under Dheemahi Project in Madurai	24	24	100%
Sponsorship of various sports activities in Sitapur District	500	125	25%
Contribution towards stipend payable to Apprentices under skill development	150	150	100%
Comprehensive Maintenance Charges for pressure swing adsorption (PSA) oxygen generating plants in Aluva and Pathanamthitta, Kerala and, in Chikkamagaluru and Yadgir, Karnataka	18,100	18100	100%
Running and maintenance of Mobile Medical Unit in Ramanathapuram, Nagapattinam and Manali in Chennai	41,627	41627	100%
Free residential coaching under CPCL Super 30, Chennai Project for Engineering Entrance Examination in Chennai	30	30	100%
Procurement & disburse of robotic scavenger machine to Chennai Metropolitan Water Supply and Sewerage Board, Chennai	100	100	100%
Upgradation of Polytechnic College building infrastructure and laboratory	600	600	100%
Treatment of Clubfoot in children to eliminate disability in Chennai, Villupuram, Madurai and Tiruchirappally	300	300	100%
Removal of water hyacinth in rivers, channels and drains in Vennar sub basin in Nagapattinam	10,000	3000	30%
Renovation of indoor Badminton Hall in Nagapattinam	100	30	30%
Contribution for women empowerment by integrated approach of health, education & vocational training through Aurobindo Society in Pondicherry	200	200	100%

Description of Corporate Social Responsibility (CSR) Project	Total No. of Beneficiaries of CSR Projects	No. of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups	%age of Beneficiaries of CSR Projects from Vulnerable and Marginalized groups
Construction of gymnasium in Nagapattinam, Tamilnadu	1,000	500	50%
Repair and maintenance of Polytechnic College Building, Manali, Chennai	5,400	2000	37%
Contribution towards procurement of fowler's cot, multi-para monitor, auto clave vertical machine and mobile X-ray for Government Hospital in Virudhunagar	10,000	10000	100%
Contribution towards flood relief measures to mitigate the hardship caused to the neighbourhood surrounding the CPCL Refinery in Chennai due to Cyclone Michaung	8,500	8500	100%
Construction of anganwadi at Devarajan Street, Manali, Chennai	100	100	100%
Construction of anganwadi at Namakkara Muniyan Street, Manali, Chennai	100	100	100%
Construction of anganwadi at Kattupakkam, Chennai	100	100	100%
Construction of anganwadi at Nehru Nagar, Chennai	100	100	100%
Construction of anganwadi at VOC Nagar, Chennai	100	100	100%
Construction of anganwadi at Thazhankuppam, Chennai	100	100	100%
Construction of anganwadi at Anna Nagar, Thiruvottiyur, Chennai	100	100	100%
Dibbling of Palmyrah Seeds in Coastal areas of Nagapattinam	50,00,000	1250000	25%
Conduct of volleyball and bicycle rally during Coast Guard Raising Day	500	250	50%



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.

Being a B-to-B business, complaints, if any, are received from the customers and handled on a case-to-case basis. We also conduct customer meets twice a year to collect the feedback from our valued customers and to update them on the market and emerging scenarios.

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

Parameter	As a percentage to total turnover
Environmental and social parameters relevant to the product	Information on product / services is provided in the technical sheets & citizen's charter
Safe and responsible usage	Material safety data sheet (MSDS) is available online and all stakeholders are informed on a regular basis on safe handling of material during transit/ Use.
Recycling and/or safe disposal	All the packaging bags are labelled with recycling code

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	0	0	-	0	0	-

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

	Number	Reasons for recall
Voluntary recalls	Nil	-
Forced recalls	Nil	-

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

Yes, the company's cyber security policy is available on the company's intranet portal for all employees to access.

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.

Cyber Security: Best in Class Network Perimeter Firewall, Web Application Firewall and EDR (End-Point-Detection Response) systems are installed in Manali Data Centre and Cyber Security Operation Centre (SOC) is in place and all our customer data is stored in SAP server which is located at IOCL Gurgaon Data Center.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches - Nil
- b. Percentage of data breaches involving personally identifiable information of customers - Nil
- c. Impact, if any, of the data breaches - Nil

Leadership Indicators

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

Information relating to products and other services is available on the Company's website, (www.cpcl.co.in), Marketing webpage. Platform developed last year. Link as follows: <https://pms.cpcl.co.in/Marketing/>

CPCL launched a CUSTOMER MARKETING PORTAL on 30.12.2023. This portal allows customers nationwide to register with CPCL. It lets you place orders, check order status, track balances, handle complaints digitally, and learn about our products. Additionally, you can stay informed about CPCL events and new product launches. Visit <https://pms.cpcl.co.in/Marketing/> for more details.

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

Under SAKSHAM initiative of the Petroleum Conservation Research Association (PCRA) and Ministry of Petroleum and Natural Gas (MoP&NG), various awareness campaigns, competitions, dialogues, and consultations were undertaken with customers, employee, dealers' representatives to promote sustainable consumption behavior. The details published on website as well as communicated to customers/ channel partners for safe use and handling of products. For bulk customers, product related trainings, demonstrations and meetings were undertaken to instruct on safe and responsible usage of products. Customer Meets were conducted in Vijayawada and Chennai last year.

At Vijayawada, we aimed at maximizing sales of our direct marketing specialty product, FG Hexane, in our market-fed zone and expanding our customer base for these products, we organized the first Interaction Program on 13.12.2023 in Vijayawada, targeting Solvent Extraction unit customers.

Following the customer meeting, our sales volume saw a significant increase, resulting in the best-ever sales of 28.08 MT of Food-Grade Hexane. Revenue projections soared, and new opportunities arose as existing customers expanded their product requirements, and new customers registered.

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

CPCL primarily serves bulk customers, and we have established effective communication channels specifically tailored for them. These channels ensure timely spread of information regarding product availability and any potential disruptions. Additionally, email communication is utilized as another avenue to keep our customers informed.

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

Our specialized offerings, including Food Grade Hexane and Paraffin Wax (across all grades), adhere to the labelling and product information standards set by the Bureau of Indian Standards (BIS). Every shipment of Food Grade Hexane is accompanied by a Certificate of Conformity and carries a unique BIS license number. Similarly, each bag of Paraffin Wax bears the printed BIS license number. Specifications for feedstock and other products are mutually agreed upon by both the buyer and seller. We actively gather consumer feedback semi-annually.

In the FY 2023-24, we launched a novel product: Lean Butene-2, catering to downstream industries. The unveiling ceremony took place on February 21, 2024, graced by the presence of the Honorable Union Minister of State for the Ministry of Petroleum & Natural Gas, Government of India. This addition to our portfolio enables us to supply additional Butene to downstream industries in Manali, thereby boosting revenue for CPCL and exemplifying our dedication to innovation and operational efficiency.