

Nurturing Our Teams and Communities



We believe real progress happens when people grow together both within our organization and across the communities we serve. That is why we strive to create an inclusive, safe, and enabling work environment that champions diversity, upholds human rights, and nurtures individual potential. For our communities, we drive high-impact CSR initiatives focused on education, skill development, health and sustainability, shaping a better, more equitable future for all.

MATERIAL TOPICS LINKED



Human Capital and Labor Rights



Supply Chain Management



Diversity, Inclusive Development & Community Relations



Customer Satisfaction and Grievance Redressal



Talent Management



Occupational, Health and Safety

UN SDGs IMPACTED



PERFORMANCE SNAPSHOT

8,747

Permanent Employees and Workers

125.55 Mn

Man-hours Worked Without Lost Time Accidents (LTA) in Refineries

100%

Employees and Non-permanent Workers Trained on Health and Safety Measures and Skill Upgradation

₹ 179.37 Cr

CSR Spend

Zero

Reportable Lost Time Injury Frequency Rate for Employees

100%

Employees and Non-permanent Workers Informed about Human Rights Issues and Policy

2,553 man-hours

Training hours on Health, Safety, Security and Environment (HSSE) Conducted for 2,361 Participants

31.80%

Procurement from MSMEs/MSEs, Surpassing the Mandated Target of 25%

Community Engagement

CSR VISION

Our CSR initiatives are governed by our vision, 'Be a Model Corporate Entity with Social Responsibility committed to Energizing Lives through Sustainable Development'. BPCL through its CSR initiatives is committed to transforming lives and strengthening communities by expanding access to education, advancing healthcare, fostering sustainable practices and empowering individuals through skill development.

CSR IN ASPIRATIONAL DISTRICTS

As part of BPCL's triple bottom line approach, BPCL has undertaken targeted initiatives to uplift marginalized communities in underserved towns and villages. In the FY 2024-25, BPCL extended its impact across 24 aspirational districts in 12 states. Additionally, BPCL invested ₹ 179.37 crore in its CSR programs, touching ~41.9 Lakh lives.

₹ 1,658.95 Cr

Total CSR Spend (in the Last 11 Years)

HEALTH AND SANITATION

BPCL's CSR initiatives are redefining healthcare accessibility across India through innovative, large-scale interventions. The flagship Hospital on the Train – Lifeline Express has provided free specialized three aspirational districts in FY 2024-25, offering critical treatments for disabilities, cancers, and sensory impairments. Complementing this, initiatives for inclusion the differently abled individuals were provided with mobility aids, educational support and AI-powered smart vision devices.

Initiative to combat nutritional malnutrition through Nutri-gardens, First Meal Programs, and anemia interventions. In remote areas, Mobile Medical Units deliver doorstep primary care and construction of 50-bed Hospital at Kedarnath Dham will serve pilgrims and high-altitude communities with ICU facilities.

Technology drives our healthcare revolution through AI telemedicine in Sonbhadra enables Non-Communicable Diseases (NCD) screening and specialist consultations in tribal/mining areas, while our Comprehensive Cancer Care initiative supports pediatric patients and screened women for breast/cervical cancers. Additionally, from restoring vision through cataract surgeries to pioneering predictive healthcare in challenging terrains.

Since sanitation is a crucial part of healthcare, sanitary napkin vending and incinerator machines in government schools and communities have been installed, renovated toilets and constructed community toilet units to improve hygiene standards. Our efforts also extended to installing tube wells, water vending machines and RO water systems to ensure access to clean drinking water, thereby reducing waterborne diseases. Further, installed solar-based RO plants to combine health benefits with environmental sustainability.

33.5 Lakh+

Beneficiaries from Vulnerable and Marginalized Groups

Social

EDUCATION

BPCL empowers underserved communities through transformative education initiatives. The DAV School, a CBSE-affiliated school (Nursery to Class XII) offering Science and Commerce streams, recognized for academic excellence with 100% CBSE pass rates in the academic year of 2024. Annually benefiting 1,000+ students, this institution exemplifies the commitment to provide quality education.

To bridge the socio-economic gaps, comprehensive scholarship programs were provided and supporting economically disadvantaged students from Class 8 through post-graduation. Our grassroots initiatives boost school enrolment and competitive exam preparedness through structured coaching, mentoring and mock tests.

Beyond academics, BPCL also enhanced learning environments via infrastructure upgrades, Science on Wheels, WASH facilities, and distribution of educational bag-cum-desks. Our holistic approach combines formal and non-formal education, reaching rural and urban underserved populations to create equitable opportunities for all learners.

1.4 Lakh+

Beneficiaries from Vulnerable and Marginalized Groups

ENVIRONMENTAL SUSTAINABILITY

BPCL demonstrates its commitment to environmental sustainability through innovative green initiatives, including drone-based aerial seeding of 300,000 seeds across Bihar and Maharashtra, and planting 65,000 trees along Mumbai's railway corridors. Our sustainability efforts extend to installing 700+ solar lights in rural communities and solar-powered RO plants in water-scarce regions, reducing carbon footprints while improving living conditions.

In FY 2024-25, solar lights in rural communities installed, bringing energy-efficient illumination to schools, hospitals, and public spaces while reducing carbon footprints. Solar-powered RO plants were implemented in water-scarce regions, addressing both sustainability and clean water access.

Our Swachhata Pakhwada (July 2024) drove transformative behavioral change through 16,500+ initiatives—eliminating 7,711 MT of metal scrap, planting 370,000+ saplings, and benefiting 95,000+ individuals. The subsequent Swachhata Hi Seva campaign (September-October 2024) reinforced sustainable cleanliness practices.

1.2 Lakh+

Beneficiaries from Vulnerable and Marginalized Groups

SKILL DEVELOPMENT

BPCL drives comprehensive skill development programs across India to enhance employability and livelihood opportunities. The corporation supports Skill Development Institutes, delivering certified technical training for the oil & gas sector. We empower women artisans through traditional craft programs in beadwork, embroidery, and Zari work across Rajasthan, Madhya Pradesh,

and Haryana. Pune-based Nursing & Skill Development Institute addresses healthcare skilling needs and integrated community programs near refinery locations create localized livelihood solutions. BPCL trains 1,778 apprentices (15% workforce), surpassing India's 2.5% mandate, bridging education-employment gaps through hands-on industry training.

850+

Beneficiaries from Vulnerable and Marginalized Groups



COMMUNITY DEVELOPMENT AND OTHER INITIATIVES

As part of our community development initiatives, we focus on creating sustainable infrastructure that enhances quality of life and social cohesion. We construct and upgrade essential community facilities including multipurpose halls, sanitation units, and public amenities across both rural and urban locations. These projects address critical infrastructure gaps while fostering stronger community networks.

Complementing these efforts, we actively promote sports and recreational development by building sporting facilities and providing quality equipment in public spaces. These initiatives serve dual purposes encouraging healthy lifestyles while cultivating community pride and collective identity.

Cultural preservation forms another key focus, with BPCL restoring and digitizing 30,000+ artifacts at Delhi's National Crafts Museum. This initiative revives traditional crafts while creating sustainable livelihoods for artisans, particularly women, ensuring India's rich heritage endures for future generations. Together, these multi-faceted programs demonstrate BPCL's holistic approach to creating lasting environmental, social, and cultural impact.

5 Lakh+

Beneficiaries from Vulnerable and Marginalized Groups

People Initiatives

EMPLOYEE SATISFACTION ENHANCEMENT (ESE)

We deepened our commitment to holistic well-being and a culture of psychological safety by engaging over 1,000 employees across 63 locations. We are expanding emotional support through *Roshni Plus* (EAP), onboarded peer counsellors (*Sahkarmi Mitras*), and delivered wellness sessions, webinars, and publications. New initiatives like *Vitality Plus – The Well-being Project* and *THRIVE'25 – The Leadership Conclave* reinforced well-being at all levels, while mental health campaigns and leadership retreats strengthened our vision of a resilient, emotionally healthy workplace.

OFFICIAL LANGUAGE IMPLEMENTATION

In line with the Official Language Policy of the Government of India, business requirements, and customer needs, we actively use Hindi and other Indian languages across our operations. The progressive use of Hindi is reviewed and evaluated on a quarterly, half-yearly, and yearly basis through key forums such as the Official Language Implementation Committee (OLIC) and the Town Official Language Implementation Committee (TOLIC) at regional, office, location and refinery levels.

On September 14, 2024, we were honored with the prestigious Rajbhasha Kirti Award for Official Language Implementation by the Ministry of Home Affairs. This recognition was presented at the All India Official Language Conference and Award Distribution Ceremony held in Delhi on the occasion of Hindi Day.

OCCUPATIONAL, HEALTH AND SAFETY

Our motto, 'Safety First, Safety Must', reflects our unwavering commitment to health, safety, security, and the environment—pillars that are central to our operations. We take a proactive and comprehensive approach to managing occupational

Vulnerable and Marginalized Groups and safety risks, with a strong focus on fostering a safe and healthy work environment. We continuously improve our safety programs and actively engage employees at all levels to build a culture of safety excellence. Our goal is to achieve a zero-incident workplace where safety and security are deeply embedded in the way we work.

To institutionalize this commitment, we have established a three-tier Health, Safety, and Environment (HSE) governance structure at our operating locations, regional offices/headquarters, and the corporate level. These HSE committees regularly review safety protocols, investigate incidents, and recommend actions to strengthen and enhance our safety practices.

THRIVE 25: Fostering Workplace Happiness

To position our leaders as catalysts for workplace happiness, we hosted THRIVE'25 – The Leadership Conclave on February 25, 2025, in Mumbai. Centered on the theme 'Elevating Leadership and Inspiring Teams,' the conclave brought together leaders from across the country to deepen awareness around workplace well-being, exchange strategic insights, and reinforce the importance of self-awareness and team wellness. Through expert-led sessions, panel discussions, and peer-sharing formats, participants were equipped with actionable tools to build emotionally intelligent and resilient teams and to foster a culture rooted in empathy, engagement and well-being.



HSE Initiatives

Training programs

We conducted over 1.2 Lakh man-hours comprehensive safety training programs for employees and contractors as per OISD standard OISD-STD-154, and Statutory/Regulatory guidelines (MoU targets), covering topics like fire safety, first aid, emergency response, and safe handling of hazardous materials. These included custom-designed modules on process safety, Behavioral-Based Safety (BBS), energy isolation (LOTO), confined space entry, work-at-height, and electrical safety. With the introduction of e-learning modules, gamified microlearning, and mobile-based assessments for on-the-go reinforcement, these programs ensure that everyone is well-equipped to maintain safety standards.



Periodic Health Screenings

BPCL organizes regular multispecialty health camps and onsite screenings across locations, focusing on early detection and treatment of health issues. These included tests for

blood pressure, blood sugar, cholesterol, vision, spirometry, and audiometry, among others. A centralized health record digitization drive was launched for trend analysis and targeted interventions. We also emphasized mental wellness, ergonomics and lifestyle coaching through webinars and helplines.

Occupational Health Centers (OHCs)

At major operational sites, OHCs were upgraded with telemedicine facilities and Ambulance-on-App systems for faster emergency response. These centers are staffed with medical professionals, conduct periodic mock medical drills, immunization programs, and occupational hygiene surveys, and provide immediate healthcare services and monitor employee health.

Awareness and Communication

Safety Bulletins and Alerts

To promote safety awareness and communication, we regularly disseminated more than 150 safety bulletins, Spot-the-Hazard challenges, case-based alerts, and 'Remembering Series' communications. Toolbox talks, digital safety boards, QR-coded suggestion schemes, and leadership walkdowns enhanced real-time communication and engagement. Interactive townhalls and peer learning sessions were promoted to strengthen shared accountability and trust.

Safety Campaigns

Periodic safety campaigns are launched to emphasize specific safety aspects, such as safe driving, use of Personal Protective Equipment (PPE), and workplace ergonomics.



Safety Awareness Week

We celebrate the National Safety Day annually on March 4 in order to promote workplace safety through drills, seminars, and competitions for employees and contract workers. During the year, we celebrated a Safety Week that reaffirmed our safety focus through workshops, quizzes, poster competitions, and pledge ceremonies to emphasise a safe work environment. Campaigns such as 'Safe by Choice, Not by Chance,' 'Zero Harm Driving,' and the 'Live Mannequin' concept were launched with measurable outreach KPIs to drive key safety messages among employees and contractors.

Emergency Preparedness and Response

Mock Drills

Regular mock drills are conducted as per the Petroleum and Natural Gas Regulatory Board (Codes of Practices for Emergency Response and Disaster Management Plan (ERDMP) Regulations, 2010) to prepare employees for emergency situations such as fires, spills, and natural disasters. Over 600 drills covered Level I to Level III scenarios and involved external observers and mutual aid partners. BPCL also introduced geo-tagged muster monitoring, AI-based fire detection systems, and competency dashboards for emergency response teams.

Emergency Response Teams

BPCL has trained emergency response teams and equipped them to handle various types of emergencies. These teams are regularly trained and updated on the latest response techniques.

Safety Audits and Inspections

Regular internal/external safety audits and inspections are conducted to identify potential hazards and ensure compliance with safety standards. Special audits were conducted on contractor safety, road safety, and security in high-risk zones. These proactive measures help in implementing corrective actions promptly.

Risk Assessments

Detailed risk assessments, including Job Safety Analysis (JSA), Job Hazard Analysis (JHA), HAZOPs, and Quantitative Risk Assessments (QRAs), were institutionalized across all plants and projects. Revised risk scoring models were implemented at critical sites to better capture operational risk. This structured approach supports a safer work environment and robust hazard prevention. In FY 2024-25, BPCL rolled out the revised Corporate Safety Management System (CSMS), integrated HSE KPIs aligned with national and international benchmarks, and expanded safety leadership walkarounds. Community-level emergency readiness was strengthened through participation in national mock drills in collaboration with NDMA, local and state emergency operations centers, and other stakeholders.

