

# Business Responsibility and Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. DETAILS OF THE LISTED ENTITY

1	Corporate Identity Number (CIN) of the Listed Entity	L60300MH1988PLC049019
2	Name of the Listed Entity	Reliance Industrial Infrastructure Limited
3	Year of incorporation	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	2024-25
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited
11	Paid-up Capital (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 Vipin Chandra Sati, 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. vipin.sati@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
14	Name of assurance provider	Not Applicable
15	Type of assurance obtained	Not Applicable

### II. PRODUCTS / SERVICES

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

S. No.	Description of main activity	Description of business activity	% of turnover of the entity
1	Transport and storage	Land transport via Railways & Pipelines	67.02
2	Support service to Organizations	Other support services to organizations	31.97

**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	Transport via pipeline	49300	67.02
2	Other business support service activities	82990	31.97

**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	0	5	5
International	0	0	0

**19. 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 which includes transportation of petroleum products, natural gas and raw water through pipelines and other support services mainly to Reliance Industries Limited.

**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)	45	44	97.78	1	2.22
2.	Other than Permanent (E)	11	8	72.73	3	27.27
3.	Total employees (D + E)	56	52	92.86	4	7.14
WORKERS						
4.	Permanent (F)	Nil				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

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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)					
6.	Total differently abled workers (F + G)					

### 21. 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*	0	0.00

\*Does not include Director designated as KMP.

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

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8.70	0	8.51	8.47	0	8.47	5.00	0	5.00
Permanent Workers	NA								

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

**Note:** 3 (three) employees have been superannuated, who are included in the turnover rate as stated in the above data for financial year 2024-25.

## 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	Reliance Europe Limited	Associate	50.00	No

**VI. CSR DETAILS****24. CSR Details**

(i)	Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes / No)	Yes
(ii)	Turnover (in ₹)	58,39,36,283
(iii)	Net worth (in ₹)	3,24,00,31,307

**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 ("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 2024-25			FY 2023-24		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	The Company maintains formal and informal channels for engaging with communities.  Community members may submit any concerns or grievances to the Company's registered office or email address.  Additionally, in the event of an emergency, complaints may be made by calling the toll-free / helpline numbers (1800 889 2812 or 022-35007201 / 235) 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). <a href="https://www.riil.in/grievance-management.html">https://www.riil.in/grievance-management.html</a>	4	0	-	11	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 2024-25			FY 2023-24		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	Yes	The Company has a well-defined vigilance framework that provides a platform for employees and Directors to lodge their grievances/complaints. The Company's Vigil Mechanism and Whistle-Blower Policy is available at <a href="https://www.riil.in/pdf/whistle-blower-policy.pdf">https://www.riil.in/pdf/whistle-blower-policy.pdf</a>	0	0	-	0	0	-
Customer	Yes	The services are provided to Reliance Industries Group of Companies, with a substantial portion provided to Reliance Industries Limited. Customers may raise their grievances via call, e-mail or letter.	0	0	-	0	0	-
Value Chain Partners	Yes	Value chain partners may raise their grievances via call, e-mail or letter.	0	0	-	0	0	-

### 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:

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 incidents that may have negative impacts on environment will adversely affect the business and local communities.	The Company uses a Supervisory Control and Data Acquisition (SCADA) system and a Leak Detection System to continuously monitor the pipelines. Foot patrolling is carried out round-the-clock to guard the pipelines, and their progress is tracked via a GPS system in the control room. The Emergency Response and Disaster Management Plan (ERDMP) has a set of Standard Operating Procedures (SOPs) to respond promptly 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 global demand for energy and associated increase in 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 such as unpredictable weather patterns, cyclones, droughts and downpours are on the rise due to climate change and are proving to be a challenge globally. These unforeseen adverse conditions can be a risk to the organization's operations and can lead to infrastructure damage and human loss.	The Emergency Response and Disaster Management Plan (ERDMP) has a set of SOPs to react immediately in the event of any incident. A comprehensive and appropriately equipped Integrated Disaster Recovery and Emergency Response process is in place. Mock drills are conducted to keep the team engaged and prepared for potential disasters. The public, along with local fire & 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 business 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 financial, reputational, and operational impacts.	The Cyber Security strategy at RIIL is 'Aligned to Business' and 'Marked to Threat'. RIIL follows a defence-in-depth approach, whereby multiple security technology solutions and processes are deployed to improve resilience against diverse and ever-evolving threats. Privacy by Design principles are followed across the personal data lifecycle, business processes and business applications at RIIL. Further, RIIL regularly benchmarks its cybersecurity and privacy practices against applicable laws, regulations, industry best practices and standards through internal & external attestations to ensure compliance and enhanced assurance.	Negative Implications
7	Business Ethics, Integrity and Transparency, Code of Conduct and Grievance Handling Mechanisms	R	Ethics and integrity have always been the core 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 Executive Director, Company Secretary and 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

P1	Businesses should conduct and govern themselves with integrity, and 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 to 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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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									
Principle 1									
Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable									
(i) Code of Business Conduct and ethics	<a href="https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf">https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf</a>								
(ii) Code of Conduct and Ethics - Values and Behaviours	<a href="https://www.riil.in/pdf/code-of-conduct-and-ethics-of-employee.pdf">https://www.riil.in/pdf/code-of-conduct-and-ethics-of-employee.pdf</a>								
(iii) Vigil Mechanism and Whistle Blower Policy	<a href="https://www.riil.in/pdf/whistle-blower-policy.pdf">https://www.riil.in/pdf/whistle-blower-policy.pdf</a>								
(iv) Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information	<a href="https://www.riil.in/pdf/cop_upsi.pdf">https://www.riil.in/pdf/cop_upsi.pdf</a>								
(v) Policy on Materiality of Related Party Transactions and on Dealing with Related Party Transactions	<a href="https://www.riil.in/pdf/riil-policy-on-materiality.pdf">https://www.riil.in/pdf/riil-policy-on-materiality.pdf</a>								
(vi) Policy on Determination and Disclosure of Materiality of Events and Information and Web Archival Policy	<a href="https://www.riil.in/pdf/policy-disclosure-of-materiality.pdf">https://www.riil.in/pdf/policy-disclosure-of-materiality.pdf</a>								
(vii) Corporate Social Responsibility Policy	<a href="http://www.riil.in/pdf/csr_policy.pdf">http://www.riil.in/pdf/csr_policy.pdf</a>								
(viii) Data Privacy Policy	<a href="https://www.riil.in/privacypolicy.html">https://www.riil.in/privacypolicy.html</a>								
(ix) Health, Safety and Environment Policy	<a href="http://www.riil.in/pdf/health-safety-and-environment-policy.pdf">http://www.riil.in/pdf/health-safety-and-environment-policy.pdf</a>								
Principle 2									
Businesses should provide goods and service in a manner that is sustainable and safe									
(i) Code of Business Conduct and ethics	<a href="https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf">https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf</a>								
(ii) Health, Safety and Environment Policy	<a href="http://www.riil.in/pdf/health-safety-and-environment-policy.pdf">http://www.riil.in/pdf/health-safety-and-environment-policy.pdf</a>								
(iii) Risk Management Policy*	-								
*Accessible to the internal stakeholders of the Company.									



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<b>Principle 3</b> <b>Businesses should respect and promote the well-being of all employees, including those in their value chains</b>	
(i) Health, Safety and Environment Policy	<a href="http://www.riil.in/pdf/health-safety-and-environment-policy.pdf">http://www.riil.in/pdf/health-safety-and-environment-policy.pdf</a>
(ii) Code of Business Conduct and ethics	<a href="https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf">https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf</a>
(iii) Code of Conduct and Ethics - Values and Behaviours	<a href="https://www.riil.in/pdf/code-of-conduct-and-ethics-of-employee.pdf">https://www.riil.in/pdf/code-of-conduct-and-ethics-of-employee.pdf</a>
(iv) Vigil Mechanism and Whistle Blower Policy	<a href="https://www.riil.in/pdf/whistle-blower-policy.pdf">https://www.riil.in/pdf/whistle-blower-policy.pdf</a>
(v) Prevention of Sexual Harassment*	-
*Accessible to the internal stakeholders of the Company.	
<b>Principle 4</b> <b>Businesses should respect the interests of and be responsive to all its stakeholders</b>	
(i) Corporate Social Responsibility Policy	<a href="http://www.riil.in/pdf/csr_policy.pdf">http://www.riil.in/pdf/csr_policy.pdf</a>
(ii) Code of Business Conduct and ethics	<a href="https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf">https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf</a>
(iii) Vigil Mechanism and Whistle Blower Policy	<a href="https://www.riil.in/pdf/whistle-blower-policy.pdf">https://www.riil.in/pdf/whistle-blower-policy.pdf</a>
(iv) Health, Safety and Environment Policy	<a href="http://www.riil.in/pdf/health-safety-and-environment-policy.pdf">http://www.riil.in/pdf/health-safety-and-environment-policy.pdf</a>
(v) Prevention of Sexual Harassment*	-
*Accessible to the internal stakeholders of the Company.	
<b>Principle 5</b> <b>Businesses should respect and promote human rights</b>	
(i) Code of Business Conduct and ethics	<a href="https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf">https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf</a>
(ii) Vigil Mechanism and Whistle Blower Policy	<a href="https://www.riil.in/pdf/whistle-blower-policy.pdf">https://www.riil.in/pdf/whistle-blower-policy.pdf</a>
(iii) Remuneration Policy for Directors, Key Managerial Personnel and other employees	<a href="https://www.riil.in/pdf/remuneration-policy-for-directors-key-managerial-other-empl.pdf">https://www.riil.in/pdf/remuneration-policy-for-directors-key-managerial-other-empl.pdf</a>
(iv) Prevention of Sexual Harassment*	-
*Accessible to the internal stakeholders of the Company.	
<b>Principle 6</b> <b>Businesses should respect and make efforts to protect and restore the environment</b>	
(i) Health, Safety and Environment Policy	<a href="http://www.riil.in/pdf/health-safety-and-environment-policy.pdf">http://www.riil.in/pdf/health-safety-and-environment-policy.pdf</a>
(ii) Code of Business Conduct and ethics	<a href="https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf">https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf</a>
(iii) Risk Management Policy*	-
*Accessible to the internal stakeholders of the Company.	
<b>Principle 7</b> <b>Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent</b>	
(i) Code of Business Conduct and ethics	<a href="https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf">https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf</a>
(ii) Code of Conduct and Ethics - Values and Behaviours	<a href="https://www.riil.in/pdf/code-of-conduct-and-ethics-of-employee.pdf">https://www.riil.in/pdf/code-of-conduct-and-ethics-of-employee.pdf</a>
(iii) Corporate Social Responsibility Policy	<a href="http://www.riil.in/pdf/csr_policy.pdf">http://www.riil.in/pdf/csr_policy.pdf</a>
<b>Principle 8</b> <b>Businesses should promote inclusive growth and equitable development</b>	
(i) Corporate Social Responsibility Policy	<a href="http://www.riil.in/pdf/csr_policy.pdf">http://www.riil.in/pdf/csr_policy.pdf</a>
(ii) Code of Business Conduct and ethics	<a href="https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf">https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf</a>
(iii) Health, Safety and Environment Policy	<a href="http://www.riil.in/pdf/health-safety-and-environment-policy.pdf">http://www.riil.in/pdf/health-safety-and-environment-policy.pdf</a>

Principle 9									
Businesses should engage with and provide value to their consumers in a responsible manner									
(i) Grievance Redressal Mechanism	<a href="https://www.riil.in/grievance-management.html">https://www.riil.in/grievance-management.html</a>								
(ii) Code of Business Conduct and ethics	<a href="https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf">https://www.riil.in/pdf/CodeBusiness-Conduct-ethics.pdf</a>								
(iii) Data Privacy Policy	<a href="https://www.riil.in/privacypolicy.html">https://www.riil.in/privacypolicy.html</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes / certifications / labels / standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	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.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	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.  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.  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.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	Health, Safety and Environment ("HSE") is integral to the conduct of the Company's business. The Company places the utmost priority on occupational health, safety and protection of the environment in and around its operational areas, while upholding the principles of Corporate Governance to ensure transparency, integrity and accountability in its operations. The Company firmly believes that incorporating Environmental, Social and Governance principles into its business operations is a fundamental responsibility. Compliance with these principles helps strengthen resilience and transforms culture, enabling the systematic management of risks and safeguarding 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).	Name: Shri Vipin Chandra Sati DIN: 10968198								
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.	Designation: Executive Director  Yes. The Board of RIIL has constituted committees, which are responsible to oversee key sustainability related policies, performance and issues of RIIL.								

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### 10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)
	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Performance against above policies and follow up action	Yes, the Board / Committees of Board meet periodically to review the performance against the above policies.									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 agency viz., International Certification Services, an agency approved by Petroleum and Natural Gas Regulatory Board. As a good governance practice, policies are periodically reviewed and updated by concerned business heads in consultation with stakeholders and approved by the management and/or Board itself, as and when required.								

### 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)									

## 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	7	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.	100.00
Key Managerial Personnel	5	1. <b>Code of Conduct &amp; Ethics</b> – This training outlines the six values that form the foundation of the Code and helps employees understand the elements of vigil mechanism.	100.00
Employees other than BoD and KMPs	5	2. <b>Anti-Bribery Management System (“ABMS”)</b> 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. <b>Cybersecurity Awareness</b> – This helps employees identify situations that may lead to breach of Cyber Security at Reliance and how they can demonstrate correct behaviour to protect the organization from external threats.  4. <b>Creating a Respectful Workplace</b> 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. <b>Reliance Management System (“RMS”)</b> – 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.	100.00
Workers*	Not Applicable		

\*For Essential indicator question 11 of Principle 3, Workers include third party contractors. This definition is applicable to the said table only.

**Note:** All employees are strongly encouraged to complete 5 training courses annually.

## Business Responsibility and Sustainability Report

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 (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					

**Note:** Does not include penalties by regulators in the ordinary course of business.

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. 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 Anti-Bribery Management System 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 2024-25	FY 2023-24
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2024-25		FY 2023-24	
	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

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

Not Applicable

**8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods / services procured):**

	FY 2024-25	FY 2023-24
Number of days of accounts payable*	134	85

**\*Note:** Accounts payable include all trade payables excluding amount payable for cases where demand notes or invoices are not finalised due to ongoing negotiations.

**9. Open-ness of business**

**Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along with loan and advances & investments, with related parties:**

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases*	a. Purchases from Trading houses as % of total purchases	2.30%	1.72%
	b. Number of trading houses where purchases are made from	4	3
	c. Purchases from top 10 trading houses as % of total purchases from trading houses.	100.00%	100.00%
Concentration of Sales**	a. Sales to dealers/ distributors as % of total sales	0.00%	0.00%
	b. Number of dealers/ distributors to whom sales are made	0	0
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	0.00%	0.00%
Share of Related Party Transactions in	a. Purchases (Purchases with related parties***/ Total Purchases)	1.55%	1.74%
	b. Sales (Sales to related parties/ Total Sales)	99.79%	99.31%
	c. Loans & advances (Loans & advances given to related parties /Total loans and advances)	0.00%	0.00%
	d. Investments (Investments in related parties / Total Investments made)	0.00%	0.00%

\*The data presented includes close to ninety seven percent of our purchase by value.

\*\*The Company's revenue comes solely from direct sales of infrastructure support services, primarily to Reliance Industries Limited. It does not sell through dealers or distributors.

\*\*\*Excludes Reimbursements.

## Business Responsibility and Sustainability Report

### PRINCIPLE 2

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

#### Essential Indicators

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

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	0	0	-
Capex	0	0	-

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

The Company has a well-established vendor selection process that addresses social, ethical and environmental considerations as mandated by law. The Company employs a transparent tendering process for vendor selection. The Company is also committed to support local communities and provides equal opportunities to MSMEs.

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

84% and 87% of the total procurement of the Company's inputs were sourced from MSME and local (within 100 km of our manufacturing locations) vendors, respectively.

- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for:**

- Plastics (including packaging)**

Currently, there are no products manufactured that will generate plastic waste at the end of life.

- E-waste**

Currently, there are no products manufactured that will generate E-waste at the end of life.

- Hazardous waste**

Currently, there are no products manufactured that will generate hazardous waste at the end of life.

- Other waste.**

Not Applicable

- 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

**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	44	44	100.00	44	100.00	NA	NA	44	100.00	44	100.00
Female	1	1	100.00	1	100.00	1	100.00	NA	NA	1	100.00
Total	45	45	100.00	45	100.00	1	100.00	44	100.00	45	100.00
Other than Permanent employees											
Male	8	8	100.00	8	100.00	NA	NA	NA	NA	4	50.00
Female	3	3	100.00	3	100.00	3	100.00	NA	NA	3	100.00
Total	11	11	100.00	11	100.00	3	100.00	NA	NA	7	63.64

**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	Not Applicable										
Female											
Total											

**c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent)-**

	<b>FY 2024-25</b>	<b>FY 2023-24</b>
Cost incurred on well-being measures as a % of total revenue of the company	0.80%	0.57%



## Business Responsibility and Sustainability Report

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100.00	NA	Yes	100.00	NA	Yes
Gratuity	100.00	NA	NA	100.00	NA	NA
ESI	Not Applicable			Not Applicable		
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? If not, whether any steps are being taken by the entity in this regard.**

Yes, there is every endeavour to ensure all requirements of any differently abled person working at any of the offices is completely provided for and met.

### 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 accessible to the internal stakeholders of the Company.

### 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	100.00%	100.00%	Not Applicable	
Female	NA			
Total	100.00%	100.00%		

**Note:** No Female employee availed maternity leave during the reporting period.

### 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	Not Applicable
Other than Permanent Workers	
Permanent Employees	Yes. All employee grievances are addressed appropriately through multiple channels. 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.
Other than Permanent Employees	

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

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>	<b>45</b>	<b>0</b>	<b>0.00</b>	<b>57</b>	<b>0</b>	<b>0.00</b>
- Male	44	0	0.00	57	0	0.00
- Female	1	0	0.00	0	0	0.00
<b>Total Permanent Workers</b>	Not Applicable					
- Male						
- Female						

**8. Details of training given to employees and workers:**

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	52	37	71.15	21	40.38	61	17	27.87	42	68.85
Female	4	0	0	1	25.00	3	0	0.00	2	66.67
Total	56	37	66.07	22	39.29	64	17	26.56	44	68.75
Workers										
Male	Not Applicable									
Female										
Total										

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	52	52	100.00	61	61	100.00
Female	4	4	100.00	3	3	100.00
<b>Total</b>	<b>56</b>	<b>56</b>	<b>100.00</b>	<b>64</b>	<b>64</b>	<b>100.00</b>
<b>Workers</b>						
Male	Not Applicable					
Female						
<b>Total</b>						

## Business Responsibility and Sustainability Report

### 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)**

Not applicable since the Company does not have any workers.

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

Yes, all employees are fully taken care of on account of all medical - exigencies or otherwise.

### 11. Details of safety related incidents:

Safety Incident / Number	Category*	FY 2024-25	FY 2023-24
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

\*Including in the contract workforce

**Note:** For Essential indicator question 11, Workers include third party contractors. This definition is applicable to this table only.

### 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:

- Mandatory on job safety training is imparted to workforce as per the criticality of the job and any change in procedural guidelines.
- Workforce are proactively engaged and involved in aspects related to their safety and wellbeing. The workforce is encouraged to report workplace related near-misses, unsafe acts and unsafe conditions. Identified gaps, if any, are rectified with necessary time bound actions.
- The operating managers continuously interact with the workforce in the field to observe their behaviours, have a conversation to recognise their good behaviour or coach them to correct their behaviours if required and also listen to their feedback if they have any safety concerns.

- d) Safety and health are monitored on a continuous basis through rigorous inspections, data analysis, and employee feedback, ensuring proactive risk mitigation.
- e) Annual / Periodic Medical Examination is done for all employees.
- f) Health awareness sessions, webinars and bulletins are circulated as part of ongoing commitment for health and wellbeing of employees.
- g) 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 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	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	100.00
Working Conditions	100.00

**Note:** Statutory assessments related to aspects of health and safety practices and working conditions is periodically undertaken by the entity.

**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.**

Incidents are reported through the Operating Management System (OMS), which are thereby 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 exchange intimations, Newspapers, Media Releases, Website, Notice Board, Annual Report, Letters, E-mails, SMS, Chairman's speech, NSE Electronic Application Processing System (NEAPS), BSE Listing Centre, SEBI Complaints Redress System (SCORES), Depositories, Online Dispute Resolution Portal (ODR)	Annually, Quarterly, Half-yearly, Need-based, Real-Time	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	Yes, local suppliers	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	Website, portals, emails, written communications, filings, representations and meetings	Periodic as well as event-based compliances - quarterly, half-yearly, annually etc.	Engagement, advocacy, communication, collaboration for compliance with applicable regulatory framework and ease of doing business

**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:**

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	45	43	95.56	57	54	94.74
Other than permanent	11	6	54.55	7	2	28.57
<b>Total Employees</b>	<b>56</b>	<b>49</b>	<b>87.50</b>	<b>64</b>	<b>56</b>	<b>87.50</b>
<b>Workers</b>						
Permanent	Not Applicable					
Other than permanent						
<b>Total Workers</b>						

**2. Details of minimum wages paid to employees and workers:**

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	45	0	0	45	100	57	0	0	57	100
Male	44	0	0	44	100	57	0	0	57	100
Female	1	0	0	1	100	0	NA		NA	
Other than permanent	11	0	0	11	100	7	0	0	7	100
Male	8	0	0	8	100	4	0	0	4	100
Female	3	0	0	3	100	3	0	0	3	100
Workers										
Permanent	Not Applicable									
Male										
Female										
Other than permanent										
Male										
Female										

## Business Responsibility and Sustainability Report

### 3. Details of remuneration / salary / wages

#### a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (in ₹)	Number	Median remuneration/ salary/ wages of respective category (in ₹)
Board of Directors (BoD)	1	1,44,07,588	0	0
Key Managerial Personnel#*	2	52,57,643	1	12,70,000
Employees other than BoD and KMP**	54	9,61,158	4	56,77,755
Workers	Not Applicable			

#Does not include director designated as KMP.

\*includes Key Managerial Personnel who has ceased to be associated with the Company during the year.

\*\*includes employees who have ceased to be associated with the Company during the year.

#### b. Gross wages paid to females as % of total wages paid by the entity:

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	19.93%	12.12%

### 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 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
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	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

**7. Complaints filed under the Sexual Harassment of Women at Workplaces (Prevention, Prohibition and Redressal) Act, 2013:**

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

**8. 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 to the complainant.

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

Yes

**10. 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

**Note:** The offices are assessed by statutory authorities, appropriate authorities or internal auditors as deemed appropriate.

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

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:

Parameter	Unit	FY 2024-25	FY 2023-24
<b>From renewable sources</b>			
Total electricity consumption (A)	kilo joules	0	0
Total fuel consumption (B)	kilo joules	0	0
Energy consumption through other sources (C)	kilo joules	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>kilo joules</b>	<b>0</b>	<b>0</b>
<b>From non-renewable sources</b>			
Total electricity consumption (D)	kilo joules	648392400	601999200
Total fuel consumption (E)	kilo joules	0	0
Energy consumption through other sources (F)	kilo joules	0	0
<b>Total energy consumed from non-renewal sources (D+E+F)</b>	<b>kilo joules</b>	<b>648392400</b>	<b>601999200</b>
<b>Total energy consumption (A+B+C+D+E+F)</b>	<b>kilo joules</b>	<b>648392400</b>	<b>601999200</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations)	<b>kilo joules / per rupee</b>	<b>1.31</b>	<b>1.04</b>
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	<b>(kilo joules / ₹ adjusted for PPP)</b>	<b>27.07</b>	<b>23.22</b>
<b>Energy intensity in terms of physical output</b>		<b>0</b>	<b>0</b>

**Note:** The source for Purchasing Power Parity (PPP) is International Monetary Fund (IMF). The PPP rate considered for FY 2024-25 is 20.66 and for FY 2023-24 is 22.40 as per the 2025 IMF update.

**Note:** The product moves in the closed loop system of the pipeline from production to consumer, hence there is no energy intensity in terms of physical output.

**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:**

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>			
(i) Surface water	kilolitres	0	0
(ii) Groundwater	kilolitres	0	0
(iii) Third party water	kilolitres	7512	9493
(iv) Seawater / desalinated water	kilolitres	0	0
(v) Others	kilolitres	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>kilolitres</b>	<b>7512</b>	<b>9493</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>kilolitres</b>	<b>7512</b>	<b>9493</b>
<b>Water intensity per rupee of turnover</b> (Total Water consumption / Revenue from operations)	<b>kilolitres / per rupee</b>	<b>0.000015</b>	<b>0.000016</b>
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Water consumption/Revenue from operations adjusted for PPP)	<b>kilolitres / ₹ adjusted for PPP</b>	<b>0.000314</b>	<b>0.000366</b>
<b>Water intensity in terms of physical output</b>		<b>0</b>	<b>0</b>

**Note:** The water withdrawal mentioned in the above question is for human consumption and other non-operational purposes only.

**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

## Business Responsibility and Sustainability Report

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

Parameter	FY 2024-25	FY 2023-24
<b>Water discharged by destination and level of treatment (in kilolitres)</b>		
(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	0	0
- With treatment - please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
<b>Total water discharged (in kilolitres)</b>	<b>0</b>	<b>0</b>

**Note:** No water is used in the operations 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.

**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

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

No water is used in the operations 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.

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

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	-	0	0
SOx	-	0	0
Particulate matter (PM)	-	0	0
Persistent organic pollutants (POP)	-	0	0
Volatile organic compounds (VOC)	-	0	0
Hazardous air pollutants (HAP)	-	0	0
Others - please specify	-	-	-

**Note:** The Company's business is closed-loop transportation of petroleum products, natural gas 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

**If yes, name of the external agency.**

Not Applicable

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:**

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	-	0	0
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	<b>Metric tonnes of CO<sub>2</sub> equivalent</b>	<b>185.683</b>	<b>118.727</b>
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emission /Revenue from operations)	<b>Metric tonnes of CO<sub>2</sub> equivalent / per rupee</b>	<b>0.00000038</b>	<b>0.00000020</b>
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emission /Revenue from operations adjusted for PPP)	<b>Metric tonnes of CO<sub>2</sub> equivalent/ ₹ adjusted for PPP</b>	<b>0.000008</b>	<b>0.000005</b>
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	-	0	0

**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

**8. 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

### 9. Provide details related to waste management by the entity:

Parameter	FY 2024-25	FY 2023-24
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0	0
E-waste (B)	0	0
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break- up by composition i.e. by materials relevant to the sector)	0	0
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>0</b>	<b>0</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	<b>0</b>	<b>0</b>
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	<b>0</b>	<b>0</b>
<b>Waste intensity in terms of physical output</b>	<b>0</b>	<b>0</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

**Note:** The Company's business is closed-loop transportation of petroleum products, natural gas 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

- 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.**

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

- 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:**

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.
Not Applicable				

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

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

- 13. Is the entity compliant with the applicable environmental law / regulations / guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N).**

Yes

**If not, provide details of all such non-compliances:**

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:**

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 (1800 889 2812 or 022-35007201 / 235) 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 is 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 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	83.68%	30.36%
Directly from within India	94.84%	99.62%

**Note:** The boundary of sourcing for MSMEs / small producers is Indian suppliers and for the input materials sourced directly from within India is global suppliers.

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

Location	FY 2024-25	FY 2023-24
Rural	11.29%	6.05%
Semi-urban	58.06%	20.07%
Urban	0.00%	0.00%
Metropolitan	30.65%	73.88%

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



## 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.**

Consumer complaints in general are handled through the local managers of the Company. In case of any complaint, the consumer 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	100.00
Safe and responsible usage	100.00
Recycling and / or safe disposal	100.00

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

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	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. A comprehensive cybersecurity framework aligned with leading industry standards and best practices is leveraged.

The data privacy policy is hosted at: <https://www.riil.in/privacypolicy.html>

- 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

- 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.**

Not Applicable