

Business Responsibility
and Sustainability Report
2024-25



SPRINT ahead

Strengthening the Core
Powering Energy Transition

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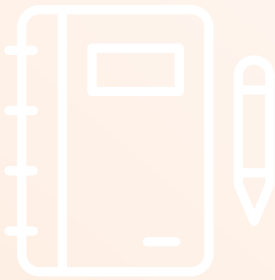
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A

SECTION



GENERAL DISCLOSURES



SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L23201MH1959GOI011388
2.	Name of the Listed Entity	Indian Oil Corporation Limited
3.	Year of Incorporation	1959
4.	Registered Office Address	IndianOil Bhavan, G-9, Ali Yavar Jung Marg. Bandra (East), Mumbai-400051.
5.	Corporate Address	3079/3, Sadiq Nagar, J. B. Tito Marg, New Delhi 110049
6.	E-mail	sustainability@indianoil.in
7.	Telephone	011-24347446
8.	Website	https://iocl.com/
9.	Financial Year for Reporting	2024-25
10.	Name of the Stock Exchange(s)	i. National Stock Exchange of India Ltd. ii. BSE Ltd.
11.	Paid-up Capital	INR 14,121.24 Crore
12.	Contact Person for Queries	Mr. Pravin T Dongre Executive Director (Sustainable Development) Telephone: 011-24347425 Email id: dongrept@indianoil.in
13.	Reporting Boundary	Standalone Basis
14.	Name of Assurance Provider	TUV India Private Limited
15.	Type of Assurance Obtained	Reasonable

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	Petroleum Products	Refining & marketing of Petroleum products	91.5%
2	Petrochemical Products	Production & marketing of Petrochemical products	3.3%
3	Gas	Sale of Gas	5%
4	Others	E&P, Explosives and Alternate Energy etc.	0.2%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	High Speed Diesel	466/473	44.80%
2	Motor Spirit	466/473	23.11%
3	LPG	466/473	10.77%
4	Aviation Turbine Fuel	466	4.72%
5	Gas	466/473	4.99%
6	Petrochemical Products	466	3.31%

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	626	226	852
International	0	12	12

19. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States)	28*
International (No. of Countries)	45

*The company also caters to eight Union Territories of India

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

3.59% of the total turnover was contributed by exports.

c. A brief on types of customers:

The Company caters to a broad and diverse customer base, encompassing both retail and bulk segments:

- **Retail Customers:** This segment comprises individual consumers and businesses operating public or private vehicles. These customers depend on the Company's network of retail outlets for their energy requirements. It includes daily commuters, commercial transport operators, private vehicle owners, LPG and Lube customers.
- **Bulk Customers:** This segment includes large-scale institutional and industrial clients across various sectors such as:
 - **Indian Railways:** Supply of fuel and lubricants to ensure uninterrupted railway operations.
 - **Defense Forces:** Provision of fuel and essential products to support military operations.
 - **State Government Entities:** Fuel and related products for various state-run functions and services.
 - **Airlines:** Delivery of aviation fuel to both domestic and international carriers.
 - **Power Producers:** Fuel supply for electricity generation to meet national energy demands.
 - **State Transport Undertakings:** Support for state-managed public transportation systems.
 - **Automotive Industry:** Supply of fuels, lubricants, and other inputs critical to vehicle manufacturing and maintenance.
 - **Mining Sector:** Provision of fuel, explosives, and lubricants essential for mining operations.
 - **Cryogenics Sector:** Delivery of specialized products to industries such as animal husbandry, oil & gas, refineries, chemicals, aviation, lubricants, and industrial gases.
 - **Petrochemical:** Supplying Petrochemicals and specialty chemicals demand.
 - **Industry:** Meeting energy demands of Industry.

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)	18,740	16,736	89.31%	2,004	10.69%
2	Other than Permanent (E)	391	351	89.77%	40	10.23%
3	Total employees (D + E)	19,131	17,087	89.32%	2,044	10.68%
WORKERS						
4	Permanent (F)	11,201	10,542	94.12%	659	5.88%
5	Other than Permanent (G)	1,24,633	1,22,175	98.03%	2,458	1.97%
6	Total workers (F + G)	1,35,834	1,32,717	97.71%	3,117	2.29%

Note: Permanent employees refer to executives whereas Permanent workers refer to non-executive employees, unless specified otherwise.

As of 31.3.2025, the Company's permanent workforce comprises of 29,941 individuals including Officers (referred to as Permanent Employees) and Staff (referred to as Permanent Workers).

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)	481	430	89.40%	51	10.60%
2	Other than Permanent (E)	0	0	0	0	0
3	Total differently abled employees (D + E)	481	430	89.40%	51	10.60%
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	249	218	87.55%	31	12.45%
5	Other than Permanent (G)	0	0	0	0	0
6	Total differently abled workers (F+G)	249	218	87.55%	31	12.45%

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors*	13	2	15.38%
Key Management Personnel**	1	0	0

*Includes Whole-time directors, government nominee directors and independent directors. Directors include CFO who is also Director (F).

** Company Secretary.

22. Turnover rate for permanent employees and workers

Particulars	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	4.1%	4.9%	4.2%	5.27%	4.20%	5.15%	4.9%	4.8%	4.9%
Permanent Workers	6.0%	5.6%	6.0%	6.67%	7.19%	6.70%	6.8%	7.6%	6.8%

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	Avi-Oil India Private Limited	Joint Venture	25.00%	No
2	Cauvery Basin Refinery and Petrochemicals Limited ¹	Joint Venture	25.00%	No
3	Chennai Petroleum Corporation Limited (CPCL)	Subsidiary	51.89%	CPCL is a listed mini-ratna company, which undertakes its own Business Responsibility (BR) initiatives as well as publishes its own BRSR and adheres to the guidelines as issued by the statutory authorities / Government from time to time.
4	Delhi Aviation Fuel Facility Private Limited	Joint Venture	37.00%	No
5	GH4 India Private Limited	Joint Venture	33.33%	No
6	Green Gas Limited	Joint Venture	49.99%	No
7	GSPL India Gasnet Limited	Joint Venture	26.00%	No
8	GSPL India Transco Limited	Joint Venture	26.00%	No
9	Hindustan Urvarak and Rasayan Limited ²	Joint Venture	33.33%	No
10	IHB Limited	Joint Venture	50.00%	No
11	Indian Synthetic Rubber Private Limited	Joint Venture	50.00%	No

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)
12	IndianOil (Mauritius) Limited	Subsidiary	100.00%	The overseas subsidiary company undertake various community engagement / development activities, provide better products, have transparent governance structures etc. independently as per the applicable laws of the native country.
13	IndianOil Adani Gas Private Limited	Joint Venture	50.00%	No
14	IndianOil Adani Ventures Limited	Joint Venture	49.99%	No
15	IndianOil LNG Private Limited	Joint Venture	45.00%	No
16	IndianOil NTPC Green Energy Private Limited	Joint Venture	50.00%	No
17	IndianOil Petronas Private Limited	Joint Venture	50.00%	No
18	IndianOil Ruchi Biofuels LLP ³	Joint Venture	50.00%	No
19	IndianOil Skytanking Private Limited	Joint Venture	50.00%	No
20	IndianOil Total Private Limited	Joint Venture	50.00%	No
21	Indofast Swap Energy Private Limited ⁴	Joint Venture	50.00 %	No
22	IndOil Global B.V., Netherlands	Subsidiary	100.00%	The overseas subsidiary company undertake various community engagement / development activities, provide better products, have transparent governance structures etc. independently as per the applicable laws of the native country.
23	Indradhanush Gas Grid Limited	Joint Venture	20.00%	No
24	IOC GPS Renewables Private Limited ⁵	Joint Venture	50.00 %	No
25	IOC Global Capital Management IFSC Limited	Subsidiary	100.00%	No
26	IOC Middle East FZE	Subsidiary	100.00%	The overseas subsidiary company undertake various community engagement / development activities, provide better products, have transparent governance structures etc. independently as per the applicable laws of the native country.
27	IOC Phinergy Private Limited	Joint Venture	50.00%	No
28	IOC Sweden AB	Subsidiary	100.00%	The overseas subsidiary company undertake various community engagement / development activities, provide better products, have transparent governance structures etc. independently as per the applicable laws of the native country .
29	IOCL (USA) Inc	Subsidiary	100.00%	No
30	IOCL Singapore Pte Limited	Subsidiary	100.00%	The overseas subsidiary company undertake various community engagement / development activities, provide better products, have transparent governance structures etc. independently as per the applicable laws of the native country .
31	Kochi Salem Pipelines Private Limited	Joint Venture	50.00%	No
32	Lanka IOC PLC	Subsidiary	75.12%	The overseas subsidiary company undertake various community engagement / development activities, provide better products, have transparent governance structures etc. independently as per the applicable laws of the native country
33	Lubrizol India Private Limited	Joint Venture	26.00%	No
34	Mercator Petroleum Limited ⁶	Subsidiary	100.00 %	No
35	Mumbai Aviation Fuel Farm Facility Private Limited	Joint Venture	25.00%	No
36	NPCIL IndianOil Nuclear Energy Corporation Limited	Joint Venture	26.00%	No
37	Paradeep Plastic Park Limited	Joint Venture	49.00%	No
38	Petronet CI LTD ⁷	Joint Venture	26.00%	No

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)
39	Petronet India Limited ⁸	Joint Venture	18.00%	No
40	Petronet LNG Limited	Joint Venture	12.50%	A listed JV entity in India, which undertakes its own Business Responsibility (BR) initiatives as well as publish its own BRSR and adheres to the guidelines as issued by the statutory authorities / Government from time to time.
41	Petronet VK Limited	Joint Venture	50.00%	No
42	Ratnagiri Refinery & Petrochemicals Limited	Joint Venture	50.00%	No
43	Suntera Nigeria 205 Limited	Joint Venture	25.00%	No
44	Terra Clean Limited ⁹	Subsidiary	100.00 %	No

¹ The Board of IndianOil at its meeting held on 28.03.2024 has accorded in-principle approval for revision in capital structure of CBRPL with 75% equity from IndianOil and 25% equity from CPCL. Upon IndianOil acquiring the balance 50% equity shares, CBRPL would become a Subsidiary of IndianOil.

² Shareholding as on 31.03.2025. As per JVA, IOCL, CIL and NTPC will hold 29.67% each & FCIL and HFCL will hold 10.99% pursuant to issuance of Equity Shares in lieu of land.

³ IndianOil has exited the Joint Venture, IndianOil Ruchi Biofuels LLP (M/s IORB) by giving notice of its exit from the LLP to the other JV partner viz. Ruchi Soya Industries Limited (M/s Ruchi) as well as to the LLP on 26.12.18 stating that it will exit the LLP w.e.f. 25.01.19. The time frame for completing exit formalities by M/s Ruchi by filing requisite forms with ROC was within 30 days of notice expiry period (i.e. by 24.02.19) but the same is still pending and IndianOil's name is appearing on ROC website as Partner in the said LLP. It has been informed that M/s Ruchi was under Corporate Insolvency Resolution Process and has been taken over by Patanjali Ayurveda Ltd. All necessary documents have been provided to M/s Ruchi for completing formalities relating to exit of IndianOil from IORB LLP.

⁴ Indofast Swap Energy Private Limited has been incorporated on 15th July 2024 as a Joint Venture of Indian Oil and Sun Mobility Pte Ltd., Singapore each holding 50% equity.

⁵ IOC GPS Renewables Private Limited has been incorporated on 21st June 2024 as a Joint Venture of Indian Oil and GPS Renewables Private Limited each holding 50% equity.

⁶ Mercator Petroleum Limited has been acquired under CIRP in May 2024 as a wholly owned subsidiary with 100% equity.

⁷ Petronet CI Ltd. is a JV amongst IOCL, PIL, RIL, NEL and BPCL. The company is under winding up and the matter is pending with Official Liquidator since 2006.

⁸ Petronet India Limited is a JV amongst IOCL, BPCL, HPCL, RIL, NEL, IL&FS, SBI and ICICI. The company is under winding up and the matter is pending with Official Liquidator since 2018.

⁹ Terra Clean Limited has been incorporated on 31st May 2024 as a wholly owned subsidiary with 100% equity.

VI. CSR Details

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

(ii) Turnover (in ₹): 8,45,513 Crore

(iii) Net worth (in ₹): 1,50,862.70 Crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25			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	https://pgportal.gov.in/Home/ProcessFlow	14,337	0	-	9,801	0	-
Investors/ Shareholders	Yes. The Company has created a designated email-id investors@indianoil.in	6,131	0	-	4,536	0	-

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	https://iocl.com/InvestorCenter/pdf/Whistle_Blower_policy.pdf	14	7	All the pending complaints are under processing with concerned functions / departments.	21	5	-
Customers	https://iocl.com/download/Grievance_19.8.2014.pdf	11,35,383	244		9,21,805	0	-
Value Chain Partners	https://iocl.com/InvestorCenter/pdf/Whistle_Blower_policy.pdf	0	0	-	33	0	-

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

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	Compliance and governance	Risk	Compliance and governance within the Company involve adherence to laws, regulations, and internal policies through robust structures that ensure transparent, fair, and ethical conduct. This includes regulatory compliance, risk management, governance effectiveness, closure and rehabilitation regulations, and respect for land, resource, and indigenous rights.	Implementation of a comprehensive regulatory compliance framework, robust corporate governance practices, integrated risk management systems, periodic audits, employee training initiatives, and proactive stakeholder engagement.	Negative
2	Climate change adaptation, resilience, and transition	Opportunity	Climate adaptation, resilience, and transition refer to the Company's approach to managing climate-related risks and opportunities, while supporting society and the economy in coping with and recovering from climate change impacts.	The Company develops strategies and implements actions to reduce greenhouse gas emissions and lower its carbon footprint through cleaner energy adoption, renewable energy investments, and enhanced energy efficiency across operations and the supply chain.	Positive
3	Economic performance	Risk	Economic downturns may constrain the Company's profitability and reduce its capacity to invest in growth initiatives, potentially affecting its long-term competitiveness.	The Company focuses on maintaining financial resilience through prudent cost management, and prioritizing strategic investments that support long-term competitiveness and sustainable growth.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Managing environmental impacts	Risk	Managing environmental impacts at the Company involves proactive efforts to mitigate the adverse effects of its operations on the environment. This includes measures for emission reduction, effluent and waste management, biodiversity protection, resource conservation, and minimizing the overall ecological footprint.	Through the implementation of impact-driven initiatives focused on managing environmental impacts—such as water conservation, waste management, and biodiversity protection.	Negative
5	Circularity & waste management	Opportunity	Circularity and waste management at the Company involve the integration of circular economy principles to reduce waste generation, promote resource efficiency, and maximize the reuse, recycling, and recovery of materials throughout operational processes.	Efforts focus on eliminating waste at the source, extending the lifecycle of products and materials, and restoring natural systems. This includes practices such as recycling, reusing, and remanufacturing materials used in operations and products.	Positive
6	Business ethics and accountability	Opportunity	The Company upholds strong business ethics as a cornerstone of long-term success and sustainability, fostering trust among stakeholders including customers, employees, investors, value chain partners, and the broader community.	By prioritizing ethical conduct, the Company strives to foster an environment that reflects its core values of integrity, accountability, and transparency across all operations.	Positive
7	Sustainable supply chain	Opportunity	A sustainable supply chain incorporates environmentally and socially responsible practices across all stages—from sourcing raw materials to final production. The Company ensures adherence to defined environmental and social standards within its own operations as well as those of its suppliers.	The Company consistently strives to procure materials from alternative and sustainable sources, including biofuels, while actively diversifying its energy portfolio to contribute to the nation's energy security.	Positive
8	Product stewardship	Opportunity	Product stewardship in the context of the Company entails responsibly managing the entire life cycle of its products to minimize environmental, health, and safety impacts.	The Company strives to ensure that its products are environmentally sustainable, safe for use, and optimized for efficient resource utilization throughout their lifecycle.	Positive

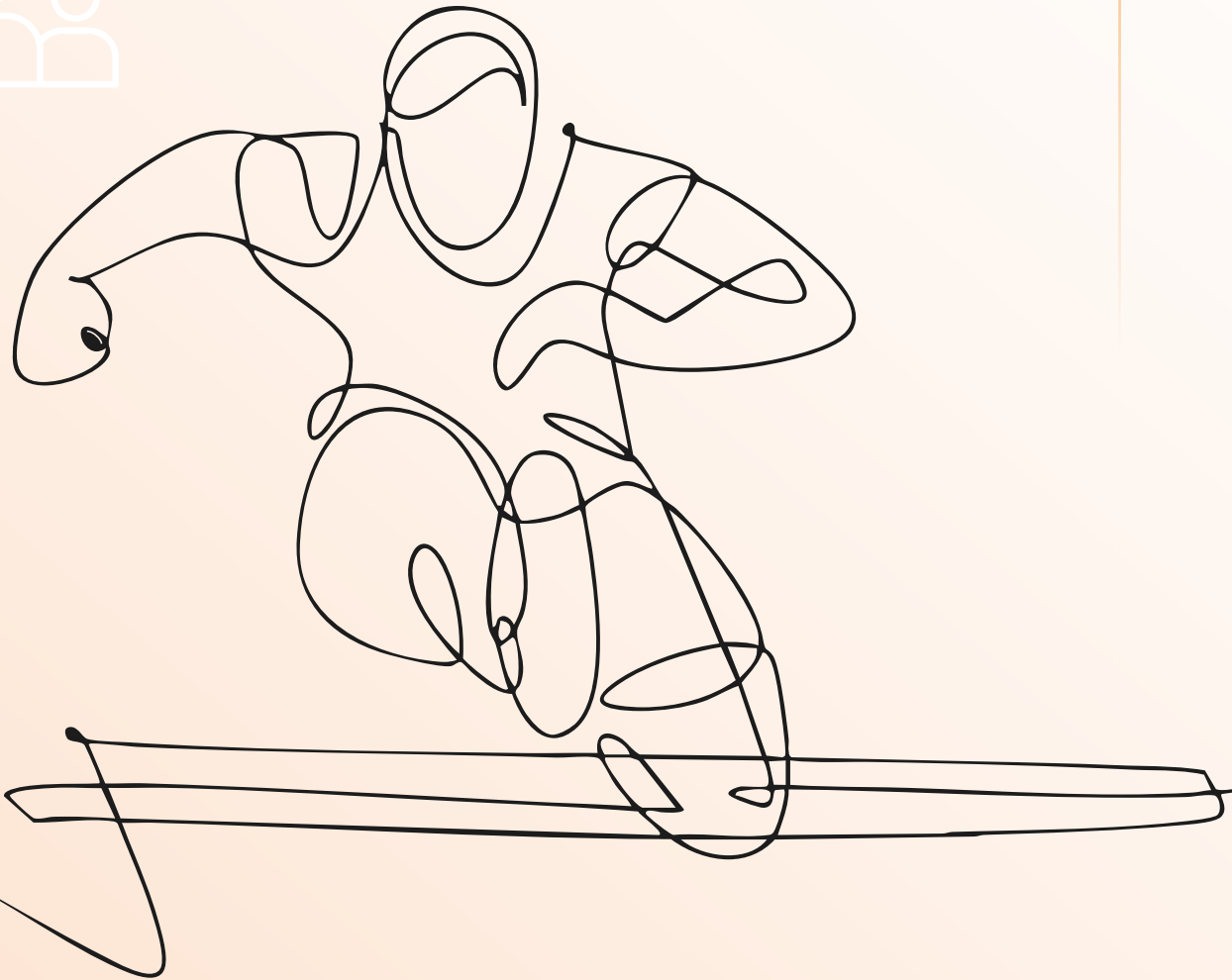
The above listed material issues are few among all prioritized material issues. The total list of material issues can be accessed from Company's Sustainability webpage (<https://iocl.com/sustainability>)

B

SECTION



MANAGEMENT AND PROCESS DISCLOSURES



Disclosure Questions

1. 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)
- c. Web Link of the Policies, if available

P1	P2	P3	P4	P5	P6	P7	P8	P9
Y	Y	Y	Y	Y	Y	Y	Y	Y
Y	Y	Y	Y	Y	Y	Y	Y	Y
Principle 1: https://iocl.com/download/Code_of_Conduct_for_Board_Members_SMP.pdf Principle 2: https://www.iocl.com/download/IOC_S&CSR_Policy.pdf Principle 3: https://iocl.com/pages/h-s-and-e-policy Principle 4: https://www.iocl.com/download/IOC_S&CSR_Policy.pdf Principle 5: https://iocl.com/InvestorCenter/pdf/Whistle_Blower_policy.pdf Principle 6: https://www.iocl.com/download/IOC_S&CSR_Policy.pdf Principle 7: https://www.iocl.com/download/IOC_S&CSR_Policy.pdf Principle 8: https://www.iocl.com/download/IOC_S&CSR_Policy.pdf Principle 9: https://cx.indianoil.in/Website_Data_Privacy_Policy-Jan2020_Final(Online%20Data%20Collection).pdf								
Y	Y	Y	Y	Y	Y	Y	Y	Y
Y	Y	Y	Y	Y	Y	Y	Y	Y
UNGC, ISO, GRI	ISO, GRI	OHSAS, OISD, T4S by PNGRB	ISO, GRI	OHSAS, GRI	ISO, GRI	UNGC, GRI	ISO, GRI	ISO, IS
Principle 1	The Company remains steadfast in its commitment to full compliance with the provisions of the Companies Act, 2013, and the SEBI (LODR) Regulations							
Principle 2	The Company is dedicated to fostering responsible business conduct while actively integrating low-carbon solutions into its products and services.							
Principle 3	The Company is committed to maintaining a zero-incident safety record by embedding robust safety practices across all operations.							
Principle 4	The Company is committed to promoting Micro, Small, and Medium Enterprises (MSMEs) in alignment with the guidelines issued by the Government of India.							
Principle 5	The Company strives to ensure zero instances of non-compliance across all regulatory and operational domains.							
Principle 6	The Company aims to achieve Net Zero Operational emissions by 2046.							
Principle 7	The Company is committed to conduct business with transparency, integrity, inclusivity, and accountability.							
Principle 8	The Company is focused to promote entrepreneurship, vendor development, skill development opportunities amongst others across the country.							
Principle 9	The Company aims to ensure 100% on-spec delivery of all of its products.							
The Company has set clear goals aligned with the NGRBC principles, Government of India's sustainability targets, and the UN Sustainable Development Goals (UN SDGs). ESG performance is regularly monitored, with detailed disclosures available in the BRSR and the Sustainability Report. Both documents are accessible on the Company's sustainability webpage: https://iocl.com/sustainability								

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

I am pleased to share the latest edition of IndianOil's Business Responsibility and Sustainability Report, prepared in alignment with the disclosure frameworks mandated by the Securities and Exchange Board of India. Since our inception in 1959, IndianOil has remained steadfast in its "Nation First" philosophy, conducting its operations with a deep sense of responsibility and strategic foresight to deliver long-term value for all stakeholders. We operate under a strong governance structure that upholds the highest standards of transparency, accountability, and ethical business conduct. Our sustained efforts have enabled us to make tangible contributions to the United Nations Sustainable Development Goals, and we continue to explore ways to deepen this impact.

Disclosure Questions**P1****P2****P3****P4****P5****P6****P7****P8****P9**

As India moves closer to becoming one of the world's leading economies, IndianOil is transforming into a future-ready organization with the goal of becoming a one trillion-dollar powerhouse by 2047. In pursuit of this goal, we have launched a strategic transformation initiative titled "SPRINT," which focuses on strengthening our core business, fostering customer-centricity, driving cost efficiency, nurturing talent, embracing advanced technologies, and enhancing readiness for energy transition.

IndianOil's commitment to India's Net Zero ambition for 2070 is reflected in our pledge to achieve Net Zero operational emissions by 2046. Our decarbonization roadmap includes a broad range of actions such as energy efficiency enhancements, deployment of renewable energy, adoption of green hydrogen and Compressed Biogas, nature-based solutions, and exploring carbon capture utilization and storage technologies. We are also creating enabling ecosystems through products, infrastructure, and strategic partnerships that support the widespread adoption of clean energy.

In the renewable energy space, IndianOil has established Terra Clean Ltd., a wholly owned subsidiary that is currently developing a one-gigawatt project and evaluating additional opportunities for 4.3 gigawatts of capacity.

Further, in the biofuel sector, as of March 2025, IndianOil has supported in commissioning of 44 CBG plants under the SATAT scheme. The CBG from these plants is being sold under the brand name 'IndiGreen' through our retail outlet.

To support the country's goals for Sustainable Aviation Fuel blending in international flights, we are planning to set up India's first commercial-scale SAF plant in Panipat with a production capacity of 86.8 thousand tonnes per annum. As electric mobility gains momentum, IndianOil is contributing to the creation of a robust EV infrastructure with over 13,600 charging stations and 128 battery swapping facilities established across the country. Our 'Cycloplast' brand of polymer recyclate that combines recycled petrochemicals with a portion of virgin or solo plastic, represents our dedication to integrating circularity into our product value chains.

We have also strengthened our commitment to preserving the environment and natural ecosystems. Our refineries house eco-parks that serve as conservation zones for flora, fauna, and migratory birds.

Under the Government of India's Green Credit Program, we are undertaking ecological restoration through plantation of over one million trees across degraded forest lands in four states. Our Mangroves 2.0 initiative is restoring over 150 hectares of forest land with rare and endangered mangrove species, in collaboration with State Forest Departments. Additionally, our refineries at Mathura, Haldia, and Gujarat have adopted treated wastewater from municipalities to minimize freshwater usage. IndianOil's efforts in wildlife conservation have extended to the protection of cheetahs, rhinos, elephants, and turtles.

Beyond the core operations, IndianOil's social responsibility programs are fostering inclusive growth and meaningful change. We have undertaken various initiatives to support emerging sporting talent. Through our partnership with the National Sports Development Fund, we are enabling young women athletes to reach national and international platforms. Further, we have undertaken significant initiatives to uplift para-athletes, who embody the spirit of resilience and excellence. Through our collaboration with the Paralympic Committee of India, we supported Indian contingents in global events such as the Para Asian Games and the Paris 2024 Paralympics, where India delivered a historic performance.

Our commitment to safety, innovation, and operational excellence remains unwavering. In an increasingly dynamic world shaped by climate imperatives and global uncertainties, IndianOil is reinforcing its resilience by embracing new technologies, empowering grassroots innovations, and upholding inclusive and sustainable practices. As India accelerates toward a low-carbon economy, IndianOil is proud to play a leading role in delivering energy solutions that are equitable, responsible, and forward-looking.

Sustainability is not a destination but a continuous journey. At IndianOil, it represents a shared ethos that guides our every action. We remain committed to building a better future through purposeful leadership, stakeholder engagement, and environmental stewardship. We welcome your thoughts and feedback as we move ahead together toward a more sustainable and inclusive tomorrow.

-sd-

(Suman Kumar)

Director (Planning & Business Development)

- | | |
|---|--|
| <p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p> <p>9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p> | <p>The Board, its Committees, the Chairman, Functional Directors, and Senior Management are collectively responsible for the implementation and oversight of Business Responsibility policies.</p> <p>The Company has constituted a Board Committee on Corporate Social Responsibility and Sustainable Development (CSR & SD). Additionally, interdivisional Corporate Climate Action Committee has been established to set internal targets, evaluate new projects for alignment with mitigation plans, oversee corporate communication disclosures, monitor progress, and assess resource allocation in line with the Company's Net Zero commitment.</p> |
|---|--|

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	IndianOil, being a listed entity, is subject to numerous audits, reviews, scrutiny etc. by regulators, auditors amongst others, which inter-alia review the implementation of approved policies, etc.								

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
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)									

All Principles are covered by the Policies.

C

SECTION



PRINCIPLE WISE PERFORMANCE DISCLOSURE



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.

IndianOil upholds strong corporate governance as a cornerstone of ethical and responsible business conduct. The Company ensures full compliance with legal requirements while maintaining high standards of integrity and transparency. Key governance mechanisms include a Vigil Mechanism, Whistle-Blower Policy, Integrity Pact, RTI framework, e-tendering, Citizens' Charter, and online grievance redressal. Also, independent audit by the Central Vigilance Commission and Independent External Monitors reinforces accountability. Additionally, IndianOil has put in place a well defined Code of Conduct and disciplinary frameworks for officers, workmen, and senior management, supported by a structured grievance redressal system to address stakeholder concerns effectively.

Essential Indicators

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

S. No.	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
1	Board of Directors	1	Capacity Building of functional directors of central public sector enterprises	15.38%
2	Key Management Personnel	0	-	0%
3	Employees other than BODs and KMPs	1,718	Principle 1 to 9	73.26%
4	Workers	413	Principles 1,2,3,4,6,8 & 9	53.89%

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

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Monetary		Has an appeal been preferred? (Yes/No)
			Amount (In ₹)	Brief of the Case	
Penalty/Fine	Principle 3	Factories Directorate	10,000	Assistant Director of Factories, Haldia filed the case in relation to an accident at Haldia Refinery before the Court of Ld. Addl. Chief Judicial Magistrate, Haldia. The matter was taken up by National Lok Adalat constituted on 14.12.2024 and was settled.	No
	Principle 6	Gujarat Pollution Control Board	1,00,00,000	Fire incident in Benzene Tank (Tk # 68) due to benzene vapour mixed with air. Interim compensation of ₹ 1 Crore paid by Gujarat Refinery.	No
			10,00,000	Fire broke out in the NS-1 Reboiler furnace (2112-F-01) due to sudden coil leakage suspected from the convection zone pass-2 of the furnace. interim Environmental Compensation Fine (ECF) of ₹ 10 Lakhs paid by Gujarat Refinery	No
Settlement	Principle 1	Ministry of Finance, Govt. of India	5,84,63,154	Vendor (BMCE) applied for settlement of the dispute through the Govt of India Scheme named Vivad se Viswas II.	No
			90,58,15,658	Vendor(Tech Sharp) applied for settlement of the dispute through the Govt of India Scheme named Vivad se Viswas II.	No
Compounding fee	Nil	Nil	Nil	NA	NA

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	Nil	Nil	NA	NA
Punishment	Nil	Nil	Nil	NA	NA

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

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

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

IndianOil is dedicated to working against all forms of corruption. The Company has a Code of Conduct for Board Members & Senior Management personnel, Whistle Blower Policy, Conduct, Discipline & Appeal Rules 1980 and Certified Standing Orders, apart from Vigilance Manual. IndianOil has a Vigilance wing which reports to the Chairman of IndianOil and is the link between IndianOil and statutory authorities such as the Central Vigilance Commission, Central Bureau of Intelligence (CBI) and the Vigilance wing of the Ministry of Petroleum & Natural Gas. The Anti-Corruption Division of CBI in coordination with Vigilance department inquiries into complaints about bribery and corruption cases registered under the Prevention of Corruption Act, 1988 and cases registered under other related Sections of the Indian Penal Code, 1860.

Also, Vigilance circulars are available in intranet portal, that outlines behaviors considered ethical and aligned with good corporate governance, as well as those deemed inappropriate. Additionally, provisions are incorporated in Whistle-blower Policy to protect employees who highlight the cases of corruption within the organization. Cases of Corruption and Bribery for officers are dealt with as per the Conduct, Discipline and Appeal Rules (CDA), 1980. Rule 29 of CDA Rules, 1980 lays down the different types of penalties for the misconducts such as corruption and bribery.

Reference Web link: https://iocl.com/InvestorCenter/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:

Category	FY 2024-25	FY 2023-24
Directors	0	0
KMPs	0	0
Employees	2	1
Workers	0	0

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

Particulars	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) in the following format

	FY 2024-25	FY 2023-24
Number of days of accounts payables	26.90	26.43

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	2.83%	Nil
	b. Number of trading houses where purchases are made from	11	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	2.79%	Nil
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	62.83%	52.71%
	b. Number of dealers /distributors to whom sales are made	56,554	48,788
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers /distributors	1.00%	0.53%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	13.46%	14.54%
	b. Sales (Sales to related parties / Total Sales)	1.10%	0.92%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	5.11%	12.94%
	d. Investments (Investments in related parties / Total Investments made)	42.88%	39.92%

Leadership Indicators

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

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in value chain covered by the awareness programmes
367	<ul style="list-style-type: none"> • Simulator based training session • OISD-154 training sessions • Defensive driving • SOP trainings • Sustainability in HR • Sustainability management & alternate fuel technology • Workshop on renewable energy and sustainable development 	100%

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

Yes, the Company has framed a comprehensive Code of Conduct for Board Members and Senior Management Personnel, outlining ethical standards and responsibilities. Under this Code, all Directors and Senior Management Personnel are required to disclose any material, financial, or commercial transactions where a personal interest may potentially conflict with the Company's interests—such as dealings in Company securities or transactions involving entities linked to them or their relatives.

Board members, on an annual basis, confirm that there are no material, financial, or commercial transactions between Independent Directors and Senior Management Personnel that may result in a potential conflict of interest. Compliance with the Code is confirmed annually and disclosed in the Directors' Report, which forms part of the Annual Report.

The Code of Conduct can be accessed at https://iocl.com/download/code_of_conduct_for_board_members_&_smp.pdf



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

IndianOil's operations span the entire hydrocarbon value chain, including refining, pipeline transportation, marketing of petroleum products, exploration and production, petrochemicals, and natural gas. Recognizing the environmental risks associated with its business and supply chain, the Company adopts a range of mitigation and adaptation strategies. These include sourcing local materials, minimizing water consumption and waste generation, enhancing energy efficiency, developing eco-friendly products, restoring natural ecosystems, and conserving biodiversity. All initiatives are guided by circular economy principles—Reduce, Reuse, and Recycle—to minimize environmental impact and promote sustainable growth.

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 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	100%	100%	R&D is working to develop new fuels, processes and alternate energy sources. The activities of R&D are directly or indirectly contributing to emission reduction through improvement in product/process efficiency.
Capex	1.37 %	0.99%	The capital expenditure is directed towards advancing sustainable infrastructure through investments in renewable energy projects, electric vehicles (EVs), EV charging stations, and biofuels. This will lower emissions, reduce fossil fuel dependence, and improve air quality. These investments also contribute to the creation of green jobs and promote access to clean and sustainable energy solutions.

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

The Company follows a transparent vendor selection process that incorporates social, ethical and environmental factors while ensuring compliance with legal requirements. Procurement is done through fair tendering system, which includes provision against child labour and promotes the welfare of contractual workers. Relevant environmental standards, such as adherence to IS/BIS/OSHAS standards or performance criteria, are applied, and inclusive procurement is encouraged through purchase preferences for local suppliers, MSEs, startups, and women-led enterprises.

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

42.17% of the total procurement of the Company's inputs were sourced from MSE vendors.

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

Type of product	Applicable to you (Y/N)	Processes in place to safely reclaim your products for reusing/ recycling and disposing at end of life (please provide a brief right-up of the process in place)
Plastics (including packaging)	Yes	The Company is actively implementing initiatives to collect and recycle waste materials by integrating them with virgin resources for new product manufacturing, promoting a circular economy. This includes retrieving used plastic lubricant containers through third-party collection centers, in compliance with Ministry of Environment, Forest and Climate Change (MoEF&CC) waste management and disposal guidelines.
E-waste	NA	
Hazardous waste	Yes	In alignment with the Extended Producer Responsibility (EPR) Rules and associated guidelines, the Company has initiated the establishment of state-wise collection centers for used lubricant oil containers, which are categorized as hazardous waste.
Other waste	NA	

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

Yes, the Company is registered under the Extended Producer Responsibility (EPR) framework and complies with the Plastic Waste Management Rules, as prescribed by the Central Pollution Control Board (CPCB), including all subsequent amendments. EPR obligations cover both lubricant sales (used oil recycling) and plastic packaging. Recycling and safe disposal of plastic packaging are carried out in accordance with regulatory requirements. The waste collection plan is aligned with the EPR plan submitted to the Pollution Control Board.

Leadership Indicators

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

NIC Code	Name of Product/Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency	Results communicated in public domain (Yes/ No) If yes, provide the web-link
466/473	HSD	44.80%	Cradle to Grave	Yes	No
466/473	MS including Ethanol Blended MS	23.11%	Cradle to Grave	Yes	No
466/473	LPG	10.77%	Cradle to Grave	Yes	No
201	2G Ethanol	<1%	Cradle to Grave	Yes	No
35201	CBG	<1%	Cradle to Grave	Yes	No
192	Lubricant (Specialized)	<1%	Cradle to Grave	Yes	No

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

Name of Product/ Service	Description of risk and concern Action taken
HSD	As part of Indian Oil's commitment to sustainable operations, an LCA study was conducted for six refinery products, focusing on key environmental impact categories such as Climate Change, Acidification, Eutrophication (Marine and Freshwater), and Water Use. The assessment did not identify any critical environmental risks across these categories. However, valuable insights emerged, guiding future improvement actions:
MS including EBMS	
LPG	
2G Ethanol	
CBG	
Lubricant (Specialized)	Climate Change

Company's refinery operations demonstrate superior energy performance, supported by internal benchmarking against global best practices. The primary contributors to greenhouse gas emissions within the refinery boundary include combustion processes for generating heat and hydrogen, as well as electricity and steam consumption.

Upstream emissions – largely from crude oil extraction, transportation, and processing – also form a significant part of the overall footprint. While these remain outside the company's immediate operational control, efforts are underway to enhance crude selection strategies to favour sources with a lower environmental burden. Additionally, ongoing initiatives such as improving process efficiency, adopting biofuels, increasing green hydrogen production, and expanding renewable energy sourcing are expected to further reduce the carbon intensity of products.

Water Use

Water utilisation in refinery operations is largely associated with cooling and steam generation. IndianOil has prioritised water conservation measures, including the recovery and reuse of steam condensate, to reduce freshwater intake. These initiatives align with the Company's broader water stewardship approach, aimed at improving circularity and reducing dependency on freshwater sources.

Acidification Potential

The main drivers of acidification within refinery processes are emissions resulting from the combustion of fossil fuels and refinery gases. To mitigate this, the company is progressively shifting towards cleaner energy alternatives. The integration of renewables and the use of low-sulphur fuels will reduce acidic gas emissions, thereby lowering the potential acidification impact on the surrounding environment.

Name of Product/ Service	Description of risk and concern Action taken
	Eutrophication (Marine and Freshwater) Company's direct operational activities pose minimal risk in terms of eutrophication of aquatic ecosystems. However, the potential eutrophication impact is linked to upstream supply chain emissions, particularly those generated during the extraction and processing of raw materials. The company is actively engaging with supply chain partners to identify opportunities for impact reduction in these upstream processes.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
Recycled Base Oil	0.27%	0.15%

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

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	0	17,253*	0	0	7,661
E-waste	-	-	-	-	-	-
Hazardous waste	50.8	30	30.1	0	0	222.82
Other waste	-	-	-	-	-	-

*Data also includes EPR related information

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category*
Lubricant (Packaging)	100%
Petrochemical (Packaging)	100%

*The Company met 100% of its EPR obligation for FY 2024-25 by recovering plastic waste in lubricant and petrochemical packaging.



PRINCIPLE 3

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

IndianOil follows a people-centric approach that prioritizes stakeholders most impacted by its operations, including employees, suppliers, contractors, customers, shareholders, and local communities. As a responsible public sector enterprise entrusted with ensuring energy availability, the Company places high value on its workforce. In a dynamic business environment, IndianOil is committed to enhancing employee capabilities through continuous learning and development, while fostering a safe, healthy, and supportive workplace. Enabling employees to grow, collaborate, and deliver high-quality outcomes remains a core organizational objective.

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F / A)
Permanent employees											
Male	16,736	16,736	100%	16,736	100%	0	0	16,736	100%	16,736	100%
Female	2,004	2,004	100%	2,004	100%	2,004	100%	0	0	2,004	100%
Total	18,740	18,740	100%	18,740	100%	2,004	10.69%	16,736	89.31%	18,740	100%
Other than Permanent employees											
Male	351	66	18.80%	66	18.80%	0	0	0	0	0	0
Female	40	1	2.50%	1	2.50%	0	0	0	0	0	0
Total	391	67	17.14%	67	17.14%	0	0	0	0	0	0

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F / A)
Permanent workers											
Male	10,542	10,542	100%	10,542	100%	0	0	10,542	100%	10,542	100%
Female	659	659	100%	659	100%	659	100%	0	0	659	100%
Total	11,201	11,201	100%	11,201	100%	659	5.88%	10,542	94.12%	11,201	100%
Other than Permanent workers											
Male	1,22,175	60,554	49.56%*	1,22,175	100%	0	0	0	0	0	0
Female	2,458	980	39.87%*	2,458	100%	2,458	100%	0	0	0	0
Total	124633	61534	49.37%*	1,24,633	100%	2,458	1.97%	0	0	0	0

*The contract Labor drawing wages >₹ 21000/- are not covered and hence are excluded from coverage under ESI Act.

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.073%	0.050%*

*Restatement due to change in methodology

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%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
PRMS	100%	100%	Yes	100%	100%	Yes
ESI	NA	NA	NA	NA	NA	NA
Resettlement Allowance	100%	100%	NA	100%	100%	NA
Ex-gratia	100%	100%	NA	100%	100%	NA

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

Yes, the Company ensures that all its offices and premises are accessible to differently-abled employees and workers through facilities such as wheelchairs, ramps, lifts, accessible washrooms, rest areas, and medical support. Structural modifications and policy adaptations are undertaken in accordance with the provisions of the Persons with Disabilities Act, 2016, to foster an inclusive and supportive work environment.

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

Yes, the Company upholds a strong commitment to equal opportunity through its "Equal Opportunity policy", ensuring fair treatment for all employees and eligible job applicants. It adheres to all Presidential Directives and applicable Government of India guidelines related to reservations, relaxations, and concessions for Persons with Disabilities (PwDs) in direct recruitment, thereby fostering an inclusive and equitable workplace. [Web link of the policy: https://iocl.com/uploads/EOP16072025.pdf](https://iocl.com/uploads/EOP16072025.pdf)

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%	99.4%	100%	99.8%
Female	100%	99.4%	100%	100%
Total	100%	99.4%	100%	99.8%

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.

Category	Yes/No	Details of Mechanisms in brief
Permanent employees	Yes	The Company has instituted a comprehensive Grievance Redressal Policy for employees, supported by a digital platform that facilitates transparent and time-bound resolution of concerns. Employees may register grievances through the online portal, which are initially directed to their immediate superior for resolution. If unresolved or unsatisfactory, the grievance is escalated to the competent authority. Should the matter remain unresolved, it is referred to the Grievance Redressal Committee for examination and resolution. In cases of continued dissatisfaction, employees have the option to appeal to the designated Appellate Authority.
Other than Permanent Workers	Yes	
Permanent workers	Yes	<p>In addition to the internal mechanism, the Company also acknowledges the Centralised Public Grievance Redress and Monitoring System (CPGRAMS)—a 24x7 online platform provided by the Government of India. This portal enables employees to lodge grievances with all Ministries and Departments at both Central and State levels.</p> <p>A Grievance Redressal Policy exists for workers. The Policy enables permanent workers to lodge his/her grievance, if any, and seek a logical conclusion.</p> <p>Besides this, the CPGRAMS, as mentioned above, is also accessible to permanent workers.</p>

Category	Yes/No	Details of Mechanisms in brief
Other than permanent employees	Yes	At the local level, any grievance received is addressed by the designated Location In-Charge (LIC) or Engineer In-Charge (EIC), who is responsible for ensuring timely and appropriate resolution.
Other than permanent workers	Yes	
		Additionally, CPGRAMS, as mentioned above, is also accessible to other than permanent employees and workers.

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)
Permanent Employees						
Male	16,736	15,032	89.8%	16,566	14,096	85.1%
Female	2,004	1,840	91.8%	2,004	1,769	88.3%
Total	18,740	16,872	90.0%	18,570	15,865	85.4%
Permanent Workers						
Male	10,542	10,363	98.3%	11,029	10,426	94.5%
Female	659	627	95.1%	722	715	99.0%
Total	11,201	10,990	98.1%	11,751	11,141	94.8%

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	16,736	9,140	54.61%	11,015	65.82%	16,566	9,572	57.78%	6,961	42.02%
Female	2,004	896	44.71%	1,363	68.01%	2,004	1,157	57.73%	884	44.11%
Total	18,740	10,036	53.55%	12,378	66.05%	18,570	10,729	57.78%	7,845	42.25%
Workers										
Male	10,542	6,253	59.31%	6,939	65.82%	11,029	6,980	63.29%	4,639	42.06%
Female	659	201	30.50%	448	68.01%	722	456	63.16%	326	45.15%
Total	11,201	6,454	57.62%	7,387	65.95%	11,751	7,436	63.28%	4,965	42.25%

*The reported numbers are estimated in line with proportion of number of employees to number of workers in the company

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)
Employees						
Male	16,736	16,736	100%	16,566	16,566	100%
Female	2,004	2,004	100%	2,004	2,004	100%
Total	18,740	18,740	100%	18,570	18,570	100%
Workers						
Male	10,542	10,542	100%	11,029	11,029	100%
Female	659	659	100%	722	722	100%
Total	11,201	11,201	100%	11,751	11,751	100%

10. Health and safety management system:

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

Yes, the Company has implemented an Occupational Health and Safety Management System that covers all employees and workers across its operational locations and townships. There are dedicated Departments at Corporate, Divisional and Regional levels, with Board-level oversight. Operational / Product Safety training along with stakeholder engagement exercises are undertaken with local communities and customers. Also, all major installations of the Company are ISO:45001 certified for Occupational Health & Safety Management System.

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 Company has established a robust and systematic framework for identifying work-related hazards, assessing associated risks, and implementing appropriate control measures. These processes are applied across both routine and non-routine operations to ensure comprehensive risk mitigation and workplace safety.

Key initiatives include:

- **Project-Level Risk Assessment:** At the inception of any project or major modification, hazard identification and risk assessments are conducted using methodologies such as Hazard and Operability Study (HAZOP), Rapid Risk Analysis (RRA), Hazard Identification and Risk Assessment (HIRA) and Quantitative Risk Assessment (QRA). Hazards are also identified by the user and Health Safety & Environment (HSE) team during regular work, audits and in departmental discussions. The QRA, HAZOP and Job safety analysis (JSA) are being reviewed during internal as well as external audits.
- **Periodic and Change-Driven Reviews:** QRA and HAZOP studies are revisited, in line with OISD standards/ PNGRB Regulations, every five years or prior to any significant change in process, raw materials, or facility configuration. Actions are taken on the basis of QRA to mitigate or minimize the hazards or to develop emergency management plans.
- **Job Safety Analysis (JSA):** JSA is mandatory before issuing permits for high-risk activities such as hot work, confined space entry, and working at heights.
- **Workplace Monitoring:** Regular monitoring is conducted for physical, chemical, and environmental hazards including toxic gases, noise, temperature, vibration, radiation, and lightning. Online systems like Hydrocarbon Detection Systems (HCD) are used for real-time leak detection. Additional monitoring includes Ambient Air Quality, effluent discharge, and noise levels.
- **Material Safety Data Sheets (MSDS):** MSDS are used to understand and manage hazards associated with materials handled across operations.
- **Audits and Competency Development:** Internal and external audits are conducted by qualified HSE professionals to identify process gaps and ensure compliance. Continuous training programs are in place to build and maintain workforce competency in hazard identification and risk management.

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

Yes, the Company has established a structured mechanism that empowers workers to report work-related hazards and withdraw from unsafe conditions. Hazards can be reported directly to supervisors, the HSE Department, or during Safety Committee meetings.

To promote proactive safety culture, near-miss reporting portals have been developed to capture unsafe acts, conditions, and incidents. Regular awareness programs encourage reporting, including among contract workers. Drop-box are provided for contract workers to facilitate ease of access. All reported incidents are reviewed, analyzed, and followed by corrective actions to prevent recurrence. Additionally, safety briefings are routinely conducted for contract workers across all operational sites.

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

Yes, the Company provides comprehensive medical facilities to its employees, including access to non-occupational healthcare services. Regular health check-up camps—covering blood pressure, blood sugar, weight, and vision—are organized, with results shared to help address any health concerns. Additionally, vision screening and correction camps are conducted for tank-truck (TT) crew, including the distribution of corrective eyewear.

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

Safety Incident/Number	Category	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.083	0.024
	Workers	0.068	0.032
Total recordable work-related injuries	Employees	3	1
	Workers	18	12
No. of fatalities	Employees	0	0
	Workers	6	7
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.

IndianOil has instituted a robust and integrated occupational health and safety management system that reflects its commitment to employee well-being, workplace safety, and sustainable operations. The system is aligned with the Corporate Occupational Health Manual and encompasses a wide range of structured initiatives.

HSE and Safety Management Systems: The Company's OHS Management System includes leadership commitment, employee participation, risk analysis, process safety, occupational health, emergency preparedness, and incident investigation. It also covers safety in transportation, work permit systems, and contractor and customer safety. The Safety Management System emphasizes:

- **Safety Culture:** Monthly Safety Days, active Safety Committees, and Golden Rules foster a culture of safety and open dialogue.
- **Behavioral and Procedural Safety:** Behavioral-Based Safety programs and strict adherence to SOPs are reinforced through audits and campaigns.
- **Contractor and Visitor Safety:** Mandatory safety training using 3D animated films, Online work permit system, and safety kiosks for visitor orientation.
- **Monitoring and Compliance:** AI-based surveillance and software systems monitor safety compliance, PPE issuance, and fire protection system impairments.
- **Worker Engagement:** Initiatives like Suraksha Rath, suggestion schemes, and safety awards promote active participation and recognition.
- **Specialized Training:** Construction safety training for Fire & Safety officers and simulator-based defensive driving for tanker crews.
- **Awareness Campaigns:** HSE quizzes, safety videos, Safety Week/Pakhwada, Safety awareness survey and Nukkad Natak activities enhance awareness among employees and contract workers.

Occupational Health and Wellness: IndianOil promotes holistic employee well-being through structured health programs aimed at:

- Maintaining and promoting worker health.
- Improving workplace conditions for safety and health.
- Creating a positive social climate to enhance productivity.

Key initiatives under Occupational health and Wellness include:

- **Occupational Health Management:** Pre-employment, pre-placement, periodic, and biological monitoring examinations are conducted based on risk profiles. In Refineries, health data is managed through a digital portal for analytics and planning.
- **Health & Wellness Programs:** Periodic health check-ups, eye camps, and targeted preventive programs are conducted for employees, contract workers, and tanker crews. Programs are led by senior management and aligned with specific health risks or job roles.
- **Awareness and Outreach:** Observance of World Health Days, expert-led webinars, and local health camps for employees and surrounding communities.

- **Psychosocial Support:** The 'Paramarsh' Employee Assistance Program provides mental health support.
- **Lifestyle and Nutrition:** Health manuals on stress management, nutrition, and workplace wellness are available to all employees.
- **Facilities and Nutrition:** Sports facilities and hygienic, nutritious food are provided at refineries, installations, and townships.

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	-	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%

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.

The Company has established robust systems to ensure timely redressal of safety-related risks and concerns. All reported incidents are investigated in accordance with PNGRB Emergency Response and Disaster Management Plan (ERDMP) Regulations, Oil Industry Safety Directorate guidelines, and internal corporate protocols. Investigations focus on identifying root causes, system gaps, and recommending improvements based on the hierarchy of controls to prevent recurrence.

Corrective actions and recommendations are implemented by designated teams, and key learnings are shared during Safety Committee meetings to enhance awareness across the organization. Regular monitoring and audits are conducted to ensure ongoing compliance and improvement in safety performance.

Leadership Indicators

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

a. Employees (Yes/No)	Yes, 100 Months Ex-gratia Pay is extended to all employees in case of Death/Permanent total disability arising during the course of employment.
b. Workers (Yes/No)	Yes, 100 Months Ex-gratia Pay is extended to all employees in case of Death/Permanent total disability arising during the course of employment.

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

All value chain partners are mandatorily covered under the EPF and ESI Acts, ensuring statutory compliance. Vendors must submit wage registers and corresponding PF/ESI challans for invoice processing, serving as proof of statutory payments. The Company's General Conditions of Contract include clauses enforcing statutory dues and penalties, and TDS is systematically collected to ensure tax compliance.

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

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

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

The Company offers a range of programs to support employee development and career transitions, including Career Transition Programs, Functional and Skill Development Trainings, Reverse Mentoring, Retirement Planning sessions, Succession Planning initiatives, and access to self-learning through the Swadhyaya e-learning platform. Mid-level training programs are also mandated. For employees retiring from service, the Company provides several benefits such as a defined contribution, pension scheme, provident fund, gratuity, and post-retirement medical benefits (PRMBF). Resettlement support is also extended to ease the transition post-retirement. To streamline access to post-retirement services, the Company has introduced the 'Employee One' app. Additionally, a centralized portal called 'e-Sambandh' has been launched to serve as a single window for all retirement-related needs, including superannuation, PRMBF, SABF pension, ex-gratia details, and more.

5. Details on assessment of value chain partners:

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

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

All safety incidents are thoroughly investigated to identify root causes, followed by prompt implementation of corrective actions and recommendations. Select recommendations are adopted at company level, leading to updates in safety protocols and targeted employee training.

The Company conducts regular audits and monitoring across its retail network to proactively detect potential risks. Based on these assessments, time-bound action plans are developed to ensure compliance with all safety recommendations.

Collaboration with stakeholders is integral to maintaining safety standards across the supply chain. A culture of continuous improvement is fostered by integrating learnings from incident reviews and safety assessments.

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

The Company recognizes that anticipating stakeholder expectations and effectively managing risks are essential to long-term sustainability. Regular stakeholder consultations are conducted to identify and assess emerging risks and to formulate appropriate mitigation strategies. A robust governance framework ensures that strategic decisions are translated into actionable outcomes. Furthermore, the Company maintains transparent, accurate, and timely communication with all relevant stakeholders to foster trust and accountability.

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

The Company identifies key stakeholders as individuals or groups who are either notably impacted by its operations or possess substantial influence over its activities. Continuous engagement with these stakeholders enables the Company to gain insights into their expectations, evaluate them internally, and integrate them into its strategic planning and business operations. Over time, the Company has actively engaged with ten identified stakeholder groups (outlined in the following section) that are either impacted by or have an impact on its operations

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government	No	Official Meetings / MoU Reviews, Monthly / periodic project updates Electronic Communications, Public Disclosures, Conclaves / Seminars / events etc.	Regular engagement	<ul style="list-style-type: none"> Compliances/ Requirements To participate in government schemes For undertaking community development projects
Industry and Trade Associations	No	Meeting, Website, events, Seminars, Conferences	Quarterly	<ul style="list-style-type: none"> Industry concerns related to health, environment, safety, operational requirements etc. Collaboration for commercialization of technologies / products/ Joint Research Policy advocacy
Business Partners & Contractors	Yes (MSMEs / SC/ST vendors)	CRM portal, structured meetings, Need based meetings	Regular engagement	<ul style="list-style-type: none"> Procurement of material / Equipment / services Vendor awareness programs Efficiency in supply chain
Customers/ Consumers	No	Meeting, Website, CRM portal, Chatbot, etc.	Regular engagement	<ul style="list-style-type: none"> Engagement related to Quantity and Quality, safety, environment. Customer satisfaction / service improvement Marketing of products and services
Investors & Shareholders	No	Disclosures on Financial & ESG performance, Annual General Meeting, Press briefing & social media, newspaper notices/ advertisements, Stock Exchange filings, hosting on website, emails etc.	Periodic/ Annual	<ul style="list-style-type: none"> Make investor / shareholders aware of business plans, performance & sustainability Feedback from stakeholders/Investors

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
Regulatory Bodies	No	Inspection, Audits & Compliance Reports, Public disclosures on Financial and ESG performance, Meetings, seminars etc.	Need based	<ul style="list-style-type: none"> Statutory Compliances Strengthening systems through audits & feedback Operational / product safety & quality
Employees	Yes (Women/ SC/ST)	Employee satisfaction survey, Grievance redressal / HR portal, electronic communications, Conclaves, Workshops & seminars	Ongoing, Regular engagement	<ul style="list-style-type: none"> Employee awareness company's plans and procedures. Ensuring a safe, healthy and nurturing work environment Grievance redressal
Media	No	Press briefs, social media channels, corporate reports and other disclosures	Need based	<ul style="list-style-type: none"> Make media aware of business plans, performance & sustainability Brand building To create a dialogue for transparent and accurate reporting
Community/ NGOs	Yes (Women / Differently abled / Special Projects)	Meetings, Need Assessment Surveys, Grievance redressal forums	Regular engagement	<ul style="list-style-type: none"> Needs / impact assessment Local skill and livelihood development. Community development projects Awareness building, training and capacity building Grievance redressal / public hearings etc.
Academic, Scientific Institutes and StartUps	No	Meetings, Events, Seminars, Conferences, Case based meetings	Regular engagement	<ul style="list-style-type: none"> Joint Research, MoUs. Innovative Technologies Leadership development

Leadership Indicators

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

Stakeholder consultations are conducted by relevant business units, group heads, and designated officers. Feedback and key corporate issues identified through these engagements are escalated to the Board either directly or via specialized Board Committees overseeing business risks, CSR and sustainability, planning, dispute resolution, and other strategic areas.

During 2024-25, 11 Board meetings were held wherein various agendas (including agendas pertaining to economic, environmental and social topics), which concerns various stakeholders of the Company, were put up for discussion / deliberation / approval of the Board.

The Company has a well defined Delegation of Authority (DoA) empowering Board committee as well as Directors / Senior Management / Officers / Employees to carry out assigned activities in a meaningful manner.

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

Yes, the Company actively engages with both internal and external stakeholders through multiple channels to understand their expectations, concerns, and priorities, while also communicating its performance and strategic objectives. This enables the Company to align its business practices with stakeholder interests and maintain transparent, responsive communication.

The Company is committed to identifying and addressing material issues through structured stakeholder engagement and materiality assessments. Stakeholder interactions are monitored throughout the year, and the list of material issues is regularly reviewed and updated. Any newly identified concerns are duly incorporated into the materiality framework.

The sample instances where feedback were incorporated are:

- CSR initiatives and environmental conservation projects are often undertaken based on feedback from communities, regulatory authorities, and other relevant stakeholders.
- Strategic partners such as automobile manufacturers and large industrial clients regularly provide input on product performance and sustainability expectations. This feedback helps the Company's R&D efforts, driving innovation in fuel and lubricant solutions that align with evolving industry standards and customer needs.

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

The Company ensures active stakeholder participation in CSR initiatives by transferring project ownership to beneficiaries post-completion, promoting long-term sustainability. A comprehensive need assessment—incorporating inputs from beneficiaries, local authorities, and other stakeholders—is conducted before project execution. Feedback during and after implementation helps refine outcomes, with corrective actions taken as needed.

Aligned with its inclusive growth agenda, the Company prioritizes procurement from MSMEs and vendors from women, SC/ST, and differently abled categories, supporting them through training, business opportunities, and dedicated grievance channels.



PRINCIPLE 5 Businesses should respect and promote human rights

The Company has instituted robust, people-centric processes aligned with global best practices to ensure that all members of its workforce including employees, distributors, dealers, and transporters are afforded equal rights and opportunities, often exceeding statutory requirements. The Company's HR policies are designed to foster an inclusive, diverse, and engaging work environment that supports both professional and personal growth. Upholding human rights, promoting employment, and ensuring equal opportunity are integral to its Company's operations. Mechanisms are in place to implement key HR principles such as freedom of association, collective bargaining, equal opportunity, grievance redressal, and the Whistleblower Policy.

Essential Indicators

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of Employees / workers covered (B)	% (B / A)	Total (C)	No. of employee/ workers covered (D)	% (D / C)
Employees						
Permanent	18,740	18,740	100%	18,570	18,570	100%
Other than permanent	391	391	100%	331	331	100%
Total Employees	19,131	19,131	100%	18,901	18,901	100%
Workers						
Permanent	11,201	11,201	100%	11,751	11,751	100%
Other than permanent	1,24,633	1,24,633	100%	1,12,214	1,12,214	100%
Total Workers	1,35,834	1,35,834	100%	1,23,965	1,23,965	100%

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal Minimum Wage		More than Minimum wage		Total (D)	Equal Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent Employees										
Male	16,736	0	0	16,736	100%	16,566	0	0	16,566	100%
Female	2,004	0	0	2,004	100%	2,004	0	0	2,004	100%
Total	18,740	0	0	18,740	100%	18,570	0	0	18,570	100%
Other than Permanent Employees										
Male	351	0	0	351	100%	289	0	0	289	100%
Female	40	0	0	40	100%	42	0	0	42	100%
Total	391	0	0	391	100%	331	0	0	331	100%
Permanent Workers										
Male	10,542	0	0	10,542	100%	11,029	0	0	11,029	100%
Female	659	0	0	659	100%	722	0	0	722	100%
Total	11,201	0	0	11,201	100%	11,751	0	0	11,751	100%
Other than Permanent Workers										
Male	1,22,175	81,626	66.81%	40,549	33.19%	1,09,367	73,940	67.6%	35,427	32.3%
Female	2,458	1,950	79.33%	508	20.67%	2,847	1,409	49.5%	1,438	50.5%
Total	1,24,633	83,576	67.06%	41,057	32.94%	1,12,214	75,349	67.1%	36,865	32.9%

3. Details of remuneration/salary/wages

a. Median remuneration / wages:*

S. No.	Type of employee	Gender	Total Number	Median remuneration/ salary/ wages (in ₹)
1	Board of Directors (BoD)**	Male	7	96,96,783
		Female	1	1,13,29,469
2	Key Management Personnel (KMP)	Male	1	1,11,15,250
		Female	0	0
3	Employees other than BoD and KMP	Male	16,742	35,95,663
		Female	2,002	33,40,626
4	Workers	Male	10,514	23,02,258
		Female	655	36,88,557

*Data in the above table is reported as of 31.3.2025.

** Includes Whole time Directors only

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	9.95%	8.96%

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, the Company has a system for addressing human rights related concerns / impacts. Human rights related grievances pertaining to any project or unit are registered through respective Engineer-In-Charge / grievance cells present at sites. The issues are resolved at sites or escalated to higher level i.e. State Office / Division / Company level, based on the severity of impact.

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

The Company has instituted a structured grievance redressal mechanism to address human rights-related concerns. Grievances arising at project sites or operational units are initially registered through the designated Engineer-In-Charge or the on-site grievance cell. Depending on the nature and severity of the issue, matters are either resolved locally or escalated to higher authorities at the Divisional level, or Corporate level for appropriate resolution.

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 the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	4	3	-	8	5	-
Discrimination at workplace	5	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	56	26	-	41	20	-
Other human rights related issues	0	0	-	0	0	-

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	4	8
Complaints on POSH as a % of female employees / workers	0.15%	0.29%
Complaints on POSH upheld	1	3

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

The Company conducts regular awareness sessions on CDA Rules, along with sensitization workshops focused on gender sensitivity and the provisions of the Prevention of Sexual Harassment (POSH) Act. The mechanisms to prevent adverse consequences are:

- Grievance Redressal Policy for employees
- Internal Complaints Committee (ICC) constituted as per provisions of POSH Act 2013

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

Yes, human rights requirements are considered in IndianOil's business agreements and contracts, encompassing specific clauses related to human rights.

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%
Others – (Compliance of different statutory provisions pertaining to Wages, Working Conditions, Social Security etc.)	100%

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

The Company is committed to full compliance with labour laws and upholding the highest human rights standards, aiming for zero violations. A defined Grievance Redressal Procedure enables employees to raise concerns freely, with all grievances addressed within stipulated timelines. Additionally, Internal Committees under the Sexual Harassment of Women at Workplace Act, 2013, are established at all Units, Regional Offices, and Head Office.

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

The Grievance Redressal Committee is in place and guidelines are updated from time to time to address any uncovered aspect arising out of human rights grievances.

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

All locations strive to maintain 100% compliance of statutory provisions. Due reporting of the same is also done to the concerned Government Offices as per the statute. The due diligence for the same is also done through the periodic internal inspections.

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

Yes, the Company's premises and offices are built in line with Sugamya Bharat Abhiyan guidelines under the Rights of Persons with Disabilities Act and are made accessible to differently abled employees & workers via wheelchairs/ lifts. Various facilities like wheelchairs, ramps, lifts, suitable washrooms, rest rooms, access to company doctors etc. are provided to aid the working of differently abled employees / workers.

4. Details on assessment of value chain partners:

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

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

Not Applicable



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

The Company places strong emphasis on environmental stewardship and is committed to minimizing its ecological footprint while conserving natural resources. As part of its climate action strategy, the Company has pledged to achieve net zero operational emissions by 2046. In pursuit of this goal, IndianOil is actively investing in green energy solutions, including on-grid and off-grid renewables, natural gas, biofuels, and hydrogen. The Company is also advancing technologies in hydrogen storage, fuel cells, electric batteries, advanced biofuels, and Carbon Capture, Utilization, and Storage (CCUS). These initiatives align with and contribute to all 17 United Nations Sustainable Development Goals, reinforcing IndianOil's commitment to sustainable and responsible growth.

Essential Indicators

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

Parameter	FY 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A)	556	228
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	556	228
From non-renewable sources		
Total electricity consumption (D)	6,419	3,839
Total fuel consumption (E)	3,13,371	3,21,861
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	3,19,790	3,25,700
Total energy consumed (A+B+C+D+E+F)	3,20,346	3,25,928
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations) (TJ per ₹ Crores)	0.38	0.38
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (TJ per ₹ Crores)	0.09	0.09
Energy intensity in terms of physical output (GJ/tonne of Crude throughput)	4.48	4.44
Percentage of energy consumed from renewable sources	0.17%	0.07%

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

Yes, TUV India Private Limited

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

- Under the PAT scheme, eight refineries were identified as designated consumers. No new PAT cycle has been declared by Bureau of Energy Efficiency (BEE) for FY 2024-25. During the reporting period, refineries have taken significant steps to reduce emissions through use of energy efficient process and equipment, switching to low carbon fuels and electrification.

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	8,79,54,320	8,66,38,064
(ii) Groundwater	1,31,97,536	1,32,47,991
(iii) Third party water	85,92,113	1,38,75,198
(iv) Seawater / desalinated water	5,891	31,350
(v) Others	75,56,040	6,33,343
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	11,73,05,900	11,44,25,946
Total volume of water consumption (in kilolitres)	15,29,25,668	15,07,90,226

Parameter	FY 2024-25	FY 2023-24
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)(KL per ₹ Crores)	180.87	174.05
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL per ₹ Crores)	43.66	42.21
Water intensity in terms of physical output (KL per tonne of Crude throughput)	2.14	2.06

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out for Water Withdrawal and Consumption data by an external agency? (Yes/No)

Yes, TUV India Private Limited

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	29,51,137	27,14,731
- No treatment	0	2,58,174
- With treatment – please specify level of treatment	29,51,137	24,56,557
(ii) To Groundwater	0	17,520
- No treatment	0	0
- With treatment – please specify level of treatment	0	17,520
(iii) To Seawater	6,00,089	7,15,815
- No treatment	0	0
- With treatment – please specify level of treatment	6,00,089	7,15,815
(iv) Sent to third-parties	0	4,29,564
- No treatment	0	4,29,564
- With treatment – please specify level of treatment	0	0
(v) Others	14,56,757	13,63,710
- No treatment	0	0
- With treatment – please specify level of treatment	14,56,757	13,63,710
Total water discharged (in kiloliters)	50,07,983	52,41,340

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

Yes, TUV India Private Limited

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

Out of its vast presence in the country, the Company has implemented Zero Liquid Discharge (ZLD) in one cryogenics plant, 9 lube plants, 6 AFS, 11 Admin offices, 109 terminals, and 91 LPG bottling plants. Furthermore, the entire R&D campus of the Company is also a ZLD campus. The water is treated at Oil Water Separators (OWS), Sewage Treatment Plants (STP), Effluent Treatment Plants (ETP), and Reverse Osmosis (RO) systems. Treated water is reused for gardening and industrial purposes, with no discharge into external environments. Rainwater Harvesting (RWH) systems and Central ETPs further support water conservation. Manual valve controls and containment mechanisms ensure that untreated water is not released.

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

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	Tonnes	20,429	17,899
SOx	Tonnes	27,275	29,943
Particulate matter (PM)	Tonnes	2,955	2,547
Persistent organic pollutants (POP)	Tonnes	0.03	NIL
Volatile organic compounds (VOC)	Tonnes	4.65	14
Hazardous air pollutants (HAP)	Tonnes	0.25	0.204
Others – Carbon Monoxide	Tonnes	5,696	4,658

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out for Air Emissions (other than GHG Emissions) by an external agency? (Yes/No)

Yes, TUV India Private Limited

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MtCO ₂ e	CO ₂ : 20.94 CH ₄ : 0.10 N ₂ O: 0.20 Total:21.24	CO ₂ : 21.69 CH ₄ : 0.10 N ₂ O: 0.21 Total: 22.00
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MtCO ₂ e	1.29	0.76
Total Scope 1 and Scope 2 emission intensity per million rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/ Rs Crore	26.65	26.27
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e/ Rs Crore	6.43	6.37
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e / tonne of crude throughput	0.315	0.311

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out for total GHG Emissions by an external agency? (Yes/No)

Yes, TUV India Private Limited

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

S. No.	Name and brief description of the project	Impact /Performance
1.	Energy Efficiency projects: Energy efficiency projects result in emission reduction. These include heat recovery / fuel switch / technology change interventions.	The energy efficiency projects undertaken in refineries and petrochemical plants during 2024-25 are estimated to have an annual emission mitigation potential of ~1.15 MtCO ₂ e
2.	Use of RE power: The Company has been implementing renewable energy (RE) projects across / beyond its installations, to reduce emissions from power generation	The Company has developed its RE portfolio of about 252.1 MW including captive consumption and grid electricity supply. The renewable power generated from these units is estimated to result in emission mitigation of ~0.28 MtCO ₂ e
3.	Tree Plantation: As on 31.3.2025, the cumulative no. of trees surviving is around 62 lakhs.	Annual estimated emission offset: ~0.124 MtCO ₂ e

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

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	780	438
E-waste (B)	311	199
Bio-medical waste (C)	6	7
Construction and demolition waste (D)	10,013	1,546
Battery waste (E)	47	139
Radioactive waste (F)	-	-
Other Hazardous waste.(Includes Spent catalyst, Oil sludge, Oil Slop, ETP sludge, Spent carbon, Used drums etc.)(G).	3,62,944	3,92,171
Other Non-hazardous waste generated (Includes Organic waste, ferrous & non-ferrous scrap, Paper waste, wooden waste etc) (H).	90,261	29,475
Total (A + B + C + D + E + F + G + H)	4,64,362	4,23,975
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)(tonne per ₹ Crore)	0.55	0.49
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)(tonne per ₹ Crore)	0.13	0.12
Waste intensity in terms of physical output (tonne of waste generated per tonne of Crude throughput)	0.006	0.006
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	1,74,539	2,15,829
(ii) Re-used	1,35,137	1,36,470
(iii) Other recovery operations	20,498	152
Total	3,30,174	3,52,451

Parameter	FY 2024-25	FY 2023-24
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	22,929	27
(ii) Landfilling	16,730	2,310
(iii) Other disposal operations	93,346	35,057
Total	1,33,005	37,394

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

Yes, TUV India Private Limited

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.

- E-waste: In accordance with E-Waste (Management) Rules, E-waste is being disposed by way of buy-back against new procurements or through government approved trading agency Metal Scrap Trade Corporation (MSTC)
- Hazardous waste:
 - Spent Catalyst: Spent catalyst are sent to authorized recyclers for recovery of precious metals, co-processing in designated plants or sent for storage in Common Hazardous Waste Disposal sites or sites developed within refineries which are constructed with various safety features.
 - Slop Oil: Slop Oil is crude oil mixed with water and solids, settled at the bottom of tanks, and unfit for direct refining. In refineries, it is recovered from storage tanks and ETPs, then treated to separate water through heating and settling. The water-free slop oil is reprocessed in various units to recover valuable intermediates, which are blended into finished products. At marketing and pipeline locations, slop oil is recycled by decanting in sump tanks and pumping back into the product system.
 - Oily Sludge: The refineries dispose of oily sludge through bioremediation technology 'Oilivorous-S', developed by the in-house R&D Centre. Bioremediation is carried out at designated sites with impervious lining using a proprietary bacterial consortium. Additionally, bioreactors for confined fast bioremediation have been installed at Guwahati, Gujarat, Panipat, and Bongaigaon refineries to accelerate oily sludge treatment.
- Biomedical Waste (BMW): BMW generation, treatment & disposal is guided by Bio-Medical Waste Management Rules, 2016. BMW generated is collected and primarily stored at designated places in the hospital and then handed over to an outsourced agency approved by SPCB for treatment and disposal.
- Battery Waste: Battery waste is disposed of through registered recyclers with buy-back policies.
- Other Hazardous/Recyclable Waste: Disposed of via Metal Scrap Trade Corporation registered parties by following standard procedures.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/N). If no, the reasons thereof and corrective action taken, if any	If no, the reasons thereof and corrective action taken, if any.
1	Digboi Refinery	Refinery	Yes	-
2	Guwahati Refinery	Refinery	Yes	-

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

S. No.	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
1	CBR Asanur Product PL	EIA Notification 2006. MCPL/EMD/EIA/2023-24/27/08/FEIA-01	01.08.2024	Yes	No	
2	Laying of additional spur line between IPPL Haldia and PHBMPL Haldia	EIA Notification 2006. Project ID: AEIPL/ EIA/153/2024	28.02.2025	Yes	No	

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

S. No.	Specify the law/regulation/ guidelines which were not complied with	Provide details of the noncompliance	Any fines /penalties/ action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
			Nil	

Leadership Indicators

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

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

- (i) Name of the area: **Gujarat Refinery**
- (ii) Nature of operations: **Refinery**
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	1,20,82,089	1,42,73,306
(ii) Groundwater	0	0
(iii) Third party water	0	32,90,730
(iv) Seawater / desalinated water	0	0
(v) Others	50,48,799	0
Total volume of water withdrawal (in kilolitres)	17,130,888	1,75,64,036
Total volume of water consumption (in kilolitres)	2,43,89,613	2,50,82,321
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)(KL per ₹ Crore)	28.85	28.95
Water discharge by destination and level of treatment (in kilolitres)		
(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	13,74,958	13,22,210
- No treatment	0	0
- With treatment – please specify level of treatment	13,74,958	13,22,210
Total water discharged (in kiloliters)	13,74,958	13,22,210

- (i) Name of the area: **Panipat Refinery**
- (ii) Nature of operations: **Refinery**
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	3,10,47,464	3,00,75,233
(ii) Groundwater	0	0
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres)	3,10,47,464	3,00,75,233
Total volume of water consumption (in kilolitres)	3,84,10,012	3,81,17,225
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)(KL per ₹ Crore)	45.43	44
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	13,59,873	7,41,090
- No treatment	0	0
- With treatment – please specify level of treatment	13,59,873	7,41,090
(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
Total water discharged (in kiloliters)	13,59,873	7,41,090

- (i) Name of the area: **Mathura Refinery**
- (ii) Nature of operations: **Refinery**
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	67,37,529	61,30,691
(ii) Groundwater	0	0
(iii) Third party water	0	13,15,250
(iv) Seawater / desalinated water	0	0
(v) Others	23,79,822	0
Total volume of water withdrawal (in kilolitres)	91,17,351	74,45,941
Total volume of water consumption (in kilolitres)	1,25,19,582	1,08,69,134
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)(KL per ₹ Crore)	14.81	12.55
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	9,14,893	8,69,117
- No treatment	0	0
- With treatment – please specify level of treatment	9,14,893	8,69,117
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0

Parameter	FY 2024-25	FY 2023-24
(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
Total water discharged (in kiloliters)	9,14,893	8,69,117

- (i) Name of the area: **Locations in water stress areas across India in Marketing Division**
- (ii) Nature of operations: **Marketing**
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24*
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	-
(ii) Groundwater	7,55,671	-
(iii) Third party water	13,504	-
(iv) Seawater / desalinated water	0	-
(v) Others	0	-
Total volume of water withdrawal (in kilolitres)	7,69,175	-
Total volume of water consumption (in kilolitres)	7,60,104	-
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)(KL per ₹ Crore)	0.90	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	-
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(ii) To Groundwater	0	-
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iii) To Seawater	0	-
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iv) Sent to third parties	0	-
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(v) Others	16,055	-
- No treatment	0	-
- With treatment – please specify level of treatment	16,055	-
Total water discharged (in kiloliters)	16,055	-

*Disclosures have been made from FY 2024-25 onwards

- (i) Name of the area: **Locations in water stress areas across India in Pipeline Division**
- (ii) Nature of operations: **Pipeline**
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24*
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	-
(ii) Groundwater	46,714	-
(iii) Third party water	78,603	-
(iv) Seawater / desalinated water	0	-
(v) Others	64	-
Total volume of water withdrawal (in kilolitres)	1,25,381	-
Total volume of water consumption (in kilolitres)	1,25,471	-
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)(KL per ₹ Crore)	0.15	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	-
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(ii) To Groundwater	0	-
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iii) To Seawater	0	-
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(iv) Sent to third parties	0	-
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
(v) Others	0	-
- No treatment	0	-
- With treatment – please specify level of treatment	0	-
Total water discharged (in kilolitres)	0	-

*Disclosures have been made from FY 2024-25 onwards

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

Yes, TUV India Pvt. Ltd.

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

Parameter	Unit	FY 2024-25*	FY 2023-24**
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MtCO ₂ e	353.88	351.09
Total Scope 3 emissions per rupee of turnover	tCO ₂ e / Crore	418.54	405.25

*Disclosure includes 6 categories (Fuel and Energy Related Activities, Upstream Transportation and Distribution, Waste Generated in Operations, Business Travel, Use of Sold Products, Downstream transportation and distribution). Use of sold product category excludes cryogenics and petrochemical sales.

** Disclosure includes 6 categories (Fuel and Energy Related Activities, Upstream Transportation and Distribution, Waste Generated in Operations, Business Travel, Use of Sold Products, Downstream transportation and distribution). Use of sold product category excludes explosives, cryogenics and petrochemical sales.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

IndianOil conducts an Environmental Impact Assessment (EIA) prior to initiating any new project, in line with regulatory requirements and its commitment to environmental stewardship. These assessments concluded that the operations of the plants have had no significant adverse impact on the biodiversity in the surrounding areas.

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Bioremediation of Oily Sludge	In-situ bioremediation of ~21,000 m ³ oily sludge at Gujarat refinery using 11 MT of indigenous bacteria developed in-house.	Converted hazardous sludge into safer material; reinforced sustainable waste practices.
2	ETP Bioinoculant Deployment	Used 10 MT microbial blend to 13 ETPs across 9 refineries.	Improved Chemical Oxygen Demand(COD) degradation, Minimal National Standards(MINAS) compliance, reduced freshwater use, and CO ₂ emissions.
3	BioXeed for CBG Plants	Used inhouse developed 42 KL inoculum to support biomethanation at CBG sites.	Boosted renewable gas production; promoted circular economy.
4	Spent Catalyst Reuse	Study on reuse of ~7,500 MT Fluid Catalytic Cracking (FCC) spent catalyst from Paradip refinery's INDMAX unit to Bongaigaon refinery's INDMAX unit for annual reuse.	₹75 crore annual savings and reduced landfill disposal.
5	Hydrogen Mobility Project	Deployed advanced green mobility solutions.	Achieved 60,000 km run and have deployed 15 hydrogen buses
6	ENCON Initiatives	The Company has undertaken multiple initiatives to reduce the overall energy usage in its operations	~3.5 Lakhs SRFT saved

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

The Company has implemented comprehensive Emergency Response and Disaster Management Plans (ERDMP) across all operational locations, in compliance with PNGRB regulations and duly approved by the Board of Directors. These plans encompass both fixed and mobile firefighting systems, supported by dedicated firefighting personnel to manage emergency situations effectively.

ERDMP review cycles are defined as every three years for refineries and LNG terminals, and every five years for other installations. Regular mock drills are conducted to ensure the preparedness of emergency response teams. Additionally, the Company maintains mutual aid agreements with neighboring industries and district authorities, in alignment with PNGRB ERDMP guidelines, to strengthen collaborative disaster response capabilities. Web link: <https://iocl.com/safety>

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

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)
Emissions from supply, distribution, and retailing	<ul style="list-style-type: none"> Providing Vapour recovery unit system at Petroleum, Oil, and Lubricants locations (POL) and at Retail outlets to minimize vapour release to atmosphere Installing DG Sets meeting latest CPCB emission norms at Greenfield/ Brownfield POL Locations Installing OWS system to meet CPCB norms at Greenfield/Brownfield POL Locations Rain Water Harvesting at Greenfield/Brownfield POL Locations Green Building Office & Residential Buildings Awareness generation sessions with value chain partners Use of digitalization to optimize logistics
Product Packaging/ Circularity	The Company is promoting circular economy by establishing a network for collection, recycling and using of recycled waste in products (especially in used plastic and used lubricants / oils). Also, company's innovative endeavor, Unbottled, repurposes PET bottles into sustainable attire, not only reduces plastic waste and CO ₂ emissions but also conserves energy.
Improved packaging	The Company has initiated sustainable packaging for Fibre Intermediate Bag Containers for Purified Terephthalic Acid.
Low-Carbon Products	The Company is offering cleaner products to customers so that the net emissions from end use of products can be reduced

Web-link: <https://iocl.com/sustainability>

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

Nil

8. How many Green Credits have been generated or procured:

- i. **By the listed entity:** IndianOil participated in the Green Credits Programme (GCP) for 21 plantation blocks covering 1,077 hectares in 4 States of Gujarat, Bihar, Rajasthan, and Telangana. This initiative shall help in mitigating its hard-to-abate emissions and supports in achieving its Net Zero 2046 target.

The green credit shall be credited in 2026 as per GCP methodology, marking two years from the date of investment.

- ii. **By the top ten (in terms of purchases and sales respectively) value chain partners:**

NIL



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

IndianOil acknowledges its responsibility to operate within the democratic and constitutional framework of the country. The Company adheres to the legislative and policy guidelines established by the Government, which shape its operations and define ethical boundaries. It actively engages with various government committees and institutions to support initiatives aimed at public welfare. IndianOil also endorses the United Nations Global Compact (UNGC) principles, aligning its practices with global principles on human rights, labor, environment, and anti-corruption. The Company believes that policy advocacy should serve the broader public interest and is committed to promoting policies that benefit society as a whole, rather than advancing narrow corporate interests.

Essential Indicators

1. a. **Number of affiliations with trade and industry chambers/ associations.**
20
- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	Hydrogen Association of India	International
2	Association of Oil & Gas Operators	National
3	Federation of Indian Petroleum Industry (FIPI)	National
4	Association of India Oilfield Service Providers (AIOSP)	National
5	Petroleum and Natural Gas Regulatory Board (PNGRB)	National
6	World LPG Forum	International
7	Society of Indian Automobile Manufacturers (SIAM)	National
8	Confederation of Indian Industries (CII)	National
9	Indian Society for Training and Development (ISTD)	National
10	All India Management Association (AIMA)	National

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

Name of authority	Brief of the case	Corrective action taken
Nil		

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Web link, if available
1	Compressed Biogas under Sustainable Alternative towards Affordable Transportation (SATAT)	Through interactions with government, Financial Institutions, Regulatory Authorities and other related agencies	Yes	As and when needed	https://satat.co.in/satat/
2	National Policy on Biofuels	Through representations in inter-governmental committees	Yes	As and when needed	https://mopng.gov.in/en/page/11
3	Resource Efficiency and Circular Economy Industry Coalition (RECIC)	Through interactions with industry leaders	Yes	As and when needed	https://receic.com/



PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Since its inception, the Company has remained deeply committed to contributing to the economic, social, and environmental well-being of the communities it serves. As a socially responsible corporate entity, the Company aligns its Corporate Social Responsibility (CSR) initiatives to promote inclusive and equitable development. CSR projects are primarily undertaken in key focus areas such as access to clean drinking water, healthcare, sanitation, education, skill development, rural upliftment, environmental protection, and the empowerment of women and marginalized groups. These efforts are aimed at fostering sustainable growth and improving the quality of life for economically and socially disadvantaged sections of society.

Essential Indicators

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

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

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 Company has developed several channels of communication to the community. These include:

- Engagement through on-site meetings with the plant in-charge for any grievances and issues.
- Engagement through corporate CSR efforts.
- Online grievance management portal & mobile app.
- Toll free Call center number.
- Direct contact to locations / units / installations via contact details displayed at sites.

The Company receives grievances through multiple channels, all of which are duly acknowledged and addressed within the timelines prescribed under corporate policies and guidelines. Upon receipt, each grievance is assessed based on parameters such as the nature of the issue, affected stakeholders, and contextual relevance. Depending on the severity and complexity of the concern, the Company undertakes appropriate resolution measures, which may include detailed investigations, stakeholder consultations, and implementation of corrective actions to ensure fair and timely redressal.

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*	42.17%	42.46%
Directly from within India	94.45%	94.27%

*The reported data excludes procurement of Crude Oil, Petroleum Products and LNG / Natural Gas, API Line pipes, Proprietary items and services, Technology Licenses and Licensor mandated items and Plant and Machinery (Single Line item value > ₹ 50 Cr). The company's estimation of the percentage of input material sourced from MSME suppliers is based on procurement data (Purchase Orders issued).

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	1.17%	0.78%
Semi-urban	10.30%	9.57%
Urban	21.26%	20.38%
Metropolitan	67.27%	69.27%

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Nil	

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

S. No.	State	Aspirational District	Amount spent (₹ Lakh)
1	Andhra Pradesh	Vishakapatnam	420.15
2	Andhra Pradesh	Vizianagaram	35.17
3	Andhra Pradesh	YSR Kadapa	27.21
4	Arunachal Pradesh	Namsai	39.46
5	Assam	Baksa	6.83
6	Assam	Barpeta	93.53
7	Assam	Darrang	44.05
8	Assam	Goalpara	23.83
9	Assam	Udalgari	6.83
10	Bihar	Aurangabad	10.81
11	Bihar	Begusarai	465.13
12	Bihar	Katihar	112.64
13	Bihar	Khagaria	22.51
14	Bihar	Muzaffarpur	1531.46
15	Bihar	Sitamarhi	200.14
16	Chhattisgarh	Bijapur	6.69
17	Chhattisgarh	Korba	18.23
18	Chhattisgarh	Mahasamund	42.06
19	Gujarat	Dahod	77.15
20	Haryana	Nuh	308.63
21	Jharkhand	Giridih	7.66
22	Jharkhand	Hazaribagh	7.66
23	Jharkhand	Khunti	13.21
24	Jharkhand	Simdega	33.02
25	Jharkhand	Gumla	15.85
26	Jharkhand	Ranchi	28.79
27	Madhya Pradesh	Barwani	66.86
28	Madhya Pradesh	Chhatarpur	37.74
29	Madhya Pradesh	Damoh	23.18
30	Madhya Pradesh	Guna	61.60
31	Madhya Pradesh	Khadwa	52.30
32	Madhya Pradesh	Rajgarh	54.22
33	Madhya Pradesh	Singrauli	52.30
34	Madhya Pradesh	Vidisha	567.00
35	Maharashtra	Gadchiroli	23.84
36	Maharashtra	Nandurbar	6.47

S. No.	State	Aspirational District	Amount spent (₹ Lakh)
37	Maharashtra	Washim	52.50
38	Meghalaya	Ri-Bhoi	71.33
39	Mizoram	Mamit	26.76
40	Odisha	Dhenkanal	135.08
41	Odisha	Kandhamal	22.44
42	Odisha	Koraput	1.53
43	Rajasthan	Baran	14.56
44	Rajasthan	Dholpur	43.68
45	Rajasthan	Jaisalmer	43.68
46	Rajasthan	Karauli	43.68
47	Rajasthan	Sirohi	94.78
48	Tamil Nadu	Ramanathapuram	36.73
49	Uttar Pradesh	Chandauli	307.97
50	Uttar Pradesh	Chitrakoot	49.25
51	Uttar Pradesh	Fatehpur	174.55
52	Uttar Pradesh	Sonbhadra	352.91
53	Uttarakhand	Haridwar	103.23

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

Yes, the Company follows a preferential procurement policy aligned with Government of India guidelines. Preference is extended to local suppliers, Micro and Small Enterprises (MSEs), MSEs owned by women and individuals from SC/ST communities, as well as StartUps, in accordance with applicable government and internal policies.

Under the Public Procurement Policy (PPP-2012) and the Purchase Preference linked with Local Content (PP-LC 2020), MSEs and Class I Local Suppliers are granted purchase preference. Certain product categories are exclusively reserved for procurement from MSEs. Where adequate local capacity and content exist, only Class I Local Suppliers are eligible to participate in tenders.

To further encourage participation, prequalification criteria are waived for startups and relaxed for MSEs in non-critical procurements. Additionally, a 50% relaxation in Performance Bank Guarantee (PBG) requirements is extended to MSEs owned by women and SC/ST entrepreneurs.

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

Micro & Small Enterprises (MSE), and Startups lead by women SC/ST etc.

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

Total procurement from MSEs during 2024-25 was 42.17% of annual eligible procurement including 3.21% from Women MSEs and 4.03% from SC/ST MSEs.

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

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
	Not Applicable			

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

Name of authority	Brief of the Case	Corrective action taken
	Nil	

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Comprehensive Cancer Care in various states across India	~1,00,000	NA
2	TB Elimination Program in Various States across India	~10,00,000	NA
3	Sickle Cell Anaemia (SCA) Eradication for Tribals in Karnataka	~2,56,000	100%
4	Renal Care Service through Dialysis Machines across various states	~50,000	NA
5	Running of Assam Oil School of Nursing in Digboi, Assam	60	~60%
6	Running of Assam Oil Division (AOD) Hospital	10,394	~45%
7	Running of Skill Development Institute, Bhubaneswar	3,002	NA
8	Running of Swarn Jayanti Samudayik Hospital, Mathura	50,515	~49%
9	IndianOil Acers Sports Scholarship Program	212	~50%
10	IndianOil Shakti Sports Program	22	100%

**PRINCIPLE 9****Businesses should engage with and provide value to their consumers in a responsible manner**

IndianOil has established a comprehensive system for engaging with customers and incorporating their feedback into product and service improvements. The Company is committed to upholding customer rights and interests by delivering high-quality, reliable, and responsive services. This customer-centric approach reinforces trust and ensures continuous enhancement of offerings in line with evolving expectations.

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

The Company has developed multiple mechanisms for customer's feedback, suggestions, or complaints about any product or services such as:

- Online web-based complaint system – grievance management portal & IndianOil ONE mobile app
- Toll free Call center number
- Display of contact details of sales officer or other concerned authority at retail outlets / Indane distributorship.
- Complaint register/ suggestion book available at Indane distributor or Retail Outlet (Petrol Pump)

The Company has established a dedicated grievance cell supported by designated nodal officers to ensure efficient resolution of customer complaints. Complaints received through the toll-free helpline or web portal are systematically tracked via the Complaint Module integrated within the CARE Customer Relationship Management (CRM) system.

The Company has implemented a mechanism through digital intervention that ensures that each complaint is automatically assigned to the appropriate official, with predefined timelines for resolution or escalation. The portal enables real-time tracking of complaint status across parameters such as quality, quantity, timeliness, and service efficiency.

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 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	11,35,383	244	-	9,21,805	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	51	0	-	0	0	-

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

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	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, the Company has a dedicated policy for both offline and online data.

<https://iocl.com/download/Data-Privacy-Policy-Offline-Data-Collection.pdf>

<https://iocl.com/download/Data-Privacy-Policy-Online-Data-Collection.pdf>

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

Leadership Indicators

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

All relevant information regarding the Company's Products and services are provided on the official website at <https://iocl.com>

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

The Company engages with its consumers to promote the safe and responsible use of its products and services through a wide range of awareness and educational initiatives. These include training programs, public campaigns, advertisements, community interactions, and observance of key awareness days.

Information is disseminated through both online and offline channels such as digital displays, emails, SMS, social media, website, newspapers, hoardings, notice boards, press releases, pamphlets, and statutory messages. These efforts are carried out at various touchpoints, including onsite locations, to ensure broad and effective outreach.

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

The Company has a well-established contact mechanism for disseminating information on product availability or disruptions. This includes using email, telephone, media, social media, app platforms, SMS, website, and notices at physical locations to notify end-users.

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

Yes, the company display product information on all products as per applicable laws and regulations. For lubricants, the Company ensures that the basic performance as per API standards and the expected drain interval of lubricants are mentioned on the product packaging. Additionally, regular information such as grade name, batch number, and quality type are displayed on all polymer and petrochemical product packaging. In case of other products also, the proper information is provided on the company's website as well as retail outlet. Company regularly carries out consumer satisfaction using the DARPAN app.



INDEPENDENT ASSURANCE STATEMENT

To,
The Board of Directors of Indian Oil Corporation Limited,
Indian Oil Bhavan G-9, Ali Yavar Jung Marg,
Bandra (East), Mumbai -400051, India

Indian Oil Corporation Limited (hereinafter referred to as "IOCL" or "Reporting Organization") engaged TUV India Private Limited (TUVI) to perform an independent external assurance of the Business Responsibility and Sustainability Report (hereinafter 'the BRSR') Core for the period April 01, 2024 to March 31, 2025. Following frameworks and guidelines are referred during assurance process:

- SEBI circular SEBI/HO/CFD/CMD-2/P/CIR/2021/562, dated 10 May 2021;
- The SEBI notification SEBI/LAD-NRO/GN/2023/131, dated 14 June 2023, related to BRSR reporting requirements;
- The BRSR Core – Framework for Assurance and ESG Disclosures for the Value Chain, as stipulated by SEBI circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12 July 2023;
- The Industry Standards on Reporting of BRSR Core, as per SEBI circular SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177, dated 20 December 2024.

The assurance engagement for BRSR Core disclosures was conducted with reasonable assurance following the requirements of International Standard on Assurance Engagements ISAE 3000 (Revised).

Management's Responsibility

IOCL developed its BRSR and holds full responsibility for the collection, analysis, preparation, and disclosure of the information presented in the BRSR, including its availability in both web-based and printed formats. This responsibility also extends to the maintenance and integrity of the website where the BRSR is published. Management is responsible for ensuring the disclosed data is accurate, reliable, and free from material misstatements, as per the BRSR criteria. Additionally, IOCL is responsible for the archiving and reproduction of the disclosed information and for ensuring that such data is made available to relevant stakeholders and regulatory authorities upon request. The Reporting Organization is responsible for complying with applicable laws.

Scope and Boundary

The scope of this assurance engagement conducted by TUVI covered the verification of disclosures made by IOCL in its BRSR. The BRSR represent key disclosures related to the organization's Environmental, Social, and Governance (ESG) performance, as mandated by the Securities and Exchange Board of India (SEBI).

The assurance engagement included the following activities:

- Review and evaluation of the nine attributes specified under Annexure I – Format of BRSR Core, as disclosed in the BRSR;
- Assessment of the quality, clarity, and completeness of the reported information; and
- Verification of supporting evidence on a sample basis, involving:
 - Reasonable assurance for the nine attributes as per the BRSR Core framework.

This approach ensured an assessment aligned with the principles of ISAE 3000 (Revised), providing an independent and objective evaluation of the reliability and accuracy of IOCL's ESG disclosures. TUVI has verified the below 09 attributes as per Annexure I – Format of BRSR Core disclosed in the BRSR

Attributes	KPI
Green-house gas (GHG) footprint	Total Scope 1 emissions (with breakup by type) - GHG (CO ₂ e) Emission in MT - Direct emissions from organization's owned- or controlled sources -Monitored
	Total Scope 2 emissions in MT - Indirect emissions from the generation of energy that is purchased from a utility provider -Monitored
	GHG Emission Intensity (Scope 1+2) - (Total Scope 1 and Scope 2 emissions (MT) / Total Revenue from Operations adjusted for PPP -Calculated
	GHG Emission Intensity (Scope 1+2) - (Total Scope 1 and Scope 2 emissions (MT) / Product output -Calculated
Water footprint	Total water withdrawal by sources (in kL) - Monitored & estimated
	Total water consumption (in kL) -Monitored
	Water consumption intensity - Water Consumption (kL) / Total Revenue from Operations adjusted for PPP - Monitored -Calculated
	Water consumption intensity - Water Consumption (kL) / Product output -Calculated
	Water Discharge by destination and levels of Treatment (kL) -Monitored
Energy footprint	Total energy consumed in GJ -Calculated
	% of energy consumed from renewable sources - In % terms -Monitored & Calculated
	Energy intensity - energy consumed (GJ)/ Total Revenue from Operations adjusted for PPP -Calculated
	Energy intensity - energy consumed (GJ)/ Product output -Calculated
Embracing circularity - details related to waste management by the entity	Plastic waste (A) (MT) -Monitored
	E-waste (B) (MT) - Monitored
	Bio-medical waste (C) (MT) -Monitored
	Battery waste (D) (MT) -Monitored
	Other Hazardous waste (E)(MT)
	Other non-hazardous waste (F)(MT)

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	Total waste generated (A + B + C + D + E + F) (MT) -Calculated	
	Waste intensity -Calculated	
	<ul style="list-style-type: none"> • MT /Revenue from Operations adjusted for PPP • MT /Product output 	
	Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (MT)	
	Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (Intensity)	
	✓ kg of Waste Recycled Recovered /Total Waste generated	
	For each category of waste generated, total waste disposed by nature of disposal method (MT)	
	For each category of waste generated, total waste disposed by nature of disposal method (Intensity)	
	✓ kg of Waste disposed /Total Waste generated	
Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the co - In % terms - Calculated	
	Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites) -Monitored & Calculated	
	1) Number of Permanent Disabilities	
	2) Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	
	3) No. of fatalities	
Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid - In % terms -Calculated	
	Complaints on POSH	1) Total Complaints on Sexual Harassment (POSH) -Monitored
		2) Complaints on POSH as a % of female employees / workers -Monitored
		3) Complaints on POSH upheld -Monitored
Enabling Inclusive Development	Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/ small producers and from within India - In % terms – As % of total purchases by value -Calculated	
	Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost - In % terms – As % of total wage cost -Monitored & Calculated	
Fairness in Engaging with Customers and Suppliers	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events - In % terms -Monitored	
	Number of days of accounts payable - (Accounts payable *365) / Cost of goods/services procured -Calculated	
Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties	1) Purchases from trading houses as % of total purchases -Monitored 2) Number of trading houses where purchases are made from -Monitored 3) Purchases from top 10 trading houses as % of total purchases from trading houses -Monitored 1) Sales to dealers / distributors as % of total sales -Monitored 2) Number of dealers / distributors to whom sales are made -Monitored 3) Sales to top 10 dealers / distributors as % of total sales to dealers / distributors -Monitored Share of RPTs (as respective %age) in -Monitored • Purchases • Sales • Loans & advances • Investments

The reporting boundaries for the above attributes includes IOCL's 626 operating locations, comprising refineries, petrochemical complexes, research & development center, LNG terminals, cryogenic and explosive plants, pipeline pumping stations, offshore single point mooring locations, marketing terminals, aviation fuel stations, lube blending plants, LPG bottling plants, city gas distribution locations, solar & wind power plants and other alternate energy projects among many others including CSR projects (*one sample physical visit was performed at CSR project located at Jaipur, details are tabulated below*). Additionally, IOCL operates 226 administrative offices including corporate office. The scope of this assurance does not include the assets that are situated outside of India, as well as joint ventures and subsidiaries of the company.

Office	Address
Corporate Office	3079/3, Sadiq Nagar, J B Tito Marg, New Delhi - 110049
Registered Office	IndianOil Bhavan G-9, Ali Yavar Jung Marg, Bandra (East), Mumbai - 400051
Refineries	
Refinery Division Head Quarter	SCOPE Complex, Core-2 7, Institutional Area, Lodhi Road New Delhi -110003
AOD-Refinery	DIGBOI Refinery PO- DIGBOI - 786171(Assam)
Barauni Refinery	P.O. Barauni Refinery, Dist. Begusarai - 861114 (Bihar)
Gujarat Refinery	P.O. Jawahar Nagar Dist. Vadodara - 391320(Gujarat)
Guwahati Refinery	P.O. Noonmati Guwahati-781020 (Assam)
Haldia Refinery	P.O. Haldia Refinery Dist. Midnapur-721606, Dist. Midnapur-721606, (West Bengal)
Mathura Refinery	P.O. Mathura Refinery Mathura -281005, (Uttar Pradesh)
Panipat Refinery	P.O. Panipat Refinery, Panipat -132140(Haryana)
Bongaigaon Refinery	P.O. Dhalgaon Dist. Chirang, Assam - 783385
Paradip Refinery	P.O. Paradip at. Po. Jhimani - Via Kujang, Dist.: PO Jhimani Dist. Jagatsinghpur, Odisha-754141
Pipeline Division	
Pipelines Division Head Office	IndianOil Bhavan, A-1 Udyog Marg, Sector-1, Noida- 201301(Uttar Pradesh)
Northern Region Pipelines	P.O. Panipat Refinery Panipat -132140 (Haryana)
Western Region Pipelines	P.O. Box 1007, Bedipara, Morvi Road, Gauridada, Rajkot-360003 (Gujarat)

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Southern Region Pipelines	IndianOil Corporation Limited, House of Four Frames, 6/13, Wheatcrofts, Road, Nungambakkam, Chennai - 600034
Eastern Region Pipelines	14, Lee Road, Kolkata-700020
South Eastern Region Pipelines	3rd Floor, Alok-Bharti Tower, Saheed Nagar, Bhubaneswar, Odisha - 751007
Marketing Division	
Marketing Division Head Office	IndianOil Bhavan, G-9, Ali Yavar Jung Marg, Bandra (East), Mumbai - 400051
Northern Region office	IndianOil Bhavan, 1, Aurobindo Marg, Yusuf Sarai New Delhi - 110016
Eastern Region Office	IndianOil Bhavan, 2, Gariahat Road, South (Dhakuria) Kolkata - 700068
Western Region Office	IndianOil Bhavan, Plot No. 33, G Block, Bandra Kurla Complex, Bandra East, Mumbai - 400051
Southern Region Office	IndianOil Bhavan, 139, Nungambakkam High Road Chennai - 600034
R&D Division	
R&D Division	Sector 13 Faridabad - 121007 (Haryana)

Onsite Verification

Name	Address	Date of Visit
Asaoti Lube Oil Plant	Asaoti, Palwal, Haryana-121102	07 April 2025
Madanpur Khadar Bottling Plant	Madanpur Khadar, Opp. Kalindi Kunj, New Delhi 110076	11 April 2025
Vizag Bottling Plant	Vizag, Andhra Pradesh 531201	16 April 2025
Hyderabad Terminal	Survey No 183, Phase III, Cherlapalli, Secunderabad, Telangana 500051	17 April 2025
Hyderabad Bottling Plant	Survey No 183, Phase III, Cherlapalli, Secunderabad, Telangana 500051	17 April 2025
Hyderabad Pipeline	SERPL, Cherlapalli, Secunderabad, Telangana 500051	18 April 2025
Jaipur Bottling Plant	RIICO Institutional Area, Poornima Marg, Sitapura, Jaipur 302022	28 April 2025
CBG Plant (Jaipur)	Hingonia Cow Rehabilitation, Vil. Hingonia, Jaipur, Rajasthan-303012	29 April 2025
Jaipur Pipeline	Shyam House, Amrapali Circle, Vaishali Nagar, Jaipur 302021	29 April 2025
Haldia Refinery	P.O. Haldia Refinery Dist. Midnapur-721606, Dist. Midnapur-721606, (West Bengal)	27-28 May 2025
Palam AFS	Wing 3, Airforce Station, Palam, New Delhi - 110010.	30 May 2025
R&D Campus	Sector 13 Faridabad - 121007, Haryana	03 June 2025
Marketing Head Office	IndianOil Bhavan, G-9, Ali Yavar Jung Marg, Bandra (East), Mumbai - 400051	06 June 2025
Pipeline Head Office	IndianOil Bhavan, A-1 Udyog Marg, Sector-1, Noida-201301, Uttar Pradesh	06 June 2025
Panipat Refinery	P.O. Panipat Refinery, Panipat-132140 (Haryana)	09-10 June 2025
Panipat Petrochemical	P.O. Panipat Refinery, Panipat-132140 (Haryana)	10 June 2025
Mathura Refinery	P.O. Mathura Refinery Mathura - 281005, (Uttar Pradesh)	12-13 June 2025
Northern Region Pipeline	P.O. Mathura Refinery, Mathura - 281005, (Uttar Pradesh)	13 June 2025
P & BD Office	Floor 10, Block No. 2, East Kidwai Nagar, New Delhi-110023	18 June 2025
Refinery Headquarters	SCOPE Complex, Core-2, 7, Institutional Area, Lodhi Road, New Delhi - 110003	19 June 2025
Corporate Office	3079/3, Sadiq Nagar, J B Tito Marg, New Delhi - 110049	18-20 June 2025

Limitations

TUVI did not perform any assurance procedures on the prospective information disclosed in the Report, including targets, expectations, and ambitions. Consequently, TUVI draws no conclusion on the prospective information. During the assurance process, TUVI did not come across any limitation to the agreed scope of the assurance engagement. TUVI did not verify any ESG goals and claim through this assignment. TUVI has taken reference of the financial figures from the audited financial statements. IOCL will be responsible for the appropriate application of the financial data. The application of this assurance statement is limited w.r.t SEBI circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated Jul 12, 2023 and Industry Standards on Reporting of BRSR Core, circular SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177, dated 20/12/2024. TUVI disclaims liability for decisions or consequences arising from this assurance statement or from inaccurate data, relying on the completeness and accuracy of information provided by IOCL. The responsibility for the authenticity of the data is confirmed by IOCL. Any reliance placed by any person or third party on disclosed KPI is entirely at their own risk. This assurance statement does not validate any environmental or social claims, nor it's intended to mislead or contribute to greenwashing.

TUVI's Responsibility

TUVI's responsibility in relation to this engagement is to perform a reasonable level of BRSR Core assurance and to express a conclusion based on the work performed. Our engagement did not include an assessment of the adequacy or the effectiveness of IOCL's strategy, management of ESG-related issues. TUVI's responsibility regarding this verification is in reference to the agreed scope of work, which includes assurance of non-financial quantitative and qualitative information disclosed by IOCL. Reporting Organization is responsible for archiving the related data for a reasonable time period. The primary intended user of this assurance statement is IOCL; however, the client may use it at their own discretion in accordance with their specific requirements. This assurance engagement is based on the assumption that the data and information provided to TUVI by IOCL are complete and true.

Assurance Methodology

During the assurance engagement, TUVI adopted a risk-based approach, focusing verification efforts on disclosures and issues of high material relevance to IOCL and its stakeholders. The objective was to assess the reliability and accuracy of the non-financial information disclosed, with emphasis on the robustness of data management systems, internal controls, and information flows. TUVI's assurance activities included:

1. Document and Data Review
 - i. Examination of documents, datasets, and supporting evidence provided by IOCL for the nine attributes listed in Annexure I – Format of BRSR Core (non-financial disclosures).
 - ii. Evaluation of disclosures related to Management Approach and performance indicators.

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2. Stakeholder Interviews

- i. Conducted interviews with key representatives, including data owners, process managers, and decision-makers across various departments.
- ii. Reviewed IOCL's approach to stakeholder engagement and materiality determination to validate qualitative statements included in the BRSR.
- iii. Interviews were conducted through both onsite visits and remote assessments, as applicable.

3. Process and System Assessment

- i. Review of systems and processes for:
 - a) Implementing ESG and sustainability-related policies, as described in the BRSR; and
 - b) Collecting, managing, and reporting both quantitative data and qualitative information for the reporting period.
- ii. Assessment of the internal controls supporting data accuracy, traceability, and consistency.

4. Reporting Framework Adherence

- i. Verified IOCL's adherence to reporting requirements under:
 - a) SEBI's BRSR guidelines

This methodology enabled TUVI to provide a balanced and evidence-based assurance on the information disclosed, while maintaining alignment with ISAE 3000 (Revised) standards for non-financial indicator.

Opportunities for Improvement

IOCL is working on focus areas, such as waste management, ESG value chain assessment (as per BRSR), ESG-specific work responsibilities, and digital ESG data management, which align with existing management objectives. The assurance team observes that progress on these fronts would support the organization's sustainability goals, and accordingly, potential opportunities for further improvement areas are detailed in the Management Report, aimed at strengthening the ESG reporting system and ESG performance.

Conflict of Interest

In the context of BRSR requirements set by SEBI, addressing conflict of interest is crucial to maintain high integrity and independence of assurance engagements. As per SEBI guidelines, assurance providers need to disclose any potential conflict of interest that could compromise the independence or neutrality of their assessments. TUVI diligently identifies any relationships, affiliations, or financial interests that could potentially cause conflict of interest. We proactively implement measures to mitigate or manage these conflicts, ensuring independence and impartiality in our assurance engagements. We provide clear and transparent disclosures about any identified conflicts of interest in our assurance statement. We recognize that failure to address conflict of interest adequately could undermine the credibility of the assurance process and the reliability of the reported information. Therefore, we strictly adhere to SEBI guidelines and take necessary measures to avoid, disclose, or mitigate conflicts of interest effectively.

Our Conclusion

In our opinion, based on the scope of this assurance engagement, the disclosures related to the BRSR Core Key Performance Indicators (KPIs) presented in the BRSR, disclosures on ESG performance along with the referenced supporting information, provide a fair representation of the nine attributes as per Annexure I, material topics, related strategies and meet the content and quality requirements outlined in the BRSR framework. IOCL appropriately discloses the KPIs and actions that focus on value creation over the short, medium, and long term. The KPIs selected and disclosed by IOCL are fairly represented.

Disclosures: TUVI is of the opinion that the reported disclosures comply with the requirements of the BRSR. IOCL's general disclosures provide appropriate contextual information about the organization and the nine attributes as per Annexure I – Format of BRSR Core.

Reasonable Assurance Conclusion: In our opinion, based on the scope of this assurance engagement, the disclosures on BRSR Core KPI described in the BRSR Report along with the referenced information provides a fair representation of the nine attributes, and meets the content and quality requirements of the BRSR. Our Team possesses expertise in ESG verification, assurance methodologies and regulatory frameworks. We ensure independence, employ robust methodologies and maintain continuous improvement to deliver reliable assessment.

Evaluation of BRSR Reporting Principles

- i. **Governance, Leadership, and Oversight:** The BRSR report appropriately discloses messages from top management, the business model aimed at promoting inclusive growth and equitable development, along with related actions and strategies. It highlights IOCL's focus on services, risk management practices, environmental protection and restoration efforts, and organizational priorities.
- ii. **Connectivity of Information:** IOCL discloses the nine attributes as per Annexure I – Format of BRSR Core. The BRSR Report effectively demonstrates the inter-relatedness and dependencies of these principles with factors influencing the organization's ability to create value over time.
- iii. **Stakeholder Responsiveness:** Stakeholder identification and engagement has been carried out by IOCL on a periodic basis to bring out key stakeholder concerns as material topics of significant stakeholders. The BRSR details mechanisms for engaging key stakeholders to identify major concerns and to derive and prioritize short, medium and long-term strategies. It provides valuable insights into the nature and quality of IOCL's relationships with its stakeholders and fairly represents how the organization understands, considers, and responds to their legitimate needs and interests. In our view the BRSR meets the requirements.

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- iv. **Materiality:** Material issues related to the nine attributes, as required by the BRSR framework, are adequately identified and reported in the BRSR. In our view, the BRSR meets the requirements.
- v. **Conciseness:** The BRSR communicates the required information clearly and succinctly, using brief and to-the-point sentences. Effective use of graphs, pictorials, and tabular representations enhances clarity while maintaining the continuity of information flow throughout the report.
- vi. **Reliability and Completeness:** IOCL has established robust internal systems for data aggregation and evaluation. The BRSR has disclosed the selected non-financial KPI's, as per the BRSR framework. TUVI's assurance team verified the data as per the agreed scope of work and found it to be accurate. The information is reported transparently, neutrally, and free of material error.
- vii. **Consistency and Comparability:** Information in the BRSR is presented on an annual basis and was found to be reliable and complete. This supports adherence to the principles of consistency and comparability in reporting.
- viii. **Impact:** IOCL communicates its ESG performance through regular, transparent internal and external reporting throughout the year, aligned with BRSR, as part of its policy framework that include POSH, ESG, Code of Conduct Policy, Whistle Blower Policy etc. IOCL reports on ESG performance to Board of Directors, who oversees and monitors the implementation and performance of objectives, as well as progress against goals and targets for addressing ESG related issues. IOCL completed the process of establishing contemporary goals and targets against which performance will be monitored and disclosed periodically.

Reporting Principles for defining report quality: The mainstream of the data and information was verified by TUVI's assurance team as per the agreed scope of work as defined above and found to be accurate. The disclosures related to ESG issues and performances are reported in a balanced manner and are clear in terms of content and presentation. In our view, the BRSR meets the requirements.

Independence and Code of Conduct: TUVI follows IESBA (International Ethics Standards Board for Accountants) Code which, adopts a threats and safeguards approach to independence. We recognize the importance of maintaining independence in our engagements and actively manage threats such as self-interest, self-review, advocacy, and familiarity. The assessment team was safeguarded from any type of intimidation. By adhering to these principles, we uphold the trust and confidence of our clients and stakeholders. In line with the requirements of the SEBI [circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12/07/2023](#) and [Industry Standards on Reporting of BRSR Core, circular SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177, dated 20/12/2024](#). TUVI solely focuses on delivering verification and assurance services and does not engage in the sale of service or the provision of any non-audit/non-assurance services, including consulting. We uphold strict independence, apply robust assurance methodologies, and continuously improve our processes to deliver reliable and credible assessments.

Quality control: TUVI complies with quality control standards, ensuring that the engagement partner possesses requisite expertise and the assigned team collectively has the necessary competence to perform engagements in reference with standards and regulations. Assurance team follows the fundamental principles of integrity, objectivity, professional competence, due care, confidentiality and professional behaviour. In accordance with International Standard on Quality Control, TUVI maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Independence and Impartiality Statement

TUVI is an independent and neutral third-party provider of ESG assurance services, supported by a team of qualified environmental and social specialists. TUVI confirms its competence to conduct this assurance engagement in accordance with SEBI guidelines. Our assurance team possesses the necessary expertise in ESG verification, assurance methodologies, and applicable regulatory frameworks. We affirm our independence and impartiality in conducting this assurance engagement and confirm that there is no conflict of interest with IOCL. During the reporting period, TUVI did not undertake any assignments with IOCL that could compromise the integrity, independence, or objectivity of our findings, conclusions, or observations. TUVI was not involved in the preparation of any content or data presented in the BRSR, other than this assurance statement. Throughout the assurance process, TUVI remained fully impartial and objective, including during all interviews conducted as part of the engagement.

For and on behalf of TUV India Private Limited



Manoj Kumar Borekar
Product Head – Sustainability Assurance Service
TUV India Private Limited



Date: 07/07/2025
Place: Mumbai, India
Project Reference No: 8123715426

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