

**BUSINESS  
RESPONSIBILITY  
& SUSTAINABILITY  
REPORT**



## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Company	L74899DL1998PLC093073
2	Name of the Company	Petronet LNG Ltd ('PLL' or 'the company')
3	Year of Incorporation	1998
4	Registered office address	1st Floor, World Trade Centre, Babar Road, Barakhamba Lane, New Delhi - 110 001
5	Corporate office address	1st Floor, World Trade Centre, Babar Road, Barakhamba Lane, New Delhi - 110 001
6	E-mail id	esg@petronetlng.in
7	Telephone	011 2341 1411
8	Website	www.petronetlng.in
9	Financial year for which reporting is being done	FY 2022-23
10	Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11	Paid-up capital	Rs 1,500 Crore
12	Name and contact details of the person who may be contacted in case of any queries on the Business Responsibility and Sustainability Report (BRSR)	Name: Debabrata Satpathy General Manager (Finance & Accounts) Email Id: esg@petronetlng.in Telephone: 011-23472525
13	Reporting Boundary	Disclosures made in this report are on a Standalone Basis

#### II. Products/services

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

PLL is an Indian energy company that operates in the LNG sector of the natural gas industry. PLL's business activities include:

S. No	Description of main activity	Description of business activity	% Of turnover
1.	Import of Liquefied Natural Gas (LNG) and sale of Regasified – LNG (RLNG)	Import and storage of LNG and sale of LNG/RLNG	95.92%
2.	Regasification/ Handling of LNG and ancillary services	Receiving and storage of LNG and providing regasification/ancillary services	4.08%

##### 15. Products/services sold by the entity (accounting for 90% of the entity's turnover)

PLL is one of the leading LNG companies in India that operates in the LNG sector of the natural gas industry.

S. No.	Product/Service	NIC Code	% Of total turnover contributed
1	LNG / RLNG sales	0910	95.92%

### III. Operations

#### 16. Number of locations where plants and/or operations/offices of the entity are situated.

PLL has several plants and offices across India as mentioned below

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

#### 17. Markets served by the entity

##### a. Number of locations

There are number of locations PLL serves nationally -

Location	Number
National (No. of states)	14
International (No. of countries)	Nil

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

Not Applicable

##### c. A brief on types of customers

PLL is engaged in import, storage and regasification of Liquefied Natural Gas (LNG). Its customer's primarily consist of corporates such as Oil and Gas Entities, Gas Aggregators, Petrochemical Entities, Refineries, City Gas Distribution Entities, Fertilizer and Power Generating Entities and Other Industrial Entities.

### IV. Employees

#### 18. Details as on March 31<sup>st</sup>, 2023

##### a. Employees and workers (including differently abled)

PLL ensures that all employees and workers are given a fair chance to contribute to the organization's success and helps create a balanced and diverse workforce.

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	264	248	93.93%	16	6.06%
2	Other than Permanent (E)	4	4	100%	0	0%
3	<b>Total employees (D+E)</b>	<b>268</b>	<b>252</b>	<b>94.03%</b>	<b>16</b>	<b>5.97%</b>
<b>WORKERS / STAFF</b>						
1	Permanent (F)	259	245	94.59%	14	5.40%
2	Other than Permanent (G)	2,118	2,073	97.88%	45	2.12%
3	<b>Total workers (F+G)</b>	<b>2,377</b>	<b>2,318</b>	<b>97.52%</b>	<b>59</b>	<b>2.48%</b>

**b. Differently abled employees and workers**

PLL recognises person with disabilities under The Rights of Persons with Disabilities Act, 2016 and their inclusion as workers and employees.

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1	Permanent (D)	1	1	100%	0	0%
2	Other than Permanent (E)	0	0	0%	0	0%
3	<b>Total differently abled employees (D+E)</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>
<b>DIFFERENTLY ABLED WORKERS / STAFF</b>						
1	Permanent (F)	0	0	0%	0	0%
2	Other than Permanent (G)	0	0	0%	0	0%
3	<b>Total differently abled workers (F+G)</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

**19. Participation/inclusion/representation of women**

PLL believes in participation of women in the workforce and values representation within the company's BoDs.

Particulars	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
<b>Board of Directors*</b>	14	1	7.14
<b>Key Management Personnel*</b>	4	0	0

\*Including whole time directors

**20. Turnover rate for permanent employees and workers/staff**

PLL discloses the turnover rates for the financial year for particular categories.

Particulars	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	4.01%	6.25%	4.17%	4.04%	11.11%	4.53%	2.05%	6.25%	2.3%
<b>Permanent Workers/staff</b>	2.04%	14.29%	2.70%	1.58%	5.88%	1.85%	1.3%	0%	1.2%

## V. Holding, subsidiary and associate companies (including joint ventures)

### 21. a) Names of holding / subsidiary / associate companies / joint ventures:

The details of holdings/subsidiary/associate companies/joint ventures according to The Companies Act 2013 are disclosed as below:

S. No.	Name of Holding/Subsidiary/ Associate Companies/Joint Venture (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% Of shares held by listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of listed entity? (Yes/No)
1	Petronet LNG Foundation	Subsidiary	100%	Yes
2	Petronet Energy Limited	Subsidiary	100%	The subsidiaries/Joint venture companies undertake their own Business Responsibility (BR) initiatives and adhere to the guidelines issued by the statutory authorities / Government from time to time, as applicable
3	Petronet LNG Singapore Pte. Ltd.	Subsidiary	100%	
4	Adani Petronet (Dahej) Port Limited	Joint Venture	26%	
5	India LNG Transport Company (No. 4) Private Limited	Joint Venture	26%	

## VI. CSR Details

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

(ii) Turnover (in Rs.) - 59,899.35 Cr (FY 2022-23)

(iii) Net worth (in Rs.) – 14,934.74 Cr (FY 2022-23)

## VII. Transparency and Disclosures Compliances

### 23. Complaints/grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC)

Complaints or grievances redressal system at PLL provides a mechanism for addressing and rectifying instances of non-compliance, promoting accountability and fostering a culture of adhering to responsible business practices.

Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct							
Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	NA*	-	Nil	NA	-
Investors (other than shareholders)	NA	-	-	-	-	-	-

Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct							
Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes, Shareholders can register their complaints/ grievances at the Company's following email ids: investors@petronetlng.in	56	2	-	73	-	-
Employees and workers	Yes	Nil	NA	-	Nil	NA	-
Customers	Yes	Nil	NA	-	Nil	NA	-
Value Chain Partners	Yes	Nil	NA	-	Nil	NA	-

NA means Not Applicable

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Raw Material Security	Opportunity	As per the recent COP27 conference, Natural Gas has been considered as the bridge fuel to achieve the Net-Zero goals of the world. The Govt of India has set a goal of enhancing the usage of Natural Gas from 6% to 15% in the energy basket of the country by 2030. For PLL, being the leading LNG import, storage and regasification company of India, this is a great opportunity.	-	Positive: Crucial for sustainability and growth opportunity as leading player in the industry.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Water Management	Opportunity	Effective water management can present several opportunities for PLL to enhance its sustainability, improve operational efficiency, comply with regulatory requirements foster innovation, and build positive stakeholder relations.	-	Positive: Initiatives taken around waste and water has a positive implication towards business sustainability and responsibility for the environment.
3	Waste management	Opportunity	PLL makes every effort to utilize resources optimally. The efficient handling of waste provides opportunities to increase sustainability, improve productivity, regulatory requirement and build positive stakeholder relations.	-	
4	GHG emissions	Opportunity	PLL views GHG emissions as an opportunity to enhance its environmental performance, contribute to climate change mitigation efforts, comply with regulations and diversify its business portfolio.	-	Positive: Taking action on climate change can create new business opportunities and lead to sustainable growth.
5	Energy management	Opportunity	Plant and machinery used by Oil and Gas companies consume significant amounts of energy during their operations. Adopting efficient energy management initiatives can help lower operational expenses and contribution to the environment.	-	Positive: Adopting energy management practices can enhance a company's reputation by demonstrating a commitment to sustainability and responsible business practices, which can improve brand image and stakeholder trust.
6	Human capital development	Opportunity	A thriving human capital is crucial to a company's consistent business growth and its ability to make positive impacts on society. Therefore, PLL endeavors to create a conducive work environment and offer ample opportunities for professional development to its employees.	-	Positive: Providing a conducive work place with growth opportunities, allows individuals to feel valued and included, leading to increased engagement and motivation to perform at their best.

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)
7	Business ethics and accountability	Opportunity	PLL believes that adhering to ethical business practices and being accountable for actions helps avoid legal, regulatory, and reputational risks. This can lead to cost savings, increased profitability, and improved financial performance.	-	Positive: Ethical business practices and accountability can improve relations with stakeholders, including employees, investors, suppliers and customers etc.
8	Customer & stakeholders' satisfaction	Opportunity	PLL acknowledges that feedback is crucial for any industry to thrive and grow. Therefore, the company values and appreciates feedback from its customers.	-	Positive: Increased customer satisfaction can result in greater customer loyalty, ultimately resulting in higher profitability and business growth.
9	Responsible/sustainable supply Chain	Opportunity	Responsible supply chain leads to increased efficiency, such as reducing waste, improving delivery times and increasing the quality of materials and products. This can lead to cost savings and improved profitability.	-	Positive: By promoting social and environmental sustainability in its supply chain, the company can contribute to the long-term well-being of communities and the planet, while ensuring business sustainability and growth.
10	Innovation & technology	Opportunity	Innovation and technology can improve the efficiency and productivity of PLL's operations and plans for diversification, resulting in cost savings, increased profitability and business growth.	-	Positive: Innovation in would have a positive effect on the business sustainability and growth.
11	Community engagement	Opportunity	Engaging in community engagement activities allows PLL to build a positive reputation and brand image by demonstrating a commitment to social causes. PLL can enhance its credibility and gain the trust and loyalty of community around its operational area	-	Positive: Community engagement offers PLL the opportunity to create sustainable, mutually beneficial relationships with local communities, which can contribute to the long-term success of the company's operations.

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)
12	Occupational Health & Safety (OHS)	Risk	Considering the business processes and resource deployment, improper management of health and safety hazards can have disastrous effects on both individuals and assets for PLL.	PLL has a Risk Management Committee and the committee responsible for developing and monitoring the Company's risk management policies regularly reports to the board of directors on its activities. The policies are in place to identify and analyse the risks faced by the Company, establish appropriate risk limits and controls, and monitor risks and adherence to limits.	Negative: Non-compliance with OHS regulations can result in loss of resources, penalties, legal action, damage to the company's reputation and impediment to sustainable growth.
13	Air quality	Risk	PLL believes that it is important for the company to implement measures to mitigate air quality risks such as investing in emission control technologies, reducing flaring and venting, improving vehicle and equipment efficiency and engaging with local communities to address concerns related to air quality.		Negative: Poor air quality can damage the company's reputation and brand image, leading to decreased stakeholder loyalty and trust.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURE

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

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

<b>P1</b>	Businesses should conduct and govern themselves with integrity in a manner that is Ethical, Transparent and Accountable
<b>P2</b>	Businesses should provide goods and services in a manner that is sustainable and safe
<b>P3</b>	Businesses should respect and promote the well-being of all employees, including those in their value chains
<b>P4</b>	Businesses should respect the interests of and be responsive towards all its stakeholders
<b>P5</b>	Businesses should respect and promote human rights
<b>P6</b>	Businesses should respect, protect and make efforts to restore the environment
<b>P7</b>	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
<b>P8</b>	Businesses should promote inclusive growth and equitable development
<b>P9</b>	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Question	P 1	P 2	P3	P4	P5	P6	P7	P8	P9
<b>POLICY AND MANAGEMENT PROCESSES</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes*								
c. Web link of the policies, if available	The internal policies of the Company are available on Company's intranet and accessible only to employees and other internal stakeholders. All policies relevant for external stakeholders are available on Company's website <a href="https://petronetlng.in/index.php">https://petronetlng.in/index.php</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes**								

Disclosure Question	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
4. Name the national and international codes/ certifications/ labels/ standards adopted by your entity and mapped to each principle.	-	ISO 9001 ISO 14001 ISO 45001	OHSAS 18001 / ISO 45001	-	-	ISO 14001	-	-	-
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	The company acknowledges the importance of Environmental, Social, and Governance (ESG) considerations and integrates target-setting across various processes, including initiatives aimed at reducing emissions. The company maintains a continuous focus on identifying opportunities to minimize its own operational impact on the environment. PLL is dedicated to provide LNG as a cleaner fuel alternative to the nation. Additionally, the company recognizes the pressing need to decrease Green House Gas (GHG) emissions and understands the global concern surrounding GHG management. PLL endeavours to adapt sustainable practices to ensure business growth and also adheres to relevant norms and principles such as NGRBC principles.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met	To contribute to the government's aim to increase the use of natural gas from 6% to 15% in the energy basket of India, PLL is undertaking development of LNG infrastructure through expansion of existing terminals, setting up of new terminals and also looking for sustainable LNG sources in future. PLL demonstrates its commitment to the principles of the National Guidelines on Responsible Business Conduct (NGRBC) by establishing a comprehensive framework of commitments, goals, and targets. These initiatives align with national objectives and schemes, with particular focus on energy, community development and environmental sustainability. The company's core values prioritize conducting business with a robust environmental conscience, promoting sustainable development, ensuring safe working environments and enhancing the overall experience for its employees, customers and the wider community.								

\*All PLL's policies are approved by the Board or competent authority of the company.

\*\*PLL's major value chain partners adhere to all the nine NGRBC principles.

## GOVERNANCE, LEADERSHIP AND OVERSIGHT

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

It gives me immense pleasure in presenting to you PLL's Business Responsibility and Sustainability Report (BRSR) for FY 2022-23. The report has been prepared in compliance with the formats prescribed by the Securities and Exchange Board of India.

The consideration of ESG (Environmental, Social and Governance) factors has become critical to the success of businesses across all sectors. The stakeholders, including shareholders, lenders, rating agencies and regulators expect the companies to consistently review their business processes, in order to minimise their adverse impact on the global environment.

In the 27th Conference of the Parties to the United Nations Framework Convention on Climate Change, Paris Agreement (COP27), held in November 2022, a consensus was reached that natural gas would be the bridge fuel for next four to five decades in world's pursuit for controlling and minimising the usage of heavily polluting fuels. In the same backdrop, the Government of India aims to augment the use of natural gas from currently about 6% to 15% in the energy basket of India by 2030. Therefore, as an alternative cleaner fuel, natural gas is expected to play a vital role in today's context.

I am delighted to share that PLL, being the leading LNG player in India, currently handles about 75% of India's LNG imports and caters to about 33% of the natural gas supplies of the country. To contribute to the objective of achieving a cleaner environment, PLL is exploring further sustainable sources of supplies of LNG into India and has taken up various projects to increase its combined nameplate re-gasification capacity from 22.50 MMTPA to 31.50 MMTPA.

PLL's dedication to ESG is reflected in identification of key issues, such as water management, waste management, carbon emissions, community engagement, air quality, human capital development, business ethics and accountability, among others. Accordingly, the company prioritizes to address the challenges faced by the industry and mitigate their impact on the environment and society. Through community engagement and various CSR programs, the company immensely contributes to community development also. PLL's commitment to ESG is further reflected in its focus on customer satisfaction, innovation and technology.

PLL's Business Responsibility and Sustainability Report for FY 2022-23 provides a detailed insight and information in support of the company's commitment to its ESG objectives. With the aim to provide LNG as a cleaner fuel alternative to the nation and to adopt sustainable practices to ensure business growth, ESG assumes very high importance for Petronet LNG Ltd.

**Pramod Narang**  
Director (Technical)

### 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility & Sustainability (BRSR) Policy

Name: Mr Pramod Narang

Designation: Director (Technical)

DIN: 07792813

### 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

As the Director (Technical) of PLL, Mr. Pramod Narang bears the responsibility of making decisions concerning sustainability-related matters. He is supported by a multidisciplinary team, which works diligently to manage various aspects of ESG (Environmental, Social, and Governance) across PLL's locations. The company has a CSR Committee of the Board that looks after community/ social related initiatives.

### 10. Details of Review of the National Guidelines on Responsible Business Conduct (NGRBC) by the company:

The review of NGRBC by PLL involves a comprehensive assessment of its adherence to guidelines, areas of improvement and thereby implementing necessary measures -



Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency: Annually (A) / Half yearly (H) / Quarterly (Q) / 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 & follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Need basis / statutory requirement								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Need basis / statutory requirement								

**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.**

PLL has done several independent assessments / evaluations of the working of its policies by external agencies.

P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes								

PLL conducts regular internal audits by in-house team(s) and reputed third-party agency i.e. Deloitte. Further M/s Grant Thornton Bharat LLP has also reviewed all the ESG related policies.

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

Not Applicable

## SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

### PRINCIPLE 1- BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE

#### Essential Indicators

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

PLL believes in equipping its employees and stakeholders with the knowledge and understanding through several training and awareness programmes.

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training audits impact	% of persons in respective category covered by the awareness programmes
Board of Directors	2	<ul style="list-style-type: none"> <li>• Training on ESG and BRSR principles</li> <li>• Training on prohibition of Insider trading regulations</li> </ul>	100
Key Managerial Personnel (KMP)	5	<ul style="list-style-type: none"> <li>• Training on ESG and BRSR principles</li> </ul>	100
Employees other than BoD and KMPs	90	<ul style="list-style-type: none"> <li>• Basic Fire Safety Training,</li> <li>• Environment Management,</li> <li>• HSE Induction &amp; ERDMP,</li> </ul>	100
Workers/Staff	85	<ul style="list-style-type: none"> <li>• Hazardous &amp; Other Management &amp; Emergency Measures,</li> <li>• Hazard &amp; Operability (HAZOP) and Quantitating Risk Assessment (QRM),</li> <li>• Occupational Health and Safety Obligations,</li> <li>• Competencies of Impactful CSR,</li> <li>• POSH Awareness Training,</li> <li>• Mental Health: Stress Awareness</li> </ul>	100

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

PLL guarantees prompt payment of fines, penalties, punishments, compounding fees or settlement amounts to regulators, law enforcement, and judicial institutions.

Monetary					
	NGRBC Principle	Name of regulatory/ enforcement agencies/ judicial institutions	Amount (in INR)	Case brief	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	1	NSE & BSE	Rs. 495,600 Rs. 318,600 The above amounts are including GST and paid to each i.e. NSE and BSE.	Regulation 17(1) of the Securities and Exchange Board of India Listing Obligations and Disclosure Requirements) Regulations, 2015 for the Financial Year March 31 <sup>st</sup> , 2023	No
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

Non-Monetary				
	NGRBC Principle	Name of regulatory/ enforcement agencies/ judicial institutions	Case brief	Has an appeal been preferred? (Yes/No)
Imprisonment	No such instance	Not applicable	Not applicable	Not applicable
Punishment	No such instance	Not applicable	Not applicable	Not applicable

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.

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.

PLL demonstrates a proactive approach in mitigating the risks associated with unethical practices, ensuring compliance with relevant laws and regulations, thus promoting transparency within the company. For comprehensive policy briefing web link is provided.

Name of Policy	Policy Description	Web-link/URL
Vigilance Policy	PLL outlines its approach to ensure transparency and impartiality within its system. The vigilance policy comprises precise definitions, terms, and conditions to report legitimate concerns affecting the Company.	<a href="https://petronetlng.in/PDF/Vigil-Mechanism-02092014.pdf">https://petronetlng.in/PDF/Vigil-Mechanism-02092014.pdf</a>

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

PLL has zero record of Directors/KMPs/employees who faced disciplinary action by any law enforcement agency as mentioned -

Segment	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

PLL discloses zero details of complaints regarding conflicts of interest -

Particulars	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of Complaints received in relation to issues of conflicts of interest of the Directors	Nil	Nil	Nil	Nil
Number of Complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

**7. 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

**Leadership indicators**

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

As part of value chain engagement, PLL organizes numerous training and awareness sessions such as-

- A mega community safety awareness drive encompassing emergency preparedness, fire safety, live fire extinguisher demonstrations, and road safety is conducted at nearby schools, colleges, and villages.
- A community safety awareness program is organized at Luvara village and Lakhigam village.
- A public awareness program on ERDMP (Emergency Response and Disaster Management Plan) took place at the Kochi terminal in Ernakulam Grama Panchayat.

**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, if any director(s) has a direct or indirect interest in an agenda/matter, they recuse from the discussion. Each director gives the disclosure of his interest in any company or body corporate, firm, or any other association of persons by giving a notice in writing. The same is put up to the Board for information. The related party transaction policy of the company can be accessed through below link: - [https://petronetlng.in/PDF/RPT%20Policy\\_13042023.pdf](https://petronetlng.in/PDF/RPT%20Policy_13042023.pdf)

## PRINCIPLE 2- BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

### Essential Indicators

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

There are several R&D and Capex investments done by PLL with a goal of improving environmental and social impact towards Net Zero and utilisation of renewable energy.

Particulars	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impact
R&D	-	-	<ul style="list-style-type: none"> <li>• With a focus on clean energy promotion, Petronet LNG is actively contributing to the nation's objective of achieving Net Zero by 2070.</li> <li>• Various initiatives, such as employing LNG as a fuel source in fishing boats and conducting trial runs of LNG-powered buses in partnership with KSRTC (Karnataka State Road Transport Corporation), have been effectively implemented.</li> <li>• PLL through NIT (National Institute of Technology) Suratkal, is undertaking a project to investigate the catalytic steam reforming process, aiming to produce hydrogen gas from organic waste. This initiative presents a sustainable solution to tackle food waste while contributing to an environmentally responsible future.</li> </ul>
Capex	84.84%	90.53%	<ul style="list-style-type: none"> <li>• 100 KV solar installation (FY 2021-22) and 60 KV solar installation (FY2022- 23) at Dahej Terminal</li> <li>• 100 KLD Sewage Treatment Plant (STP) at Dahej Terminal and 30KLD STP at Kochi Terminal</li> <li>• Water Filtration plant at jetty</li> <li>• With India's aspirations to shift to a gas-based economy by 2030 and raise the current energy mix share of gas from 6% to 15%, investments in expanding LNG infrastructure play a crucial role in achieving this ambitious plan. Thus, PLL is expanding its Dahej LNG Terminal from 17.5 MMTPA to 22.5 MMTPA along with installation of 3rd Jetty and 2 additional Storage tanks. Further, the company is also setting up a LNG terminal in Gopalpur, Odisha.</li> <li>• Investments are being made in Affordable Rental Housing Complexes (ARHC) to offer affordable accommodations specifically tailored for low-income and middle-income households.</li> <li>• Establish creche facilities at both the plants.</li> </ul>

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

Petronet LNG Limited (PLL) is primarily engaged in the business of importing LNG at its Re-gas terminals located at Dahej (Gujarat) and Kochi (Kerala) under various Long-term SPAs namely:

- 7.5 MMTPA LNG SPA on FOB basis with RasGas/Qatargas (LNG imported from Qatar) and
- 1.425 MMTPA LNG SPA on DES basis with MARC Australia (a subsidiary of ExxonMobil) with LNG imported primarily from Australia and Oman.

Apart from sourcing of LNG under above-mentioned Long-term SPAs, PLL also occasionally imports LNG Spot cargos on need basis for its downstream customers from international LNG suppliers/traders etc. on the basis of Policy and Process for Purchase of LNG on Spot/ Short term basis, approved by PLL's Board.

For procurement of input materials, equipment, tools, spares and services etc, PLL has a very robust Contract and Procurement Policy, which is diligently followed across the locations. There is a well-defined Delegation of Authority for procurement of goods and services.

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

PLL is sourcing about 95% of inputs sustainably.

**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**

The company has established robust processes to safely reclaim products for reusing, recycling and disposing at the end of life in order to minimize environmental impact and promote circular economy principles -

Type of Waste	Name of Policy/ Process	Policy/ Process Description
<b>Plastics (including packaging)</b>	PLL follows a standard operating procedure (SOP) that ensures the waste is sent exclusively to approved recyclers and re-processors, all of which have been duly approved by the State Pollution-Control Board.	
<b>E-waste</b>	<ul style="list-style-type: none"> <li>IT Policy (HO)PLK/HSE/SOP/13,</li> <li>PLL/HSE/SOP/10, SOP for E-waste management (Dahej Terminal)</li> <li>SOP for hazardous waste management (Kochi Terminal)</li> </ul>	The disposal of such waste is defined – E-wastes generated are being sent to, Gujarat State Pollution Control Board (GPCB), Kerala State Pollution Control Board (KSPCB) authorised recyclers, as per compliance requirements.
<b>Hazardous waste</b>	PLL/HSE/SOP/09, SOP for hazardous waste management (Dahej Terminal)	Hazardous wastes generated at the facility, such as used oil and empty chemical barrels, are meticulously handed over exclusively to a recycler authorized by the GPCB. Moreover, hazardous wastes like oil-soaked cotton wastes, paint drums, and lead acid batteries are diligently sent for safe disposal under the supervision of a GPCB authorized agency.
	PLK/HSE/SOP/13, SOP for hazardous waste management (Kochi Terminal)	Hazardous wastes such as used oil and empty chemical barrels are responsibly sold to a recycler authorized by the KSPCB. Similarly, hazardous wastes like oil-soaked cotton wastes and paint drums undergo proper disposal by being sent through a KSPCB authorized agency.
<b>Other waste</b>	<b>Not applicable</b>	

**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.**

No; EPR is not applicable to company’s activities.

**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?**

PLL has not conducted specific Life Cycle Perspective / Assessments for its products ad services.

**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.**

PLL identifies significant social or environmental concerns and risks through other means adopting responsible production and disposal practices to mitigate the identified concerns and risks.

Name of Product / Service	Description of the risk / concern	Actions Taken
LNG/ RLNG/ Regasification services / Ancillary services	Impacts- <ul style="list-style-type: none"> <li>• Air environment</li> <li>• Water resources and quality</li> <li>• Land use</li> <li>• Soil quality</li> <li>• Solid waste</li> <li>• Noise levels</li> <li>• Terrestrial and aquatic ecology</li> </ul>	<p><b>Air Pollution Management-</b></p> <p>In order to manage fugitive hydrocarbon emissions, the following measures has been taken:</p> <ul style="list-style-type: none"> <li>• All the LNG Tanks are of safest design i.e., full containment LNG Tanks. These tanks do not allow any Methane leakage to atmosphere even during very unlikely event of catastrophic failures also. Pipe flange joints have been minimized during design state itself by minimizing welded joints. All draining and purging of hydrocarbon is routed back to LNG storage tanks through BOG system.</li> <li>• Also, in case of emergency, hydrocarbons containing methane are released to flare system to burn it before releasing to atmosphere. All vents necessary for O&amp;M purpose are also vented through flare and thus burnt before discharge.</li> <li>• To prevent any emergency against release of hydrocarbons /fire, i.e., Fire, Gas and Spill (FGS) detection system are installed in Terminals. FGS system activates Emergency Shutdown system (ESD) in case of unlikely event of Gas Leak/LNG spill or fire. Thus, FGS system automatically ensures safe condition of the terminals .</li> <li>• Preventive maintenance is carried out on storage tank valves, flanges, joints, and roof vents to maintain their operational reliability. To effectively control fugitive emissions from the hydrocarbon processing areas, regular maintenance is performed on valves, flanges, pump, compressor seals, gasket materials, and other associated equipment..</li> <li>• To ensure that SO<sub>2</sub> emissions from the revamp stacks remain within permissible limits, monitoring is conducted on a regular basis.</li> <li>• Ambient air emissions and stack emissions are being monitored regularly as per prescribed statutory conditions.</li> <li>• One fixed facility has been provided in Kochi terminal for continuous ambient air quality monitoring and the monitored data are being continuously shared with CPCB server.</li> </ul> <p><b>Water Pollution Management-</b></p> <ul style="list-style-type: none"> <li>• The mitigation measures for reducing the impacts include a sedimentation tank to filter solids from run-off water, an oil and grease trap at the equipment maintenance centre, septic tanks to treat sanitary waste at the labour camp, sewage treatment plant (STP) for treating domestic wastewater and utilizing the treated wastewater for the development of green belts.</li> <li>• PLL ensures utilization of Condensate Water i.e. during the vaporization of Liquefied Natural Gas (LNG) to Regasified Liquefied Natural Gas (RLNG), air transfers its heat to glycol water in air heaters, its temperature drops resulting in condensation of moisture present in the air. This condensate is collected through drainages into a condensate recovery pond. The quality of condensate water is regularly monitored by our on-site laboratory. The condensate water is used for gardening purposes within our facility and as a back-up source in case of fire emergencies. Condensate water filtration plant is operational at Dahej site having capacity of 300 KLD to meet internal water demand.</li> <li>• Rainwater is being captured from the LNG tank roof catchments and proper routing has been carried out. Harvested rainwater is being stored in sub-surface ground water reservoir for future firefighting purposes. It provides self-sufficiency to water supply and reduces the cost of pumping ground water. Timely cleaning and maintenance of the facilities are being carried out.</li> </ul>

Name of Product / Service	Description of the risk / concern	Actions Taken
		<p><b>Noise Pollution Management-</b></p> <p>In the LNG regasification process, minimal noise is generated; however noise is generated by various equipment during the process, such as pumps, cooling towers, compressors, etc. To mitigate high noise levels, the following measures were taken:</p> <ul style="list-style-type: none"> <li>• Equipment design adhere to noise level regulations set forth by regulatory authorities.</li> <li>• Acoustic barriers or shelters are necessary in noisy workplaces to mitigate noise levels.</li> <li>• To minimize noise generated by equipment like pumps, hoods were installed.</li> <li>• PPE such as earplugs and earmuffs is supplied to workers in high-noise-level areas.</li> <li>• Regular monitoring of employee exposure in noisy areas is done to ensure compliance with Factory Act 1948 and OSHA requirements.</li> <li>• All the noise parameters are recorded on a monthly basis by independent authorised agencies.</li> </ul> <p><b>Solid Waste Management-</b></p> <p>Hazardous waste generated on site is collected and stored in a designated area. An authorized agency is responsible for the disposal of the hazardous waste, including any additional waste generated.</p>

**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).**

The utilisation of recycled or reused input material in production or providing services is less than 1%.

**4. Details 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:**

The details of products and packaging reclaimed at the end of their life include the quantity (in metric tonnes) that was reused, recycled, and safely disposed of.

Type of Waste	FY 2022-23			FY 2021-22		
	Re-Used (Metric Tonnes)	Recycled (Metric Tonnes)	Safely Disposed (Metric Tonnes)	Re-Used (Metric Tonnes)	Recycled (Metric Tonnes)	Safely Disposed (Metric Tonnes)
E-Waste	-	-	0.50	-	-	-
Hazardous waste	-	1.29	-	-	-	3.64

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

Product recycling is not applicable or practiced in this sector.

## PRINCIPLE 3- BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

### Essential Indicators

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

Providing benefits for the well-being of employees is the prime concern of PLL, irrespective of gender and their percentage cover is disclosed in the following format -

% Of employees covered by											
Category	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)
<b>PERMANENT EMPLOYEES</b>											
Male	248	248	100%	248	100%	0	0%	0	0%	163	65.73%
Female	16	16	100%	16	100%	16	100%	0	0%	2	12.5%
<b>Total</b>	<b>264</b>	<b>264</b>	<b>100%</b>	<b>264</b>	<b>100%</b>	<b>16</b>	<b>6.06%</b>	<b>0</b>	<b>0%</b>	<b>165</b>	<b>62.5%</b>
<b>OTHER THAN PERMANENT EMPLOYEES</b>											
Male	4	4	100%	4	100%	0	0%	0	0%	0	0%
Female	0	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>4</b>	<b>4</b>	<b>100%</b>	<b>4</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

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

Following are the details of the benefits that are covered keeping in mind the well-being of the workers -

% Of workers/staff covered by											
Category	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)
<b>PERMANENT WORKERS/STAFF</b>											
Male	245	245	100%	245	100%	0	0	0	0%	212	86.53%
Female	14	14	100%	14	100%	14	100%	0	0%	5	35.71%
<b>Total</b>	<b>259</b>	<b>259</b>	<b>100%</b>	<b>259</b>	<b>100%</b>	<b>14</b>	<b>5.40</b>	<b>0</b>	<b>0%</b>	<b>217</b>	<b>83.78%</b>
<b>OTHER THAN PERMANENT WORKERS/STAFF*</b>											
Male	2073	2073	100%	2073	100%	0	0	0	0%	2073	100%
Female	45	45	100%	45	100%	45	100%	0	0%	45	100%
<b>Total</b>	<b>2118</b>	<b>2118</b>	<b>100%</b>	<b>2118</b>	<b>100%</b>	<b>45</b>	<b>2%</b>	<b>0</b>	<b>0%</b>	<b>2118</b>	<b>100%</b>

\*For Other than Permanent Workers/Staff the measures for well-being is ensured through the respective contractors.

**2. Details of retirement benefits for the current and previous financial year\***

PLL provides multiple retirement benefits that include retirement plans, pension schemes, and other relevant benefits offered to employees upon their retirement, as below-

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered (as a % of total employee)	No. of workers covered (as a % of total workers)	Deducted & deposited with the authority (Yes/No/NA)	No. of employees covered (as a % of total employees)	No. of workers covered (as a % of total workers)	Deducted and deposited with the authority (Yes/No/NA)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	NA	100%	100%	NA
ESI	NA	NA	NA	NA	NA	NA
<b>Others- Please Specify**</b>	<b>100%</b>	<b>100%</b>	<b>NA</b>	<b>100%</b>	<b>100%</b>	<b>NA</b>

\*The above data is with respect to permanent employees and workers/staff

\*\* Medical Insurance, Superannuation Scheme, NPS and Resettlement Allowance

**3. Accessibility of workplaces**

**Are the premises/offices accessible to differently abled employees 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, PLL has taken proactive measures to ensure that its premises provide accessible facilities for differently abled employees and workers. The company recognizes the importance of ensuring equal opportunities for all employees and has implemented measures to cater to the needs of differently abled individuals. Wherever the offices of PLL are in leased premises, it is ensured that such facilities are made available by the owners of the premises.

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

As an organization, the company upholds an unwavering stance against discrimination and firmly adheres to the highest standards of equal opportunity. PLL embraces a culture of inclusivity, where every individual is treated with respect and dignity, regardless of their background.

**5. Return to work and retention rates of permanent employees that took parental leave.**

PLL provides a supportive and inclusive environment that enables a smooth transition back to work and promotes the continued engagement and retention of employees.

Gender	Permanent employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	100%	100%	100%	100%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

PLL has a mechanism in place to receive and redress grievances for various categories of employees and workers, for lodging complaints, channels for communication, and the steps taken to ensure fair and timely resolution of grievances.

Particulars	Yes/No	If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes	PLL has a grievance redressal policy which ensures that all employees have the opportunity to raise their grievances pertaining to employment matters outlined in the company policy. The policy enables time-bound redressal and facilitates a dispute resolution process to resolve misunderstandings and uphold a harmonious work environment.  The grievances are addressed and resolved through Engineer-In-Charge and/or Contractor Supervisor.
Permanent Workers	Yes	
Other than Permanent Employees	Yes	
Other than Permanent Workers	Yes	

#### 7. Membership of employees in association(s) or unions recognised by the listed entity:

The membership of employees in association(s) or unions recognized by the listed entity signifies the acknowledgment and support of collective representation, fostering a platform for effective communication, negotiation, and protection of workers' rights and interests.

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>	PLL has various forums, where officers and employees / workers can participate and provide their feedback to the management. However, any recognised association of officers or union of workers / employees is not in place in the company. Therefore, the said indicator is not applicable for PLL.					
- Male						
- Female						
<b>Total Permanent Workers</b>						
- Male						
- Female						

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

The details of training provided to employees and workers encompass a comprehensive overview of the training programs, including health and safety/wellness measures and on skill upgradation, as follows -

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health & safety/wellness measures		On skill upgradation		Total (D)	On health and safety measures/wellness		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
<b>EMPLOYEES</b>										
Male	248	248	100%	248	100%	248	247	100%	247	100%
Female	16	16	100%	16	100%	16	18	100%	18	100%
<b>Total</b>	<b>264</b>	<b>264</b>	<b>100%</b>	<b>264</b>	<b>100%</b>	<b>264</b>	<b>265</b>	<b>100%</b>	<b>265</b>	<b>100%</b>
<b>WORKERS/STAFF</b>										
Male	2557	1239	48.45%	417	16.30%	1998	1145	57.31%	1105	55.31%
Female	75	75	100%	32	42.66%	102	55	53.92%	64	62.75%
<b>Total</b>	<b>2832</b>	<b>1314</b>	<b>46.40%</b>	<b>449</b>	<b>15.85%</b>	<b>2100</b>	<b>1200</b>	<b>57.14%</b>	<b>1169</b>	<b>55.67%</b>

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

The disclosure regarding performance and career development review of employees and workers indicates the company's commitment to ensure professional growth and maximizing potential of employees and workers.

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>EMPLOYEES</b>						
Male	248	248	100%	247	247	100%
Female	16	16	100%	18	18	100%
<b>Total</b>	<b>264</b>	<b>264</b>	<b>100%</b>	<b>265</b>	<b>265</b>	<b>100%</b>
<b>WORKERS/STAFF*</b>						
Male	245	245	100%	252	252	100%
Female	14	14	100%	17	17	100%
<b>Total</b>	<b>259</b>	<b>259</b>	<b>100%</b>	<b>269</b>	<b>269</b>	<b>100%</b>

\* PLL is not currently monitoring the evaluations of non-permanent employees, as they are managed by third-party contractors.

**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, PLL has a well-defined occupational health and safety system in place to prevent workplace injuries and accidents. The company's comprehensive policy for Quality, Health, Safety, Environment, and Asset Management ensures that it maintains the highest standards of safety and quality across all of its operations.

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

To ensure the safety of employees and prevent any work-related hazards, the company employs various methods to identify potential risks and assesses them in a timely manner. This includes conducting Hazards Identification and Risk Assessment (HIRA), Quantitative Risk Assessment (QRA), HAZOP studies, and regular risk analysis. Based on the results of these assessments, the company takes appropriate risk mitigation measures to ensure a safe work environment.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)**

Hazard identification and reporting by employees are encouraged through online portal and using simplified formats:

- PLL has online reporting tool, “Suraksha Setu” for reporting hazards/HSE improvement suggestions. “Suraksha Setu” tool allows all the employees and to report any HSE improvement (hazard and suggestion) and BBS (Behavioural Based Safety) observations.
- Employees can upload the observations which may directly affect health, safety & environment through online Suraksha Setu portal. Concerned department head opens and updates the status of observations in Suraksha Setu portal after compliance. The employee who is reporting the hazard observation is getting all the information related to the action plan.
- Simplified formats for reporting of hazards & other improvement suggestions are made available to be put in boxes placed at strategic locations inside the Terminals.
- BBS program is developed and is being given high priority and all employees are trained in conducting BBS observations. BBS audit is carried out by employees and observations are reported through Suraksha Setu Portal.

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

Yes, the employees/ workers have access to non- occupational medical and healthcare services.

**11. Details of safety related incidents**

The details of safety-related incidents by PLL gives comprehensive information on incidents, accidents, or near misses that occurred in the workplace, including the nature of the incident, the circumstances surrounding it, and any actions taken to address and prevent similar incidents in the future -

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
<b>Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)</b>	Employees	0	0
	Workers	0.27	0
<b>Total recordable work-related injuries</b>	Employees	0	0
	Workers	1	0
<b>No. of fatalities</b>	Employees	0	0
	Workers	0	0
<b>High consequence work-related injury or ill-health (excluding fatalities)</b>	Employees	0	0
	Workers	0	0

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

PLL has implemented a comprehensive Health, Safety, and Environment (HSE) management system to ensure the safety and well-being of its employees, contractors, and visitors. This system includes a detailed Quality, Health, Safety, and Environment (QHSE) policy that outlines the company’s commitment to maintaining high standards of safety and environmental responsibility in its operations.

The HSE management system also includes training programs for employees and contract workmen, designed to equip them with the necessary skills and knowledge to work safely and responsibly. Permit-to-work procedures are implemented to ensure that work activities are carried out safely and efficiently, while incident reporting systems and safety inspection and audit programs help identify potential hazards and prevent accidents.

Periodic health monitoring programs are also in place for both employees and contractors, along with contract management procedures that ensure all parties adhere to HSE requirements. An HSE committee, comprising of representatives from management, employees and contract workers is in place at each plant location that meets regularly to deliberate upon various safety and HSE related issues. The HSE committee oversees the implementation and maintenance of the HSE management system, ensuring that it remains effective and up-to-date with evolving industry standards and best practices.

**13. PLL ensures comprehensive healthcare support of its employees by providing half yearly medical checkup , providing round the clock in house medical facility with trained personnel, round-the-clock ambulance availability, and seamless collaborations with local hospitals to eliminate waiting times. Further, qualified doctors are engaged on retainer basis at all the locations for consultation on health issues as well as providing advice / guidance to deal with health related emergencies of the employees / workers and their families. Number of complaints on working conditions and health and safety made by employees and workers**

PLL reviews complaints lodged and resolutions (if any) pertaining to working condition and health and safety made by employees and workers.

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

**14. Assessments for the year**

The assessment is mandatory to get an overview of health and safety related practices and the working conditions within the company

Particulars	% 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 and safety practices and working conditions.**

PLL discloses corrective actions taken or are underway to address safety-related incidents, along with the mitigation of significant risks and concerns identified through health and safety assessments, aimed at improving practices, working conditions, and ensuring the well-being of employees.

Safety Incident / Risk / Concern	Corrective Action(s) Taken/Underway
During heavy windy day, one metal barricade board in a construction site fell on the person working adjacent to the board, causing injury	<ol style="list-style-type: none"> <li>Existing barricading boards were checked, upon review the barricading boards which were not secured properly, has been corrected.</li> <li>The areas where barricading boards are not required, has been provided with the guard rail system i.e. Vertical pipes placed at approximately 2.0 m intervals and firmly anchored to the ground.</li> <li>For all future projects, the existing design specification of the barricading board has been reviewed. And it is proposed to install barricading around the periphery of the construction site using pre-coloured coated profile sheets firmly supported by angles, channels, hollow sections, or 25mm diameter rebars, depending on availability.</li> </ol>

## 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)?\***

PLL extends benefits including life insurance and compensatory package in the event of the death of employees and workers.

Employees	Yes
Workers	Yes

\*The above is in respect of permanent employees and workers/staff. For Other than Permanent Employees, Workers/Staff the same is ensured through the respective contractors.

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

As per the terms of the contracts, the Invoice of Contractors are processed based on submission of documentary evidence related to payment of ESI contribution, Health Insurance policy, PF contributions or other such statutory payments / deposits.

**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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment**

PLL has zero number of employees/workers who have suffered high-consequence work-related injury/ill-health/fatalities in the current and previous FY.

Particulars	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 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	Nil	Nil	Nil	Nil
Workers/Staff	Nil	Nil	Nil	Nil

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

PLL extends its transition assistance programs to individuals who choose to opt for them during their notice period. This initiative aims to provide even more comprehensive support to valued team members during this crucial phase of their professional journey. It offers a range of resources, guidance, and personalized assistance to help individuals effectively navigate this period and make a successful transition.

**5. Details on assessment of value chain partners:**

PLL ensures through respective agreements / contracts that its third-party vendors take adequate measures for well-being of their employees / workers.

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	70-80%
Working Conditions	

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

Not Applicable, as there were no significant risks / concerns arising from assessments of health and safety practices and working conditions Of value chain partners.

## PRINCIPLE 4- BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

### Essential Indicators

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

PLL defines its key stakeholders as those who are significantly impacted by the company's operations, or those who can significantly impact the company's operations and activities. Regular engagement with these stakeholders helps the Company in understanding their expectations, review the same internally and imbibe these in developing strategies, plans & business activities.

PLL recognizes the importance of stakeholder engagement in promoting sustainable business practices. The company actively engages with a diverse range of stakeholders to gain a better understanding of their needs and expectations and aligns its business processes and strategies accordingly. The company's identifications of key stakeholder groups is driven by materiality which is done by respective departments of the company. The company has identified key stakeholder groups, including employees, contract employees, customers/clients, promoters, shareholders/investors, suppliers, lenders, local communities, consultants/advisors/auditors, NGOs/NPOs, media and government & regulators. The company works to engage with each of these groups in a meaningful way.

#### 2. Each stakeholder groups.

PLL has several stakeholder groups contributing unique perspectives, interests, and expectations towards building mutually beneficial relationships and achieving shared goals as mentioned

Key Stakeholders	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employee	No	Discussion forums, Intranet, Messaging Groups, Social Media, announcements/ notifications by e-mail, Town Hall meets by management	Regular	<ul style="list-style-type: none"> <li>Update on company policies, event announcements, campaigns, and any other changes that may occur.</li> <li>Any feedback that the employee may like to share in the Town Hall meet.</li> </ul>
Contract Employee	No		Regular	
Customers/ Client	No	Email, customer engagement and grievance redressal, Face to Face interaction, surveys, E-mail communication, Periodic meetings.	Regular	<ul style="list-style-type: none"> <li>The company conducts a customer satisfaction survey to address customers' inquiries regarding pricing, billing, and technical issues related to supply.</li> <li>Discovering opportunities to enhance PLL's service and product quality.</li> </ul>
Promoters/ Shareholders/ Investors	No	Face to face Meetings, Annual Reports, investors meet, conference call, virtual meetings and E-mail communication. Quarterly results, Investor presentations, Annual general Meetings.	Ongoing engagement with at least one engagement on a quarterly basis	<p>Regular updates on performance, dividends, profitability, financial stability, business outlook and seeking feedback on a regular basis.</p> <ul style="list-style-type: none"> <li>To answer investor queries on financial performance.</li> <li>To present business performance highlights to investors.</li> <li>To discuss publicly available Company information to shareholders and investors.</li> </ul>
Business Partners and vendors	No	Meetings, Email	Regular	<ul style="list-style-type: none"> <li>Acquiring performance-related information.</li> <li>Identifying and resolving any concerns.</li> </ul>

Key Stakeholders	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Local community	Yes	Community meetings, email, website, social media , awareness programs etc.	Regular	<ul style="list-style-type: none"> <li>Community development initiatives undertaken after understanding the needs of the local communities and providing solutions in identified areas.</li> <li>Taking feedback from the communities.</li> </ul>
Lenders/ Consultants/ Advisors/ Auditors	No	Meetings, Email, Website	Regular	<ul style="list-style-type: none"> <li>Developing and maintaining relationships, bringing best possible business solutions, audit of accounts and best disclosures in financial statements etc.</li> </ul>
NGO/NPO	No	Website, email	Need Basis	<ul style="list-style-type: none"> <li>Sharing information about PLL's strategy and performance.</li> <li>Sharing the company's perspectives and contributing thought leadership on issues that affect the public and businesses.</li> <li>Information on quarterly and annually performance results.</li> </ul>
Media	No	Interviews, Interactions and Press briefings.	Need Basis	
Government and Regulators	No	Meetings with key regulatory bodies, Written communications, Presentations, Industry associations.	Ongoing	<ul style="list-style-type: none"> <li>Seeking clarifications, submitting representations, communicating challenges and providing recommendations, knowledge sharing,</li> </ul>

## Leadership Indicators

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

The company fosters the practice of direct engagement with the promoters and shareholders, offering a comprehensive overview of the company's strategies, and addressing any queries or concerns they may have. This transparent communication strategy builds trust among shareholders. With regard to other stakeholders, communication and feedback process is carried out by different groups and relevant officers, as designated by the company. There are Board level sub-committees to look into areas of CSR, Business Development, Projects, Audit & Financial Statements etc.

- 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.**

PLL conducted a materiality assessment to identify and address the most important ESG issues. All identified stakeholders were given the opportunity to provide their inputs, which allowed PLL to capture their non-financial impacts, prioritize issues and strengthen its analytical skills, ultimately ensuring long-term success.

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

PLL has taken a proactive approach to promote inclusive growth by identifying underprivileged communities in the vicinity of its business location and actively collaborating with them. The Company has also implemented specific projects that focus on improving the quality of life of persons with disabilities who are marginalized, vulnerable, and disadvantaged.

**PRINCIPLE 5 - BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS**

**Essential Indicator**

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

Through several policies and trainings, PLL provides awareness and adherence to principles of human rights within the company -

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
<b>EMPLOYEES</b>						
Permanent	264	264	100%	265	265	100%
Other than Permanent	4	4	100%	6	6	100%
<b>Total employees</b>	<b>268</b>	<b>268</b>	<b>100%</b>	<b>271</b>	<b>271</b>	<b>100%</b>
<b>WORKERS/STAFF</b>						
Permanent	259	259	100%	269	269	100%
Other than Permanent	2,118	2,118	100%	1,767	1,767	100%
<b>Total workers</b>	<b>2,377</b>	<b>2,377</b>	<b>100%</b>	<b>2,036</b>	<b>2,036</b>	<b>100%</b>

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

PLL ensures that the compensation to employees / workers , comply with applicable regulations and standards in order to ensure fair compensation.

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>EMPLOYEES</b>										
Permanent										
Male	248	-	-	248	100%	247	-	-	247	100%
Female	16	-	-	16	100%	18	-	-	18	100%

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Non-permanent</b>										
Male	4	-	-	4	100	5	0	0%	5	100%
Female	-	-	-	-	0	1	0	0%	1	100%
<b>WORKERS/STAFF</b>										
<b>Permanent</b>										
Male	245	-	-	245	100%	252	0	0%	252	100%
Female	14	-	-	14	100%	17	0	0%	17	100%
<b>Non-permanent</b>										
Male	2073	2073	100%	-	-	1694	1694	100%	-	-
Female	45	45	100%	-	-	73	73	100%	-	-

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

The compensation structure and components of PLL, including base pay, allowances, bonuses, and other relevant benefits are categorized as below -

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) *	3	1,45,76,120	0	-
KMP (other than BoD)	1	90,73,328	0	-
Employees other than BOD & KMP	244	35,38,445	16	30,62,207
Workers	245	15,70,415	14	21,81,348

\* Considered whole-time directors for compilation of data

### 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)

PLL's unwavering commitment to ensure employee well-being and job satisfaction is demonstrated by its comprehensive grievance redressal policy. The four-tier grievance redressal mechanism is an effective and well-structured approach that enables employees to raise their concerns and resolve them at the earliest and most appropriate level. This system fosters a positive work environment by promoting a culture of transparency, fairness, and mutual respect.

In addition, PLL goes above and beyond to provide a safe and inclusive workplace for its employees by establishing an Internal Complaints Committee (ICC) to address complaints of sexual harassment. The ICC is a testament to the company's zero-tolerance policy towards any form of harassment or discrimination, ensuring that all employees are aware of their rights and obligations under the law. This proactive measure provides a safe and confidential platform for employees to report any instances of harassment, further promoting a work culture that is respectful and inclusive.

By having both a comprehensive grievance redressal policy and an Internal Complaints Committee, PLL demonstrates its commitment to create a positive work environment that promotes employee well-being, productivity, and job satisfaction.

The company continues to review and update these policies regularly to ensure that they remain effective and relevant in addressing the evolving needs and concerns of its workforce.

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

PLL is dedicated to protecting the human rights of all individuals within the organization and its operations, including equal opportunity and non-discrimination. To achieve this, the company strictly adheres to all applicable labor laws and statutory requirements. Additionally, PLL has established mechanisms to address grievances related to the Prevention of Sexual Harassment (POSH) and whistle-blower complaints.

To ensure that its business operations are carried out in a fair and ethical manner, the company has implemented a number of policies, including but not limited to the Vigil Mechanism, Code of Conduct, Board Diversity Policy, Corporate Social Responsibility Policy, and Grievance Policy etc. These policies are designed to promote a human-rights-oriented approach throughout its operations.

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

By assessing the number of complaints, PLL identifies the level of concern and the need for addressing grievances.

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Discrimination at workplace	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Child Labour	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Forced/Involuntary Labour	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Wages	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Other issues	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable

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

The company is committed to creating a safe and respectful workplace for all its employees, especially women. To achieve this goal, the company has developed effective processes and mechanisms to prevent adverse consequences in discrimination and harassment cases and it has a dedicated "Prevention of Sexual Harassment Committee (POSH)" at all locations.

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

Yes, PLL ensures strict adherence to all laws and frameworks concerning human rights and labor practices. In addition, PLL is committed to eradicate the reprehensible practices of child labor / forced or compulsory labor.

## 9. Assessments for the year:

Comprehensive assessment of discrimination, harassment, child labour, forced labour and wages are being conducted.

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

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

The Company has assessed that no high rated risks were observed. Hence it is not applicable.

### Leadership Indicators

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

Modification / introduction of business process as a result of human rights grievances / complaints is not applicable in case of PLL.

**2. Not Applicable**

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

Yes, the company has constructed its offices with the intention of providing easy accessibility for everyone, including individuals with disabilities. This is achieved by installing features such as elevators and ramps to ensure equal access as well as providing accessible washroom facilities. Wherever the company operates in leased premises, it is ensured that the building adheres to the above requirements.

**4. Details on assessment of value chain partners:**

PLL engages in evaluation of the performance of the value chain partners, their practices, and adherence to sustainability standards, ensuring responsible and ethical conduct.	% of offices that were assessed (by entity or statutory authorities or third parties)
Child labour	<p style="text-align: center;"><b>100%</b></p> <p>Our major stakeholders are our promoters who are Maharatanas PSU's. Based on data available in public domain, it can be inferred that these stakeholders have robust health and safety practices and highly conducive working conditions.</p>
Forced/ involuntary labour	
Sexual harassment	
Discrimination at workplace	
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.**

No concerns have been highlighted of the performance of the value chain partners, their practices, and adherence to sustainability standards in FY 2021-22 and FY 2022-23.

## PRINCIPLE 6- BUSINESS SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

### Essential Indicators

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

The details of total energy consumption (in joules or multiples) and energy intensity, highlights the organization's overall energy usage and efficiency measures.

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	6,95,710.08 GJ*	6,87,214.81 GJ
Total fuel consumption (B)	50,038.13 GJ	53,107.91 GJ
Energy consumption through other sources (C)	1281.02 GJ	222.97 GJ
Total energy consumption (A+B+C)	7,47,029.23 GJ	7,40,545.69 GJ
Energy intensity per rupee of turnover ( <b>Total energy consumption/ turnover in rupees</b> )	<b>0.00000125</b>	<b>0.00000124</b>

\*GJ is Giga Joules

**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.**

The above data is reproduced from the internal records of the company.

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

Not Applicable.

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

The details of the following water-related disclosures are provided in the specified format, encompassing water consumption, water source management, water quality initiatives, and conservation measures.

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Ground Water	0	0
(iii) Third Party Water	11,203.5	25,311
(iv) Seawater/Desalinated Water	0	0
(v) Others (Condensate water generated at the facility)	43,008	23,878
Total volume of water withdrawal (in kilolitres)	11,203.5*	25,311*
Total volume of water consumption (in kilolitres)	45,658	45,030
Water intensity per rupee of turnover (Water consumed / turnover)	0.0000000762	0.0000000752

\* Condensate water is being generated through the internal process of PLL, thus this water is not been considered under water withdrawal.

**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.**

The above data is reproduced from the internal records of the company.

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

Yes, PLL ensures complete elimination of liquid discharge within the plants through the following measures: -

- 1) Water treatment plant installed to use condensate water generated in regasification area and to reduce dependency on third party.
- 2) STP is installed and being operated for the treatment of sewages generated from plant admin building and canteen. Treated water from STP is being used for gardening.

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

The details of air emissions (excluding GHG emissions) by PLL are provided in the specified format, covering information on types of pollutants, their units, for the FY 21-22 and FY 22-23.

Parameter	Please specify unit	FY 2022-23	FY2 2021-22
NOx	µg/Nm <sup>3</sup>	40.84	39.31
Sox	µg/Nm <sup>3</sup>	0	0
Particulate matter (PM)	µg/Nm <sup>3</sup>	24.21	24.25
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others- please specify	-	-	-

**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.**

The above data is reproduced from the internal records of the company.

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

The details of greenhouse gas emissions, including Scope 1 and Scope 2 emissions, along with their intensity, are provided in the specified format, including the units outlines the company's carbon footprint and efforts to reduce emissions.

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	TCO <sub>2</sub> e	2,69,669.95	2,83,582.70
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	TCO <sub>2</sub> e	1,37,209.49	1,35,534.03
Total Scope 1 and Scope 2 emissions per rupee of turnover	TCO <sub>2</sub> e/INR	0.000000679	0.000000700
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

The above data is reproduced from the internal records of the company.

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

- Solar power plants of capacity 100 KW and 60 KW have been installed at Dahej.
- Terminal most of building's HVAC is being operated with help of chilled generated from LNG vaporization.
- A solar power plant of capacity 200 KW installed at Kochi.
- PLL has successfully transitioned our employee transportation fleet to LNG buses, which has resulted in a reduction of emissions by 20-22%.

PLL is augmenting the capacity of its Dahej terminal from 17.5 to 22.5 MMTPA. Additionally, the company is setting up a new terminal at Gopalpur, Odisha, with a capacity of 4MMTPA. In line with GOI vision to enhance 6% to 15%. To promote cleaner fuel the company is in the process of setting up four small-scale LNG stations on highways in Tamil Nadu and Karnataka

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

Data relating to waste generation, the several categorisations for the current and the previous FY are as follows - Parameters	FY 2022-23	FY 2021-22
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0	0
E-waste (B)	2.571	3.587
Bio-medical waste (C)	0.005066	0.004195
Construction and demolition waste (D)	0	0
Battery waste (E)	1.238	3.326
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G) (Empty discarded drum, carboys sent to GPCB approved decontamination facility) & Used Oil	6.1479	7.2342
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0	0
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>9.962</b>	<b>14.151</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations (Replacement of Battery)	0.162	1.458
<b>Total</b>	<b>0.162</b>	<b>1.458</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	1.101	0.967
(ii) Landfilling	0	0
(iii) Other disposal operations (Empty discarded drum, carboys sent to GPCB approved decontamination facility)	0.795	0.4
Used Oil sent to GPCB approved recycler	1.8054	2.31625
<b>Total</b>	<b>3.7014</b>	<b>3.68325</b>

\* To convert used oil into metric tonnes, a conversion factor of 0.85 metric tonnes per kilolitre is utilized.

**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.**

The above data is reproduced from the internal records of the company

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

1. Waste bins are provided across plant locations for collecting Biodegradable and Non-Biodegradable wastes. Disposal of Non-hazardous wastes are part of the house keeping contract.
2. Hazardous wastes generated in the terminal are stored in hazardous waste storage and disposed through GPCB/ KSPCB approved agency by adhering applicable rules and regulations.
3. A STP is installed and being operated for the treatment of sewages generated from plant admin building and canteen. Treated water from STP is being used for gardening.
4. The utilization of hazardous chemicals within the terminal is kept to a minimum. The primary hazardous chemicals used are Liquid Nitrogen (Liq. N<sub>2</sub>), Sodium Hydroxide (NaOH), soda ash, hypochlorite, High-Speed Diesel (HSD), and Glycol. It is important to note that no waste is produced during the handling of these chemicals. However, any hazardous waste generated from the handling of biocides, lubricating oil, and similar substances is disposed of in a manner that is both environmentally responsible and friendly.

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

PLL discloses if the entity has operations/offices in or around ecologically sensitive areas requiring environmental approvals/clearances, specific details regarding the locations, types of approvals/clearances, and measures taken to ensure compliance with environmental regulations.

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/N)
1	Dahej, Gujarat	LNG storage and regasification terminal	Yes
2	Kochi- Puthuvypeen, Kerala	LNG storage and regasification terminal	Yes

**11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in FY 2022-23**

The environmental impact assessments undertaken in FY 2022-23 gives a comprehensive evaluation of potential environmental impacts and several other regulatory requirements -

Name and brief details of project	EIA Notification Number	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/ No)	Relevant Web Links
Construction of Third Berth (Jetty) at Dahej Terminal	Notification No. S.O. 1533 (E) published by Ministry of Environment, Forest & Climate Change, Govt. of India, New Delhi	-	Yes	No	Draft EIA report has been prepared. Final EIA report will be uploaded on relevant web links after final Environment Clearance.

Name and brief details of project	EIA Notification Number	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/ No)	Relevant Web Links
Regas Expansion from 20 to 25 MMTPA at Dahej Terminal	Notification No. S.O. 1533 (E) published by Ministry of Environment, Forest & Climate Change, Govt. of India, New Delhi	-	Yes	No	Draft EIA report has been prepared. Final EIA report will be uploaded on relevant web links after final Environment Clearance.

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

Yes, PLL complies with the applicable environmental laws/regulations/guidelines in India -

S No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

### Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

The total energy consumption categorised under renewables and non-renewables showcases PLL’s sustainable utilization of resources for the current and previous FY.

Parameter	FY 2022-23	FY 2021-22
<b>From renewable sources</b>		
Total electricity consumption (A)	1281.02 GJ	222.97 GJ
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	1281.02 GJ	222.97 GJ
<b>From non-renewable sources</b>		
Total electricity consumption (D)	6,95,710.08 GJ	6,87,214.81 GJ
Total fuel consumption (E)	50,038.13 GJ	53,107.91 GJ
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>7,45,748.21 GJ</b>	<b>7,40,322.72 GJ</b>

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.

The above data is reproduced from the internal records of the company

2. Provide the following details related to water discharged:

The following details relate to water discharged, encompassing information on the quantity, quality, treatment methods, and an overall total water discharged with and without treatment. Parameter	FY 2022-23	FY 2021-22
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>i. To Surface water</b>	Not Applicable	Not Applicable
o No treatment	Not Applicable	Not Applicable
o With treatment – please specify level of treatment	Not Applicable	Not Applicable
<b>ii. To Groundwater</b>	Not Applicable	Not Applicable
o No treatment	Not Applicable	Not Applicable
o With treatment – please specify level of treatment	Not Applicable	Not Applicable
<b>iii. To Seawater</b>	Not Applicable	Not Applicable
o No treatment	Not Applicable	Not Applicable
o With treatment – please specify level of treatment	Not Applicable	Not Applicable
<b>iv. Sent to third-parties</b>	Not Applicable	Not Applicable
o No treatment	Not Applicable	Not Applicable
o With treatment – please specify level of treatment	Not Applicable	Not Applicable
<b>v. Others</b>	Not Applicable	Not Applicable
o No treatment		
o With treatment – please specify level of treatment (STP Treated water)	9,355.88	5,816.82
<b>Total water discharged (in kilolitres)</b>	<b>9,355.88</b>	<b>5,816.82</b>

**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.

The above data is reproduced from the internal records of the company

3. **Not Applicable**

4. **Not Applicable**

5. **With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

No significant direct or indirect impacts have been identified. This has been verified through assessments conducted by renowned government agencies such as National Institute of Oceanography (NIO), Gujarat Institute of Desert Ecology (GUIDE) etc.

6. **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:**

PLL discloses several initiatives undertaken to improve resource efficiency and reduce emissions as mandated.

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Condensate water treatment plant	A large amount of water is condensed from atmospheric air in the process of regasification of LNG. This condensed water is as pure as rainwater. An in-house testing is performed to make this water as a potable water including re-mineralization of water. Further, an in-house process was developed to install a treatment of the condensate water and a 300 KLD condensate water plant is installed in Dahej terminal which is running successfully. This innovation has made Dahej terminal self-dependent for water and minimized water dependency of Dahej terminal on external sources.	Reuse of condensate water and minimization of procurement of water from external sources
2	Operations of Kochi terminal without flaring at very low load operation	<ul style="list-style-type: none"> <li>At the initial phase of Kochi terminal, innovative measures were taken to avoid flaring of the gas as terminal was running at very low load. This innovating change includes introduction of some instrumentation logics, installation of VFD in pump motor, and use of minimum send out compressor etc.</li> </ul>	No flaring of gas ensuring reduction in emission. Saving of gas and cost.
3	Solar Power plant	<ul style="list-style-type: none"> <li>A solar power plant of capacity 200 KW installed at Kochi</li> <li>A solar power plant of capacity 100 KW installed &amp; 60 KW solar plant installation under progress at Dahej Plant</li> </ul>	Environment friendly and sustainable source of supply.
4	Utilizing chilled water for building AC system	Utilizing chilled water for building AC system	Chilled water generating from LNG vaporization is being used for Dahej plant building HVAC system operation.

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

Both Dahej and Kochi LNG plants have an Emergency Response Disaster Management Plan (ERDMP) in place. In the event of an emergency, PLL is ready with a well-defined emergency response plan for implementation.

The company has implemented a structured approach to recover from disasters and maintain critical IT services through a business continuity planning (BCP) framework. PLL has established two strategically located data centres - one at its corporate office and the other at its regasification site in Dahej, Gujarat. The IT Business Continuity Plan ("IT BC Plan") demonstrates PLL's readiness and preparedness in terms of people, processes, and technology to ensure the continuous operation of critical IT services, such as SAP, email, and storage, during a disaster. PLL has developed BC/DR plans for the email, storage and SAP systems.

## PRINCIPLE 7- BUSINESS, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

### Essential Indicators

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

PLL is affiliated with 6 industrial and trade associations, and the same are listed at 1(b) below.

#### 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.

The entity is a member of/affiliated with the top trade and industry chambers/associations based on their total membership, fostering collaborative relationships and engagement with key industry stakeholders.

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1	PHD Chamber of Commerce	National
2	Federation of Indian Chamber of Commerce and Industry	National
3	SCOPE	National
4	Kerala Management Association	State
5	Bharuch District Management Association	State
6	Dahej Industries Association	State

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

To foster fair competition within the marketplace, PLL ensures to prevent any anti-competitive practices.

Name of the Authority	Brief of the case	Corrective Action Taken
Nil	Not applicable	Not applicable

### Leadership Indicators

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

The details of public policy positions advocated by PLL encompass a range of informed and strategic stances taken on key policy issues, its availability in public domain and frequency of its review.

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
Nil	Nil	Nil	Nil	Nil	Nil

**PRINCIPLE 8-BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT**

**Essential Indicators**

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

SIA assesses social impacts, engages stakeholders, and ensures positive social outcomes under the Land Acquisition Act, 2013, for community well-being.

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
Nil	Nil	Nil	Nil	Nil	Nil

PLL has not undertaken any project in the FY 22-23 which requires SIA to be carried out.

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

The Rehabilitation and Resettlement (R&R) projects are aimed at supporting and facilitating the relocation, rehabilitation, and well-being of affected individuals or communities due to project implementation or development activities.

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						

PLL has not undertaken any project in the FY 22-23 which requires Rehabilitation and Resettlement (R&R) to be carried out.

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

PLL understands that being a responsible corporate citizen means prioritizing the well-being of the communities in which it operates. To this end, the company has implemented several mechanisms such as community engagement through designated department, taking of projects as per the need of the community and taking feedback from the community time to time.

One of the key initiatives is the establishment of the Petronet LNG Foundation (PLF), exclusively dedicated to addressing community concerns and improving their living standards. The foundation's CSR team collaborates closely with local communities to identify their needs and develop targeted interventions that address their concerns. Through community development projects, the foundation works towards improving the quality of life of community members, promoting sustainable development and empowering communities.

In addition to the above, various community awareness programs, such as safety drive, emergency preparedness, demonstration of firefighting equipment, road safety, awareness program on ERDMP etc have been organised for creating awareness for the local community.

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

PLL primarily operates in the liquefied natural gas industry, where the sourcing and supply chain dynamics involve larger-scale operations and global suppliers.

Particulars	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	Not applicable	Not applicable
Sourced directly from within the district and neighbouring districts	Not applicable	Not applicable

\*This data pertains to LNG

## Leadership Indicators

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

Not Applicable, as, PLL has not undertaken any project in the FY 22-23 which requires SIA to be conducted.

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

Not Applicable

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

PLL is dedicated to carrying out impactful CSR projects in designated aspirational districts, as identified by government bodies. These projects focus on addressing the unique challenges and development needs of these districts.

S No.	State	Aspirational district	Amount spent (in Rs Lac)
1	Haryana	Nuh	19.28
2	Uttar Pradesh	Sonbhadra	212.12
3	Kerala	Wayanad	22

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

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

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

The Company believes in equal and fair opportunity to all vendors including marginalised/vulnerable groups.

5. 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:

Nil

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

Nil

## 7. Details of beneficiaries of CSR projects

PLL undertakes various Corporate Social Responsibility (CSR) initiatives to make a positive impact on society. CSR projects implemented by PLL include:

S. No.	CSR Projects (in FY 2022-23)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
1	Medical Equipment Support to Delhi House Society (Rehabilitation Centre for Destitute)	150	100
2	Neo-Natal Emergency Equipments at Government Medical College, Kottayam	9,500	100
3	Renovation of Laboratory Unit at Taluka Hospital, Permade, Idukki	45,000	100
4	Installation of incinerator, inverter, and High-Pressure floor cleaner at Govt. Old Age Home	42	100
5	Skill Development Training in Plastics Technology at Baddi, Dehradun & Murthal	300	100
6	Residential coaching with counselling support to underprivileged students for JEE examination – Petronet Jammu Super 30, Kashmir Super 50 and National Super 100	110	100
7	Distribution of School bag cum convertible Study table	1,000	100
8	School Health Check-Up Program in Dahej	6,458	60
9	Support for Strengthening facilities for Orphan/destitute Old Age Patients at Civil Hospital, Bharuch	250	100
10	Construction of Autism therapy block for BUDS Rehabilitation Center, Edavanakkad.	50	95
11	Tailoring Training for Women under Skill Development Programme in Delhi/NCR	300	100
12	Swachhata Pakhwada 2022	10,000	70
13	Conducting skill development workshop for the promotion of Art & Culture in Bharuch	166	100
14	Skill Training Programme for economically weaker rural youths of Mathura, U. P	120	100
15	Strengthening Transport facilities for rehabilitation of the economically challenged differently abled	250	100
16	Providing food assistance to Shelter home at Bandhwari Village (Gurugram, Haryana)	500	100
17	Construction of School Building for Government Primary School, Lakhigam Village	457	75
18	Procurement of vehicle for PWD inmates of Welfare Association Trust.	150	100
19	Support towards transforming work-shed to classroom for Deepthi Special School, Alappuzha	100	100

S. No.	CSR Projects (in FY 2022-23)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
20	“Jan Arogyam” – A Women – Centric Healthcare Centre in the aspirational District of Nuh, Haryana	4,000	100
21	Empowerment of Women through Livelihood Enhancement Project (Procurement & Distribution of Sewing Machines) in Delhi	2,000	100
22	Health Awareness Workshops and distribution of Sanitary Napkins in Govt, Schools, Jaipur	7,500	100
23	Support for setting up of smart teaching computer lab and animation centre at Shree Nirmal Vivek Special School in Jaipur	130	100
24	Digital mental healthcare and wellbeing program in Rajasthan	5,000	-
25	Support towards providing desks and benches to flood-affected schools in Alapuzha	500	85
26	Proposal for distribution of Blankets in Western Uttar Pradesh	2,000	100
27	Provide basic Computer education to economically weaker students of society in Delhi/NCR	450	100
28	Mid-day Meal Programme for School Children in Vrindavan (U.P.) and Puri (Odisha) with Akshaya Patra Foundation	4,000	100
29	Installation of solar power generation plant at Mandawar gurukul of The Earth Saviour Foundation in Gurugram, Haryana	500	100
30	Educating Children for Life: Providing Online education to under privileged children	500	100
31	Bagh Mitra – Tiger Conservation Awareness Program in Schools in Rajasthan	10,000	100
32	Installation Green Chalk Boards at Three MCD Schools in Delhi	3,000	100
33	Health and awareness camp for women in Sonbhadra district of Uttar Pradesh	5,200	100
34	Support towards construction of Jhansi Rani Anganwadi of Pallipuram Grama Panchayat	35	85
35	Development of recreation area (Garden) at Luvara Village in Dahej	2,500	75
36	‘Saarthi Assistive Mobility Device’ to persons with Visual Impairment in Kerala	1,000	100
37	Support for District Level Special Olympics, Bharuch	275	100
38	Development of Sports Facilities at Govt. High School, Lakhigam Village	166	50
39	Distribution of Fishing Kits to Fisherman Community of nearby villages	120	100
40	Infrastructure Restoration at Pereira Wadi Municipal School	300	100
41	Support towards Redevelopment of Pond, at Village Luvara, Bharuch, Gujarat	2,500	75

**PRINCIPLE 9- BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER**

**Essential Indicators**

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

In case of any issues, customers submit their complaints / feedback via email to designated officers of PLL, who in turn promptly respond after due internal examination of the issue.

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

PLL, as a company is primarily involved in the supply and distribution of LNG / RLNG, does not have direct applicability to environmental and social parameters related to product packaging.

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable
Safe and responsible usage	Not applicable
Recycling and/or safe disposal	Not applicable

**3. Number of consumer complaints:**

In the FY 2023, there have been zero consumer complaints reported.

Particulars	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	NA	-	Nil	NA	-
Advertising	Nil	NA	-	Nil	NA	-
Cyber-security	Nil	NA	-	Nil	NA	-
Delivery of essential services	Nil	NA	-	Nil	NA	-
Restrictive Trade Practices	Nil	NA	-	Nil	NA	-
Unfair Trade Practices	Nil	NA	-	Nil	NA	-
Other	Nil	NA	-	Nil	NA	-

NA means Not Applicable

#### 4. Details of instances of product recalls on accounts of safety issues

Zero Instances of product recalls due to safety issues have been reported.

Particulars	Number	Reasons for recall
Voluntary recalls	Nil	
Forced recalls		

#### 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.

The company has Information Security Policy and a Data Security Policy. The Information Security Policy aims to provide management guidance and support for information security, ensuring compliance with PLL's business requirements and relevant laws and regulations. This policy is implemented across all PLL offices, work centres, and terminals, covering all users connected to PLL's information resources in any form. It also applies to all employees, service providers, partners, consultants, third-party vendor staff, and contractors utilizing PLL's information resources. Non-compliance or violation of the Information Security Policy will result in disciplinary action. The policy is reviewed annually or in the event of significant changes to ensure its ongoing appropriateness, sufficiency, and effectiveness.

The Data Privacy Policy is designed to protect the privacy of personal information handled by PLL employees, temporary staff, and authorized third parties. PLL management has adopted adequate measures to ensure the privacy of personnel information. These measures include developing a comprehensive data privacy policy for the organization, regularly updating the policy, and promoting privacy awareness within the organization. Violations of the Data Privacy Policy may result in management actions, such as employee termination, replacement of third-party staff, or contract termination. The company's commitment to data privacy is evident through its emphasis on safeguarding personal information, recognizing its significance in an era plagued by persistent data breaches. By implementing this policy, PLL fosters trust among customers and stakeholders, reaffirming its dedication to data privacy and protection.

The policy is uploaded in the company's intranet portal.

#### 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

## Leadership Indicators

#### 1. Channels / platforms where information on products and services of the Company can be accessed

Detailed information on the products and services offered by the company is available at Company's website, as per the below web link- <https://petronetlng.in/>

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

The RLNG handling is through pipelines and is subject to the safety norms of the pipeline operators such as GAIL, GSPL, IOCL etc. With regard to the LNG sold by tankers, the mandate details, including the HAZCHEM code and emergency contact information, are displayed on the tanker. Additionally, a Transport Emergency (TREM) card containing instructions on how to deal with a fire is kept in the file in multiple local languages, such as Malayalam, Tamil, Kannada, Telugu, and Hindi. To ensure awareness, an initiation session on the do's and don'ts during an emergency scenario for drivers and others is conducted for each truck.

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

The mechanisms for notifying customers include emails, letters, and calls. The company also sends emails and notices to off-takers /customers informing about regular maintenance at the terminal.

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

Yes, the display of mandatory details (such as the HAZCHEM code) and emergency contact details is provided on LNG tankers. Additionally, TREM (Transport Emergency) cards with all the relevant information like contact name and telephone number for the emergency services in the event of an accident are provided to the drivers in local languages such as Malayalam, Tamil, Kannada, Telugu, and Hindi. An initiation session is also conducted for each truck to raise awareness about the do's and don'ts in case of a fire or other emergency scenarios for drivers and other personnel. The company interact and engage with its customers on a regular basis to obtain their feedback.

5. **Provide the following information relating to data breaches:**

**a. Number of instances of data breaches along-with impact**

There has been no data breach in FY 22-23

**b. Percentage of data breaches involving personally identifiable information of customer)**

There has been no data breach in FY 22-23