

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. DETAILS

1	Corporate Identity Number (CIN) of the Listed Entity	L60300MH1988PLC049019
2	Name of the Listed Entity	Reliance Industrial Infrastructure Limited
3	Year of incorporation	29-09-1988
4	Registered office address	NKM International House, 5th Floor, 178 Backbay Reclamation, Behind LIC Yogakshema Building, Babubhai Chinai Road, Mumbai 400020, Maharashtra, India
5	Corporate address	NKM International House, 5th Floor, 178 Backbay Reclamation, Behind LIC Yogakshema Building, Babubhai Chinai Road, Mumbai 400020, Maharashtra, India
6	E-mail	investor_relations@riil.in
7	Telephone	+91-22-7967 9053
8	Website	www.riil.in
9	Financial year for which reporting is being done	2022-23
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited
11	Paid-up Capital (in ₹)	15,10,00,000
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 of contact person	1. Shri Dilip V. Dherai, Executive Director 2. Shri Amitkumar Mundhe, Company Secretary and Compliance Officer
	Contact number of contact person	+91-22-7967 9053
	Email of contact person	1. dilip.dherai@riil.in 2. amitkumar.mundhe@riil.in
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken, together).	Standalone basis

II. PRODUCTS/SERVICES

14. Details of business activities (accounting for 90% of the entity's Turnover):

S. No.	Description of main activity	Description of business activity	% of turnover
1	Transport and storage	Land transport via Railways & Pipelines	47.99
2	Support service to Organizations	Other support services to organizations	28.91
3	Support service to Organizations	Rental and leasing of motor vehicles, machinery, equipment, capital goods, etc. activities	22.75

15. 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	Transport via pipeline	49300	47.99
2	Other business support service activities	82990	28.91
3	Renting and leasing of other machinery, equipment and tangible goods	77301	22.75

III. OPERATIONS**16. Number of locations where plants and/or operations/offices of the entity are situated:**

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

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

Location	Number
National (No. of States)	2
International (No. of Countries)	0

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

Nil

c. A brief on types of customers

Reliance Industrial Infrastructure Limited ("RIIL"/"the Company") continues to provide infrastructure support services namely transportation of petroleum products and raw water through pipelines, construction machinery on hire, and other support services to Reliance Industries Group, with a substantial portion provided to Reliance Industries Limited.

IV. EMPLOYEES**18. 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)	60	60	100.00	0	0.00
2.	Other than Permanent (E)	8	5	62.50	3	37.50
3.	Total employees (D + E)	68	65	95.59	3	4.41
WORKERS						
4.	Permanent (F)	The Company does not have Permanent workers				
5.	Other than Permanent (G)	23	23	100.00	0	0.00
6.	Total workers (F + G)	23	23	100.00	0	0.00

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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)	1	1	100.00	0	0.00
2.	Other than Permanent (E)	0	0	0.00	0	0.00
3.	Total differently abled employees (D + E)	1	1	100.00	0	0.00
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)	0	0	0.00	0	0.00
6.	Total differently abled workers (F + G)	0	0	0.00	0	0.00

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	16.67
Key Management Personnel	2	1	50.00

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	1.64	0	1.64	1.58	0	1.58	1.34	0	1.34
Permanent Workers	Not Applicable								

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

21. (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	Reliance Europe Limited	Associate	50	No

VI. CSR DETAILS

22. CSR Details

(i)	Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
(ii)	Turnover (in ₹)	₹ 79,97,84,907
(iii)	Net worth (in ₹)	₹ 3,14,52,86,495

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES**23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct ("NGRBC"):**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	if Yes, then provide web-link for grievance redress policy	FY 2022-23			FY 2021-22		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Community members can send any concerns or grievances to the Company's registered office or email address, which will be addressed through Portal mechanism developed by the Company for resolving grievances in a just, fair and timely manner. Additionally, in case of an emergency, complaints may be made by calling the toll-free / helpline numbers which are prominently displayed along the path of the pipeline.	0	0	-	0	0	-
Investors (other than shareholders)	No	There are no Investors (other than shareholders).						
Shareholders	Yes	The Company has a designated Email-ID: investor_relations@riil.in for shareholders to enable them to raise their grievances. Shareholder grievances are resolved by the Company through its Share Transfer Agent (Kfin Technologies Limited). https://www.riil.in/grievance-management.html	11	0	-	4	0	-

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Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	if Yes, then provide web-link for grievance redress policy	FY 2022-23			FY 2021-22		
			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
Employees and workers	Yes	The Company has a well-defined vigilance framework which provides a platform to the employees and the Directors to lodge their grievances/ complaints. The Company's Vigil Mechanism and Whistle-Blower Policy is available at https://www.ril.in/pdf/whistle-blower-policy.pdf	0	0	-	0	0	-
Customers	Yes	The services are provided to Reliance Industries Group, with a substantial portion provided to Reliance Industries Limited. Customers can raise their grievances via call / e-mail / letter.	0	0	-	0	0	-
Value Chain Partners	Yes	Channel partners can raise their grievances via call / e-mail / letter.	0	0	-	0	0	-

24. 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	Managing Environmental Impacts	R	Any unforeseen leakages from pipelines or other mishaps that may cause negative impacts on environment will have an adverse effect on business and local communities.	The Company uses a Supervisory Control and Data Acquisition (SCADA) system and a Leak Detection Device to continuously monitor the pipelines. Foot patrols are used around-the-clock to guard the pipelines, and their progress is tracked by a GPS system in the control room. The Emergency Response and Disaster Management Plan (ERDMP) is created with a set of SOPs to react right away in the event of any incident.	Negative Implications

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)
2	Energy Efficiency of operations	R	With ever growing energy deficiency in the world and associated increasing costs, it would lead to operational risks due to non-availability of energy or increased energy costs if energy is not efficiently used.	The Company employs in-house mechanisms to continuously track various energy usage parameters, as well as tools to aid in decision-making, simulation and visualization of energy efficiency and conservation.	Negative Implications
3	Innovation and Technology	O	It is crucial for the Company to improve its innovation capabilities and make use of cutting-edge technologies in order to maintain relevance in the constantly evolving macro-economic environment and achieve consistent development.	The Company seeks the best technological equipment which is energy efficient and looks for innovative solutions in the industry for the most relevant products to employ.	Positive Implications
4	Disaster Preparedness and Management	R	Catastrophes like unpredictable weather patterns, cyclones, droughts and downpours are on the rise due to climate change and are proving to be a challenge across the world. These unforeseen adverse conditions can be a risk to the organization's operations and can cause infrastructure and human loss.	The Emergency Response and Disaster Management Plan (ERDMP) is created with a set of SOPs to react immediately in the event of any incident. An appropriate equipment-equipped Integrated Disaster Recovery and Emergency Response Process has been developed and implemented. Mock drills are conducted to keep the team engaged and prepared for any disasters. The public and the local fire and police stations have been informed about the pipeline routes.	Negative Implications
5	Health, safety and employee well-being	R	In order to provide its human capital with a working environment that places utmost emphasis on their mental and physical well-being, employee health and safety is a non-negotiable element for the Company.	The framework for managing operational and safety risks remains crucial. The Company has come up with robust systems to regularly review and audit the facilities periodically through both physical and virtual methods. Its involvement in Standards Committees of statutory authorities, Oil Industry Safety Directorate (OISD), Petroleum and Natural Gas Regulatory Board (PNGRB), etc. has helped to create safe business practices.	Negative Implications

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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)
6	Data privacy and cybersecurity	R	Proper handling of sensitive data including personal information and other confidential data is of paramount importance to safeguard businesses, clients, infrastructure and internal users from security threats. Any leakages or discrepancies could lead to adverse impacts on business continuity.	The Company conducts Privacy Impact analysis for all its businesses on a regular basis. Measures taken by the Company include strategy to ensure that security is completely integrated into its operations.	Negative Implications
7	Business Ethics, Integrity and Transparency, Code of Conduct and Grievance Handling Mechanisms	R	Ethics and integrity have always been the key values to acquire stakeholder trust and establish a strong reputation. These elements are essential for a Company in order to sustain over the long term. Any mishaps in business ethics or integrity can prove risky and can cause business instability.	The decisions relating to the employee Code of Conduct are monitored through the Ethics and Compliance Task Force (ECTF), which comprises an Executive Director, the Company Secretary and the Chief Financial Officer of the Company. The Company has established a vigil mechanism and a whistle blower policy for its employees and directors. The whistle-blower can make a protected disclosure through an e-mail or dedicated telephone line or a letter to the ECTF or to the Chairman of the Audit Committee.	Negative Implications
8	Regulatory issues and compliance	R	The foundation upon which the Company's image is built is compliance. It is crucial for the Company to maintain regulatory compliance in order to foster confidence among its stakeholder groups and to ensure that its operations are compliant with applicable laws in order to prevent legal violations.	The Company has adopted a digitally enabled comprehensive compliance management framework. Effective control and efficient oversight by the senior management is ensured by cascading the responsibility matrix till the last performer of the activity. The Company's Code of Conduct, training as well as focus on ensuring 100% compliance and continuous monitoring have enabled a mature, digitally-enabled compliance framework.	Negative Implications

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	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

1.

Disclosure Question		a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	b. Has the policy been approved by the Board? (Yes/No)
Policy and management processes			
P1	Ethics & Transparency	Yes	Yes
P2	Product Responsibility	Yes	Yes
P3	Human Resources	Yes	Yes
P4	Responsiveness to Stakeholders	Yes	Yes
P5	Respect for Human Rights	Yes	Yes
P6	Responsible Lending	Yes	Yes
P7	Public Policy Advocacy	Yes	Yes
P8	Inclusive Growth	Yes	Yes
P9	Customer Engagement	Yes	Yes
c. Web Link of the Policies, if available			
i.	Code of Business Conduct and ethics – https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf		
ii.	Corporate Social Responsibility Policy – http://www.riil.in/pdf/csr_policy.pdf		
iii.	Code of Conduct and Ethics - Values and Behaviours – https://www.riil.in/pdf/code-of-conduct-and-ethics-of-employee.pdf		
iv.	Health, Safety and Environment Policy – http://www.riil.in/pdf/health-safety-and-environment-policy.pdf		
v.	Vigil Mechanism and Whistle Blower Policy – https://www.riil.in/pdf/whistle-blower-policy.pdf		

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Disclosure Question		2. Whether the entity has translated the policy into procedures. (Yes / No)	3. Do the enlisted policies extend to your value chain partners? (Yes/No)	4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.
Policy and management processes				
P1	Ethics & Transparency	Yes	Yes	The Company has framed policies that conform to different applicable statutes / guidelines / rules / policies etc., issued by Government of India from time to time. Industry practices and national / international standards such as BIS, OISD etc., as applicable, are widely adopted by the Company.
P2	Product Responsibility	Yes	Yes	
P3	Human Resources	Yes	Yes	
P4	Responsiveness to Stakeholders	Yes	Yes	
P5	Respect for Human Rights	Yes	Yes	
P6	Responsible Lending	Yes	Yes	
P7	Public Policy Advocacy	Yes	Yes	
P8	Inclusive Growth	Yes	Yes	
P9	Customer Engagement	Yes	Yes	

Disclosure Question		5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.
Policy and management processes			
P1	Ethics & Transparency	The Company is committed to build trust through choices and decisions by doing the right thing, acting diligently at all times and encouraging employees to report actual or suspected violations of applicable laws and regulations and the Code of Conduct.	
P2	Product Responsibility		
P3	Human Resources		
P4	Responsiveness to Stakeholders	Respect for human rights is the cornerstone of the Company's philosophy in which everyone feels included and gets equal opportunity to make a contribution.	
P5	Respect for Human Rights		
P6	Responsible Lending	The Company has set various commitments and goals. It has aligned its efforts to targets, community support and environment sustainability. It remains steadfast in its commitment to contribute towards achieving the goals.	
P7	Public Policy Advocacy		
P8	Inclusive Growth		
P9	Customer Engagement		

Governance, leadership and oversight	
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	Health, Safety and Environment ("HSE") is fundamental to the conduct of the Company's business. The Company attaches highest priority to occupational health, safety and protection of environment in and around its operational areas and uphold the principles of Corporate Governance to ensure transparency, integrity and accountability in its functioning. The Company strongly believes that embedding Environmental, Social and Governance principles in its business operations is its essential responsibility. Adherence to these principles helps build resilience and transform culture to systematically manage risks and secure the interests of all the Company's stakeholders.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Yes Name: Dilip V. Dherai DIN: 00011789 Designation: Executive Director
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.	

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								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes, the Board / Committees of Board meet periodically to review the performance against the above policies.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, by the Board / Committees of Board. The Company complies with all applicable laws.								
Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
Performance against above policies and follow up action	Periodically								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances									

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	The policies pertaining to health, safety and environment have been audited by external agencies, viz., Petroleum and Natural Gas Regulatory Board approved agency namely International Certification Services.								

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

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

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SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	8	The Company conducts familiarisation programmes for its Board of Directors at regular intervals which covers topics such as Corporate Governance Practices, update on Business operations, Emergency Response and Disaster Management Plan, ESG, cybersecurity and various other regulatory updates.	100
Key Managerial Personnel	5	1. Code of Conduct & Ethics - This training outlines the six values that form the foundation of the Code and helps employees understand the elements of vigil mechanism.	100
Employees other than BoD and KMPs	5	2. Anti-Bribery Management System ("ABMS") describes the concept of bribery, how it happens and how employees can recognise the red flags of bribery. Thus it helps employees prevent and overcome bribery and also uphold the Code of Conduct. It also guides employees on ABMS reporting. 3. Cybersecurity Awareness - This helps employees identify situations that may lead to breach of Cyber Security at Reliance and how they can demonstrate correct behavior to protect the organization from external threats. 4. Creating a Respectful Workplace helps employees understand what constitutes sexual harassment at the workplace and the impact on the individual as well as the organisation thus preventing such instances. It guides employees on the mechanism for reporting sexual harassment. 5. Reliance Management System ("RMS") - RMS is a set of Management Systems including Operations Management systems and Health, Safety, Environment and Fire policies. RMS training helps employees understand the concept and reasons for implementing it and understand how an employee can use RMS as a tool for self-development.	100
Workers*	1	Safety guidelines.	100

*Comprise "other than permanent" workers only.

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 Requirements) Regulations, 2015 and as disclosed on the entity's website):**

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

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?**

Yes

If yes, provide details in brief

Being a responsible organisation, the Company has proactively taken measures in combating bribery and corruption. As an additional pillar to support the existing governance mechanism, a robust Anti-Bribery Management System (ABMS) has been established. ABMS is a systematic framework of policy and processes set up in support of the existing Governance mechanism with an aim to help prevent, detect and respond to bribery risks. The Company has in place a mandatory e-learning course which aims to equip its employees with the required understanding and knowledge to effectively prevent, identify and respond to bribery risks. The Company believes that it can contribute to create a stronger and bribery-resistant business ecosystem. Towards this end, an e-learning module, has also been developed for the Company's vendors. This will help vendors understand ABMS better and also create the right levels of awareness about the Company's expectations of ethical conduct of business.

if available, provide a web-link to the policy.

<https://www.riil.in/pdf/whistle-blower-policy.pdf>

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 2022-23	FY 2021-22
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

"NA" denotes "Not Applicable" - across this Report.

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

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 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	0	0	-
Capex	0	0	-

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

Yes

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

The Company continues to put in effort to ensure sustainable sourcing of its inputs.

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)**

There is no generation of plastic waste.

- b. E-waste**

Disposal of e-Waste is covered under the Hazardous waste disposal process. The Company's Enterprise Procurement team has specific procedure to deal with e-waste. There are two options for auction of e-waste namely, through Metal Scrap Trade Corporation ("MSTC") which is a Government of India Platform and the other is through the Company's own auction platform. Within the Company's own platform, separate screening / validation is done to check the license validity of the bidders, apart from internal controls and approvals. The winning bidder post execution of the disposal provides a certificate to the Company confirming disposal ensuring all regulatory and environmental guidelines.

- c. Hazardous waste**

There is no hazardous waste reclaimed for reuse or recycling.

- d. Other waste.**

There is no other waste generation.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).**

No

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?

Not Applicable

If not, provide steps taken to address the same

Not Applicable

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PRINCIPLE 3

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	60	60	100.00	60	100.00	NA	0.00	60	100.00	60	100.00
Female	0	0	0.00	0	0.00	0	0.00	NA	0.00	0	0.00
Total	60	60	100.00	60	100.00	0	0.00	60	100.00	60	100.00
Other than Permanent employees											
Male	5	5	100.00	5	100.00	NA	0.00	5	100.00	5	100.00
Female	3	3	100.00	3	100.00	3	100.00	NA	0.00	3	100.00
Total	8	8	100.00	8	100.00	3	37.50	5	62.50	8	100.00

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	Not Applicable										
Female											
Total											
Other than Permanent workers											
Male	23	“Other than Permanent” workers are provided with wellbeing benefits by the Contractors in accordance with applicable laws.									
Female	0										
Total	23										

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

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	94.12	100.00	Yes	98.51	100.00	Yes
Gratuity	94.12	NA	Yes	98.51	NA	Yes
ESI	NA	100.00	Yes	NA	100.00	Yes
Others - please specify	-					

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?

Yes

If not, whether any steps are being taken by the entity in this regard.

Not Applicable

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.

All employees and those eligible are provided with equal opportunities. The Company is committed to an inclusive work culture, without any discrimination. The policy in this regard is available for the employees on the Company's 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	0	0	Not Applicable	
Female	0	0		
Total	0	0		

Note: No permanent employee has availed parental leave during the year.

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	Yes. Made available by the Contractors in accordance with applicable laws.
Permanent Employees	Yes. The Company has a well-defined vigilance framework which provides a platform to the employees and the Directors to lodge their grievances/ complaints.
Other than Permanent Employees	

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

Category	FY 2022-23			FY 2021-22		
	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	0	0	0.00	0	0	0.00
- Male	0	0	0.00	0	0	0.00
- Female	0	0	0.00	0	0	0.00
Total Permanent Workers	Not Applicable					
- Male						
- Female						

Business Responsibility and Sustainability Report

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	65	65	100.00	52	80.00	67	67	100.00	40	59.70
Female	3	3	100.00	1	33.33	0	0	0.00	0	0.00
Total	68	68	100.00	53	77.94	67	67	100.00	40	59.70
Workers										
Male	23	23	100.00	0	0.00	19	19	100.00	0	0.00
Female	0	0	0	0	0.00	0	0	0.00	0	0.00
Total	23	23	100.00	0	0.00	19	19	100.00	0	0.00

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	65	65	100.00	67	67	100.00
Female	3	3	100.00	0	0	0.00
Total	68	68	100.00	67	67	100.00
Workers*						
Male	23	NA	0.00	19	NA	0.00
Female	0	NA	0.00	0	NA	0.00
Total	23	NA	0.00	19	NA	0.00

* Need based performance and career development reviews for "Other than permanent" workers are carried out by their employers (contractors).

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).

Yes

If yes, the coverage of such system?

The Company has implemented an Operating Management System ("OMS") which addresses aspects of Occupational Health and Safety including process safety.

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

The key element of OMS is identifying the hazards and assessing them supported by a Risk Matrix. These risks are reviewed on a periodical basis by cross functional operating teams. Task related hazards are identified and assessed using a Hazard Identification and Task Risk Assessment Process.

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

Yes

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

Yes

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

Safety and health of workforce is, has been and will continue to be paramount. Some specific actions taken include:

- All comorbid employees are entitled to Work From Home.
- Protocol to detect, track, trace and isolate on real time basis.
- Enhancement of medical infrastructure / medical team to stay ahead of the COVID curve.
- Digital platform enablement to keep track of 100% of workforce and families and proactively manage any potential cases.
- Stringent protocols on people coming to work with digitally enabled green pass access based on normal vital checks and also record of comorbidity, vaccination and other details.
- Safety & health is monitored on continuous basis.
- Annually Periodic Medical Examination is done for all employees.
- Health parameters are monitored for "Other than permanent" workers.
- Mandatory safety trainings are given to all employees.
- Risk registers and mitigation plans are made for keeping all jobs on check for safety of employees.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

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

Note: All statutory assessments are completed as required on an ongoing basis.

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.

Operating Management Systems incidents are investigated and tracked to closure.

Business Responsibility and Sustainability Report

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.

Key Stakeholder groups are identified based on their materiality to the Company's business operations along with the impact of their association with the company and the community at large. Our stakeholders are our employees, investors, customers, suppliers, NGOs and Communities and Government & Regulatory Authorities.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	Yes	E-mails, SMS, Meetings, Surveys, Feedbacks, Letters, Website and Internal Portals	Ongoing, Need Based.	To understand employee needs and opinions. To keep employees informed about the organisation's plans and procedures. Employee Safety and Wellbeing.
Investors	No	Stock Exchanges, Newspapers, Media Releases, Website, Notice Board, Annual Report, Letters, E-mails, SMS, NSE Electronic Application Processing System (NEAPS), BSE Listing Centre, SEBI Complaints Redress System (SCORES)	Annually, Monthly, Quarterly, Need-based, Real-Time basis.	To keep investors updated about the organisation's performance. To bring transparency with the existing and potential investors.
Customers	No	Emails and Meetings	Ongoing, Need-based.	To ensure efficient conduct of day to day business activities.
Suppliers	No	Emails and Meetings	Ongoing, Need-based.	To ensure efficient conduct of day to day business activities.
NGOs and Communities	Yes	Community Meetings	Quarterly, Need based.	Sharing of programme activities, Implementation Service Delivery, Community Social Work.
Government & Regulatory Authorities	No	Uploading on the website / portal, E-mail and filings	Need based including calendar based compliances - quarterly, half-yearly, annually etc.	To ensure compliance as well as seek approval wherever necessary.

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 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	60	60	100.00	62	62	98.51
Other than permanent	8	4	50.00	5	4	80.00
Total Employees	68	64	94.12	67	66	98.51
Workers						
Permanent	Not Applicable					
Other than permanent	23	23	100.00	19	19	100.00
Total Workers	23	23	100.00	19	19	100.00

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

Category	FY 2022-23					FY 2021-22				
	Total (A) No. (B)	Equal to Minimum Wage		More than Minimum Wage		Total (D) No. (E)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	60	0	0.00	60	100.00	62	0	0.00	62	100.00
Male	60	0	0.00	60	100.00	62	0	0.00	62	100.00
Female	0	0	0.00	0	0.00	0	0	0.00	0	0.00
Other than permanent	8	0	0.00	8	100.00	5	0	0.00	5	100.00
Male	5	0	0.00	5	100.00	5	0	0.00	5	100.00
Female	3	0	0.00	3	100.00	0	0	0.00	0	0.00
Workers										
Permanent	Not Applicable									
Male										
Female										
Other than permanent	23	0	0.00	23	100.00	19	0	0.00	19	100.00
Male	23	0	0.00	23	100.00	19	0	0.00	19	100.00
Female	0	0	0.00	0	0.00	0	0	0.00	0	0.00

Business Responsibility and Sustainability Report

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	1	1,25,57,211	0	0
Key Managerial Personnel	2	53,15,639	1	40,32,267
Employees other than BoD and KMP	71*	10,01,397	0	0
Workers	23	2,67,345	NA	NA

Note: * includes employees no longer associated with the Company.

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

Yes

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

The Company has a Vigil Mechanism and Whistle-blower policy under which the stakeholders are encouraged to report violations of applicable laws and regulations and the Code of Conduct - in confidence and without fear of any retaliation.

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

	FY 2022-23			FY 2021-22		
	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	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	No Child Labour hired	0	0	No Child Labour hired
Forced Labour / Involuntary Labour	0	0	No Forced Labour Hired	0	0	No Forced Labour Hired
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

The Company has a 'Vigil mechanism and Whistle-blower policy' and 'Prevention of Sexual Harassment policy' to prevent any adverse consequences.

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

Yes

9. Assessments for the year:

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

The Company has complied with all statutory requirements. A yearly audit under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 is also carried out internally as well through an NGO Member who is a part of the Internal Committee under the said Act.

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

Focus on human rights considerations has been an essential component and fundamental to the Company's DNA. Under this ambit, the Company continues to comply with all statutory requirements and go above and beyond. No corrective measures were required during the reporting period.

Business Responsibility and Sustainability Report

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	Please specify unit	FY 2022-23	FY 2021-22
Total electricity consumption (A)	kilo joules	549248400	668559600
Total fuel consumption (B)	kilo joules	0	0
Energy consumption through other sources (C)	kilo joules	0	0
Total energy consumption (A+B+C)	kilo joules	549248400	668559600
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	kilo joules / per rupee	0.69	0.87

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

No

If yes, name of the external agency.

Not Applicable

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)

No

If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)			
(i) Surface water	kilolitres	0	0
(ii) Groundwater	kilolitres	0	0
(iii) Third party water	kilolitres	9408	9917
(iv) Seawater / desalinated water	kilolitres	0	0
(v) Others	kilolitres	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	kilolitres	9408	9917
Total volume of water consumption (in kilolitres)	kilolitres	9408	9917
Water intensity per rupee of turnover (Water consumed / turnover)	kilolitres / per rupee	0.000012	0.000013

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

No

If yes, name of the external agency.

Not Applicable

4. Has the entity implemented a mechanism for Zero Liquid Discharge?

Yes

If yes, provide details of its coverage and implementation.

No water is used in the process since the product moves in the closed loop system of the pipeline from production to consumer. Hence there is zero discharge.

In case of sewage waste, the same is discharged into municipal sewers, which undergoes further treatment.

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	tCO2e	0	0
SOx	tCO2e	0	0
Particulate matter (PM)	tCO2e	0	0
Persistent organic pollutants (POP)	tCO2e	0	0
Volatile organic compounds (VOC)	tCO2e	0	0
Hazardous air pollutants (HAP)	tCO2e	0	0
Others - please specify	-	-	-

Note: The Company's business is closed-loop transportation of petroleum products and raw water through pipelines; hence there are no emissions in this activity.

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

No

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	0	0
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	0	0
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO2e	0	0
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity	tCO2e	0	0

Note: The Company's business is closed-loop transportation of petroleum products and raw water through pipelines; hence there are no greenhouse gas emissions in this activity.

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

No

If yes, name of the external agency.

Not Applicable

7. Does the entity have any project related to reducing Green House Gas emission?

No

If Yes, then provide details.

Not Applicable

Business Responsibility and Sustainability Report

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)			
Plastic waste (A)	metric tonnes	0	0
E-waste (B)	metric tonnes	0	0
Bio-medical waste (C)	metric tonnes	0	0
Construction and demolition waste (D)	metric tonnes	0	0
Battery waste (E)	metric tonnes	0	0
Radioactive waste (F)	metric tonnes	0	0
Other Hazardous waste. Please specify, if any. (G)	metric tonnes	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	metric tonnes	0	0
Total (A+B + C + D + E + F + G + H)	metric tonnes	0	0
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)			
Category of waste			
(i) Recycled	metric tonnes	0	0
(ii) Re-used	metric tonnes	0	0
(iii) Other recovery operations	metric tonnes	0	0
Total	metric tonnes	0	0
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)			
Category of waste			
(i) Incineration	metric tonnes	0	0
(ii) Landfilling	metric tonnes	0	0
(iii) Other disposal operations	metric tonnes	0	0
Total	metric tonnes	0	0

Note: The Company's business is closed-loop transportation of petroleum products and raw water through pipelines; there is no generation of waste in this activity.

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

No

If yes, name of the external agency.

Not Applicable

9. 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.

Please refer to response under Principle 2 above.

10. 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 there of and corrective action taken, if any.
Not Applicable				

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
No Projects are executed in the current year					

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).

Yes

If not, provide details of all such non-compliances, in the following format:

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
Not Applicable				

Business Responsibility and Sustainability Report

PRINCIPLE 7

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

Essential Indicators

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

Nil

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
Not Applicable		

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

Name of authority	Brief of the case	Corrective action taken
No adverse order has been received by the Company from any regulatory authorities.		

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.**

The Company has not undertaken any projects during the year requiring SIA.

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
Not Applicable					

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

The Company has not undertaken any projects during the year requiring R&R.

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

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

The major needs of the community are in the form of access to quality and affordable healthcare services. Communicating through community meetings and in case of an emergency, complaints may be made by calling the toll-free / helpline numbers that are prominently displayed along the path of the pipeline for the Community members to contact. Community members can also send any concerns or grievances to the Company's registered office or email address, which can be addressed through a portal mechanism developed by the Company for resolving grievances in a just, fair and timely manner.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	35.7%	37.2%
Sourced directly from within the district and neighbouring districts	70.0%	69.7%

Business Responsibility and Sustainability Report

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.

Customer complaints in general are handled through the local managers of the Company. In case of any complaint, the customer intimates the Company which is thereafter resolved.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100
Safe and responsible usage	100
Recycling and/or safe disposal	100

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

	FY 2022-23 (Current Financial Year)		Remarks	FY 2021-22 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	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	0	NA
Forced recalls	0	NA

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

Yes. Cyber security is managed by the Cyber security function of the Company.

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.

Not Applicable