

SUSTAINABILITY REPORT

2024-25



Energising the Future towards Green Prosperity

Energising the Future towards Green Prosperity

The theme “**Energising the Future towards Green Prosperity**”, captures our aspiration to lead India toward a cleaner, brighter and more sustainable tomorrow. The rising sun symbolises renewed hope much like the hope BPCL creates through its far-reaching CSR initiatives that empower communities, uplift livelihoods and nurture inclusive development. As the sunlight bathes the cityscape, it reflects the promise of a future strengthened by sustainable progress and responsible growth.

The transition of colours from deep blue to vibrant green mirrors India's journey from conventional energy pathways toward a greener, technology-driven future. The blue represents stability, trust and our strong energy foundation, while the emerging green symbolises transformation, innovation and the nation's accelerating shift toward cleaner fuels, renewables and low-carbon solutions.

Elements such as wind turbines, solar panels and digital energy illustrate our progressive steps in renewable energy, biofuels, electric mobility and green hydrogen, each reinforcing its commitment to shaping a future that is environmentally responsible and economically inclusive. The flourishing green leaf seamlessly intertwined with the energy wave signifies life, growth and prosperity, reflecting how BPCL's sustainability vision supports both planetary well-being and the nation's development.



“BPCL is not just energising India's present, but is actively shaping a greener, more prosperous future for generations to come.”

BPCL @ 50: Energising Green Prosperity with Purpose

Energy is the pulse of progress and in its evolution lies the promise of a sustainable future. It enables systematic investments, drives innovation and supports the growth of new industries that generate employment opportunities, inclusive growth and shared prosperity for a habitable planet.

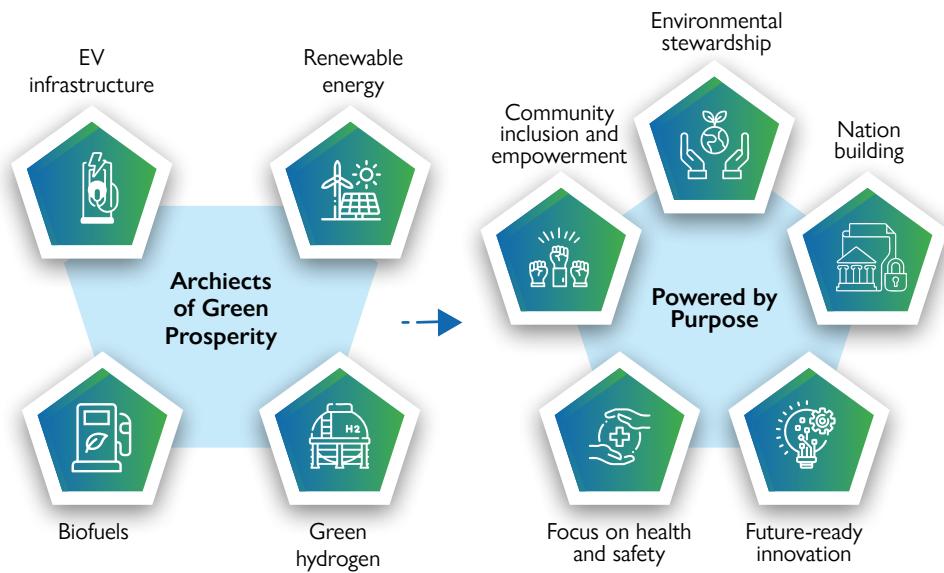
As the world's third-largest primary energy consumer, India must make conscious policy and technology choices to ensure energy continues driving socio-economic development and improving the quality of life for future generations.

The vision of Viksit Bharat 2047 reflects the nation's commitment to redefining its growth trajectory through sustainable pathways and equitable energy transition. India's 2070 net-zero roadmap is a foundational pillar of this vision, guiding the nation's rise as an economic powerhouse. In this progressive landscape, Bharat Petroleum Corporation Limited (BPCL) is writing its growth story by advancing towards its own net-zero (Scope 1 & 2) target by 2040 backed by a planned ₹1 Lakh Crore investment.

As BPCL marks 50 years of shaping India's energy landscape, it is driving a future of green prosperity through bold initiatives in energy transition spanning renewables, green hydrogen, biofuels and EV infrastructure. Project Aspire, our five-year strategic roadmap, aims at building a future-ready energy enterprise. It integrates sustainability and innovation across the value chain, balancing operational excellence with targeted investments in cleaner energy and emerging businesses to drive long-term value.

This strategic focus is underpinned by a strong culture of responsibility towards our people, communities and the environment, ensuring that growth is pursued safely, inclusively and sustainably.

Our motto, "Safety First, Safety Must," reflects our commitment to health, safety and environmental excellence across operations and customer touchpoints. Guided by our dedication to sustainable and inclusive development, we have impacted over 41.89 lakh lives through our initiatives in education, healthcare, environmental sustainability and skill development, with ₹1,658.95 Crore invested over 11 years.



By integrating sustainability into every facet of our operations, we are energising a future that is both cleaner and more inclusive. For us, green prosperity is more than a goal; it is the pathway through which we continue to fuel India's progress responsibly and sustainably. As we step into the next semi-centennial, we are committed to leading India's energy transition with purpose, resilience and impact.



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Chairman's Message

“Celebrating 50 years of Shaping the future, BPCL remains resolute in its commitment to Energising India towards a greener, more prosperous tomorrow”

-Shri Sanjay Khanna

Director (Refineries) with additional charge of
Chairman & Managing Director

Dear Stakeholders,

It is my privilege to present Bharat Petroleum Corporation Limited's 19th Sustainability Report for FY 2024–25. This year carries special significance for BPCL as we commemorate 50 years of shaping India's energy landscape. In celebrating this milestone, we reflect on our legacy of powering the nation and on our renewed ambition to lead its transition towards a low-carbon and inclusive energy future.

The theme of this year's report, "Energising Future Towards Green Prosperity", embodies the spirit of this transformation. BPCL is evolving from a traditional energy provider into a diversified, technology-driven, and sustainable energy enterprise. Sustainability today forms the core of our value-creation model, steering how we innovate, invest, operationalise and collaborate with all our stakeholders.

FY 2024–25 was a year of strong operational performance and stable financials. We achieved record refinery throughput of 40.51 MMT and all-time high market sales of 52.40 MMT. Our net profit stood at ₹13,275 Crore and we contributed ₹1,48,348 Crore to the exchequer, reaffirming our role as a key contributor to national economic development. A solid equity base and healthy internal generation ensure we remain well-positioned to fund our ambitious energy transition agenda.

A Decisive Pivot Towards the Clean Energy Landscape

In alignment with India's Net-Zero commitments and inspired by the national vision of "LiFE – Lifestyle for Environment" and "वसुधैव कुटुम्बकम्" (Vasudhaiva Kutumbakam) – One Earth, One Family, One Future," we are embedding



sustainability across our business strategy. Our ambition to become a Net Zero Company (Scope 1 and 2) by 2040 is unequivocal. To realise this, we are advancing one of India's most comprehensive energy transition roadmaps. We are expanding our renewable energy portfolio towards a target of 10 GW by 2035, accelerating investments in green hydrogen, carbon capture and utilisation technologies, and next-generation biofuels, while deepening the integration of circular economy practices across our operations.

Throughout the year, we intensified our focus on strengthening environmental performance across energy efficiency, renewable integration, emissions reduction, water stewardship and waste management. Across our refineries, we implemented 45 Energy Conservation (ENCON) projects that delivered energy savings of 41,239 MTOE. Our renewable portfolio grew to 1554.86 MW with an additional 171 MW under development, including a 71 MW solar plant nearing completion in Prayagraj and new wind projects in Madhya Pradesh and Maharashtra. We also enhanced solar adoption across our retail network, with 12,244 of our outlets now powered by renewable energy.

Our green hydrogen ambitions advanced meaningfully with the commissioning of a 5 MW electrolyser at Bina and the initiation of biomass-based hydrogen projects under SECI's SIGHT Scheme at Kochi and Bina. We have already floated a tender for a 5,000 tonnes per annum (TPA) green hydrogen plant, to establish green hydrogen as the future of energy ecosystem. Similarly, we progressed multiple Carbon Capture Utilisation and Storage (CCUS) pathways, including our in-house Simulated Moving Bed (SMB) technology-based CO₂ capture system and an innovative aqua-based capture and conversion technology that eliminates the need for high-pressure storage while improving capture efficiency.

Biofuels continue to be a major driver of carbon reduction for the nation, and this year we achieved a record ethanol blending rate of 16.35%, while progressing the integrated 2G/1G biorefinery at Bargarh towards commissioning. Our endeavour in Compressed Biogas (CBG) also gathered momentum, with CBG now available at 112 dispensing stations, and new plants under development through strategic partnerships. We continued to demonstrate leadership in circularity through

groundbreaking innovations such as the Geocell technology for converting mixed waste plastics into road modules, an approach that has already diverted nearly 300 metric tons of plastic waste from landfills.

Our water stewardship efforts led to substantial freshwater conservation, including the use of treated municipal wastewater at Mumbai Refinery, expansion of rainwater harvesting structures across sites, and increased reliance on alternative water sources. Ecological restoration also remained a priority, with Bina Refinery alone planting more than 5 lakh trees across refinery premises, community spaces and a dedicated afforestation project in Madhya Pradesh.

People & Communities: Energising Lives at Scale

Our people remain the bedrock of our transformation. In an industry defined by high-intensity operations and precision, occupational safety and employee well-being are paramount. Guided by our commitment to building a safe, resilient and empowering workplace, we delivered over 1.2 lakh man-hours of safety training, strengthened process safety through the industry-first Ultra-Critical Video Analytics system for real-time hazard detection.

Alongside safety, we enhanced our focus on employee well-being and leadership development. Roshni Plus, an Employee Assistance Program continued to provide anonymous mental health support to employees and their families, complemented by our network of 63 Sahkarmi Mitras, offering peer counselling across major locations. We continued to nurture talent, creativity and recognition, with the KUDOS platform celebrating over 14,000 employee contributions, and the iIDEAS innovation portal generating more than 670 ideas, 92 of which were implemented across business units. The THRIVE'25 Leadership Conclave further reinforced our commitment to developing emotionally intelligent, compassionate and future-ready leaders.

Beyond our workforce, we remain committed to strengthening community resilience and enabling inclusive development across the country. Our CSR initiatives reached over 41.89 lakh beneficiaries this year, supporting education, skill development, health, water conservation, rural development and environmental



stewardship. Over the past 11 years, our sustained CSR investments of ₹1,658.95 crore have enabled cleaner, healthier and more empowered communities across the country.

With a focus on youth development, BPCL provided structured, hands-on training to 1778 youth apprentices who formed nearly 15% of our workforce, far exceeding the 2.5% statutory requirement. In health and sanitation, "Lifeline Express", popularly known as the hospital on wheels, delivered essential surgeries, screenings and disability interventions to underserved regions, benefiting nearly 2 lakh people to date. Our participation in Swachhta Pakhwada catalysed more than 16500 cleanliness and awareness activities, reaching 95000+ citizens and reinforcing the principles of hygiene and sustainable living. To help restore green cover, the Company introduced drone-based aerial seed bombing, dispersing three Lakh seeds across Bihar and Maharashtra.

Governance and Integrity: Building Trust for the Long Term

Robust governance is a key focus area for BPCL's long-term value creation and sustainable growth. We maintain strong frameworks of accountability, integrity, and ethical conduct through continuous vigilance awareness, strengthened internal controls, comprehensive process reviews, compliance audits, and forward-looking risk management. As part of our efforts to reinforce transparency and integrity across all levels, we observed Vigilance Awareness Week under the theme "Culture of Integrity for Nation's Prosperity, wherein, 134 training sessions were conducted, covering 3,621 employees.

Effective management of ESG risks has become fundamental, as these risks evolve in scale and complexity. BPCL has taken significant strides in strengthening its ESG performance, reflected in the improvement of our Sustainalytics ESG Risk Rating from 38 to 35 (lower the better), demonstrating our focused efforts to strengthen systems, processes and disclosures. Our performance across India's leading ESG rating agencies under SEBI's ERP Category 1 further reinforces our position as one of the best-rated oil & gas company among the OMCs. BPCL received an ESG Rating from CFC Finlease, SES ESG Research, CRISIL ESG Ratings

& Analytics, and NSE Sustainability Rating & Analytics, demonstrating a strong and consistent performance across multiple independent evaluators.

Together with these achievements, our focus on responsible practices have been recognized by the prestigious SCOPE Eminence Award for "Environment Excellence & Sustainable Development", an affirmation of our progress and commitment to continuous improvement in responsible governance, ethical conduct, risk management, and sustainability performance.

Innovation and Investments: Writing the Future of Energy

Innovation is central to BPCL's transformation. With an investment of ₹220.99 Crore in research, development and innovation, we advanced a pipeline of breakthrough technologies ranging from energy-efficient refining processes and hydrogen technologies to low-carbon fuels, next-generation lubricants, eco-friendly chemical formulations and sustainable aviation fuel pathways. We also made strides in valorisation technologies, including green silica production, bioplastic fillers from biorefinery residue, and innovative concepts in graphene development using petcoke.

To promote inclusive growth, we prioritize procuring from Micro, Small, and Medium Enterprises (MSME), fostering innovation, creating jobs, and strengthening supply chains, ensuring that our progress also empowers the broader ecosystem around us.

At the same time, we continue to digitalise and modernise our processes through artificial intelligence, machine learning, and data-driven platforms that improve efficiency, reliability, and safety.

These commitments came to life at India Energy Week 2025, where BPCL showcased the India Net Zero Zone, an immersive experience of India's ambitions and achievements in climate action. The pavilion highlighted our leadership in refinery digitalisation, ultra-critical video analytics, AI-driven reliability systems, and advanced energy solutions. Our Net Zero Retail Outlet pilot marks a significant



Foundation stone laying of CGD projects in Alipurduar and Coochbehar districts of West Bengal by the Hon'ble Prime Minister

leap in renewable integration at the last mile, combining solar, wind and battery storage to create the future-ready retail station. The exhibition was a powerful declaration of our intent to lead India's sustainable energy transformation.

A Future We Will Create Together

At this 50-year milestone, BPCL finds itself positioned for an era of extraordinary change in the global energy landscape. As the world reimagines how energy is created and used, BPCL is poised not only to support this transition, but to drive it forward. Through our commitment to green growth, digital excellence, innovative technologies and inclusive development, we will help build an India that is energy-secure, climate-resilient and globally influential. Strategic collaborations will play a pivotal role in this journey—our joint venture with Praj Industries is accelerating the development of advanced biofuels, while our partnership with Sembcorp is expanding renewable energy capacity through large-scale solar and

wind projects. Additionally, our JV with GPS Renewables is driving innovation in Compressed Biogas (CBG), reinforcing our commitment to a circular economy and low-carbon future. Together, these alliances strengthen BPCL's ability to deliver sustainable solutions at scale and shape the next chapter of India's energy transition.

Thank You

I extend my heartfelt gratitude to all our stakeholders. Your trust, partnership, and belief in BPCL fuels our journey every day. Together, we will continue to build a future where energy is not only accessible and secure but also clean, inclusive, and a driver of shared prosperity.

Shri Sanjay Khanna

Director (Refineries) with additional charge of
Chairman & Managing Director



About the Report

This year marks the release of Bharat Petroleum Corporation Limited's (BPCL) 19th Sustainability Report titled "Energising the Future towards Green Prosperity". The report offers comprehensive insights into our journey targets, commitments, strategy and governance. It reflects our approach to managing key sustainability issues and highlights the progress we have achieved over the past year. To gain a holistic understanding of our key non-financial initiatives, best practices and overall impact, this report should be read in conjunction with our Annual Report for FY 2024-25.

The Company's sustainability report for FY 2024–25 has been developed in alignment with a various national and international frameworks and standards. The content in the report is [in accordance with the Global Reporting Initiative \(GRI\) Sustainability Reporting Standards](#), specifically GRI 11 (Oil and Gas Sector 2021). The report also adheres to the [United Nations Sustainable Development Goals](#)

(UN SDGs), Ten Principles of the United Nations Global Compact, International Petroleum Industry Environmental Conservation Association (IPIECA), Oil and Gas Sector Disclosure (OGSD) requirements and Securities, the Exchange Board of India (SEBI) and guidelines of Taskforce on Climate Related Financial Disclosures (TCFD), now part of IFRS.



Our sustainability initiatives can be accessed [here](#)

This report aligns with the nine principles outlined in the Ministry of Corporate Affairs' National Guidelines for Responsible Business Conduct (NGRBC).

The Nine Principles

Principle 1: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe.

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders.

Principle 5: Businesses should respect and promote human rights.

Principle 6: Businesses should respect and make efforts to protect and restore the environment.

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Principle 8: Businesses should promote inclusive growth and equitable development.

Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner.

For detailed insights into our alignment with each of the NGRBC Principles, please refer to the Principle-Wise Performance Disclosure section on page 212 of [BPCL Annual Report 2024-25](#)



Scope and Boundary

This report presents BPCL's annual disclosure for the period **April 1, 2024 to March 31, 2025**. It is prepared annually on a **standalone basis** for BPCL, covering our directly managed operations in India, including the **Mumbai (MR), Bina (BR) and Kochi (KR) Refineries, along with key Strategic Business Units (SBUs)** such as Retail, Lubricants, LPG, Aviation, Industrial & Commercial, Gas, Renewable Energy, New Business Initiatives (NBIs) and Pipelines.

Retail Outlets (ROs), LPG distributors, joint ventures, subsidiaries and product movements in transit are excluded, based on materiality assessment. No entities beyond those included in the financial report are considered.

Materiality

BPCL reinforces its sustainability commitment through a structured materiality assessment, guiding the identification and prioritisation of issues that matter most to our diverse stakeholders and business. These material issues are regularly reviewed and updated to reflect evolving industry dynamics and stakeholder expectations. For further details, refer to our materiality assessment on page 40 of the report.

Statement of Responsibility

We conduct our business with integrity, placing strong emphasis on ethical behaviour, safety and sustainability across all operations. We are committed to protecting the interests of our employees, surrounding communities and the environment. By consistently improving our practices and maintaining high standards, we aim to create long-term value for our stakeholders and play a meaningful role in energising the future towards green prosperity.

Forward-looking Statement

This report contains forward-looking statements based on BPCL's current understanding, past performance and future expectations. These statements may include terms such as "expects," "plans," "intends," "may," "will," "estimates" and similar expressions. They reflect anticipated outcomes but are subject to known and unknown risks, uncertainties and external factors including regulatory changes, market dynamics, stakeholder actions and industry developments, that may cause actual results to differ.

While these projections are grounded in reasonable assumptions, BPCL does not guarantee their accuracy. Readers are encouraged to interpret these statements as part of a dynamic and evolving context. Through this report, BPCL reaffirms its commitment to transparency, continuous improvement and responsible growth and invites stakeholders to explore the insights and progress shared as part of its journey toward a more sustainable future.

External Assurance

To ensure the reliability and credibility of the information presented in this report, BPCL engaged **M/s Intertek India Private Ltd.**, appointed through an e-tendering process, to conduct an independent external assurance. The assurance was carried out through a **reasonable assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised) and AA1000AS v3 (Type 2)**, at a high level of assurance.

Their assurance statement, which includes a declaration of independence, confirms an impartial evaluation of BPCL's environmental and social practices and key performance indicators (KPIs). The detailed assurance report is provided in the annexures of this document for reference.

Restatement of Information

To maintain consistency and clarity in reporting, this document includes restated information against certain key performance indicators from the previous reporting period. The rationale behind these updates, along with specific changes made, is detailed in the Annexure 9: Restatement of Information related to Previous Years.

Feedback

For any feedback, queries and suggestions from both internal and external stakeholders regarding our sustainability initiatives or any aspect of the report, write to:  **Mr. Mohammad Sohail Akhtar**, CGM- Net Zero Initiative, Corporate HSSE, akhtarm@bharatpetroleum.in

For further details, please visit our website:  Bharat Petroleum Corporation limited

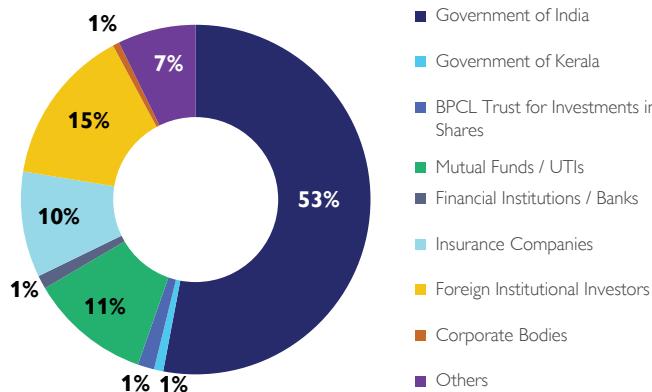


BPCL: At a Glance

Bharat Petroleum Corporation Limited (BPCL), formerly known as Bharat Refineries Limited, is a Schedule 'A' **Maharatna Public Sector Undertaking (PSU)** operating under the administrative control of the Ministry of Petroleum and Natural Gas, Government of India. Conferred with the **Maharatna** status in 2017, BPCL is India's second-largest public sector oil marketing company and a Fortune 500 integrated energy major with a strong presence across the entire energy value chain. With a **refining capacity of 35.3 MMTPA** across **our Mumbai, Kochi and Bina refineries** and an extensive marketing network of over **23,500 fuel stations** and **6,269 LPG distributors**, we play a vital role in ensuring India's energy security. Guided by trust, quality and responsible business practices, we remain committed to energising the lives of our consumers while contributing to the nation's sustainable growth.

Ownership Structure

As of March 31, 2025, BPCL is publicly listed on both the Bombay Stock Exchange (BSE) and the National Stock Exchange of India (NSE).



6th largest company in India by turnover



2nd oil marketing company by domestic sales volume



3rd in refining capacity, accounting for **~14%** of India's total refining capacity in 2024



30,180

total workforce



258

ranking on the Fortune Global 500 List of 2024



Climate rating of **B**
Water rating of **B-**



ESG Risk Rating of **35***
*A lower number indicates lower risk.



MSCI ESG rating of **"BB"**



A Division of **S&P Global**

Cumulative score of **51***
*rating for FY 2024



ESG Rating- **55**



ESG Rating- **63**



ESG Rating- **70**



ESG Rating- **50**



ESG Rating- **63.9**

VISION



- We are the most admired global energy company leveraging talent and technology.
- We are the first choice for customers given the constant pursuit of customer service quality excellence.
- We exploit profitable growth opportunities outside energy to give back to society and environment.
- We are role models for implementing efficient Health Safety, Security and Environment (HSSE) initiatives.
- We are a great organisation to work for as we ensure both personal and professional growth equally.
- We are an organisation that constantly learns, improves and innovates.
- We take social responsibility seriously as a model corporate entity.

VALUES



- Trust is the bedrock of the existence.
- Customer centricity is intrinsic to the achievements.
- Development of people is the only way to success.
- Ethics govern all the actions.
- Innovation is the daily inspiration.
- Collaboration is the essence of individual action.
- Involvement is the way we pursue the organisation goals.

MISSION



- Participate prominently in nation building by meeting its growing energy needs. To support this endeavor, we pursue the creation of an economic surplus by efficiently deploying all available resources aiming towards global competitiveness in the energy sector.
- Strengthen and expand areas of core competencies throughout the country, total quality management in all spheres of business and maintain the status of a leading national company.
- Create awareness in people on the imperatives of energy conservation and efficient consumption of petroleum resources by giving out information through appropriate media.
- Availing ourselves of new opportunities for expansion and diversification arising from the liberalisation of the economy to achieve a global presence.
- Promote ecology, environmental upgradation and national heritage.

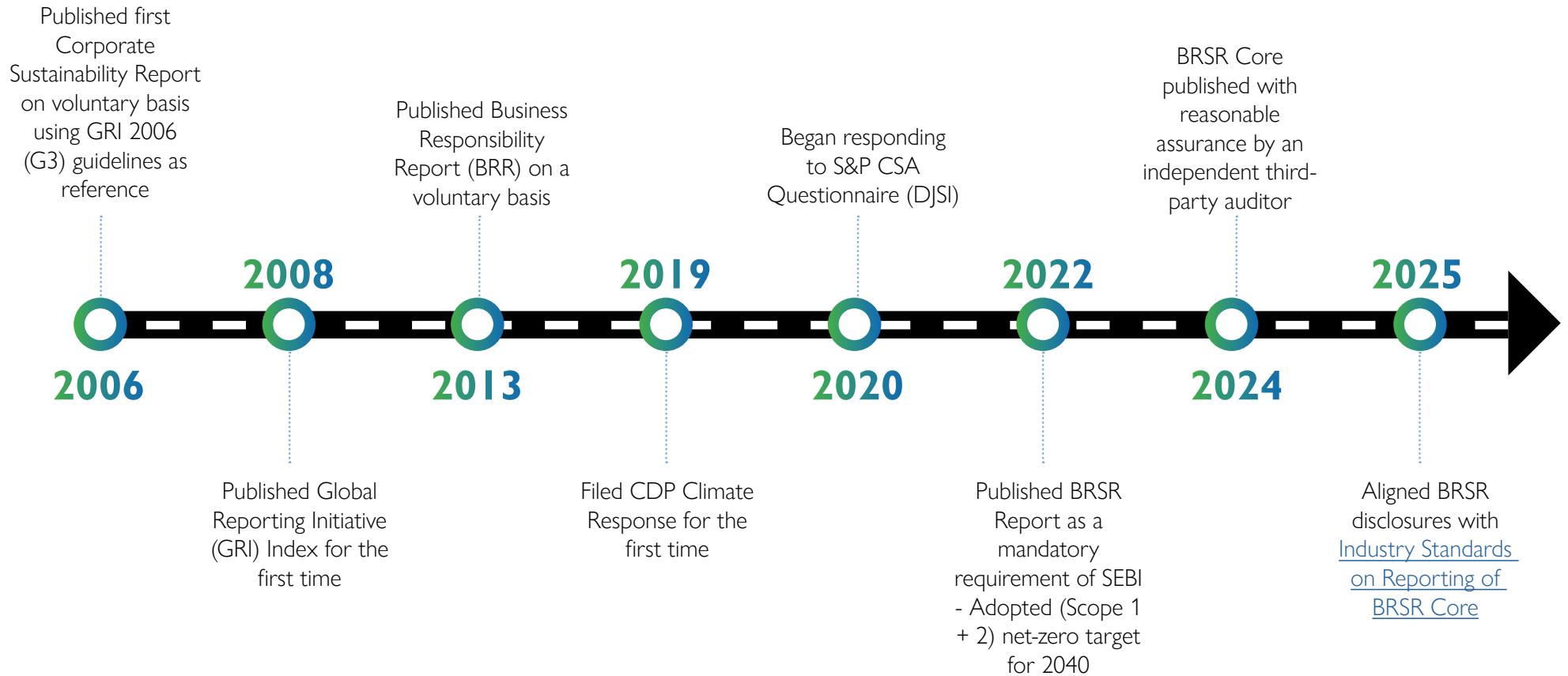
CULTURE



- We remain result focused with accountability for governance.
- We collaborate to achieve organisational goals.
- We enroll people through open conversations.
- Every action delivers value to the customer.
- We proactively embrace change.
- We care for people.



Sustainability Journey



Our Operational Footprint

BPCL operates across India, with its corporate headquarters in Mumbai, Maharashtra and regional offices located in Delhi, Mumbai, Kolkata and Chennai.

28 States, 8 Union Territories

- 1 Head Office
- 4 Regional offices
- 3 Refineries (Mumbai, Bina and Kochi)
- 80 Retail (Installations/Depots/Tap of Points)
- 54 LPG Bottling Plants (including Mumbai Refinery)
- 5 Lube Blending Plants
- 66 Aviation: Locations/Fueling Stations/on-wheels
- 3,537 km cross-country Pipelines consisting of 22 pipeline locations

9 SBUs

23,642 Retail Outlets (ROs)

7 Countries

Nepal, Bhutan, Sri Lanka, Bangladesh, Uganda, UAE and Oman

BPCL, through its wholly owned subsidiary Bharat Petro Resources Limited (BPRL), holds oil and gas assets in five countries, i.e., UAE, Indonesia, Mozambique, Russia and Brazil. We do not have direct operations overseas and international activities are conducted exclusively through BPRL's subsidiaries.

Indian Subsidiaries

- Bharat Petro Resources Ltd.
- Bharat Petro Resources JPDA Ltd. [Domestic Subsidiary of BPRL]
- BPCL-KIAL Fuel Farm Pvt. Ltd.

Foreign Subsidiaries (overseas subsidiaries of BRPL)

- BPRL International B.V.
- BPRL Ventures B.V.
- BPRL Ventures Mozambique B.V.
- BPRL Ventures Indonesia B.V.
- BPRL International Singapore Pte. Ltd.
- BPRL International Ventures B.V.



Our Geographical Footprint

Upstream Oil and Gas Assets¹

Presence in
4 continents
6 countries

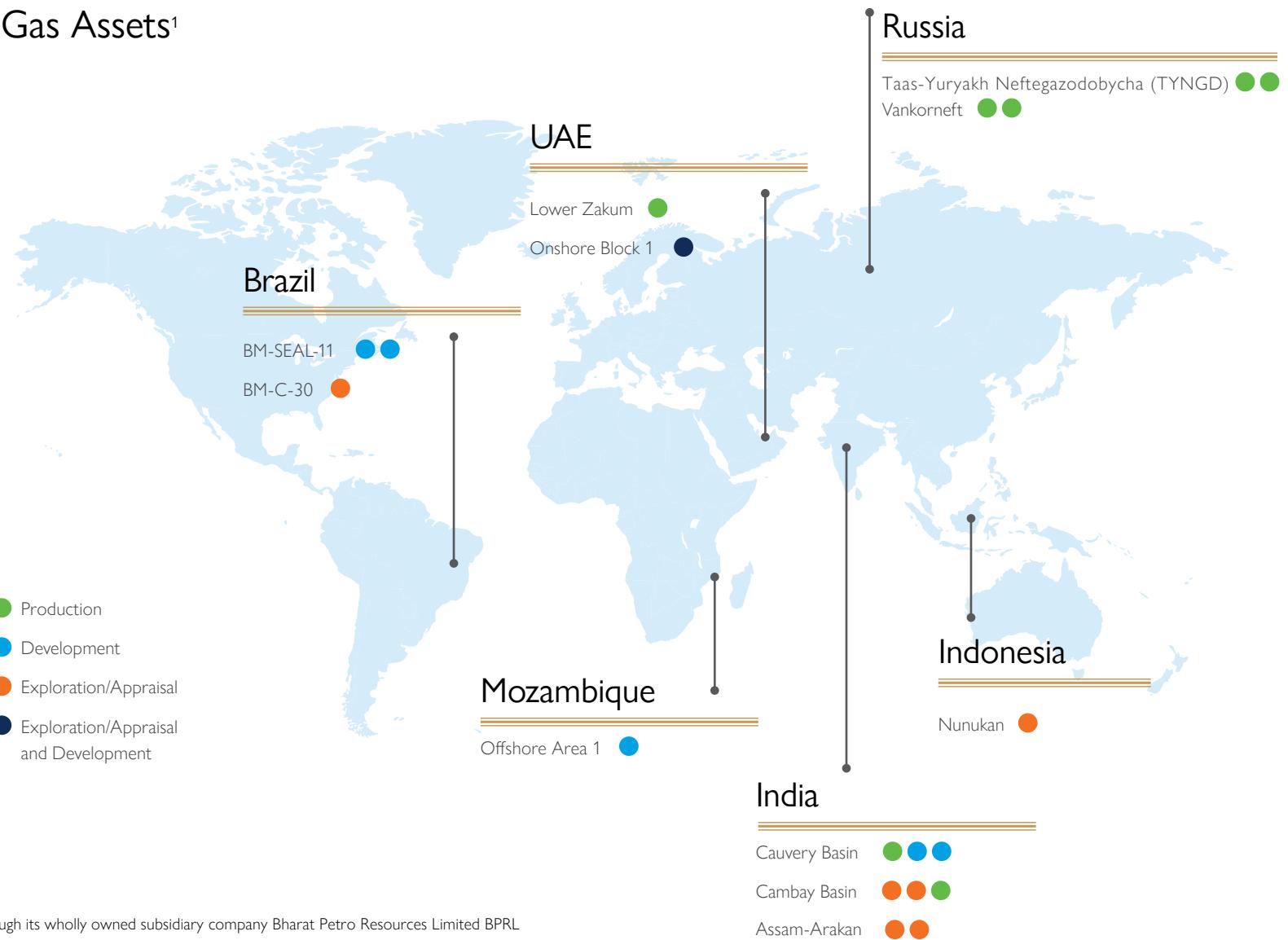
Russia, Brazil, Mozambique,
UAE, Indonesia, India

15 Blocks

Along with equity stake in
2 Russian entities

12+ Global Partners

Total Energies, ONGC, Rosneft,
Mitsui, OIL, BP, ADNOC,
Petrobras, etc.



¹BPCL pursues its Upstream Business through its wholly owned subsidiary company Bharat Petro Resources Limited BPRL



BPCL Value Creation Model

INPUTS

Financial Capital

- Cost of materials consumed: **₹2,25,319.41 Crore**
- Investments in affiliates and joint ventures: **₹8,976.87 Crore**

Manufactured Capital

- Total annual procurement: **₹10,136.27 Crore**
- Local purchase of goods and services from MSMEs: **₹3,223 Crore**

Natural Capital

- Net energy consumption: **1,29,219.14 TJ**
- Total water consumption: **36,085.53 TKL**

Human Capital

- Total employees + workers: **36,377**
- Average training hours per person: **34.53**

Social and Relationship Capital

- CSR expenditure: **₹179.37 Crore**

Intellectual Capital

- Expenditure on research and development of technology and innovation: **₹220.99 Crore**
- Patents filed: **12**

ACTIVITIES



OUTPUTS

- Revenue from operations: **₹5,00,371.25 Crore**
- Net profit: **₹13,275.26 Crore**
- EBITDA: **₹26,785.22 Crore**
- Basic earnings per share: **₹31.07**

- Market sales volume: **52.44 MMT**
- 16.35%** ethanol blending in motor spirit achieved

- Total GHG emissions: **1,69,601.86 TMTCO₂e**
- Total Water Discharge: **20,880.83 TKL**
- Total waste generated: **185,616.15 MT**

- Employee turnover rate: **6.03%** (permanent employees and workers)

- Number of CSR beneficiaries: **41,89,337**
- Zero** incidents related to process safety

- Patents granted: **3**

OUTCOMES FOR STAKEHOLDERS

- Board of Directors has recommended a final dividend of ₹5 per equity share of face value of ₹10 each, amounting to **₹2,169.25 Crore**
- Direct taxes paid: **₹3,981.76 Crore**

- The production system is secure, with no complaints regarding air pollution, oil or chemical leaks

- 84%** waste managed as per 5R principles and waste to landfill: **3,113.06 MT**
- Reduced water usage: **4115.07 TKL**

- Human capital return on investment: **6.57***
- Lost-Time Injury Frequency Rate (LTIFR) of employee: **0**
- High-Consequence Work-Related Injuries of employee: **0**
- Average amount spent per FTE (Management) on Training - **₹27,989.82**

- 100%** community engagement

- The Micro-Turbine Installation in the Sulphur Recovery Unit at Bina refinery recovers energy from steam pressure to generate approximately **1.8 MW** of green power

* Calculated as per Standalone Financial Statement



Business Outlook

For six decades, BPCL has been committed to delivering top-quality products and services to consumers across India. We continually strive to uphold the trust of our customers by ensuring the highest standards of quality and reliability in all our offerings. Our operations span a wide range of business units, including Refinery, Retail, Lubricants, Liquefied Petroleum Gas (LPG), Industrial & Commercial, Aviation, Gas, Renewable Energy and New Business Initiatives (NBIs).

Refineries

Our refineries form the cornerstone of our operations, driving energy conservation and sustainability through initiatives aimed at reducing emissions and optimising energy usage.

BPCL accounts for approximately 14% of India's refining capacity, operating the third-largest capacity of 35.3 Million Metric Tonnes Per Annum (MMTPA) across Mumbai, Kochi and Bina, with plans to expand to 45 MMTPA and establish a new refinery in Andhra Pradesh.



Key Highlights

40.51 MMTPA
crude throughput in
FY 2024-25

Record 115% capacity utilisation as of March 31, 2025 — highest ever

\$6.82/barrel

Average gross refining margin in FY 2024-25 — highest among PSU OMCs

Retail

We operate 23,642 retail outlets across India, offering a wide range of fuels including Motor Spirit (MS), High-Speed Diesel (HSD), blended fuels, Compressed Natural Gas (CNG), Liquefied Natural Gas (LNG), lubricants and premium variants such as Speed and Speed 97. Complementing our fuel portfolio, we also provide Electric Vehicle (EV) charging facilities and an array of non-fuel services such as BeCafe, Quick Serve Restaurants, In & Out stores, ATMs and other value-added amenities, positioning ourselves as a comprehensive destination for fuel and convenience services.



Key Highlights

31.09% CNG market share as of March 31, 2025. up by 0.54% in FY 2024-25

16.35% ethanol blending in FY 2024-25 — highest ever achieved

33.52 MMTPA
market sales in FY 2024-25



LPG

The LPG business unit adopts a customer-centric approach, ensuring access to clean and safe cooking gas for both rural and urban households across India. It also serves commercial and B2B customers by supplying LPG and propane in bottled cylinders. With a customer base exceeding 9.46 crore, Bharatgas stands among India's leading suppliers of Liquefied Petroleum Gas (LPG).



Key Highlights:

27.49%
market share in packed LPG
— highest ever achieved

Ranked 1st
in absolute
volume

6,269 LPG
distributors across
India

7,492 TMT domestic LPG sales
in FY 2024-25 — record high

8,339 TMT packaged LPG sales
in FY 2024-25 — highest ever

Lubricants

Under our renowned lubricants brand, MAK, we offer advanced lubricants and greases for both automotive and industrial segments, engineered to deliver superior performance even in extreme ambient and operating conditions.



Key Highlights:

471.8 TMT sales volume
— highest ever for MAK Lubricants in
FY 2024-25

12 new grades
launched during FY 2024-25

71 new SKUs
introduced in FY 2024-25



Industrial And Commercial

The Industrial & Commercial (I&C) Strategic Business Unit (SBU) of BPCL serves as our dedicated Business-to-Business (B2B) arm, supplying over 7.32 MMT of fuel and petrochemical products to a diverse industrial customer base of more than 8,000 clients across sectors including the Army, Cement, Power, Railways and Petrochemicals.



Key Highlights:

7,320 TMT sales

in FY 2024–25 — highest ever recorded

137 TMT export/import portfolio

established as of March 31, 2025

Gas

With a strong focus on innovation and agility, BPCL is rapidly expanding city gas networks across 26 Geographical Areas (GAs) while efficiently meeting the liquefied natural gas (LNG) requirements of diverse sectors nationwide.



Key Highlights:

1,829 TMT gas supplied

in FY 2024–25 across key sectors — refineries, fertilisers, power, steel, CGD and others — 3% y-o-y growth

840 CNG stations

mechanically commissioned to date

2.33 lakh new domestic PNG connections

added in FY 2024–25



Pipelines

Pipelines serve as a safe, cost-effective and efficient means of transporting petroleum products. Over the past two decades, we have significantly expanded our pipeline infrastructure, extending the network to an impressive 3,537 km, with an additional 1,000 km planned for development in the current year. All pipelines are ISO-certified and to ensure the security of the cross-country network, a fiber optics-based Pipeline Intrusion Detection System (PIDS) has been implemented across major routes.



Key Highlights:

3,537 km total pipeline network
till date

29.6 MMTPA design capacity
of pipeline network till date

Renewables

Aligned with India's clean energy goals, we are expanding our renewable energy portfolio to facilitate the nation's transition towards a low-carbon economy. We have established a clear roadmap to develop 10 GW of renewable energy capacity by 2035, reinforcing our long-term decarbonisation strategy.



Key Highlights:

5 MW green hydrogen plant commissioned
at Bina Refinery

171 MW
Under-construction renewable capacity

154.86 MW
Total renewable installed capacity



Biofuels, Ethanol and CBG

We continue to strengthen our leadership in India's clean energy transition by advancing the Ethanol Blending Program. To align with India's E20 ethanol blending mandate and broader energy security goals, we have focused our efforts on enhancing feedstock logistics and expanding the distribution network to ensure the widespread availability of blended fuels across the country. We are simultaneously advancing the Biodiesel Blending Program and expanding Compressed Biogas (CBG) infrastructure across strategic locations such as our Integrated 1G and 2G Bio-ethanol plant in Bargarh, Odisha.



Key Highlights:

16.35% Ethanol blending achieved in FY 2024-25

26 CBG plants under development

Integrated Ethanol Bio-Refinery (1G and 2G)

being established at Bargarh, Odisha

Aviation

The Aviation Strategic Business Unit (SBU), a pioneer in India's aviation sector, continues to evolve with emerging technologies and holds a leading position in the industry. With operations spanning the entire value chain—from refining and storage to distribution and into-plane services—it remains the preferred partner for major international airlines, recognised for its commitment to quality, safety and adherence to global standards.



Key Highlights:

1,968.1 TMT

Total aviation fuel sales in FY 2024-25

83% growth

in the domestic non-scheduled operations — *highest till date*

24.7% market share

among PSU Oil Marketing Companies in FY 2024-25

19% growth

in the international sector — *highest in the sector*



Product Portfolio

BPCL's diverse product range encompasses a wide variety of categories, including advanced lubricants designed to optimise performance, high-quality fuels formulated to enhance engine efficiency and groundbreaking industrial solutions aimed at improving operational processes. By offering such a comprehensive range of products, we ensure that we can effectively address the evolving requirements of a broad spectrum of market needs.

Our B2B Products

LPG: High-quality LPG, which has multiple uses including cooking, refrigeration, metal cutting and fabrication processes.



HSD: Premium High-Speed Diesel with a high cetane number using India's first integrated Hydro-treater unit.



SKO: High-quality Superior Kerosene Oil (SKO) that meets IS-1459, has a high smoke point, reduced sulphur content and lower aromatics, all of which are important for household use and other applications.



Motor Spirit: Motor Spirit, a blend of lighter hydrocarbons that is used as fuel in spark ignition engines.



Lubricants: MAK Lubricants stand out as a renowned brand in lubricants and greases both in India and internationally.



MTO: MTO, also referred as spirit, white spirit or turpentine, has solvent properties that allows it to dissolve resins, rubber and bitumen, as well as to lower the viscosity of the resulting solutions.



Our B2C Products

Black Oils: Light Diesel Oil (LDO), Furnace Oil, Very Low Sulphur Furnace Oil and Premium Low Sulphur Heavy stock (P-LSHS)

Bitumen: Bitumen VG 10, VG 30, VG 40, Natural Rubber Modified Bitumen (NRMB), Bitumen Emulsions RS1 and SS1

White Oils: Kerosene Oil Linear Alkyl Benzene Feedstock (KOLABFS), High Flash High Speed Diesel (HFHSD) SCN (Special Cut Naptha), Superior SKO and LPG

Propylene: Poly Propylene Feed Stock (C3) and Polymer Grade Propylene (C3)

Petrochemicals: Acrylic Acid 2-Ethyl Hexanol, Butyl Acrylates, 2-Ethyl Acrylates, N- Butanol and Iso Butanol

Special Products: Special Boiling Spirit, Mineral Turpentine Oil (MTO), De-aromatised Solvents D40, D80, D100 and D130, Pharma Grade Hexane, Polymer Grade Hexane, Food Grade Hexane, Benzene Toluene, Petcoke and Sulphur



Innovation and Sustainable Investment

Material Issue Covered

Innovation and Technology (R&D)

The global economic landscape remains volatile, influenced by geopolitical tensions, evolving energy transition policies and climate-related disruptions such as widespread flooding. These factors have had a cascading effect on sectors such as agriculture, impacting household incomes and consumption patterns in several regions.

In this challenging environment, BPCL remains focused on meeting customer needs by developing relevant products and services. Our R&D efforts are geared toward creating differentiated solutions, supported by a strong foundation in Intellectual Property Rights (IPRs). We actively collaborate with leading research institutions and emerging startups to access advanced technologies and fresh perspectives.

Total expenditure on research and development activities and innovation initiatives at the end of 2025 was ₹220.99 Crore.

₹70.31 Crore

Revenue/recurring expenditure

₹79.41 Crore

Capital expenditure

₹71.27 Crore

Innovation initiatives

New and Energy-efficient Refining Processes



We have undertaken the development of several innovative and energy-efficient refining technologies to enhance process efficiency and promote sustainability. These include the Dividing Wall Column Technology, which improves separation efficiency and reduces energy consumption; the HiGee Deaeration Technology for effective removal of dissolved oxygen from boiler feed water (BFW); and

the BharatH₂Sep Membrane Technology for recovering hydrogen from process streams, thereby minimising hydrogen loss and improving the overall refinery energy balance while aiding CO₂ emission.

New Formulation Developments



We have carried out formulation development across fuels, lubricants and specialty chemicals to enhance product performance, sustainability and application versatility.

1. Key innovations include the NxtGen BMCG additive for metal-cutting applications and a winter-grade LPG formulation engineered for reliable use in high-altitude and sub-zero conditions.
2. We have introduced high-efficiency LPG additive systems for commercial and industrial users, along with Bharat Eco-Chem, an advanced additive package developed to mitigate corrosion in ethanol-blended petrol. Additional advancements include a pour-point depressant to improve diesel performance in low temperatures and a Bio-isobutanol-blended diesel formulation aimed at reducing Scope 3 CO₂ emissions. We have also launched Bharat-Furnochem, a specialised furnace-cleaning chemical and developed IMO-grade furnace oil compliant with international standards. Leveraging in-house expertise, we also formulated and commercialised smokeless kerosene for defence use in high-altitude environments.
3. We have developed and commercialised eco-friendly lubricant formulations and in support of the energy transition, we have created specialised lubricant solutions for the EV segment.



Green Hydrogen Implementation



We continue to make strong progress in advancing green hydrogen initiatives as part of our commitment to India's clean energy transition and broader decarbonisation goals.

- We have commissioned a 5 MW electrolyser at the Bina Refinery in Madhya Pradesh to produce green hydrogen for in-house consumption, marking a key milestone toward sustainable refinery operations.
- We have also established a Green Hydrogen Refuelling Station (HRS) at Kochi in collaboration with Cochin International Airport Limited (CIAL) to support hydrogen-based mobility, with similar stations planned in other major cities. Under SECI's SIGHT Scheme (Mode-1, Tranche-1), we are developing biomass-based green hydrogen projects at Kochi and Bina, targeting a combined annual production capacity of 2,000 MT.
- A tender for a 5,000 TPA green hydrogen plant on a Build-Own-Operate (BOO) basis has been issued for refinery operations and is currently under technical evaluation.
- In the aviation sector, we have signed a quadripartite MoU with Bluj Aerospace, ANERT, CIAL and the Government of Kerala to advance a green hydrogen-powered vertical take-off and landing (VTOL) aircraft ecosystem.
- In partnership with KPIT Technologies, we are working on the development and deployment of hydrogen fuel-cell electric buses, reinforcing our integrated approach to building a hydrogen-driven energy and mobility ecosystem in India.

Emerging Green Energy Technologies



We are driving the development of advanced and sustainable green energy technologies aimed at reducing carbon intensity and promoting circular economy principles.

We have developed the Bharat Hi-Star Stove, the world's most energy-efficient domestic LPG cooking stove, delivering a thermal efficiency of over 74% a 6–7% improvement compared to conventional stoves. This enhanced performance is expected to save approximately one LPG cylinder per household annually. Along with consumer savings, the higher efficiency also supports national efforts to reduce CO₂ emissions and advance progress toward net-zero goals.

- We have designed a high-efficiency burner for PNG applications, offering an improved thermal efficiency of around 70%.
- We are working on HiGee and Simulated Moving Bed (SMB) technologies for efficient CO₂ capture, contributing to emission reduction in industrial operations.
- Initiatives are also underway to produce green silica from biorefinery boiler ash and convert first-generation biorefinery waste into bioplastic-based filler materials, enabling effective waste valorisation.
- We are advancing Dry Anaerobic Digestion (Dry AD) technology to enhance compressed biogas (CBG) production and exploring the conversion of petcoke into graphene, a high-value carbon material with multiple industrial applications.
- We are pursuing Sustainable Aviation Fuel (SAF) production technologies to support the decarbonisation of the aviation sector.
- We are also exploring low-pressure, energy-efficient hydrogen storage solutions as part of efforts to strengthen our renewable and clean energy portfolio.



R&D Facilities Augmentation



We have established state-of-the-art laboratories and pilot-scale infrastructure for Refining, Petrochemicals & Polymers, Biofuels, Green Hydrogen, Catalysis and Lube Oil Formulations. Substantial investments have been made to expand capabilities at the Corporate R&D Centre (CRDC), Greater Noida, including new facilities for Advanced Biofuels, Polymer Development and Process Scale-Up studies.

Renewables



BPCL, through collaboration between CRDC, Retail (North) and the Renewable Energy Business Unit, has initiated a "Net Zero Retail Outlet" pilot project. The initiative integrates solar and wind hybrid power systems with battery energy storage to meet the retail outlet's complete power demand through renewable sources.

Further investments are being made in solar, wind and hydropower projects by our Renewable Energy Division to strengthen our clean energy portfolio.

Research & Development

During FY 2024–25, our Corporate Research & Development Centre (CRDC) in Greater Noida and the Product & Application Development Centre (P&AD) in Mumbai played a key role in advancing technology across several strategic areas. These included renewable energy, green hydrogen, biofuels, petrochemicals, advanced lubricants and process enhancements in refining. These initiatives are aligned with the national goal of strengthening self-reliance by building indigenous technological capabilities and enhancing competitiveness.

At India Energy Week 2025, we showcased several notable innovations. Among them were the Net Zero Retail Outlet model implemented at Asalwas, a renewable energy solution harnessing ocean wave power and a novel technology for capturing and converting CO₂ under ambient conditions. These developments received strong recognition from industry leaders and stakeholders across the oil and gas sector.



Advancing Clean Energy and Circular Innovation

A hydrogen refueling station for buses is being developed at Cochin International Airport Ltd. (CIAL), supported by the scale-up of an indigenous electrolyser based on Bhabha Atomic Research Centre (BARC) technology, reaching megawatt-scale capacity.

A joint proposal with the Agency for New and Renewable Energy Research and Technology (ANERT), Government of Kerala, to establish a hydrogen refueling station in Trivandrum received support from the Ministry of New and Renewable Energy (MNRE) under the Green Hydrogen Mobility Scheme.

In product innovation, the Bharat Hi-Star PNG stove offering 74% thermal efficiency has entered commercial production through licensing agreements and will soon be available on Amazon.

The BharatH2Sep membrane-based hydrogen recovery system was successfully field-tested at Kochi Refinery, achieving hydrogen purity levels of 98-99% with a recovery rate of 75-80%.

BPCL's R&D efforts also extended into circular economy and decarbonisation. Notable developments include compostable bioplastics derived from biorefinery waste, green silica extracted from boiler ash and Enriched Fermented Organic Manure (EFOM) with enhanced NPK values for agricultural use. In the specialty chemicals segment, successful trials of Super Absorbent Polymer (SAP) using glacial acrylic acid led to the production of high-quality material meeting global standards. Plans are underway to establish a 20 KTPA commercial-scale SAP plant at Kochi Refinery.

Our research and development efforts received several prestigious accolades during FY 2024-25. We were honoured with the Indian PSU Achievers' Award for "Excellence in Aatmanirbhar Bharat Initiatives" and received the Best Indigenously Developed Technology Award at the CHT-ETM Awards for its Hygiene-Grade Super Absorbent Polymer (SAP).

In collaboration with Engineers India Limited, we also secured the OIDB Award for the joint development of Desalter Technology. Additional recognitions included the Breakthrough R&D Excellence Award and the Rasayan Udyog Maharatna Award under the "Century of Chemistry in India" initiative.

These achievements reflect our focused innovation strategy, which led to the grant of three patents and the filing of 12 new patent applications during the year. Beyond central R&D, various business units also implemented innovative solutions aimed at enhancing operational efficiency, optimising processes and reducing energy consumption.



Innovation Initiatives

- Kochi Refinery revamped its Diesel Hydrodesulphurisation Heater (DHDS) heater to enable full gas firing, eliminating the need for costly low-sulphur crude. Efficiency is further enhanced through projects like:
 - **PDPP Value Maximisation**, which reduces production losses and improves startup reliability via equipment upgrades.
 - **CCR-1 Reformate Splitter Revamp**, which improves benzene recovery by replacing column internals.
- Mumbai Refinery introduced an AR/VR-based training and remote maintenance system, improving operational safety and workforce capability.
- Bina Refinery installed a micro-turbine in the Sulphur Recovery Unit, generating ~1.8 MW of green power from steam pressure, reducing both CO₂ emissions and operational costs.
- The Ultra-Critical Video Analytics (UCVA) system, deployed across all three refineries, uses 5G-enabled, intrinsically safe mobile devices and AI to monitor hot work sites in real time, enabling proactive safety management.

- A Common LPG Industry Data Platform enables real-time deduplication, faster connections and reduced subsidy leakage.
- The “Pure for Sure” initiative uses tamper-proof QR-coded seals to ensure transparency and prevent pilferage in last-mile delivery.
- A VR-based training facility at Loni Plant (Ghaziabad) is being developed to provide immersive simulations for LPG officers.
- Digital transformation efforts have been accelerated to improve customer service and workforce empowerment:
 - Project Anubhav integrated emerging technologies across chatbots, e-commerce and messaging platforms to manage loyalty programmes and customer engagement.
 - Channel partners adopted digital tools for eKYC and safe doorstep LPG delivery.
 - Internal teams now benefit from a 360° Customer View powered by embedded analytics and CRM, enabling personalised and responsive service.



Sustainable Supply Chain Management

Material Issue Covered

Supply Chain Management

Supply Chain Excellence – Delivering Energy Responsibly and Reliably

BPCL maintains a dependable energy supply through a supply chain that is designed to be efficient, safe and responsible. From procuring crude and refining it to moving products across pipelines, ships and terminals, each step is carefully managed to ensure deliveries remain timely, accurate and reliable.

Supporting this backbone is our International Trade & Risk Management (ITRM) division, which plays an essential role in securing crude oil and managing product

imports and exports. ITRM's deep understanding of global markets, its diversified sourcing strategy and its strong risk-management capabilities allow us to navigate fluctuating prices and geopolitical uncertainties with confidence. By continuously identifying new suppliers, optimising freight and using financial derivatives to manage volatility, ITRM helps keep crude supply steady and cost-effective for the refineries.

Together, our integrated supply chain and the strategic strength of ITRM reinforce the company's commitment to operational excellence, ethical procurement and a resilient, future-ready energy ecosystem that serves the nation reliably.



Roadmap to Sustainable Supply Chain

01 Reinforcing Sustainability and Creating Expectations

- Define BPCL's overall sustainability agenda and long-term goals.
- Develop a clear strategy to integrate suppliers into our sustainability journey.
- Map key sustainability areas relevant to suppliers and the broader supply chain.
- Initiate discussions with suppliers to identify shared sustainability priorities.

02 Selecting Suppliers

- Categorise suppliers based on their relationship and level of engagement with BPCL.
- Identify and select strategic suppliers for initial sustainability expectation mapping.
- Gather supplier feedback on proposed sustainability parameters.
- Establish a methodology to evaluate supplier input and incorporate findings into tender processes.
- Develop a Supplier Sustainability Policy aligned with our priorities and supplier feedback.
- Gradually integrate sustainability parameters into tenders through policy amendments.

03 Benchmarking Supply Chain

- Establish a system to monitor and assess supplier performance against defined sustainability criteria.
- Adopt a collaborative approach for conducting supplier assessments on human rights and environmental practices.
- Use baseline data to measure sustainability performance and identify best practices.
- Segment suppliers based on sustainability maturity and performance levels.
- Define a clear roadmap to enhance supplier sustainability performance over time.

04 Learn, Evaluate and Improve

- Create a structured framework for continuous improvement in supplier sustainability.
- Conduct regular evaluations to identify high-performing, sustainability-driven suppliers.
- Provide guidance, training and support to help suppliers strengthen their sustainability capabilities.
- Institute awards and recognition programs to celebrate top-performing suppliers on sustainability metrics.



Engagement with suppliers

BPCL collaborates with a diverse network of suppliers, contractors and service providers—including agencies, raw material suppliers and equipment manufacturers—to ensure compliance with both national and international standards. Supplier engagement is guided by the [General Conditions of Contract \(GCC\)](#) and the [Integrity Pact](#), embedding sustainability, ethics and transparency into every transaction.

We adopt a proactive approach to safeguarding human rights and labour standards across its value chain. All suppliers are 100% covered under GCC guidelines and the Human Rights Policy, which include explicit provisions on fair labour practices, prohibition of child and forced labour and protection of freedom of association. Contracts are executed only after suppliers formally agree to these requirements, ensuring that responsible business conduct is upheld from the outset. Procurement is managed through an e-tendering platform, while centralised payments are processed via the ERP/SAP system, ensuring efficiency, transparency and the prevention of vendor grievances. We firmly believe that sustainable partnerships with suppliers who share its values and ethical principles are vital to achieving long-term sustainability goals and creating a positive impact across the value chain and the communities it serves.

Key Compliance Requirements for Our Suppliers

We believe that responsible business begins with responsible partnerships. Suppliers and contractors play a vital role in our operations and are expected to uphold the same values of safety, fairness, integrity and environmental stewardship that guide BPCL. To ensure this, every supplier working with us must comply with the key requirements outlined below.

1. Upholding Labor Laws and Worker Welfare

➤ **Respecting Workers' Rights:** Partners are expected to provide safe working conditions, equitable compensation and equal treatment to all workers. We promote a safe work environment where every worker feels supported, valued and empowered to voice concerns without fear of retaliation.

➤ **Zero Tolerance for Child Labour:** We strictly prohibit the employment of any labour under 18 years of age. This commitment ensures full compliance with Indian labor laws and promotes the ethical treatment of all workers.

➤ **Compliance with the Minimum Wages Act:** The contractor is required to compensate all workers as per the Minimum Wages Act. This ensures that every worker receives fair and lawful remuneration for their services, helping to maintain economic stability and prevent any form of underpayment or exploitation.

➤ **Compliance with the Employees' Provident Fund (EPF) Act, 1952 and Family Pension Scheme, 1971:** The contractor must adhere to the provisions of the EPF Act, the Family Pension Scheme and other applicable labor laws. This includes extending mandatory benefits such as provident fund contributions and family pension entitlements to workers, thereby supporting their long-term financial security and strengthening overall social protection.

2. Strengthening Health and Safety

➤ **Safety Arrangements at the Worksite:** The contractor is accountable for putting in place all essential safety measures at the work location and bearing the associated costs. This includes ensuring the availability of safety gear, proper signage and conducting safety-related training to maintain a secure working environment.

➤ **Adherence to Fire and Safety Guidelines:** The contractor must ensure that all workers follow the fire and safety instructions issued by BPCL. This includes conducting periodic safety drills, maintaining safe storage practices for hazardous materials and complying with established safety procedures.

➤ **Health, Hygiene and Sanitation Measures:** The contractor is expected to meet all requirements related to worker health, hygiene and sanitation. This includes providing clean drinking water, adequate sanitary facilities and maintaining a clean and hygienic workspace.

➤ **Supply of Personal Protective Equipment (PPE):** We require that contractors supply their workers with the necessary Personal Protective Equipment, depending on the nature of their work. This helps ensure that workers remain protected from workplace risks while carrying out their tasks.



3. Minimising Environmental Impact

- **Commitment to Environmental Protection:** We comply with all relevant environmental laws and regulations to ensure its operations remain responsible and sustainable. Such compliance helps minimise adverse environmental impacts and fosters a strong culture of accountability.
- **Efficient Use of Resources:** We focus on optimising energy consumption and consistently work toward reducing waste, emissions and effluent discharges across our operations, products and services. These efforts not only conserve valuable resources but also lower operational costs and reduce our overall environmental footprint.
- **Adoption of the 5R Waste Management Principle:** We follow the 5R approach—Reduce, Reuse, Recycle, Recover and Refuse, to manage waste effectively. This framework supports waste minimisation and encourages the efficient and responsible use of resources.
- **Awareness Building and Tree Plantation Initiatives:** We organise awareness programmes and outreach activities to educate employees, stakeholders and the wider community on environmental protection. In addition, we actively participate in and promote tree plantation drives to expand green cover and strengthen biodiversity.

4. Integrity Pact

We uphold ethical conduct in every aspect of our operations, including our engagements with suppliers. All suppliers are required to sign an Integrity Pact prior to entering any business relationship, outlining our expectations for responsible and sustainable business practices. The pact covers critical areas such as environmental protection, prohibition of child labour, timely payment obligations and the maintenance of safe and fair working conditions.

The provisions of the Integrity Pact are shared with all internal teams and suppliers to ensure clarity and compliance. We have well-defined processes for vendor registration, general contract conditions (GCC) and public holiday schedules, all of which are consistently applied and mandatory for every tender.

Key Provisions of the Integrity Pact

- **Anti-Corruption Commitment:** BPCL and all participating bidders/contractors must actively take steps to prevent any form of corruption. Any misconduct leads to disqualification from the tender process and may bar the party from future contracts.
- **Provision for Damage Recovery:** The pact includes mechanisms for recovering compensation in case of any loss or damage caused.
- **Disclosure of Past Violations:** Bidders are required to declare any previous instances of wrongdoing or non-compliance.
- **Fair and Equal Treatment:** All bidders, contractors and subcontractors must be treated impartially to ensure a level playing field.
- **Legal Consequences:** Criminal proceedings may be initiated against individuals or entities that breach the Integrity Pact.
- **Independent Oversight:** An Independent External Monitor (IEM) is appointed to supervise the bidding process, contract award and contract execution, ensuring high levels of transparency.

To strengthen supplier capabilities, we conduct sustainability training covering essential environmental, social and governance (ESG) topics. These sessions focus on reducing environmental impacts, promoting ethical labour standards, encouraging responsible sourcing and ensuring compliance with sustainability-related requirements. The training also highlights the importance of long-term economic resilience and the role suppliers play in achieving shared sustainability goals.

We have also introduced a [Holiday Listing Policy](#) to ensure that vendors participating in tenders and executing contracts meet basic performance expectations and follow all contractual terms. Vendors who fail to comply may be placed on a holiday list for a defined period to avoid repeated defaults. The policy helps ensure that all associated parties—vendors, contractors, suppliers, consultants, licensors and bidders—uphold the highest levels of ethics, integrity, safety, quality, commitment and professionalism in their dealings with the company.



To further reinforce ethical procurement and transparent vendor onboarding, we have appointed three Independent External Monitors (IEMs) to oversee the implementation of the Integrity Pact.

Sustainable Procurement and Responsible Sourcing

We remain deeply committed to fostering a fair, transparent and inclusive procurement ecosystem that aligns with national priorities and supports the growth of India's Micro, Small and Medium Enterprises (MSMEs). Our procurement processes are guided by the Public Procurement Policy for Micro and Small Enterprises (MSE) Order, 2012 and its subsequent amendments, ensuring equitable participation, ethical conduct and digital transparency across all operations.

During FY 2024–25, the Central Procurement Organisation (Marketing) [CPO(M)] procured goods, services and works contracts valued at ₹27,887 Crore. Additionally, CPO(M) purchased ₹16,949 Crore worth of ethanol for the Ethanol Blending Programme (EBP). As part of the Government of India's EBP initiative,



CPO(M) continued to lead industry-wide ethanol tenders, handling procurements worth ₹58,490 crore for the 13th year in a row.

All tenders were issued either through the e-tendering platform or via the Government e-Marketplace (GeM). We recorded a 44.9% increase in procurement through GeM compared to the previous year—rising from ₹6,293 Crore in FY 2023-24 to ₹9,118 Crore in FY 2024-25. We have also completed the integration of our Enterprise Resource Planning (ERP) system with the GeM portal.

In FY 2024–25, the total value of goods and services (excluding works contracts) for which MSEs were eligible to participate stood at ₹10,136 Crore, out of which actual procurement from MSEs amounted to ₹3,223 Crore—achieving 31.8%, surpassing the mandatory target of 25%. We also met the specific procurement targets for MSE SC/ST and MSE Women, with procurement shares of 4.07% and 3.47%, respectively.

To further support Micro, Small and Medium Enterprises (MSMEs), we provide access to the Trade Receivables Discounting System (TReDS) for its MSME vendors. In our efforts to enhance procurement from MSEs, we participated in several Vendor Development Programmes organised by MSME Development and Facilitation Offices (DFOs), which collectively saw participation from over 1,800 vendors. We also conducted two dedicated online Vendor Development Programmes for MSE SC/ST and MSE Women vendors, featuring detailed briefings by officials from the MSME office and the National SC/ST Hub Office (NSSHO). These sessions introduced vendors to our current and upcoming procurement needs as well as emerging business trends.

BPCL Annual Procurement Expenditure

| Financial Year | Estimated Procurement Value (₹Crore) |
|----------------|--------------------------------------|
| FY 2025–26 | 28,075 |
| FY 2026–27 | 29,052 |
| FY 2027–28 | 30,678 |



MSE Policy of Procurement

01

Purchase Preference for Micro and Small Enterprises (MSEs): The Public Procurement Policy for MSEs Order 2012 and its update from November 2018 both contain provisions addressing the purchase preference for MSEs. Our bidding document complies with both orders.



02

MSEs Clause in GCC and GPC: Purchase preference is stated for MSEs in the General Conditions of Contract (GCC) and General Purchase Conditions (GPC) of all tenders.



03

Price Preference to MSE: An MSE owned by a woman entrepreneur and an MSE owned by a SC/ ST entrepreneur will receive purchase preference based on the price stated by the MSEs in comparison to L1 Vendor at the time of evaluating the price bid.



04

Minimum Allocation to MSEs: MSEs that fall within a price range of L1 + 15% and can offer prices matching L1 will receive a share of the order, with a guaranteed minimum allocation of 25% to MSEs.



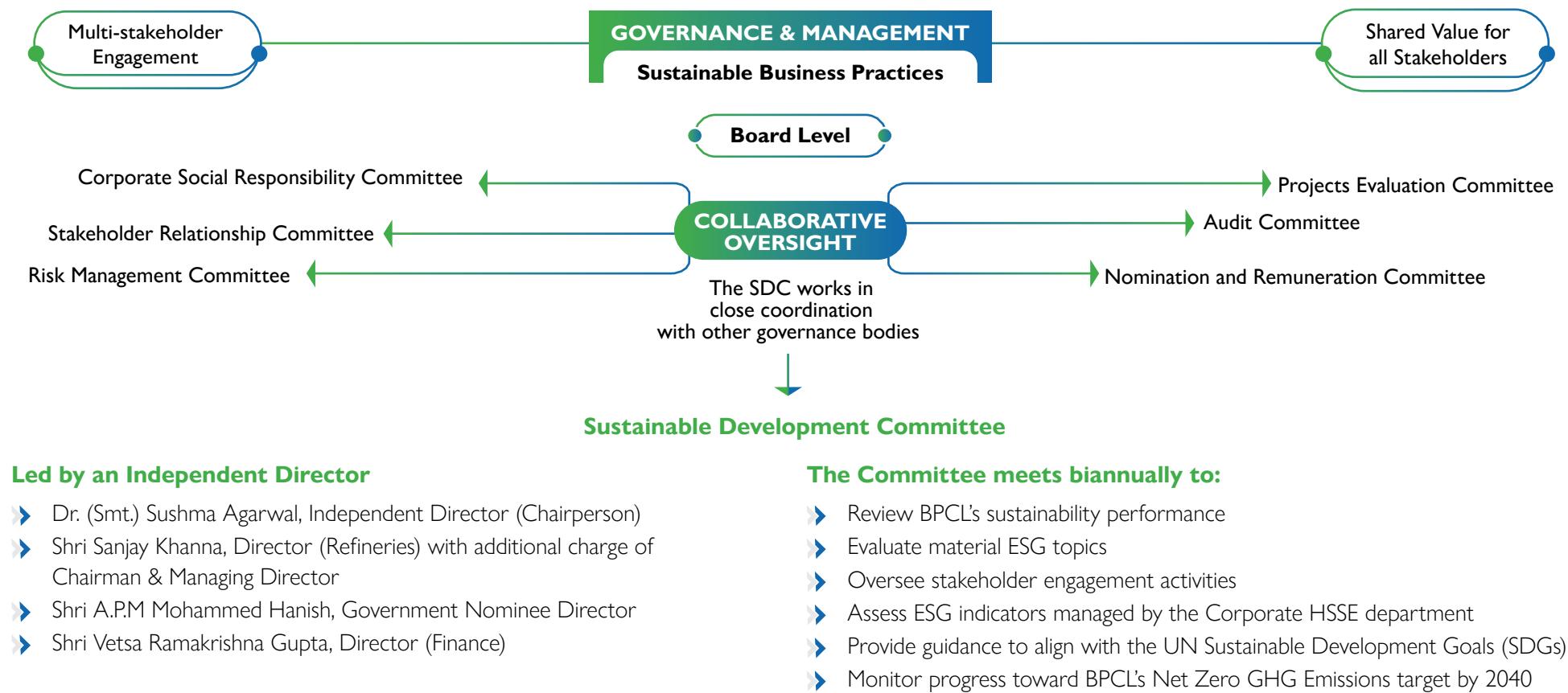
Details of Annual Procurement (₹ Crore)

| S. No. | Particulars | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|--------|---|------------|------------|------------|------------|------------|
| 1 | Total Annual Procurement | 10,136.27 | 9,821.28 | 8,736.65 | 13,878.28 | 7,454.70 |
| 2 | Procurement from MSEs (including MSEs owned by SC/ST entrepreneurs) | 3,222.99 | 3,315.40 | 3,203.02 | 4,006.52 | 2,062.82 |
| 3 | % Procurement from MSEs (including MSEs owned by SC/ST) | 31.8% | 33.70% | 36.66% | 28.80% | 27.67% |
| 4 | Target of Procurement from MSEs | 25% | 25% | 25% | 25% | 25% |
| 5 | Procurement from SC/ST Entrepreneurs | 412.88 | 111.63 | 109.37 | 133.16 | 114.80 |
| 6 | % Procurement from SC/ST Entrepreneurs | 4.07% | 1.14% | 2.45% | 3.32% | 1.54% |



Sustainability Governance

BPCL places a strong emphasis on sustainability and corporate governance through a well-defined ESG governance framework. At the core of this framework is the Board-level Sustainable Development Committee (SDC), which plays a pivotal role in steering the company's sustainability strategy and overseeing the implementation of key ESG initiatives.



This integrated approach ensures that sustainability-related risks and opportunities are embedded into BPCL's overall strategic and operational planning.



ESG Oversight

Our ESG governance bodies are responsible for:

- Setting sustainability goals, policies and strategies
- Reviewing the Business Responsibility and Sustainability Report (BRSR) and the Sustainable Development Report
- Identifying and mitigating emerging risks and business impacts

➤ Aligning with national and international sustainability assessment criteria across governance, economy, environment and society

➤ Enhancing operational resilience and adaptability to global sustainability trends

Through a robust governance structure, we ensure proactive ESG management, stakeholder responsiveness and continuous improvement in sustainability performance.



Stakeholder Engagement

BPCL cultivates enduring relationships with its stakeholders through a structured, collaborative and responsive engagement approach. Regular interactions with customers, employees, investors, regulators and communities allow us to gather insights, share strategic updates and align expectations with organisational priorities. These engagements foster transparency, reinforce accountability and build trust across all touchpoints.

We are committed to driving change through sustainable energy, balancing energy stability with enhanced quality of life and well-being. Stakeholder inclusiveness is therefore a cornerstone of our strategy. We continuously refine our communication methods and inclusive practices to ensure they are aligned with stakeholder lifestyles and conducted at appropriate frequencies. This enables us to gather accurate, timely information that supports strategic planning, balances value and impact and prevents adverse effects on stakeholders.

Through stakeholder consultations and a collaborative materiality process, we identify key issues that matter most. This input, combined with active top management involvement, informs the development of a materiality assessment matrix and a strategic roadmap for managing environmental and social topics.

Stakeholder Classification

We categorise stakeholders as internal and external based on their level of influence and impact on our sustainability outcomes.

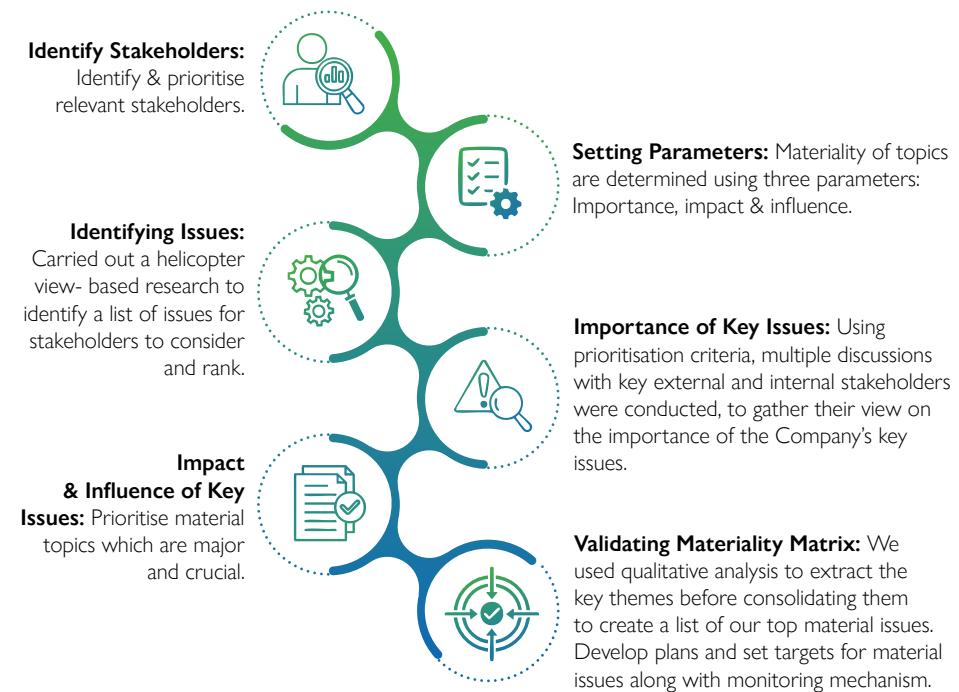
Internal

- Employees
- Shareholders and Investors

External

- Suppliers and Contractors
- Dealers and Distributors
- Customers
- Competitors
- Community and NGOs
- Government and Regulators
- Media
- Industry Trade and Associations

Stakeholder Dialogue and Inclusion



Stakeholder Engagement Matrix

| Stakeholder Group | Mode of Engagement & Frequency | Key Topics and Concerns | BPCL's Response |
|---|--|--|--|
|  Employees | ➤ Email, Internal Portal, Newsletters – Daily, Weekly | ➤ Career progression, Occupational health & safety, Wellness and benefits | ➤ Fostering a safe and healthy workplace; promoting continuous learning, career advancement, and swift grievance resolution. |
|  Shareholders & Investors | ➤ In-person meetings, Website, Annual Reports, Press Releases, Investor Relations Team, AGM, Newsletters, Email, Calls, Conferences – Annually, Quarterly, As needed | ➤ Compliance, Governance, Ethical operations, Economic performance | ➤ Enhancing growth and profitability; integrating sustainability, improving efficiency, and adopting innovative technologies to uphold ethical governance. |
|  Government & Regulators | ➤ Official correspondence, Email, In-person meetings, Website, Trade & Industry Associations – As needed | ➤ Targets vs. achievements per MoU | ➤ Engaging in official initiatives, seeking approvals for community projects, and aligning with policy developments and ministry directives. |
|  Industry & Trade Associations | ➤ Emails, Meetings, Conferences, Events, Seminars, Virtual Platforms – As needed | ➤ Advocacy, Education & Training, Market research | ➤ Addressing HSSE and product transfer risks; collaborating on technology commercialization, joint research, and grievance redressal. |
|  Suppliers & Contractors | ➤ Website, Email, Telecommunication – As needed | ➤ Training, Transparency in bidding, Health & safety, payments | ➤ Managing sourcing, e-tendering, HSSE training, supply chain advisory, contract labour safety, and vendor awareness initiatives. |
|  Dealers & Distributors | ➤ Award Functions, Meetings, Training Sessions, Individual Interactions – As needed | ➤ Product quality, Supply consistency, Facility maintenance, Safety, Tech improvements | ➤ Ensuring product quality and supply, maintaining facilities, improving safety, and adopting technological advancements. |

| Stakeholder Group | Mode of Engagement & Frequency | Key Topics and Concerns | BPCL's Response |
|---|--|--|--|
|  Customers | ➤ Website, Email, Telecommunication, Feedback Surveys, SMS – As needed | ➤ Pricing, Grievances, Product quality & quantity, Service quality | ➤ Innovating processes, adopting eco-friendly technologies, ensuring quality and service standards, addressing grievances, and offering competitive pricing. |
|  Communities & NGOs | ➤ Community Events, Meetings, CSR Programs – As needed | ➤ Local employment, Training, Inclusive growth, Long-term NGO engagement | ➤ Implementing CSR initiatives, providing skill training, and developing strategies for sustained community engagement. |
|  Media | ➤ Email, Newsletters, Discussion Forums – As needed | ➤ Brand storytelling, Partnerships, CSR activities | ➤ Enhancing brand visibility, shaping public perception, and maintaining competitiveness. |
|  Competitors | ➤ Industry Blogs, Collaborations, PR, Trade Shows – As needed | ➤ Relationship building, Mutual goals, Formal agreements | ➤ Forming strategic alliances, gaining market insights, and benchmarking performance. |



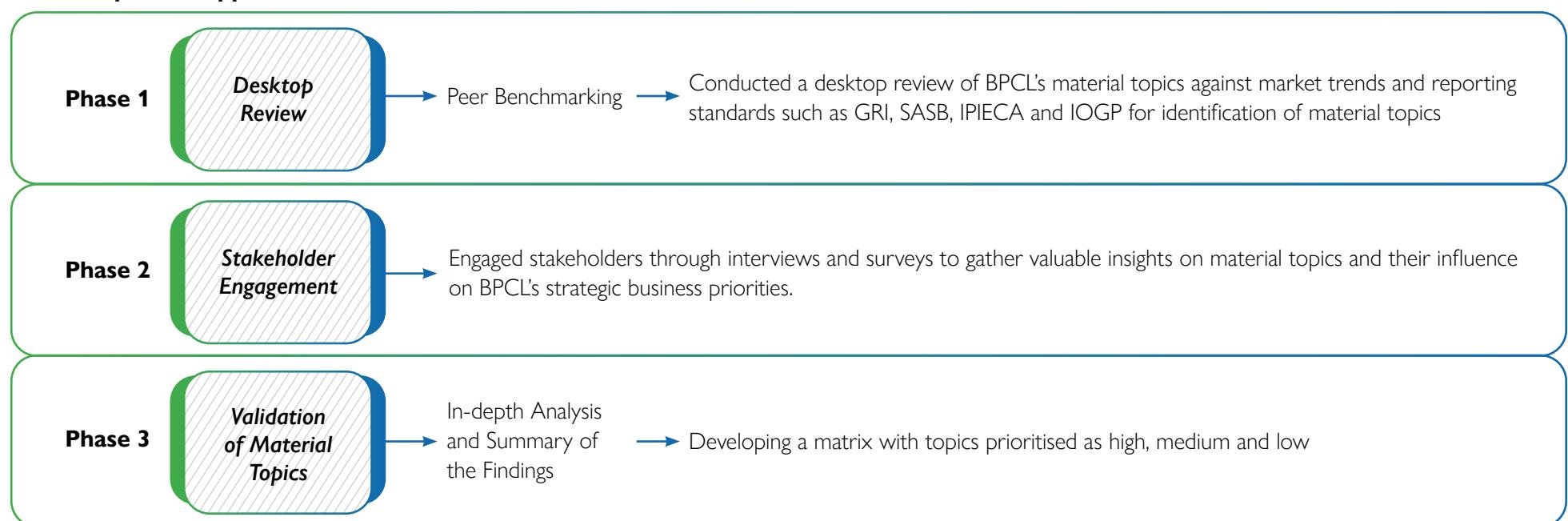
Materiality Assessment

We reinforce our sustainability commitment through a structured materiality assessment process that identifies and prioritises key issues impacting both the business and its stakeholders. Creating long-term, sustainable value involves continuously engaging with the dynamic ESG landscape and aligning our strategy with emerging challenges and opportunities. This step marks a major milestone towards change and adaptation, prompting us to approach the identification of key sustainability issues with careful consideration. The process involves listening to stakeholder voices, encouraging active participation and striving to meet their expectations while generating value for society and the environment.

Our materiality analysis is conducted/reviewed atleast annually. We conduct regular surveys, gather data and review key sustainability issues annually. In addition to internal organisational data and stakeholder input, we also consider global sustainability trends, industry-specific challenges and sectoral developments. These insights feed into a collaborative materiality process, supported by top management engagement, resulting in a materiality assessment matrix and a strategic roadmap aligned with the UN Sustainable Development Goals (SDGs).

This assessment is conducted periodically to ensure continued relevance and responsiveness to evolving priorities, enabling us to balance business impact with stakeholder value and maintain its leadership in sustainable energy and responsible growth.

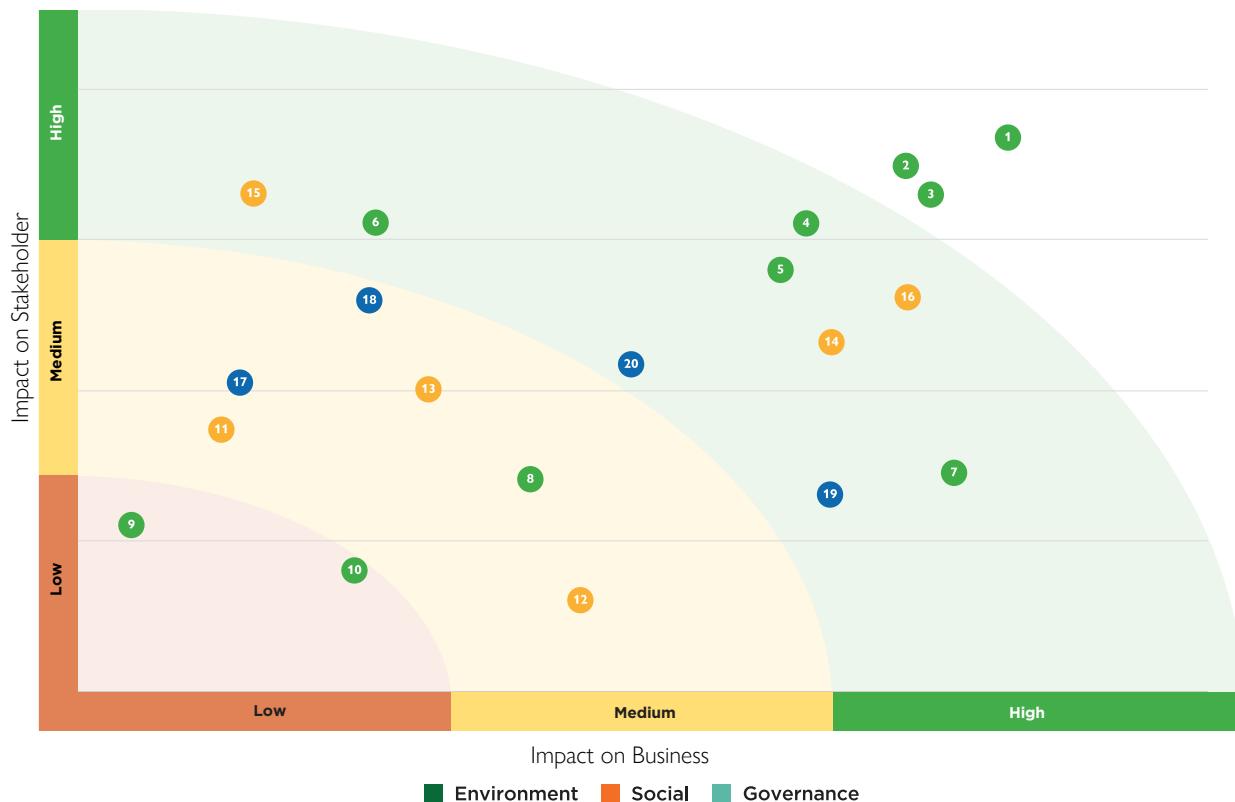
A Three-phased Approach



Materiality Matrix

The assessment included inputs from stakeholders, senior management and the Board, considering all strategic business units nationwide. The resulting materiality matrix highlights the most relevant environmental, social and governance (ESG) topics for BPCL. Each issue has been evaluated based on its perceived importance

to stakeholders and its potential impact on our business operations. These topics have been categorised as high, medium, or low priority, providing a clear roadmap for sustainability-led decision-making and performance management. The materiality assessment is integrated in company's ERM process.



| ENVIRONMENT | |
|---------------------------------------|---------------------------------|
| 1. Climate Change | 7. Availability of Raw material |
| 2. GHG and Other Emissions | 8. Product Safety and Quality |
| 3. Energy Use and Transition | 9. Clean Tech |
| 4. Water Management | 10. Biodiversity |
| 5. Waste Management | |
| 6. Asset integrity and Process Safety | |

| SOCIAL | |
|--|--|
| 11. Human Capital and Labour Rights | |
| 12. Diversity, Inclusive Development & Community Relations | |
| 13. Talent Management | |
| 14. Occupational Health and Safety | |
| 15. Supply Chain Management | |
| 16. Customer Satisfaction and Grievance Redressal | |

| GOVERNANCE | |
|-------------------------------------|--|
| 17. Corporate Governance | |
| 18. Cyber Security and Data Privacy | |
| 19. Economic Performance | |
| 20. Innovation and Technology (R&D) | |



Management Approach To Material Topics

Climate Change



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By transitioning to a low-carbon economy and mitigating climate-related risks, we are dedicated to achieving Scope 1 and Scope 2 Net-Zero emissions by 2040. Our commitment involves comprehensive strategies to reduce carbon emissions through targeted initiatives and innovative approaches.

GHG and Other Emissions



305



Our energy efficiency and renewable initiatives have led to an annual reduction of approximately 174 TMT CO₂e of greenhouse gas (GHG) emissions. We also aim to achieve Net-Zero for Scope 1 and Scope 2 GHG emissions by 2040, aligning with the national goal of Net-Zero emissions by 2070.

Energy Use and Transition



302



By optimising energy use and embracing renewable energy, we ensure environmental sustainability, reduce costs and enhance competitiveness. ENCON schemes have significantly lowered energy consumption at our refineries. Initiatives under the Biofuel policy, Green Hydrogen under SIGHT, Battery and EV charging stations support our energy transition.

Impact Positive Negative

GRI Alignment

Risk/ Opportunity Risk Opportunity

Water Management



303



Water is essential for our operations, supporting refining and cooling processes. Effective water management reduces environmental impact, lowers costs, increases productivity and mitigates risks related to water scarcity and regulations. We ensure constant investment in water saving initiatives and technologies.

Waste Management



306



We strictly follow the 5R rule of waste management, ensuring all waste is reduced, reused, recycled, recovered and repurposed. We comply with all government regulations for safe disposal and recycling. Our approach minimises environmental impact and promotes eco-friendly practices in waste management.

Asset integrity and Process Safety



306 403



Maintaining asset integrity and process safety is essential to prevent accidents and protect human lives and the environment. Risks include equipment failures, leaks, and operational errors, which can lead to catastrophic incidents and reputational damage.



BPCL ensures process safety in line with the American Petroleum Institute's (API) recommended practices and standards. Identifying risks in asset integrity and process safety enables BPCL to implement preventive maintenance programs, conduct risk assessments, upgrade infrastructure, and enhance emergency response capabilities.

Availability of Raw Material



301

We focus on ensuring raw material and energy security by diversifying our supply chain, optimising operations, exploring alternative sources and investing in renewable energy. By leveraging technology and forming strategic partnerships, we aim to reduce reliance on volatile markets and geopolitical factors, thereby maintaining a competitive edge.

Product Safety and Quality



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We are committed to maintain customer trust by consistently providing high-quality products and services that ensure customer satisfaction. This dedication not only preserves our market reputation but also fulfills stakeholder expectations, reinforcing our position as a reliable and trusted brand.

Clean Tech



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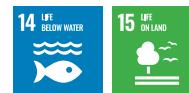
We are committed to advance clean energy initiatives through continuous efforts. Our projects focus on increasing the use of renewable energy sources, reducing carbon emissions and enhancing energy efficiency. By investing in sustainable technologies and practices, we aim to create a cleaner, greener future.

Impact Positive Negative

GRI Alignment

Risk/ Opportunity Risk

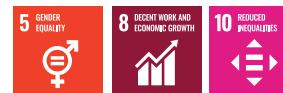
Biodiversity



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We continuously strive to minimise the environmental impact of our operations through a range of initiatives. These efforts include optimising resource use, reducing emissions, managing waste and preserving biodiversity.

Human Capital and Labour rights



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408 409 410

We strongly adhere to no discrimination, no harassment and ensure that everyone in the value chain also follow the same. We uphold labor welfare through provisions for freedom of association, collective bargaining, elimination of child and forced labour prioritising employee benefits, including fair wages, health and safety measures as per human rights requirements.

Diversity, Inclusive Development and Community Relations



405 411 413

We are committed to enhancing stakeholder wellbeing and ensuring inclusivity through initiatives focused on providing a safe workplace, promoting gender diversity, fostering community wellbeing, empowering women and developing skills. Our efforts aim to create a positive impact on society at large, reflecting our dedication to responsible and inclusive growth.



Talent Management



404



Learning and development are crucial for enhancing the skills of our employees and leadership. We focus on various initiatives aimed at nurturing talent, boosting efficiency and improving productivity in our operations. These programs ensure that our workforce remains adept and competitive, driving continuous improvement and innovation across the organisation. Through dedicated efforts, we create a culture of growth and excellence.

Occupational Health and Safety



403



Our motto "Safety First, Safety Must," signifies our strong commitment to health, safety, security and environment, which are core to our operations. Our dedication to occupational health and safety is evident through our comprehensive and proactive approach to managing safety risks and fostering a healthy work environment. We also prioritise customer health and safety by ensuring that all products and services meet the highest safety standards.

Supply Chain Management



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We ensure that our supplier network adheres to all applicable regulations, promoting ethical and sustainable practices. By maintaining rigorous standards,

we foster a responsible supply chain that aligns with our values. This commitment enhances our operational success and supports broader sustainability goals. Through ongoing collaboration and compliance, we achieve excellence in our supply chain management.

Customer Satisfaction and Grievance Redressal



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We ensure that all customers have access to a system for registering complaints and addressing their concerns through a customer satisfaction survey, a smart 24x7 helpline and a chatbot for immediate complaint resolution. By continuously analysing feedback and data from these channels, we refine our strategies and practices to better meet customer needs, enhance service quality and ensure satisfaction.

Corporate Governance



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Our Corporate Governance philosophy emphasises safeguarding stakeholders' interests through transparency, complete disclosures, and ethical practices, including a strict commitment to anti-corruption, anti-bribery, and preventing anti-competitive conduct. We empower employees and foster collective decision-making, ensuring that diverse perspectives contribute to our strategic goals. Our commitment extends to social initiatives that benefit the community and promote sustainable development.



Cyber Security and Data Privacy



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



417

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We ensure the confidentiality and privacy of our customers' data by implementing a comprehensive privacy policy. Our policy outlines the measures we take to protect personal information, ensuring it is handled with the utmost care and security. We also have an effective grievance redressal system in place, allowing customers to report any concerns or breaches promptly.

Economic Performance



8 DECENT WORK AND ECONOMIC GROWTH



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We enhance our economic performance through strategic R&D initiatives and substantial investments. Our efforts significantly contribute to government initiatives aimed at sustainability and innovation, driving long-term economic growth. By aligning with national goals, we ensure a greener, more sustainable future while bolstering our financial performance. Additionally, we adhere to all tax applicable provisions and rules.

Innovation and Technology (R&D)



8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



302



Our approach to research and development emphasises innovation, process improvement and energy efficiency. By partnering with leading research institutes and startups, we have gained access to cutting-edge technologies and fresh perspectives, enabling the creation of solutions that meet the evolving needs of our customers.

Impact Positive Negative

GRI Alignment

Risk/ Opportunity Risk Opportunity





Climate & Environmental Stewardship

Linkage to BRSR Principles

Principle 2

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

Principle 6

Businesses should respect and make efforts to protect and restore the environment.

Linkage to Material Topics



Climate Change



GHG and Other Emissions



Energy Use and Transition



Water Management



Asset Integrity and Process Safety



Waste Management



Biodiversity



Availability of Raw Material

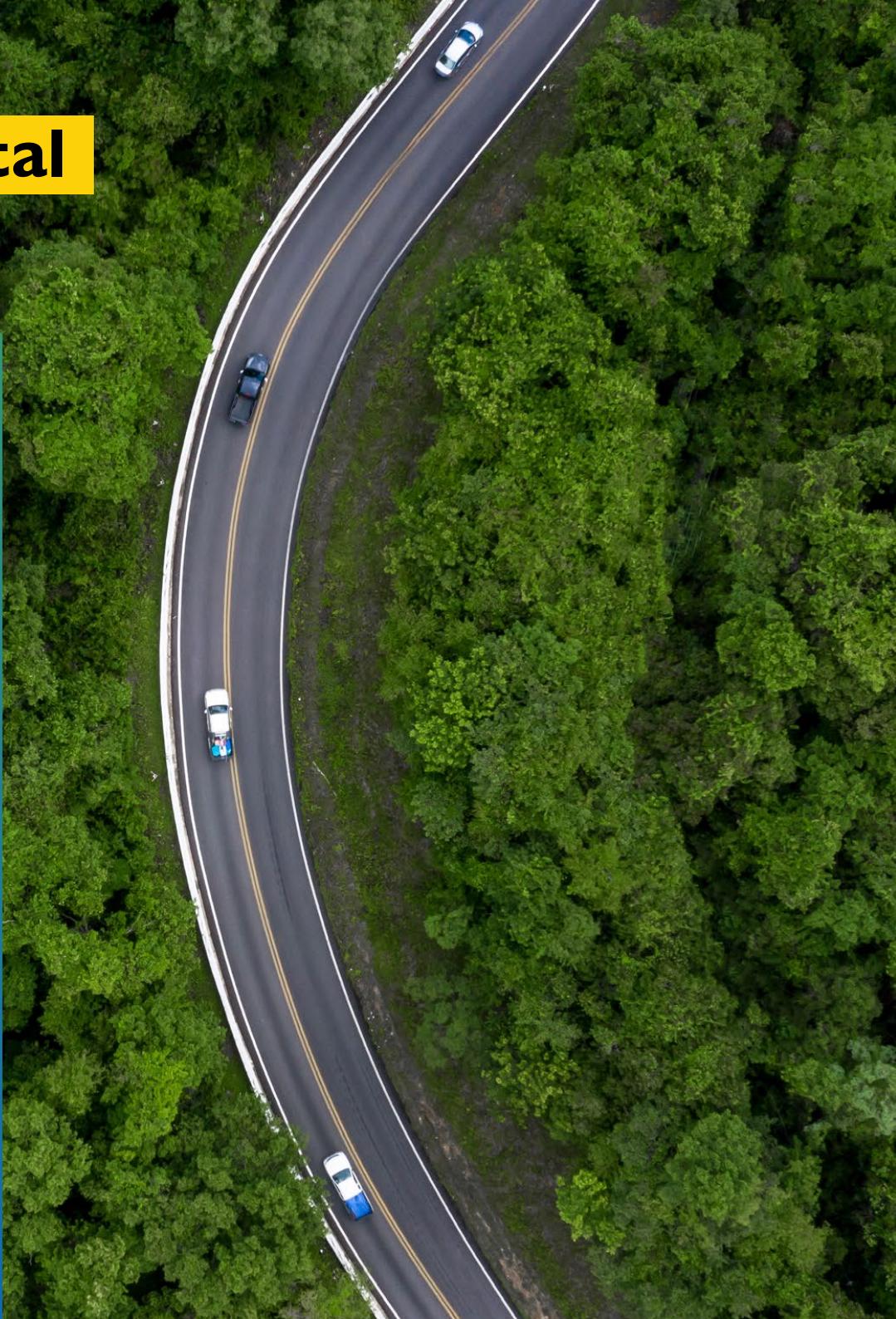


Product Safety and Quality



Clean Tech

UN SDGs Impacted



With climate change and sustainable development related challenges intensifying worldwide, planet has become a critical aspect for the oil and gas industry. Since fossil fuel extraction, processing and consumption are major contributors to greenhouse gas (GHG) emissions and environmental harm, the industry is under growing pressure to implement practices that lessen its ecological footprint. In recent years, progress in this direction has been propelled by investor interests, regulatory mandates, market demands and corporate pledges. Organisations are channeling investments into technologies that boost energy efficiency, lower emissions, & alleviate operational risks and initiatives such as Carbon Capture and Storage (CCS), cleaner extraction techniques and process optimisation.

Apart from management of climate change related challenges, planet stewardship also involves the management of water resources, waste, energy and biodiversity. Organisations are adopting comprehensive sustainability strategies focused on minimising water consumption, recycling produced water and enhancing wastewater treatment processes. In parallel, robust waste and materials management practices are being implemented to promote reuse, recycle and responsible disposal, thus reducing environmental impact. Oil spill prevention and response systems are also being strengthened to safeguard land and marine ecosystems. Simultaneously, efforts to protect biodiversity are being advanced to reduce habitat disturbance, restore affected ecosystems and align operations with broader conservation goals.

Integrating planet stewardship into fundamental business operations, prepares BPCL for tackling climate-related challenges, responsibly manage resources & resource-dependencies and contribute to sustainable development goals.



Environmental Governance and Management

Material Issue Covered
Climate Change

We embed environment at all levels of decision-making and action. Environmental governance at BPCL begins at the Board level. Our **Sustainable Development Committee (SDC)** functions as a Board-level entity committed to embedding sustainability within corporate governance while ensuring that environmental, social and economic factors shape long-term decision-making. Chaired by an Independent Director and consisting of two Whole-time Directors alongside one Government Nominee Director, the SDC offers strategic oversight, assesses progress biannually and directs ESG management through the Corporate HSSE department. Its responsibilities encompass the execution of the Sustainability Policy in accordance with the NGRBC, evaluating the SEBI-mandated BRSR disclosure of the organisation, and engaging stakeholders to gather feedback on significant environmental initiatives. The committee establishes measurable targets and benchmarks, to ensure continuous environmental stewardship, continuous performance enhancement and the alignment of operations with broader sustainable development goals.

The HSSE department plays a pivotal role in BPCL's environmental governance, integrating sustainable development across all operations. The HSSE department is responsible for environmental protection, pollution prevention, energy conservation and infrastructure safety across depots, installations, retail outlets and LPG plants. Governance is carried out through a three-tier HSSE administration framework (location, regional, corporate) to facilitate policy development, incident investigations, capacity enhancement, performance monitoring and Management Information System (MIS) reporting to the Board and senior management. The HSSE department promotes awareness amongst employees through training sessions, workshops, audits, mock drills and assessments. It also enforces standards such as ZWL (Zero Waste to Landfill), LED lighting, Vapour Recovery System (VRS) and prohibitions on single-use plastics at retail sites. Through

these initiatives, our HSSE department ensures environmental conservation, risk reduction and prioritisation of stakeholder safety across its operations.

We have implemented rigorous systems to uphold global standards in energy and environmental management. **All Retail operating locations, Lubricant and LPG Plants, Pipelines and Refineries** are certified under both ISO 50001 (Energy Management System) and ISO 14001 (Environmental Management System). Additionally, the Gas Business Unit has initiated the rollout of an Integrated Management System (IMS) certification across our geographical areas, further expanding the scope of sustainable and efficient operations. ISO 50001 facilitates systematic energy management and enhances energy efficiency improvements, whereas ISO 14001 promotes effective environmental management through pollution prevention, resource conservation and adherence to regulations. Collectively, they contribute to minimising our environmental impact and ensuring responsible resource utilisation. **As part of ISO 50001 and ISO 14001 management systems, external audits are also carried out** at our facilities to ensure compliance and identify improvement areas.

At present, we are not conducting a formal environmental screening and due diligence across our value chain; however, considering the growing importance of responsible value chain management, we have initiated the process of value chain assessments. This assessment will serve to identify key environmental impacts, uncover opportunities for improvement and ensure sustainable and responsible procurement.

As a result of our efforts towards environmental stewardship, we did not incur any fines, penalties, punishments or settlement amounts related to environmental non-compliance in FY 2024-25. For further details, please refer to BRSR in the [Annual Report 2024-25](#).



BPCL's alignment with Mission LiFE

Mission LiFE (Lifestyle for Environment), an Indian government-led movement for environmental responsibility, guides industries to embed sustainable practices across operations and value chains by promoting responsible resource use. It emphasizes on creating awareness about energy efficiency, water stewardship, waste minimization, circularity, biodiversity conservation, and climate-positive actions.



Mission LiFE activities are divided into four phases: Phase 1 – Jan 2023 to Aug 2023, Phase 2 – Sept 2023 to March 2024, Phase 3 – April 2024 to March 2025, and Phase 4 - April 2025 to March 2026.

We have successfully completed

the first three phases of Mission LiFE. The Phase 3 activities, carried out in the reporting year focused on promoting Mission LiFE initiatives across retail outlets and transport tankers through technology integration, creative displays, and awareness campaigns. Key actions included automated customer messages, displaying LiFE logos with various themes (Stop Engine, Save Energy, App QR codes), and playing audio/video jingles. Additionally, leaflets were issued with PUC certificates to spread awareness. A major achievement was declaring 753 retail outlets as Green RO under MoP&NG criteria, alongside conducting 107 events and branding 10,768 tank lorries with LiFE stickers.

BPCL's Environment-related Policies

We have established a Corporate Sustainable Development Policy and an HSE Policy focusing on enhancing environmental stewardship, fostering shared responsibility, active employee participation and regular assessments to ensure that target objectives and standards are met across BPCL.

[Corporate Sustainable Development Policy](#)

[HSE Policy](#)



Pathway to Net-Zero

India's vision for a sustainable future encompasses a pledge to achieve Net-Zero emissions by 2070, supported by significant climate objectives such as a 45% reduction in carbon intensity from 2005 levels by 2030 and the attainment of 500 GW in non-fossil fuel energy capacity. In alignment with India's Net-Zero goals, we have [announced to become a Net Zero Energy Company for Scope 1 and 2 by 2040](#) with integration of strategy, investments, environmental ambitions to move towards a sustainable planet.

Targeting Net Zero by 2040

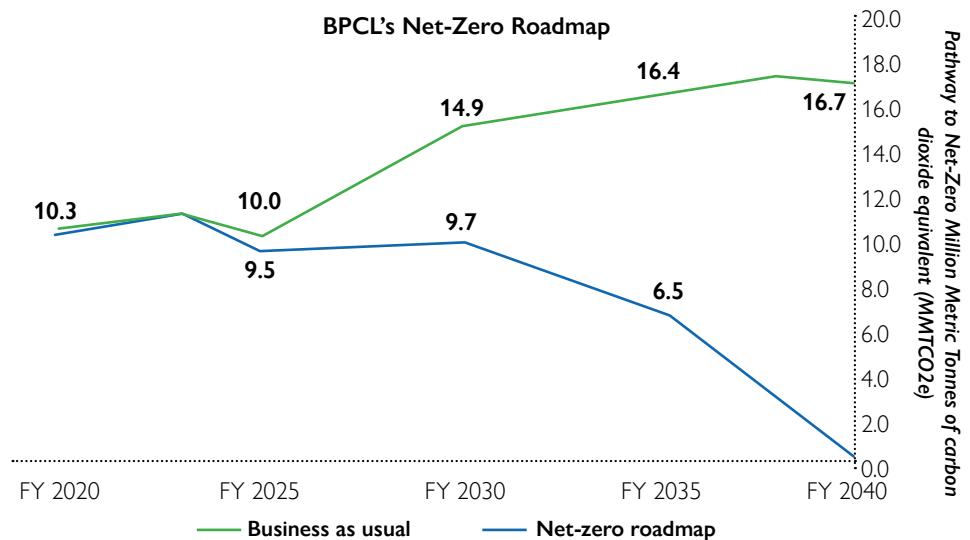
Our Net Zero roadmap focuses on efficiency, renewable energy, green hydrogen, Bio-CNG, carbon capture, utilisation and storage (CCUS), and carbon offset. This roadmap supports our commitment to innovation and aligns with India's focus on sustainable energy solutions. By targeting Net-Zero emissions for both Scope 1 and Scope 2, we are aiming to contribute to the Prime Minister's transformative "Panchamrit" strategy, which seeks to achieve key goals such as sourcing half of the nation's energy requirements from renewables and reducing carbon emissions by 1 Billion Tonnes by 2030. As we navigate this transition, we position ourselves not merely as a participant but as a leader in India's energy revolution, unlocking significant economic opportunities while paving the way for a greener and promising future.

Roadmap to Net-Zero

Our commitment to achieving Net-Zero emissions is reinforced by a robust management strategy that embeds sustainability into our core operations. Its strategic initiatives reflect a balanced approach to environmental responsibility and operational efficiency. Through this comprehensive management framework,

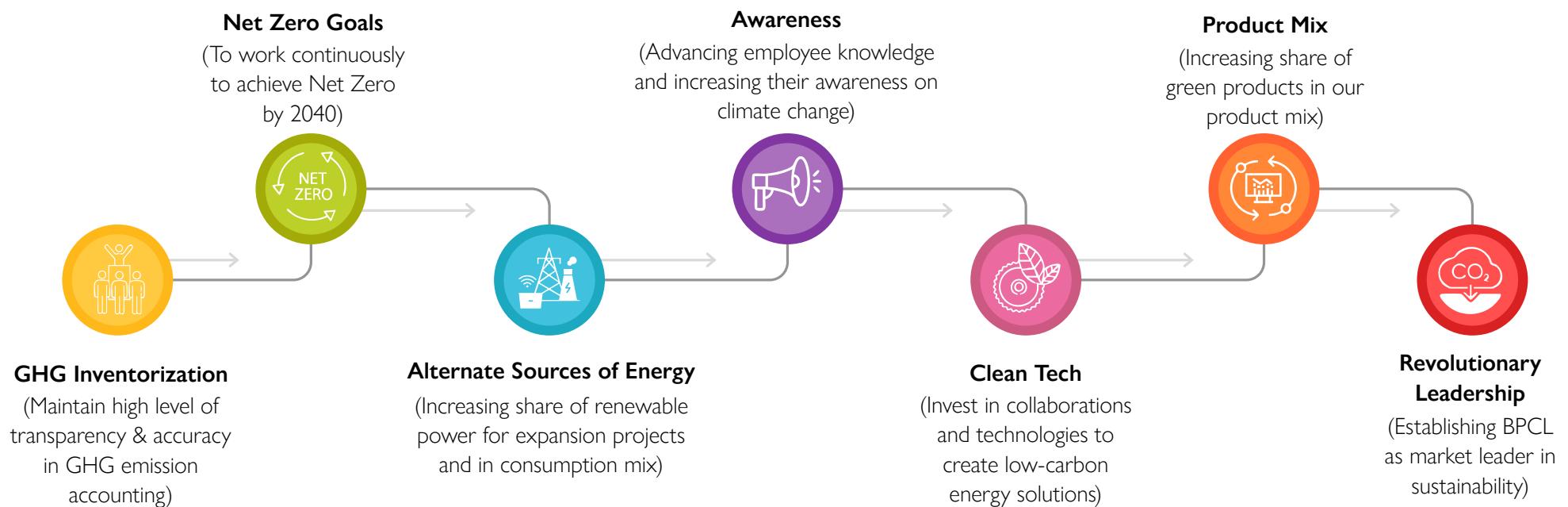
we aim to effectively address the challenges of transitioning to a Net-Zero future, aligning our business objectives with environmental stewardship.

We have chosen FY 2019-20 as the baseline year for our Net-Zero Roadmap. We had a GHG inventory of 10.30 MMTCO₂e of Scope 1 and 2 in FY 2019-20, primarily from production processes involved in refineries, petrochemicals, & marketing operations and power purchase from third parties (SEB, private, etc.) of which the refineries contribute 97% and marketing 3%. Scope 1 emissions account for 90% and Scope 2 for 10% of our total Scope 1 and 2 GHG emissions. In the absence of mitigation measures, our total Scope 1 and Scope 2 GHG emissions are projected to reach 16.7 MMTCO₂e by FY 2039-40, as shown in the Net-Zero Roadmap.



Management Approach to Net-Zero

Our commitment to achieving Net-Zero emissions is fostered by a robust management strategy that demonstrates its dedication to integrate environmental accountability with operational effectiveness. With its Net-Zero approach, we seek to address the challenges associated with the transition while ensuring that our business goals remain aligned with planet stewardship.



Goals, Targets & Actions – Climate change

| Goals, Targets & Actions Taken by BPCL | Progress in FY 2024-25 |
|--|--|
| <ul style="list-style-type: none">➤ To achieve Net-Zero for Scope 1 and Scope 2 emissions by 2040➤ To study climate change impact on refineries➤ Learn from global good practices➤ To achieve 20% ethanol blending in petrol by 2025-26 and 5% biodiesel blending by 2030 | <ul style="list-style-type: none">➤ In FY 2024-25, we achieved 0.17% reduction in emission intensity (Scope 1 & Scope 2) from that of previous year.➤ We have invested ₹1,569.58 Crore in multiple energy transition projects to support our climate change goals.➤ 45 Energy Conservation (ENCON) schemes were implemented across Mumbai, Kochi and Bina Refineries, that helped to reduce CO₂ emissions by 1,31,396 MT/year.➤ In FY 2024-25, we achieved a record ethanol blending rate of 16.35%, utilising approximately 247 crore litres of ethanol, up from 11.7% in the previous year. We are targeting over 19% blending in FY 2025-26 and is currently retailing 20% Ethanol Blended Petrol (E20) across the country. |

Decarbonisation Drivers

Efficiency

To improve the efficiency of the furnaces at the refineries, we manage steam traps to reduce steam loss and implement waste heat recovery systems, which account for **approximately 10% of the overall emission reduction** at these facilities. In non-operational areas, emissions are decreased by replacing pumps and machinery that have reached the end of their life cycle, along with the application of operational strategies such as the installation of occupancy sensors and the optimisation of power consumption. Through these efforts, we also aim to decrease energy consumption in non-operational zones. We have prioritised energy conservation through a total of 45 ENCON initiatives carried out across the refineries in Mumbai (18), Kochi (15) and Bina (12), that have resulted in savings of 41,239 Metric Tonnes of Oil Equivalent (MTOE) in FY 2024-25.

Renewable Energy

Renewable energy is essential for achieving our Net-Zero goal by 2040, with **around 25% of the expected emission reduction** anticipated as a result of the shift away from brown energy sources and captive power plants towards renewable energy. To maintain its refineries at an operational



Ground-mounted 71MW solar power plant at Prayagraj

capacity of 80–85%, we have implemented a hybrid solution, the Inter-State Transmission System (ISTS) that combines solar and wind energy. As of FY 2024-25, our total installed renewable energy capacity is 154.86 MW, which includes 143.06 MW from solar energy and 11.8 MW from wind energy. Another 171 MW is currently under development, that includes a 71 MW solar project in Prayagraj which is close to completion and two 50 MW wind projects (awarded) in Madhya Pradesh and Maharashtra. Beyond this, we have achieved a crucial milestone by winning our first-ever utility-scale solar bid for 150 MW from NTPC,

further securing an additional 150 MW through a green-shoe option. To further the integration of renewable energy, 12,244 out of the 23,642 Retail Outlets (ROs) have been outfitted with solar energy solutions and 7,563 ROs have been equipped with solar lighting.

Green Hydrogen

We have started utilising the green hydrogen technology to further expand our renewable energy portfolio. Our initiative to substitute traditional Steam Methane Reforming (SMR) techniques at refineries in Mumbai and Bina by utilising Green Hydrogen technology is expected to account for **around 15% of the overall emission reduction**. We are achieving significant advancements in green hydrogen development, having commissioned a 5 MW plant at Bina Refinery to facilitate our in-house production. Under the Strategic Interventions for Green Hydrogen Transition (SIGHT) programme by the Solar Energy Corporation of India, we are working on biomass-based green hydrogen units at Kochi and Bina, aiming for a production target of 2,000 Metric Tonnes annually. Additionally, BPCL and Sembcorp Green Hydrogen India Private Limited (SGHIPL), a wholly owned subsidiary of Sembcorp Industries (Sembcorp) signed a non-binding term sheet and business plan to jointly pursue opportunities in renewable energy and green hydrogen development across India.



Green Hydrogen Plant (5MW) commissioned at Bina Refinery

Bio-CNG

To further promote the decarbonisation of its operations, we are making investments in BioCNG sourced from biogenic feedstocks. The replacement of fuel oil and natural gas with this sustainable alternative is expected to contribute **nearly 30% towards the Company's overall emission reduction** objectives.



0.5 KTPA Compressed Bio-gas Plant at Kochi Refinery



Our strategy encompasses the establishment of 200–220 medium-sized Bio-CNG facilities, which are expected to achieve a total production capacity of 1.30 MMT per year, directly supplying India's City Gas Distribution (CGD) networks. At present, four such facilities are being constructed at refinery locations. We are in the process of developing 26 Compressed Biogas (CBG) plants, advancing our Biodiesel Blending Program and enhancing CBG infrastructure in key areas.

Carbon Capture, Utilisation and Storage (CCUS)

We are actively implementing Carbon Capture, Utilisation and Storage (CCUS) technologies with the objective of achieving **approximately 20% reduction in emissions** from its refining operations. This initiative specifically aims to capture 4.20 Million Metric Tonnes Per Annum (MMTPA) of CO₂, marking a significant step towards our Net-Zero commitment. Our internal R&D team has successfully developed lab-scale Simulated Moving Bed (SMB) technology for CO₂ capture and is presently evaluating its techno-commercial viability across various emission sources. We have also launched an innovative aqua-based Carbon Capture Utilisation (CCU) technology, created in partnership with M/s. Urjanova C. This technology effectively captures CO₂ and transforms it into calcium carbonate (CaCO₃) under ambient conditions. The technology negates the necessity for CO₂ storage and compression, while achieving a 10–15% enhancement in capture efficiency compared to traditional amine-based systems.

Carbon Offsets

We rely on high-quality carbon offsets generated or sourced from Indian registries, to **address any residual emissions**. These offsets focus on afforestation, community-driven renewable energy, waste-to-energy initiatives and other verified climate-positive projects. Our offset strategy is designed to be dynamic and transparent, guided by operational priorities, market trends and a strong commitment to prevent green washing.

Initiatives for a Low-Carbon Future

Setting up of 1G & 2G Bio-Ethanol Plant

We established an integrated 1st Generation and 2nd generation (1G and 2G) Bio-Ethanol facility in Bargarh, Odisha, with a daily production capacity of 200 kiloliters. The 1G Ethanol Plant will utilize approximately 230 MT of surplus or damaged rice grain as feedstock, while the 2G Ethanol Plant will use around 480 MT of agricultural waste (rice straw) as feedstock to produce 100 KL of Ethanol per day from each plant. The ethanol generated at this facility is designated for blending with motor spirit (MS), thereby supporting the goals of the National Biofuel Policy 2018. Both the plants are being designed to meet Zero Liquid Discharge (ZLD) standards. This unique bio-refinery, scheduled for commissioning in September 2025 is projected to reduce total emissions by nearly 0.11 MMTCO₂e each year.



Bio-ethanol facility at Bargarh, Odisha

Ethanol-blending

In alignment with the Government's Ethanol Blended Petrol (EBP) initiative, we **accomplished a historic ethanol blending rate of 16.35%** for FY 2024–25, utilising approximately 247 Crore litres, an increase from 11.7% in the preceding year. We aim to achieve 19% blending in FY 2025–26. Regarding biodiesel, we acquired 83.8 TKL and sold 1379 TKL of **biodiesel-blended diesel**, achieving a blending rate of **0.33%** for the year.



Compressed Biogas (CBG)

In accordance with India's vision of transforming waste into wealth and the SATAT scheme (Sustainable Alternative Towards Affordable Transportation), we are progressing in the production of Compressed Biogas (CBG) derived from biomass and organic waste. **10 plants have been established** through SATAT LOI holders, resulting in CBG being accessible at 112 dispensing stations, with total sales amounting to 15.25 TMT. There are plans to **construct an additional 26 CBG plants with a total capacity of approximately 50 TMTPA** within the next 2–3 years. The Hon'ble Prime Minister Shri Narendra Modi laid the foundation stones for two plants in Kochi and Bina on Gandhi Jayanti. BPCL has also entered into agreements with the Chhattisgarh Biofuel Development Authority (CBDA) and Bhilai Nagar Nigam for three forthcoming plants. The Board has also sanctioned two joint ventures, one of which is with GPS Renewables, with the necessary approvals from Ministry of Petroleum & Natural Gas (MoP&NG) and Department of Investment and Public Asset management (DIPAM).

BPCL is also establishing a municipal solid waste-based compressed biogas (CBG) facility in Brahmapuram, Kerala. This **plant will process 150 Metric Tonnes of waste each day, produce 6 metric tonnes of CBG and transform 40 to 50 Metric Tonnes into organic fertiliser**, thereby promoting both waste-to-energy projects and renewable energy objectives.

Development of High efficiency LPG & PNG Stove

We developed energy-efficient **LPG and PNG stove with a thermal efficiency above 74%**, setting a new benchmark in the industry through improved and efficient stoves and reduced CO₂ emissions. Adoption of Bharat Hi-Star stoves across all Indian households can **result in annual LPG savings upto 1.7 MMT and potentially reduce GHG emissions by approximately 5 MMTCO₂e per year**. An average household consumes 180-200 SCM of Natural Gas annually and a 15% efficiency increase due to use of a **PNG stove can save approximately 30 SCM of gas annually which is equivalent to a potential reduction of 50-55 kgCO₂e per household annually**.

Clean Mobility

We have created Highway Fast Charging Corridors, establishing **270 corridors that span over 42,000 km** along the highways in order to strengthen charging infrastructure for EVs. The Retail Business Unit has set an ambitious goal of installing 7,000 EV charging stations and developing 200 fast charging highway corridors. As of FY 2024-25, we have successfully **set up 3,428 EV charging stations at Retail Outlets**, bringing the **total to 6,563 EV stations**. We have partnered with leading OEMs such as Ola, Ather and Hero as well to provide fast chargers for two-wheelers.

Indigenous Alkaline Electrolyser Technology and Green Hydrogen-fuelled VTOL Aircraft System

BPCL and our Renewable Energy Business Unit (RE BU), are setting up a Green Hydrogen Dispensing Station at Cochin International Airport Limited (CIAL), Kochi. Our **Corporate R&D Centre (CRDC)** has partnered with Bhabha Atomic Research Center (BARC) to install an indigenously



Hydrogen Re-fuelling Station, CIAL, Kochi

developed 500 kW Green Hydrogen production plant at the site. This collaboration with BARC is an initiative to scale up India's first and most efficient alkaline electrolyser technology for Green Hydrogen production. Scaling up of the alkaline electrolyser helped us establish a Hydrogen Refueling Station at CIAL, Kochi.

We have **signed a quadripartite Memorandum of Understanding (MoU)** with M/s. Bluj Aerospace, Agency for New and Renewable Energy Research and Technology (ANERT), Government of Kerala and CIAL to **develop a green hydrogen-fuelled Vertical Take-off and Landing (VTOL) aircraft ecosystem**.



Energy Management

Material Issue Covered

Energy Use and Transition

In today's energy landscape, sustainability is a fundamental aspect of business strategy hence, BPCL places energy efficiency at the core of its operations, ensuring that every unit of energy is utilised responsibly and effectively. Through consistent optimisation of energy use and adoption of cleaner, more sustainable sources, we are reducing our operational costs, strengthening our environmental performance and enhancing resilience of our refineries. These efforts not only reinforce competitiveness but also pave the way for BPCL's long-term, sustainable growth. We have implemented a comprehensive energy-management programme spanning audits, reduction actions, progress evaluation, clean energy adoption, innovation/R&D investments and employee efficiency training. These efforts have resulted into a 0.92% decrease in our energy intensity (in terms of sales throughput) in the reporting year. Through the **45 ENCON schemes implemented across the three refineries BPCL saved 39,190 MT/year fuel and 10,913 MWh/year power.**

Driving our transition into a future-ready, integrated energy company, the Renewable Energy (RE) business unit is leading the shift towards cleaner and more sustainable energy sources. In FY 2024–25, the commissioning of our first 5 MW green hydrogen plant at Bina Refinery stands as a major milestone, reaffirming its commitment to accelerating energy transition and building a low-carbon future.

Furthering its efforts towards energy transition, we are under the process of implementing projects such as a ground-mounted solar project at Prayagraj (Uttar Pradesh), wind farm projects in Madhya Pradesh and Maharashtra and an integrated green hydrogen plant with a refueling station in Kochi (Kerala). We are also advancing biomass-based green hydrogen production of 1.5 KTPA at Bina and 0.5 KTPA at Kochi.

| Goals, Targets & Actions Taken by BPCL | Progress in FY 2024-25 |
|--|--|
| <ul style="list-style-type: none">➢ To increase renewable energy capacity and implement low-carbon projects➢ To achieve 10 GW by 2035➢ 10% of total electricity consumption at operating locations through renewable sources by FY 2026-27 | <ul style="list-style-type: none">➢ As of FY 2024–25, our installed renewable energy capacity stands at 154.86 MW, including 143.06 MW from solar and 11.8 MW from wind.➢ An additional 171 MW is under development, with a 71 MW solar project in Prayagraj nearing completion and two 50 MW wind projects in Madhya Pradesh and Maharashtra awarded.➢ We also secured 150 MW through NTPC's solar utility tender, marking a major expansion of its green energy portfolio.➢ One 5 MW electrolyser is installed at Bina Refinery in Madhya Pradesh to support in-house green hydrogen production➢ A total of 12,244 Retail Outlets (ROs) have been solarised out of 23,642 ROs. Additionally, solar lights at 7,563 ROs have been installed. Dealers have been provided with a subsidy to incentivize solarisation.➢ During the year, total energy consumption was 1,29,219.14 TJ.➢ The total renewable electricity was around 59 GWh, which is around 4.76% of total electricity consumption across all the operating locations. |
| <ul style="list-style-type: none">➢ To achieve 100% Energy Efficient Lights (EEL) by 2029 | <ul style="list-style-type: none">➢ Mumbai Refinery, Kochi Refinery, Bina Refinery, Pipelines, Retail, LPG and Aviation SBUs have achieved 100% energy-efficient lights |

In FY 2024-25, our **total energy consumption within the organisation was 1,29,219.14 TJ, with 0.16% of it being solar and wind energy combined. Total energy consumption outside the organisation is 13,735.84¹TJ** during the reporting period on account of crude, LPG imported, Upstream and Downstream Transportation and business travel by air and excludes any energy which is consumed due to use of sold products.

¹ Electricity consumption outside the organisation was estimated using the emission-based approach as per the IPCC 2006 Guidelines. Emission values reported under Scope 3 were divided by the respective emission factors (in kg CO₂e/TJ) for each mode, fuel oil for ships, diesel for trucks, jet kerosene for air transport and electricity for rail, to derive corresponding energy consumption. The methodology ensures consistent conversion of emissions to energy units, reflecting indirect energy use from external transportation and distribution activities not owned or controlled by the organisation.



Energy Consumption (in '000 GJ)

| Type | Source | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|----------------------|-----------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Non-Renewable Energy | Purchased Fuels | 124,761.17 | 122,619.99 | 123,668.99 | 126,615.08 | 108,288.06 |
| Non-Renewable Energy | Purchased Electricity | 4,245.73 | 4,135.52 | 3,655.68 | 3,129.77 | 2,563.34 |
| Renewable | Solar Energy & Wind | 212.25 | 181.62 | 125.26 | 131.86 | 138.08 |
| Total | | 129,219.15 | 126,937.13 | 127,449.93 | 129,876.71 | 110,989.48 |

Note: Energy sources from direct (onsite fuels and renewable electricity) and indirect (grid electricity) were grouped into renewable and non-renewable. The total energy consumption was calculated by multiplying fuel quantities with IPCC's Net Calorific Values (NCV) and used a standard 3.6 GJ/MWh to convert grid and renewables electricity.

Total Energy Consumption (in '000 GJ) - Refineries & BUs

| Business Unit | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Mumbai Refinery | 35,866.19 | 34,591.54 | 35,939.99 | 36,037.51 | 33,197.66 |
| Kochi Refinery | 62,740.74 | 63,125.60 | 60,282.34 | 61,250.54 | 47,564.46 |
| Bina Refinery | 29,127.32 | 27,858.32 | 29,888.38 | 31,309.73 | 28,810.32 |
| Total-Refineries | 127,734.26 | 125,575.45 | 126,110.71 | 128,597.78 | 109,572.44 |
| Aviation | 32.09 | 33.74 | 29.19 | 17.65 | 18.30 |
| Gas | 115.53 | NA | NA | NA | NA |
| LPG | 426.34 | 450.54 | 361.75 | 443.11 | 615.82 |
| Lubricants | 50.72 | 30.37 | 33.89 | 32.86 | 37.44 |
| Pipeline | 594.45 | 587.15 | 585.64 | 421.74 | 388.34 |
| Retail | 265.76 | 259.88 | 259.00 | 231.70 | 219.06 |
| Total-Other BUs | 1,484.89 | 1,361.67 | 1,269.47 | 1,147.06 | 1,278.96 |
| Other Renewable Energy consumption | 0.00 | 0.00 | 69.75 | 131.87 | 138.08 |
| Grand Total | 129,219.15 | 126,937.13 | 127,449.93 | 129,876.71 | 110,989.48 |

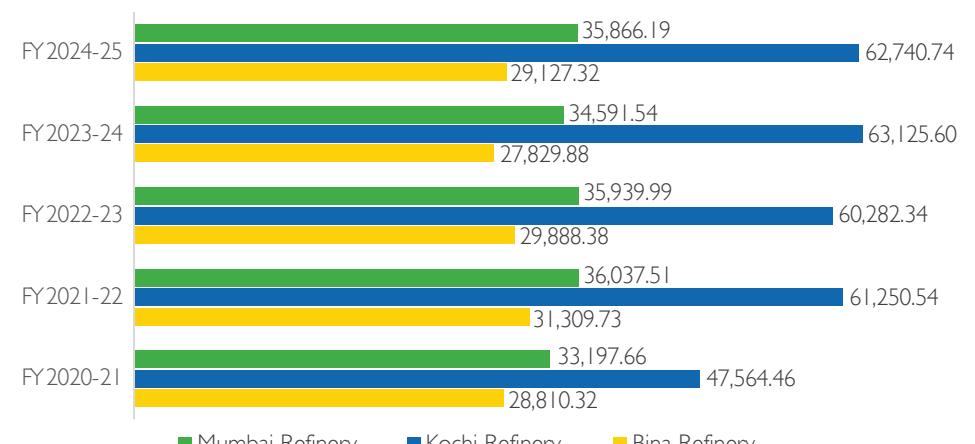
Total Non-Renewable Energy Consumption (in '000 GJ) - Refineries

| Business Unit | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|-------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Mumbai Refinery | 35,862.01 | 34,587.23 | 35,935.99 | 36,033.20 | 33,192.57 |
| Kochi Refinery | 62,677.99 | 63,123.72 | 60,280.55 | 61,249.36 | 47,563.96 |
| Bina Refinery | 29,008.05 | 27,758.03 | 29,865.35 | 31,286.43 | 28,786.22 |
| Total-Refineries | 1,27,548.05 | 1,25,468.98 | 1,26,081.89 | 1,28,568.99 | 1,09,542.75 |

Renewable Energy Consumption (in '000 GJ) - Refineries

| Business Unit | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|-------------------------|---------------|---------------|--------------|--------------|--------------|
| Mumbai Refinery | 4.19 | 4.31 | 4.01 | 4.31 | 5.09 |
| Kochi Refinery | 62.75 | 1.88 | 1.79 | 1.18 | 0.50 |
| Bina Refinery | 119.27 | 100.29 | 23.03 | 23.30 | 24.10 |
| Total-Refineries | 186.21 | 106.48 | 28.82 | 28.79 | 29.70 |

Energy Consumption (in '000 GJ) - Refineries



■ Mumbai Refinery ■ Kochi Refinery ■ Bina Refinery



Energy Intensity - Refineries (GJ/MT of throughput)

| Refinery | Units | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|-----------------|-------|-------------|-------------|-------------|-------------|-------------|
| Mumbai Refinery | GJ/MT | 2.30 | 2.28 | 2.45 | 2.49 | 2.54 |
| Kochi Refinery | GJ/MT | 3.64 | 3.60 | 3.76 | 3.93 | 3.56 |
| Bina Refinery | GJ/MT | 3.78 | 3.87 | 3.86 | 4.23 | 4.65 |
| Total | | 3.15 | 3.14 | 3.28 | 3.43 | 3.25 |

Energy Intensity - Other BUs (GJ/MT of Sales throughput)

| BU | Units | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|------------|-------|------------|------------|------------|------------|------------|
| Aviation | GJ/MT | 0.02 | 0.02 | 0.02 | 0.02 | 0.02 |
| LPG | GJ/MT | 0.05 | 0.05 | 0.05 | 0.06 | 0.08 |
| Lubricants | GJ/MT | 0.11 | 0.07 | 0.09 | 0.08 | 0.1 |
| Pipeline | GJ/MT | 0.02 | 0.02 | 0.02 | 0.02 | 0.02 |
| Retail | GJ/MT | 0.01 | 0.01 | 0.01 | 0.01 | 0.01 |
| Gas | GJ/MT | 0.06 | NA | NA | NA | NA |

Energy Conservation at Refineries

Our ENCON initiatives implemented in all three refineries have led to notable reductions in specific energy consumption, reflecting our dedication to minimise environmental impact. A total of **45 ENCON schemes were implemented across our Mumbai (18), Kochi (15) and Bina (12) refineries** achieving a total savings of **41,239 MTOE and total reduction of more than 0.13 Million Metric Tonnes CO₂ equivalent (MMTCO₂e) emissions**. Employee capability-building programmes and specialised Energy Management training at the refineries enhanced technical proficiency, driving measurable energy and emission reductions while reinforcing a culture of operational excellence and sustainability.

Mumbai Refinery's strong performance during the year was driven by sustained operation of the energy-efficient Crude Distillation Unit (CDU-4), higher capacity utilisation of secondary process units and the successful implementation of various energy champion schemes and conservation initiatives. A total of **18 ENCON schemes** were executed, resulting in **annual energy savings of 12,467 MTOE and a reduction of 0.039 MMTCO₂e emissions**. Key measures included replacing 100% of offsite steam tracing lines with electrical heat tracing, installing a high-efficiency Lean Amine pump in the Diesel Hydro DeSulphurisation (DHDS) unit and optimising Boiler House and Catalytic Cracking Unit (CCU) Deaerator pressure through advanced process control. Collectively, these actions enhanced energy efficiency, reduced fuel and steam consumption and delivered measurable improvements in overall operational sustainability.



At Kochi Refinery, the implementation of 15 ENCON schemes resulted in annual energy savings of 12,649 MTOE and a reduction of 0.039 MMTCO₂e emissions. These outcomes were driven by targeted efficiency enhancements such as the revamp of the DHDS charge heater, conversion of steam tracing to electrical heat tracing under Phase-I of the EHT project, reduction of flare losses through diversion of seal pot vents to the Wet Gas Compressor suction in the FCCU and optimisation of the steam header network to minimise energy losses. Collectively, these initiatives delivered substantial fuel savings, improved energy efficiency and contributed meaningfully to lowering the refinery's carbon footprint.



Bina Refinery, through the implementation of 12 ENCON schemes, achieved annual energy savings of 16,123 MTOE and reduction of 0.052 MMTCO₂e emissions, marking a significant improvement in operational efficiency and environmental performance. Key initiatives included replacing the DCU fired heater with a plate-type Air Pre-heater (APH), optimising turbine RPM for steam and power efficiency, upgrading to energy-efficient AFC blades and streamlining captive power generation by operating a single CFBC boiler instead of two.



Energy Savings

Through our various energy conservation and energy efficiency improvement-related initiatives across operating locations, we have saved 1681.11 thousand GJ energy in the reporting year.

Energy Savings ('000 GJ)

| Locations | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|------------|------------|------------|------------|------------|------------|
| Refineries | 1,680.09 | 4,125.73 | 160.09 | 520.37 | 205.76 |
| Other BU's | 1.56 | 1.52 | 1.28 | 1.14 | 3.16 |



India Energy Week – India Net Zero Pavillion

At the India Energy Week 2025 held in February 2025 on the theme “Reimagining the Future of Energy in India, for the World”, we hosted one of 9 pavilions, the “India Net Zero Zone”. We demonstrated our leadership in driving India’s transition towards a sustainable and net-zero energy future. Through interactive displays, videos, and immersive experiences, the pavilion demonstrated the significant strides made by the Oil and Gas PSUs in reducing their carbon footprint and advancing towards Scope 1 and 2 netzero emissions. The pavilion served as an engaging platform for industry stakeholders, policymakers, and the public to connect with India’s vision for a smarter, safer, and more sustainable energy landscape.

At the India Energy Week 2025, we also highlighted a series of significant innovations, including the Solar-Wind-Energy Storage at Net Zero Retail Outlet, harnessing wave energy as a renewable power source, and an advanced technology for CO₂ capturing and conversion to CaCO₃ under ambient conditions. These initiatives earned widespread appreciation from industry leaders and stakeholders in the oil and gas sector.

Solar-Wind Energy Storage at Net Zero Retail Outlet:

The initiative pilots innovative wind-energy generation in low-wind areas, including capturing wind produced by moving vehicles through strategically placed Vertical Axis Wind Turbine (VAWT) along highway medians. The project establishes a new benchmark for decarbonizing highway retail outlets and similar locations, creating a scalable model that strengthens BPCL’s leadership in sustainability and renewable energy. Its core aim is to eliminate DG operations and reduce dependence on grid electricity by 95%.

Renewable Power from ocean waves:

In collaboration with M/s Eco Wave of Israel, we have planned a 100 kW wave energy pilot installation at our Mumbai facility. The working principle is based on converting the motion of the waves containing significant amount of energy, into usable electrical power. Its robust design and low maintenance requirements make it particularly well-suited for India’s coastal conditions.

Advanced CCU technology:

We have entered agreement with M/s UrjanovaC, an IIT-Bombay startup to scale up the CCU technology which offers sustainable, scalable, and energyefficient capture of CO₂ and conversion into CaCO₃, resulting in emission reduction and contributing to net zero goals. The solution utilises water as a medium under ambient conditions for conversion of CO₂ to CaCO₃.



Emissions Management

Material Issue Covered

GHG and Other Emissions

As the urgency to address climate change intensifies, we are making significant strides towards a sustainable future through our commitment to achieve Net-Zero for our Scope 1 and Scope 2 GHG emissions by 2040. This ambitious goal not only reflects our proactive stance on environmental stewardship but also aligns with the global momentum for climate action.

We are committed to leading the transition to a low-carbon future while reducing our environmental footprint. Recognising our responsibility in shaping a sustainable energy landscape, we diligently track GHG emissions across all our operational sites and emphasise transparent reporting. The GHG accounting encompasses

Scope 1 (direct), Scope 2 (indirect) and Scope 3 (other) emissions, supporting our dedication to sustainability and global climate goals.

To achieve our Net-Zero objective, we have performed an extensive analysis of our operations, identifying both short-term and long-term strategies for substantial emissions reductions. Central to our strategy is the increase in renewable energy utilisation, supported by initiatives such as Green Hydrogen, Compressed Biogas and Carbon Capture, Utilisation and Storage (CCUS). With a robust roadmap established, we are prepared to make phased investments of approximately ₹1 Lakh Crore by 2040, ensuring a sustainable future for generations to come.

Total GHG Emissions (TMTCO₂e)

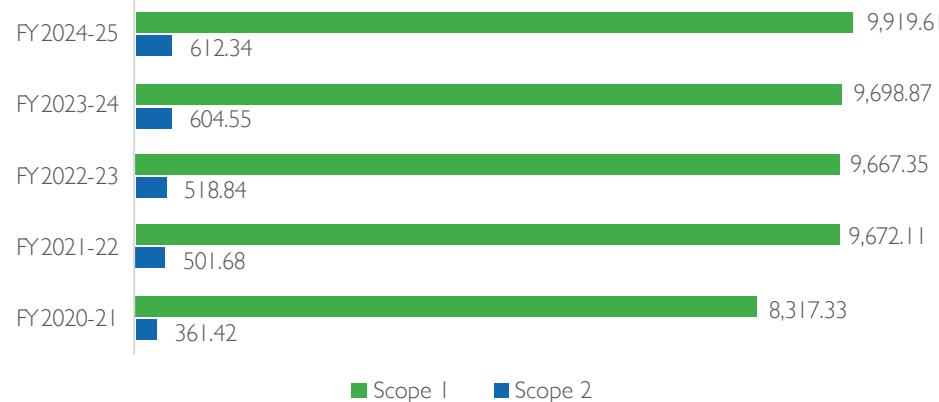
| Scope | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|--|---------------------|--------------------|--------------------|--------------------|--------------------|
| Scope 1 | 9,937.38* | 9,714.87 | 9,683.45 | 9,692.22 | 8,342.03 |
| Scope 2 - location based | 857.34 | 815.69 | 720.98 | 686.81 | 562.51 |
| Scope 1+2 - location based | 10,794.72* | 10,530.56 | 10,404.44 | 10,379.03 | 8,904.53 |
| Scope 3 | 1,58,807.14 | 1,59,250.82 | 1,41,175.24 | 1,23,438.43 | 1,12,685.26 |
| Total location based | 1,69,601.86* | 1,69,781.38 | 1,51,579.68 | 1,33,817.46 | 1,21,589.79 |
| Biogenic Scope 1 Emissions (MTCO ₂ e) | 9.1 | 5.52 | 5.54 | 6.06 | 5.11 |

*Note: The Scope 1 emissions figure has increased by 1.42 TMTCO₂e wrt to the one reported in BRSR FY 2024-25 due to addition of methane emissions from Kochi Refinery.

Note: Emissions are categorised into Scope 1 (direct emissions from stationary combustion, mobile combustion, fugitive emissions) and Scope 2 (indirect emissions from purchased electricity). Scope 1 includes emissions from fuels used in operations, company owned vehicles and refrigerant leaks. For Scope 1 emission calculations, emission factors from the 2006 IPCC Guidelines and GWP values from the IPCC AR6 report were used. Scope 2 location-based emissions are reported using a location-based approach, applying the Central Electricity Authority's grid emission factor (Version 20.0). Scope 3 Emissions Calculation Methodology is aligned with the GHG Protocol Standard. We currently report emissions under four relevant and material Scope 3 categories, using BRSR accepted emission factors and standardised methodologies. More details on GHG Emission Methodology are provided in the Annexure.



Scope 1 & Scope 2 emissions (TMTCO₂e)- Refineries



■ Scope 1 ■ Scope 2

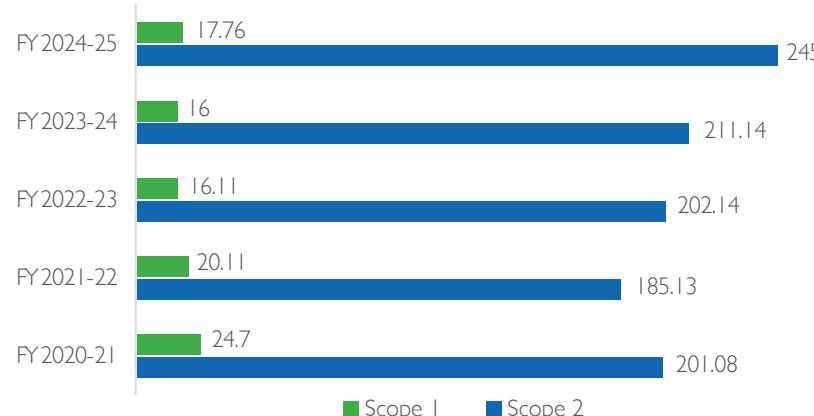
Scope 1 Emission Intensity (MTCO₂e/MT)



Scope 2 location based Emission Intensity (MTCO₂e/MT)



Scope 1 & Scope 2 emissions (TMTCO₂e)- Other BUs



■ Scope 1 ■ Scope 2

BU-wise Scope 1 GHG emissions in FY 2024-25 (TMTCO₂e)

| Particulars | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|------------------------|------------------|-----------------|-----------------|-----------------|-----------------|
| Refineries | 9,919.61* | 9,698.87 | 9,667.35 | 9,672.11 | 8,317.33 |
| Other BUs | 17.76 | 16 | 16.11 | 20.11 | 24.7 |
| Total emissions | 9,937.38* | 9,714.87 | 9,683.45 | 9,692.22 | 8,342.03 |

*Note: The Scope 1 emissions figure has increased by 1.42 TMTCO₂e wrt to the one reported in BRSR FY 2024-25 due to addition of methane emissions from Kochi Refinery.



BU-wise Scope 2 GHG emissions in FY 2024-25 (TMTCO₂e)

| Particulars | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|------------------------|---------------|---------------|---------------|---------------|---------------|
| Refineries | 612.34 | 604.55 | 518.84 | 501.68 | 361.42 |
| Other BUs | 245.00 | 211.14 | 202.14 | 185.13 | 201.08 |
| Total emissions | 857.34 | 815.69 | 720.98 | 686.81 | 562.51 |

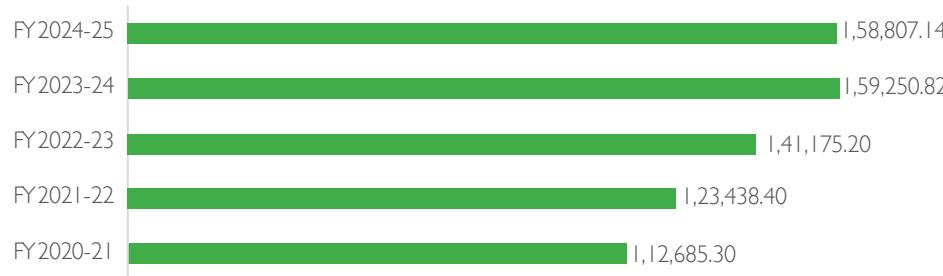
Scope 1+ Scope 2 GHG emissions (in TMTCO₂e)

| Particulars | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|------------------------|------------------|------------------|------------------|------------------|-----------------|
| Refineries | 10,531.95 | 10,303.42 | 10,186.19 | 10,173.79 | 8,678.75 |
| Other BUs | 262.76 | 227.14 | 218.25 | 205.24 | 225.78 |
| Total Emissions | 10,794.71 | 10,530.56 | 10,404.44 | 10,379.03 | 8,904.53 |

Emissions Intensity (Scope 1 and 2)

| Particulars | Unit | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|--------------------------|--|------------|------------|------------|------------|------------|
| Refineries | MtCO ₂ e/Mt of production | 0.26 | 0.26 | 0.26 | 0.27 | 0.27 |
| Other BUs | MtCO ₂ e/Mt of Sales throughput | 0.005 | 0.004 | 0.005 | 0.005 | 0.006 |
| Total Emission Intensity | MtCO ₂ e/Mt of Sales throughput | 0.265 | 0.264 | 0.265 | 0.275 | 0.276 |

Scope 3 emissions



Category-wise Scope 3 GHG emissions

| Category (TMTCO ₂ e) | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|--|---------------------|----------------------|-------------------|-------------------|-------------------|
| Category 4: Upstream Transportation and Distribution | 441.18 | 359.31 | 486.38 | 314.22 | 282.56 |
| Category 6: Business Travel | 6.30 | 5.47 | 4.46 | 1.21 | 0.63 |
| Category 9: Downstream Transportation and Distribution | 642.76 | 606.87 | 598.4 | 536 | 721.07 |
| Category 11: Use of Sold Products | 1,57,716.90 | 1,58,279.17 | 1,40,086 | 1,22,587 | 1,11,681 |
| Total | 1,58,807.14* | 1,59,250.82** | 1,41,175.2 | 1,23,438.4 | 1,12,685.3 |

*Note: The detailed Scope 3 GHG emissions methodology is provided in Annexure

** Note: The final numbers are updated after reconciliation.

Scope 3 Emission Intensity (MTCO₂e/MT)



Methane Emissions

Despite the minimal methane emissions from downstream oil and gas operations, it is widely recognised that methane plays a significant role in GHG emissions. In our operations, methane is included in the fuel gas stream linked to refinery activities. As per the guidelines outlined in American Petroleum Institute's (API) GHG Compendium 2009, a stationary emissions factor of 0.5% is utilised to evaluate potential methane emissions arising from these operations. The objective of this strategy is to capture any methane emissions that may occur due to possible leaks. It is important to highlight that all flare losses are released through refinery stacks after successful combustion. Alongside implementing stringent measures to minimize methane emissions, we are also concentrating on developing more precise methods for monitoring and capturing these emissions. Presently, initiatives are underway to mitigate losses during the transportation and storage of natural gas.

Methane Emission Reduction System

1. We perform Leak Detection and Repair (LDAR) procedures on various pipelines to avert leaks.

2. Unconverted methane-rich gas is redirected back into the Hydrogen Generation Unit (HGU) to serve as the primary fuel in the reformer furnace, utilising vapour recovery systems.
3. Continuous monitoring of excess oxygen levels in the stacks is conducted to ensure the complete combustion of methane in process heaters and gas turbines, thus decreasing hydrocarbon emissions, including methane.
4. To minimise the release of RLNG into the atmosphere due to leaks, a Leak Detection and Repair (LDAR) Survey is regularly conducted at the RLNG skid, fuel gas network and HGU in accordance with General Statutory Rule (GSR) 186 (E) of the Environment (Protection) Act, 1986.

Methane Emissions across Refineries (MTCO₂e)

| Refinery | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Mumbai Refinery | 1,296.81 | 1,301.72 | 1,260.00 | 1,241.42 | 1,117.96 |
| Kochi Refinery | 1,419.88 | 1,502.51 | 1,380.40 | 1,334.16 | 1,143.46 |
| Bina Refinery | 636.39 | 610.96 | 671.72 | 644.00 | 530.12 |
| Total | 3,353.08 | 3,415.19 | 3,312.12 | 3,219.58 | 2,791.54 |



Air Quality Management

Material Issue Covered

GHG and Other Emissions

As a prominent entity in the oil and gas sector, we recognise the possible effects of its activities on air quality and is dedicated to addressing the issue with responsibility. To reduce air emissions, we are instituting stringent measures and consistently monitoring air quality in the vicinity of our facilities. We engage in numerous initiatives to adhere to National Ambient Air Quality Standards (NAAQS) and meet our legal responsibilities concerning Ambient Air Quality (AAQ) criteria. Our refineries are outfitted with state-of-the-art emission control technologies, ensuring efficient management of pollutants.

Air Emissions (MT)

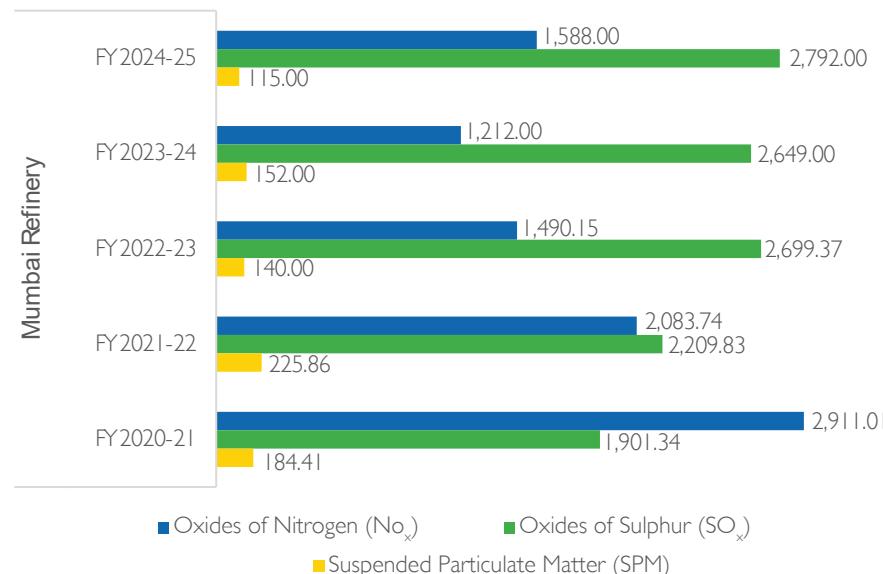
| Air Emissions | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|------------------------------|------------|------------|------------|------------|------------|
| NO _x | 6,877.12 | 6,293.23 | 7,232.47 | 9,502.06 | 5,395.03 |
| SO _x | 10,631.75 | 14,993.00 | 8,595.88 | 12,462.81 | 7,681.15 |
| Suspended Particulate Matter | 542.42 | 904.68 | 775.90 | 1,328.87 | 872.27 |

Other Air Emissions (MT) - Refinery-wise

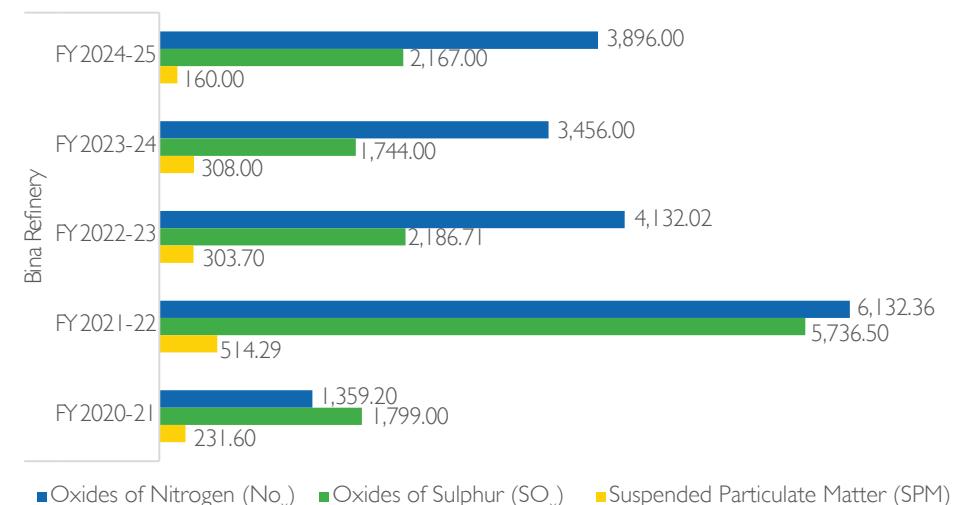
| Other Air Emission in Refineries (MT) | Mumbai Refinery | | | | | Kochi Refinery | | | | | Bina Refinery | | | | |
|---------------------------------------|-----------------|------------|------------|------------|------------|----------------|------------|------------|------------|------------|---------------|------------|------------|------------|------------|
| | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
| Oxides of Nitrogen (NO _x) | 1,588.00 | 1,212.00 | 1,490.15 | 2,083.74 | 2,911.01 | 1,393.00 | 1,565.00 | 1,610.30 | 1,285.96 | 1,124.82 | 3,896.00 | 3,456.00 | 4,132.02 | 6,132.36 | 1,359.20 |
| Oxides of Sulphur (SO _x) | 2,792.00 | 2,649.00 | 2,699.37 | 2,209.83 | 1,901.34 | 5,673.00 | 10,547.00 | 3,709.80 | 4,516.48 | 3,980.81 | 2,167.00 | 1,744.00 | 2,186.71 | 5,736.50 | 1,799.00 |
| Suspended Particulate Matter (SPM) | 115.00 | 152.00 | 140.00 | 225.86 | 184.41 | 268.00 | 426.00 | 332.20 | 588.72 | 456.26 | 160.00 | 308.00 | 303.70 | 514.29 | 231.60 |



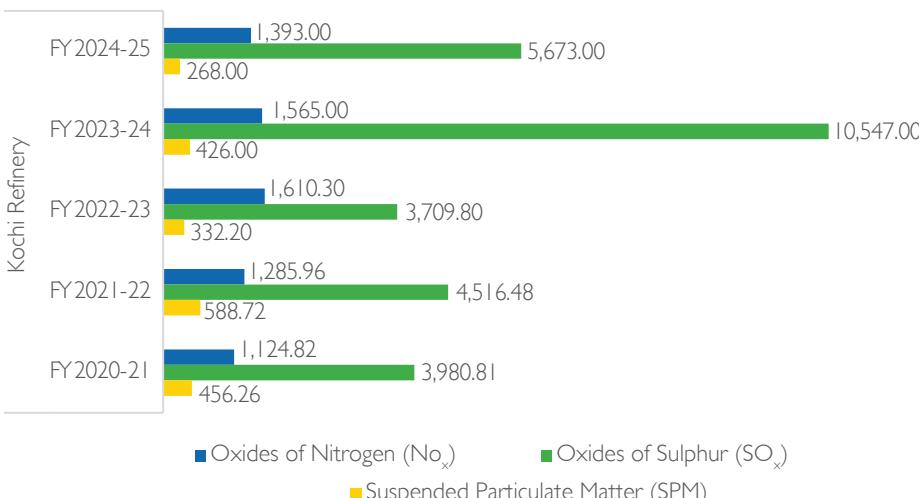
MR - Other Emissions (MT)



BR - Other Emissions (MT)



KR - Other Emissions (MT)



Ozone Depleting Substances (ODS)

We also monitor the Ozone Depleting Substances (ODS) present in the air surrounding our facilities. These are chemicals such as chlorofluorocarbons, hydrochlorofluorocarbons and halons that destroy Earth's ozone layer. It is essential for us to monitor and manage our ODS emission to ensure regulatory compliance and to prevent reputational damage and process inefficiencies.

Emissions of ODS (CFC - 11e)

| Refinery | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|-----------------|---------------|---------------|---------------|--------------|---------------|
| Mumbai Refinery | 22 | 36.3 | 20.19 | 30.53 | 34.65 |
| Kochi Refinery | 668.08 | 68.04 | 1072.67 | 351.18 | 283.14 |
| Bina Refinery | 7.7 | 40.11 | 27.54 | 16.89 | 16.89 |
| Total | 697.79 | 144.45 | 1120.4 | 398.6 | 334.68 |



Monitoring of Ambient Air Quality

Our refineries and various business units (BUs) conduct routine assessments of ambient air quality parameters, such as Particulate Matter (PM) 2.5, Particulate Matter (PM) 10, Persistent Organic Pollutants (POPs), Volatile Organic Compounds (VOCs) and Hazardous Air Pollutants (HAP), etc., as required by the relevant Pollution Control Boards (PCBs). The recorded values have consistently stayed within the established limits year after year.

Ambient Air Quality at Refineries

| Refineries (mg/cm ³) | MR | KR | BR | NAAQS Limit |
|----------------------------------|-------|-------|-------|-------------|
| PM 2.5 | 37.88 | 32.76 | 35.58 | 60 |
| PM 10 | 63.02 | 51.73 | 67.42 | 100 |

Our refineries demonstrated a strong commitment to Sustainability through installation of a new [Continuous Ambient Air Quality Monitoring System \(CAAQMS\)](#) to align with NAAQS requirements. The Refineries' Instrumentation team led the project reinforcing the refineries's dedication to safeguarding the surrounding community and environment by adopting advanced monitoring technology.

Vapour Recovery System

In order to adhere to the standards set by the CPCB, an Efficient Vapour Recovery System (VRS) has been implemented at operational sites and retail outlets to capture volatile organic compounds that contribute to air pollution. We have deployed VRS stage 1B at Retail Outlets that sell over 300 KLPM and are situated in cities with populations ranging from 1,00,000 to 1 Million. VRS stage II has been installed at all of our retail outlets that sell more than 100 KLPM and are located in cities with populations exceeding 1 Million. By March 2025, we had installed VRS Stage 1A at 41 of our storage terminals, as

per statutory requirements. To fulfill these requirements, our Central Research and Development Center (CRDC) has devised an innovative approach to effectively reduce gasoline emissions. This achievement was made possible through a rigorous process that involved modeling, simulation and testing. The foundation of this advanced technology is a refrigeration cycle that functions at low temperatures, encompassing both non-cryogenic and cryogenic methods. This cycle effectively minimises fuel loss and volatile organic compound (VOC) emissions by condensing hydrocarbon vapour within a heat exchanger chamber. A comprehensive strategy that integrated simulations and experimental work was employed to develop the optimal process design and operational parameters. An impressive [hydrocarbon recovery efficiency exceeding 85% by weight has been attained](#). The performance and reliability of the unit have been validated through testing and monitoring conducted by external laboratories accredited by the Ministry of Environment, Forests and Climate Change (MoEF&CC).



Vapour Recovery System



Flaring Management at BPCL refineries

All BPCL Refineries aspire to target zero flaring and have implemented flaring reduction activities to meet this aspiration.

Mumbai Refinery

Flare reduction measures at Mumbai refinery currently involve daily tracking of flare losses across individual units. Two flare gas recovery compressors have been installed at the refinery to maximise gas recovery and minimise flaring.

Bina Refinery

Bina Refinery has minimised flaring with the Flare Gas Recovery System (FGRS) implemented at the refinery. The flare control systems are monitored daily and regular Pressure Safety Valves (PSV) leak surveys are carried out to ensure safe, efficient and compliant operations. Any abnormality is promptly addressed and systematically to help minimise flaring while enhancing overall operational performance.

Kochi Refinery

Current flare reduction efforts include operating the FGRS to capture and reuse flare gas, carrying out daily flare emission monitoring with dedicated meters and conducting routine PSV leak surveys. Additionally, alternative depressurisation routes for equipment are being adopted to further reduce flaring volumes and associated emissions.

Flare Gas recovered from Flare Gas Recovery System (FGRS) in (MT)

| Location | FY 2024-25 | FY 2023-24 | FY 2022-23 |
|--------------|--------------|--------------|--------------|
| MR | 1,055 | 1,727 | 1,872 |
| KR | 2,649 | 2,653 | 3,179 |
| BR | 2,029 | 4,204 | 2,278 |
| Total | 5,733 | 8,494 | 7,329 |



Water Management & Resilience

Material Issue Covered
Water Management

Effective water management and resilience are essential for us to ensure operational reliability and environmental sustainability. Water plays an important role in refining, cooling and processing, making its efficient utilisation vital for maintaining productivity. As global water scarcity becomes more severe, optimising water usage, recycling wastewater and protecting local water resources are key strategies to minimise environmental impact and prevent community conflicts.

Enhancing water resilience also helps to reduce operational disruptions caused by supply risks, ensures compliance with regulations and improves our reputation as a responsible organisation dedicated to sustainable resource management.

Our approach to water management emphasises the efficient utilisation of water, reduction and adequate treatment of wastewater ensuring utmost water quality standards of recycled water before discharge.



Goals, Targets & Actions – Water

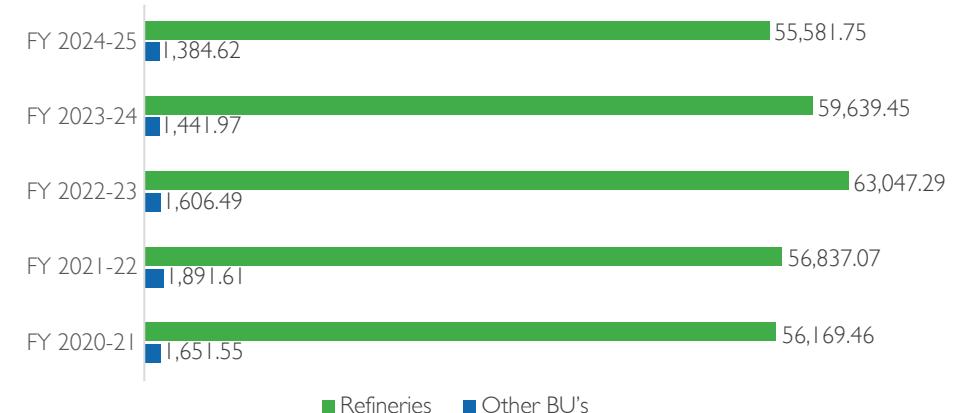
| Goals, Targets & Actions Taken by BPCL | Progress in FY 2024-25 |
|---|--|
| ➤ We aim to enhance wastewater treatment processes to achieve ZLD at our facilities. | ➤ Bina Refinery maintains Zero Liquid Discharge (ZLD) norms. |
| ➤ To ensure compliance with effluent and waste discharge regulations and minimise pollution from the refineries | ➤ Remaining Refineries are striving to achieve ZLD with optimisation of water consumption and wastewater recycling. |
| ➤ Partnership with local governments and neighboring industries | ➤ Mumbai Refinery collaborated with Rashtriya Chemicals & Fertilizers (RCF) to establish an STP for recycling of wastewater. |
| ➤ 5% additional reduction of freshwater usage and plant specific water efficiency improvements. | ➤ All refineries (MR, KR and BR) have a robust ETP & STP with advance treatment processes for recycling of treated wastewater. |
| | ➤ 10,343 TKL wastewater was recycled during the reporting year. |

Water Withdrawal

Our water withdrawal methods are structured to be sustainable, with no alterations in storage levels or negative impact on local water sources. The

Mumbai Refinery uses seawater water supplied by Brihanmumbai Municipal Corporation and also utilises treated water from the STP established in partnership with RCF. Bina and Kochi withdraw water from the Betwa and Periyar rivers respectively through pumps.

Water Withdrawal (in TKL)



Water Withdrawal (in TKL) - from all areas by source

| Parameter | FY 2024-25 | | FY 2023-24 | | FY 2022-23 | | FY 2021-22 | | FY 2020-21 | |
|-----------------------|------------------|-----------|------------------|-----------|------------------|-----------|------------------|-----------|------------------|-----------|
| | Refineries | Other BUs |
| Surface Water | 30,156.34 | 36.65 | 27,537.00 | 15 | 28,164.50 | 21.82 | 26,320.11 | 34.96 | 23,861.37 | 48.05 |
| Ground Water | 0.00 | 508.30 | 0 | 483 | 0 | 658.12 | 0 | 985.59 | 0 | 760.16 |
| Sea Water | 18,094.40 | 0.00 | 25,652.00 | 0 | 28,329.60 | 0 | 24,936.60 | 1.29 | 25,961.00 | 0.29 |
| Rainwater | 1,001.21 | 40.15 | 600.81 | 38.97 | 583.65 | 20.5 | 330.9 | 53.58 | 178.18 | 51.74 |
| Third-party Water | 4,046.62 | 799.52 | 3,660.00 | 905.00 | 3,741.78 | 906.05 | 3,131.26 | 816.19 | 4,608.91 | 791.31 |
| Through RCF STP water | 2,283.18 | | 2,189.64 | 0 | 2,227.76 | 0 | 2,118.20 | 0 | 1,560.00 | 0 |
| Grand Total | 56,966.36 | | 61,081.45 | | 64,653.83 | | 58,728.69 | | 57,821.01 | |



Water Withdrawal (in TKL) - from Water Stress Areas by source

| Parameter | FY 2024-25 | | FY 2023-24 | | FY 2022-23 | | FY 2021-22 | | FY 2020-21 | |
|--------------------|------------------|-----------|------------------|-----------|------------------|-----------|------------------|-----------|------------------|-----------|
| | Refineries | Other BUs |
| Surface Water | 30,156.34 | 0 | 27,537.43 | 0 | 28,164.50 | 0 | 26,370.37 | 0 | 23,861.37 | 0 |
| Ground Water | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 |
| Sea Water | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 |
| Rainwater | 939.18 | 0 | 547.59 | 0 | 1,101.65 | 0 | 760.29 | 0 | 596.27 | 0 |
| Third-party Water | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 |
| Grand Total | 31,095.52 | | 28,085.02 | | 29,266.15 | | 27,130.66 | | 24,457.64 | |

*Note: For Water stress, we have identified significant locations (Bina and Kochi refineries) based on the WRI Aqueduct tool

In line with GRI standards, we plan to enhance our water management reporting by segregating total water withdrawal and discharge into two categories: Fresh Water (<1000 mg/L) and Other Water (>1000 mg/L).

Managing water stress is essential for sustainable management and reducing environmental impact. Our approach emphasises comprehensive evaluations of water usage, the application of efficient conservation techniques and the allocation of resources towards optimisation technologies. This forward-looking strategy not only guarantees a reliable water supply but also mitigates operational risks and enhances the resilience of ecosystems.

We mapped all operational locations at the district level and assessed their water stress status using the WRI Aqueduct Water Risk Atlas. Locations with water stress greater than 80% were classified as "Extremely High" and 40-80% were classified as "High" water stress areas. Based on this assessment, 175 marketing locations (Aviation- 43; Pipelines- 20; Retail- 66; LPG- 44; and Lubricants- 2) and two refinery locations, Kochi and Bina, fall under the category of Extremely High & High water stress areas. For marketing locations in water-stressed areas, the average water withdrawal, consumption and discharge levels were 5,308.24 kL, 5,154.49 kL and 153.75 kL respectively. Among all identified BPCL locations in water-stressed areas, Bina and Kochi refineries have significantly higher water withdrawal and consumption levels compared to marketing locations.

Water Consumption

As global environmental issues become more critical, the sustainable management of natural resources has emerged as a critical component of corporate responsibility. In the oil and gas sector, freshwater is an essential yet limited resource, vital for various operational activities such as drilling, hydraulic fracturing and cooling systems. The growing emphasis on environmental stewardship

Water Consumption (in TKL)



requires a thorough understanding of wastewater discharge and the recycling of water for refineries and other business units, along with strategic management of freshwater usage. By optimising freshwater consumption and exploring alternative solutions, We strive to reconcile operational requirements with the necessity of protecting essential water resources. During the year, **We have recycled and reused wastewater equivalent to 10,343 thousand kL** to replace freshwater. We conduct regular water audits at our facilities to enhance the understanding and

monitoring of water usage across all locations. With activities such as optimisation of cooling tower Cycles of Concentration (COC), implementation of cooling water treatment programme in cooling towers, operating only critical turbines at refinery units, reducing back-wash frequency of non-critical exchangers, etc., that result in water savings at refineries, we demonstrate our commitment to achieving water neutrality at our refineries.

Water Consumption (in TKL)

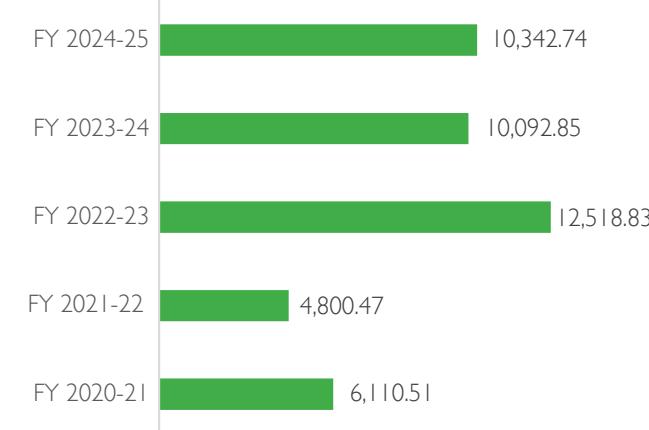
| Parameter | FY 2024-25 | | FY 2023-24 | | FY 2022-23 | | FY 2021-22 | | FY 2020-21 | |
|--|------------|-----------|------------|-----------|------------|-----------|------------|-----------|------------|-----------|
| | Refineries | Other BUs |
| Total water consumption from all areas | 34,745.49 | 1,340.05 | 33,277.36 | 1,407.19 | 33,744.62 | 1,564.67 | 29,857.71 | 1,854.77 | 28,638.59 | 1,577.53 |
| Total water consumption from areas with water stress | 27,448.95 | 0 | 26,412.57 | 0 | 24,760.59 | 0 | 22,372.48 | 0 | 7,561.53 | 0 |

Water Recycling

The recycling of wastewater is essential for sustainable water management, as it allows for the treatment and reuse of wastewater across multiple applications. This approach not only conserves water but also alleviates the strain on freshwater resources and reduces environmental impact. **All of our refineries are outfitted with ETPs** that comply with Minimum National Standard quality requirements, enabling the repurposing of treated wastewater for gardening, domestic use and secondary purposes, thereby demonstrating our commitment to responsible water management.

Water Recycling Initiatives

Water Recycled (TKL)



Mumbai Refinery's Sewage Water Recycling Initiative

In 2019, Mumbai Refinery established STP in partnership with Rastriya Chemicals & Fertilizers (RCF), boasting a capacity of 22.5 MLD for municipal sewage treatment. This collaboration produced 15 MLD of treated water with BPCL consuming 6 MLD and RCF 9 MLD. In FY 2024-25, BPCL's Mumbai Refinery significantly reduced its reliance on municipal freshwater by utilising 2,283.18 TKL of STP water from RCF.



Water Discharge

Effective management of water discharge is crucial for minimising environmental impacts and ensuring the sustainability of our operations. In the oil and gas industry, it is vital to control the discharge of water used in various processes to prevent contamination and protect local ecosystems. By implementing best practices and innovative technologies, we are committed to responsibly managing water discharge, thereby preserving water quality and safeguarding aquatic habitats.

Water Discharged (in TKL)

| Parameter | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|--|------------|------------|------------|------------|------------|
| Total water discharge to all areas by destination | | | | | |
| To Surface Water | 3,646.61 | 1,993.00 | 1,057.87 | 2,078.31 | 2,867.92 |
| To Groundwater | 24.03 | 18 | 0 | 0 | 0 |
| To Seawater | 17,189.68 | 24,370.00 | 28,330.03 | 24,937.89 | 24,736.97 |
| Sent to Third Parties | 0 | 0 | 0 | 0 | 0 |
| Others | 20.51 | 16 | 0 | 0 | 0 |

Note: In near future, we aim to strengthen our water management reporting in alignment with GRI standards by categorising total water withdrawal and discharge into two distinct groups: Fresh Water ($\leq 1,000$ mg/L TDS) and Other Water ($> 1,000$ mg/L TDS)

Wastewater discharge and water recycled for Refineries and other (in TKL)

| Parameter | Refineries | | | | | | Other BU's | | | | | | Total | | |
|-------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
| Wastewater Discharged | 20,836.26 | 26,361.76 | 29,345.98 | 26,979.36 | 27,530.87 | 44.57 | 35.24 | 41.82 | 36.84 | 74.02 | 20,880.83 | 26,397.00 | 29,387.80 | 27,016.20 | 27,604.89 |
| Water Recycled / Reused | 10,235.09 | 10,092.85 | 12,518.83 | 4,800.47 | 6,110.51 | 107.64 | 105.97 | 121.88 | 129.78 | 136.82 | 10,342.73 | 10,198.82 | 12,640.71 | 4,930.25 | 6,247.33 |

Rainwater Harvesting

We have been consistently striving to enhance the capacity of Rainwater Harvesting (RWH) in order to lessen our reliance on alternative sources of fresh water. The overall catchment area designated for RWH has expanded from 13.49 lakh sqm to 14.33 lakh sqm, resulting in a conservation of 1,041 TKL of water during FY 2024-25. We are also executing the recommendations from the RWH study conducted at the Mumbai Refinery, aimed at increasing the proportion of fresh water sourced from rainwater and decreasing its dependence on the Brihanmumbai Municipal Corporation.



Effluent Management

All of our refineries are outfitted with extensive ETPs. These facilities are crucial for processing effluents to comply with the rigorous quality standards set by the MINAS. As a result, there is no noticeable impact from refinery operations on the surrounding environment and biodiversity.



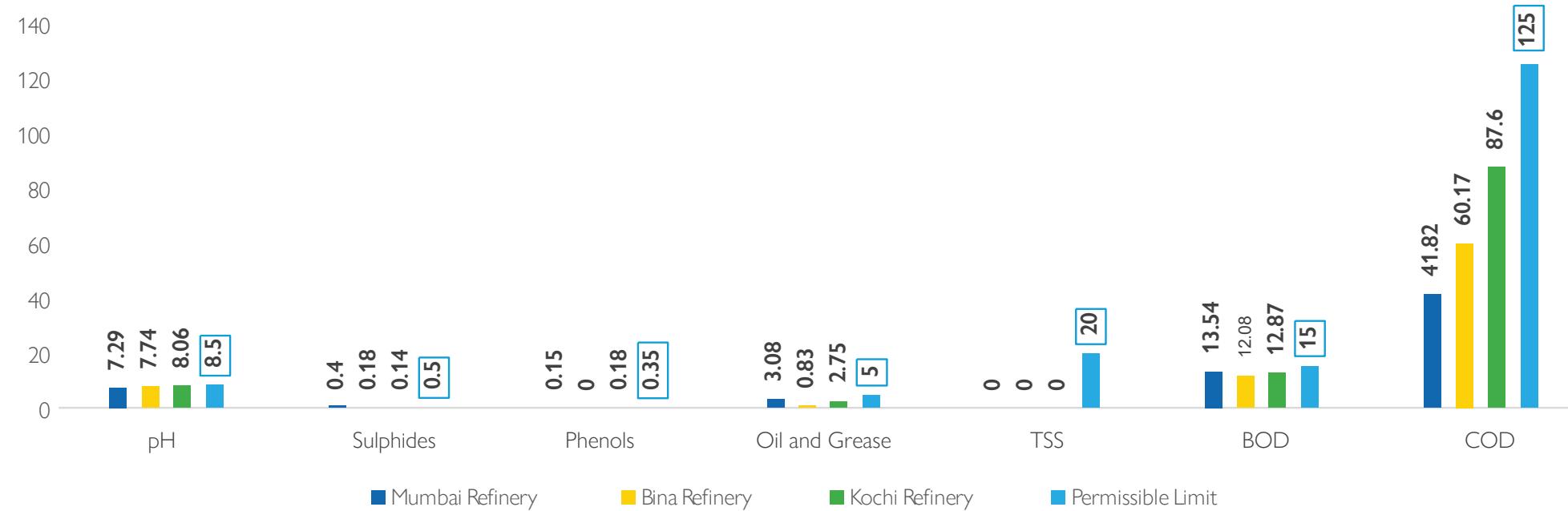
To mitigate any effects in Coastal Regulation Zone (CRZ) areas, the following measures are implemented:

- There is no discharge of process water in the creek area.
- Seawater utilised as cooling water is returned to the sea along with stormwater, adhering to CRZ regulations.
- Oil Water Separators (OWS) and ETPs installed at marketing operational sites to guarantee that wastewater discharge aligns with the water consent granted by the State Pollution Control Board (SPCB).

Water Quality post Effluent Treatment (mg/L)

| Parameter | Permissible Limit | Mumbai Refinery | Bina Refinery | Kochi Refinery |
|---------------------------------|-------------------|-----------------|---------------|----------------|
| pH | 6-8.5 | 7.29 | 7.74 | 8.06 |
| Sulphides | 0.5 | 0.4 | 0.18 | 0.14 |
| Phenols | 0.35 | 0 | 0.18 | 0.35 |
| Oil and Grease | 5 | 3.08 | 0.83 | 2.75 |
| Total Suspended Solids (TSS) | 20 | 0 | 0 | 0.00 |
| Biochemical Oxygen Demand (BOD) | 15 | 13.54 | 12.08 | 12.87 |
| Chemical Oxygen Demand (COD) | 125 | 41.82 | 60.17 | 87.6 |

Treated Effluent Water Quality vis-à-vis Statutory Standard (All units are in mg/lit except pH)



Zero Liquid Discharge at Refineries

Mumbai Refinery

Mumbai Refinery has implemented several measures to minimize external water discharge, including recycling of water from the ETP. Additionally, The STP in collaboration with RCF enables the reuse of treated water as raw cooling water, further enhancing water efficiency within the refinery. These initiatives demonstrate Mumbai Refinery's efforts towards achieving ZLD.



Kochi Refinery

At Kochi Refinery, effluent water is treated in the ETP and then recycled to the Reverse Osmosis-based Demineralisation (RODM) facility. Domestic wastewater is treated in two STPs, with the treated water subsequently recycled back to the ETP for reuse. The refinery is working toward achieving Zero Liquid Discharge (ZLD) by optimizing water consumption and increasing wastewater recycling.



Bina Refinery

Bina Refinery has achieved Zero Liquid Discharge (ZLD) through multiple initiatives, including a 9,000 KLD membrane-based ETP with physical, chemical and biological treatment, 100% recycling of treated water to the RO plant, treatment and reuse of stormwater and utilisation of high-TDS streams in the Dust Free Draining System.



Waste Management and Circular Economy

Material Issue Covered

Waste Management

Effective waste management is vital for an oil and gas company to ensure environmental compliance, operational efficiency and sustainable growth. The industry generates diverse waste streams including hazardous materials, sludge and process residues that require careful handling, treatment and disposal to prevent soil, water and air contamination. Adopting efficient waste segregation, recycling and recovery practices, can minimise landfill dependency, reduce environmental impact and optimise resource utilisation. Robust waste management systems help mitigate regulatory and reputational risks while supporting circular economy goals and demonstrating our commitment to responsible and sustainable operations.

We have implemented effective waste management practices and systems to ensure proper collection, segregation and disposal of waste generated from our operations. All waste generated across locations is recycled, disposed of or treated appropriately in compliance with the mandated norms and regulations established by the Ministry of Environment, Forest and Climate Change (MoEF&CC), Central Pollution Control Board (CPCB) and the State Pollution Control Board (SPCB). We also follow the 5R principles - Refuse, Reduce, Reuse, Repurpose and Recycle across all its operations.

Goals, Targets & Actions Taken by BPCL

1. To achieve 'Zero Waste to Landfill' certification for all refineries and marketing locations
2. To responsibly manage plastic waste
3. 100% of waste to be diverted from Disposal by 2030.

Progress in FY 2024-25

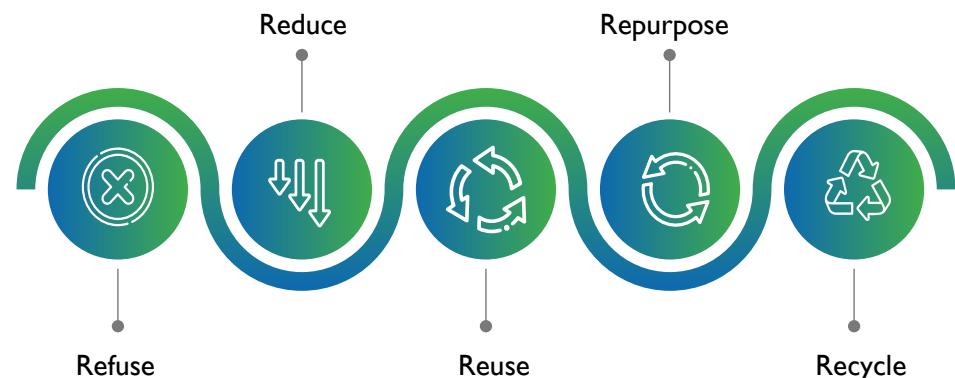
All the Refineries and Marketing locations have obtained ZWL certification and with this certification, we have become one of first Oil & Gas company to be ZWL certified company and which does not contaminate land due its operations in India.

Waste Generated (MT)

| Parameters | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|------------------------------------|--------------------|--------------------|-----------------|--------------------|--------------------|
| Refineries | | | | | |
| Hazardous Waste* | 45,620.87 | 2,06,211.25 | 1,47,796.69 | 1,49,091.14 | 97,308.07 |
| Non-hazardous Waste | 1,24,046.20 | 3,130.98 | 7,668.6 | 7,102.38 | 5,707.18 |
| Other BUs | | | | | |
| Hazardous Waste* | 6,537.29 | 5,994.77 | 4,956.93 | 11,485.20 | 8,346.58 |
| Non-hazardous Waste | 9,411.79 | 8,769.95 | 1,383.63 | 843.44 | 409.61 |
| Grand Total Waste Generated | 1,85,616.15 | 2,29,101.64 | 1,67,851 | 1,68,522.16 | 1,11,771.44 |

*Note: EPR credits equivalent to 5,551 MT and 4,891 MT of plastic waste for FY 2024–25 and FY 2023–24, respectively, have been reported only under waste generation and have not been included in waste diverted from disposal or waste diverted to disposal.

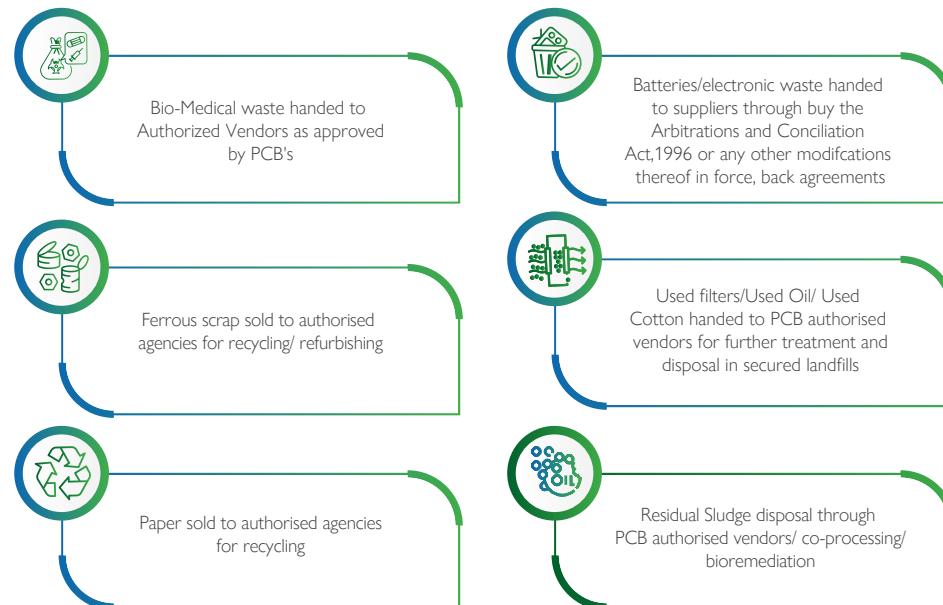
We adhere to the 5R principles



Waste diverted from Disposal by waste type (MT)

| Parameters | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|-------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Refineries | | | | | |
| Hazardous Waste | 31,672.23 | 2,02,883.24 | 1,38,639.31 | 1,32,218.94 | 93,497.97 |
| Non-hazardous Waste | 1,15,369.04 | 3,130.98 | 5,310.39 | 3,668.97 | 2,594.5 |
| Other BUs | | | | | |
| Hazardous Waste | 7,639.44 | 3,504.36 | 126.84 | 4,734.34 | 3,362.38 |
| Non-hazardous Waste | 1,974.44 | 8,769.95 | 3,741.84 | 1,183.58 | 840.59 |
| Grand Total Waste | | | | | |
| Diverted from Disposal | 1,56,655.15 | 2,18,288.53 | 1,47,818.48 | 1,41,805.83 | 1,00,295.44 |

Waste is either diverted from disposal through processes such as recycling, co-processing and bioremediation, or diverted to disposal through incineration, secure landfilling and other disposal methods as per the statutory requirements. Disposal and recycling of various waste categories is carried out by CPCB/SPCB-authorised waste vendors and Treatment, Storage and Disposal Facilities (TSDF).



Waste diverted from Disposal by destination (MT)

| Parameters | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|----------------------------------|--------------------|--------------------|--------------------|------------------|-----------------|
| Recycled | 1,26,215.73 | 1,27,763.00 | 1,58,143.00 | 12,146.65 | 5,204.46 |
| Re-used | 30,262.59 | 90,387.00 | 0.00 | 0.00 | 0.00 |
| Other recovery operations | 176.83 | 137.00 | 0.00 | 0.00 | 0.00 |
| Total | 1,56,655.15 | 2,18,287.00 | 1,58,143.00 | 12,146.65 | 5,204.46 |

Waste diverted to Disposal by waste type (MT)

| Parameters | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|---|------------------|-----------------|-----------------|-----------------|-----------------|
| Refineries | | | | | |
| Hazardous Waste | 3,318.16 | 3,328.01 | 2,711.14 | 3,123.86 | 2,066.60 |
| Non-hazardous Waste | 0 | 0 | 0 | 0 | 0 |
| Other BUs | | | | | |
| Hazardous Waste | 234.32 | 2,490.41 | 575.96 | 1,479.48 | 1,050.74 |
| Non-hazardous Waste | 0 | 0 | 0 | 0 | 0 |
| Total Waste diverted to disposal | 3,552.48* | 5,818.42 | 3,287.10 | 4,603.34 | 3,117.34 |

*Note: Waste diverted to disposal number have been updated from those reported in BRSR due to exclusion of 5,551 MT and 4891 MT of plastic waste, that was reclaimed through EPR.

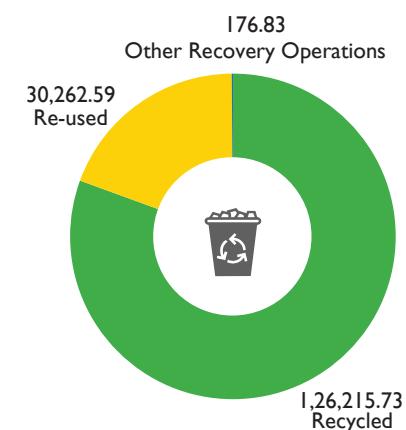


Waste diverted to disposal (MT)

| Parameters | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|----------------------------------|------------|------------|------------|------------|------------|
| Incineration | 351.68 | 1,280.00 | 2,390.00 | 0.00 | 0.00 |
| Landfilling | 3,113.06 | 3,057.00 | 4,143.00 | 0.00 | 0.00 |
| Other disposal operations | 87.74* | 6,374.00 | 3,176.00 | 7,879.35 | 6,790.51 |
| Total | 3,552.48* | 10,711.00 | 9,709.00 | 7,879.35 | 6,790.51 |

Note: Primary waste data is collected and categorised as per BRSR waste classifications. In the current reporting year FY 2024-25, waste generated exceeded waste recovered through recycling, re-using or other recovery operations and waste disposed. We have stored remaining waste in on-site storage facilities for recycling or disposal in the next cycle through proper waste management techniques.

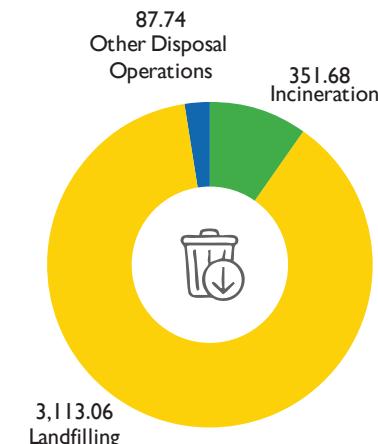
Waste Diverted from Disposal in FY 2024-25 (MT)



Certain non-hazardous waste types are not generated regularly, hence are stored on-site post-generation and disposed of through authorised vendors, only after a significant quantity is collected.

Plastics (including packaging): As a manufacturer of lubricants and packaging materials, we comply with our Extended Producer Responsibility (EPR)

Waste Diverted to Disposal in FY 2024-25 (MT)



commitments for the management of plastic waste generated from product sales. The Lubricants BU has obtained an EPR license for plastic packaging and has responsibly disposed of over 5,551 MT of plastic waste during FY 2024-25.

Kitchen waste: Refineries operate biogas facilities that transform kitchen waste into biogas for cooking purposes and the residual material is utilised as compost in gardens. Marketing sites also handle organic waste through mechanical composters or vermicomposting.

E-waste: We handle electronic waste in accordance with the E-waste Management Rules, 2022, supported by an internal waste management manual for operational sites. The IS Department is responsible for the centralised oversight of e-waste disposal. In FY 2024-25, 3.91 MT of e-waste was disposed of.

Hazardous waste: We ensure hazardous waste management and disposal are done in compliance with the Hazardous Waste Management Rules, 2016. The movement of waste from onsite storage, transportation of hazardous waste to disposal locations of authorised TSDF, recyclers or landfills and the disposal of the waste, is all recorded. We maintain all the relevant required documents, registers and forms submitted to the SPCBs along with maintaining waste data centrally on the CHSSE portal. Details of waste management of different types of hazardous waste are as follows:

➤ **Spent Catalyst:** Our refineries adhere to CPCB regulations by sending spent catalysts to authorised processors for metal recovery. Other solid hazardous waste is disposed of securely at SPCB-approved facilities that are equipped with impermeable linings and rain protection with regular monitoring of groundwater quality.

➤ **Slop oil:** Slop oil from process units is recycled through crude distillation, while at marketing and pipeline sites, it is reintroduced into products after quality assessments.



➤ **Oily Sludge:** In refineries, sludge obtained from equipment maintenance and turnarounds is processed in weathering pits, where residual oil is extracted using both mechanical and chemical methods. The remaining sludge is subsequently bioremediated, employing microorganisms to neutralize harmful substances. In accordance with the Hazardous Waste Rules 2016, the oil content is reduced to below 0.5% prior to final disposal. At marketing locations, oily sludge is managed either through incineration or bioremediation, as stipulated by the Hazardous Waste Management Rules.

Biomedical waste: Biomedical waste, primarily generated from Occupational Health Centers, is managed in compliance with the Bio-Medical Waste Management Rules, 2016, with disposal conducted by biomedical waste treatment facilities authorised by the SPCB.

Batteries: Batteries are disposed of through a registered recycler under a buy-back policy.

Fly Ash Waste: At Bina Refinery, fly ash produced from the combustion of pet coke/coal is supplied to cement plants and brick manufacturers for incorporation in cement and brick production in compliance with PCB guidelines.

Zero Waste to Landfill (ZWL)

ZWL serves as a well-established standard within the waste management sector, advocating for eco-friendly practices that seek to reduce waste destined for landfills. As a frontrunner in this field, We strive to avert soil pollution and have enlisted independent third-party evaluations to obtain ZWL certification for all our operational sites within the Refineries and Marketing divisions. It is of significance to note that we are one of the first entities the first entity in the Oil and Gas industry in India to have secured this certification, highlighting our commitment to sustainable practices and environmental responsibility.

Waste Plastic Road Project

Plastic waste disposal remains a major global challenge, with numerous attempts made to manage the issue. However, due to the complexity of mixed waste plastics, finding a sustainable and economically viable solution has remained difficult. This work presents a novel, environmentally responsible and cost-effective approach for managing mixed plastic waste. Conducted at an experimental scale, the process demonstrates the ability to handle almost all types of unsegregated plastic waste, excluding non-plastic materials. Depending on module size and thickness, [approximately](#)

[35 - 40 tonnes of plastic waste can be utilised per kilometre of a 6-meter road.](#) A successful trial was carried out at a BPCL location, showing that the product generates no secondary waste once used.

To validate the concept, mixed waste plastic collected from multiple sources was processed into modules for demonstration. We, in collaboration with Central Road Research Institute (CRRI), have developed a new patented product called "Geocell," currently undergoing feasibility trials. Several road stretches across BPCL and external locations have already incorporated around 300 metric tons of waste plastic. Field results highlight the potential of this solution to transform waste management into an economically attractive and environmentally beneficial model, without altering conventional road-construction materials or processes. The initiative supports the Swachh Bharat Mission, reduces GHG emissions and strengthens the circular economy.



Use of waste plastic modules in road construction



Use of Geocells prepared from waste plastic in road construction



Oil Spill Management

Effective oil/hydrocarbon spill management is important for us to safeguard ecosystems and ensure business continuity. Efficient prevention and response strategies reduce environmental harm, regulatory fines and reputational risks.

BPCL follows a four-phased oil spill management approach

PHASE 01

The initial phase is prevention, which entails the regular assessment of potential spill sources, educating personnel on spill prevention and emergency procedures and ensuring that equipment and storage facilities undergo routine inspections.

PHASE 03

In the case of a spill, the spill response team must be activated without delay and containment measures, such as the deployment of booms and absorbents, should be executed to prevent the oil from spreading. Cleanup operations should adhere to the established response plan.

PHASE 02

The subsequent phase is preparedness, which encompasses the development and updating of customised oil spill response plans, maintaining readily available spill response kits and equipment and conducting regular spill response drills to ensure that staff are well-acquainted with the procedures.

PHASE 04

Following the incident, recovery involves evaluating the environmental impact, communicating with stakeholders regarding the response and recovery efforts and meticulously documenting the incident and the actions taken.

Fibre optics-based Pipeline Intrusion Detection Systems (PIDS) have been implemented for the Mumbai-Kota segment of the cross-country pipeline network to ensure its safety. By end of the reporting year, 100% of the pipelines have been equipped with this technology. This real-time monitoring system designed to identify any unauthorised activity or pipeline, ensures a swift response and containment measures thus, significantly improving the safety and reliability of pipeline infrastructure. The PIDS system has successfully avoided 16 tapping

attempts across BPCL's pipeline network. **This advanced monitoring strategy has played a vital role in maintaining an outstanding record of zero Lost Time Accidents (LTA) and fatalities for 27 consecutive years.**

To avoid spills, we also use a combination of administrative and engineering controls. Administrative controls include regular training, clear SOPs, and on-site display of key instructions and indicators. Engineering controls include gauge indicators in tanks to prevent overfilling and oil spillage. Each tank is fitted with level indicators, and the control room continuously monitors fill levels. Alarms are configured at a predefined set level, and when the tank approaches the upper limit, the alarm triggers and the gauge indication prompts immediate operational action to prevent overfilling and potential spillage.

Adherence to our oil spill management and operational safety processes helps prevent environmental contamination, and reduce potential impacts on biodiversity, water, and soil health. As a result, no significant oil spills were recorded across our operating locations during the reporting year.



Biodiversity Management

Material Issue Covered

Biodiversity

Biodiversity management is an important part of our sustainability efforts, aimed at reducing the impact of operations on surrounding ecosystems. We have taken measures such as sourcing materials locally, optimizing water use, improving energy efficiency, and promoting eco-friendly practices to minimize our environmental footprint.

We have installed adequate wastewater treatment facilities, such as ETPs and STPs, that comply with the applicable discharge limits, ensuring that our operations do not have any impact on nearby biodiversity. We also undertake initiatives for the conservation and restoration of natural habitats based on the applicability and feasibility.

Goals, Targets & Actions Taken by BPCL

1 million trees to be planted to increase Carbon Sink

Progress in FY 2024-25

We have planted a cumulative of 12,17,784 trees within and beyond the boundaries as on 31st March 2025.

In FY 2024-25, we planted over 1.78 Lakh trees using techniques such as Miyawaki afforestation, seed bombing and other conventional plantation methods. This expanded our cumulative green cover to 12,17,784 trees, contributing to the sequestration of approximately 25,571 MTCO₂e.

1.78

lakh trees planted in the reporting year

25,571 MTCO₂e

Sequestered



Bina Refinery's Green Belt Initiative

1. Bina Refinery has developed a green cover across 380 hectares. Of this, 290 hectares are within the refinery and residential township, with over 4 lakh trees. A third-party agency is onboarded to support regular watering and monitoring of the greenbelt inside the refinery.
2. Plantation outside the refinery boundary (community and forest areas)
 - In July 2024, Bina Refinery planted one lakh saplings on 90 hectares of forest land at Kanjia village, Madhya Pradesh, in collaboration with the Village Joint Forest Management Committee and the MP Forest Department.
 - Local species planted include Neem, Aam, Jamun, Amla, bamboo, Mahua, Arjun, Sesam and Khemar.
 - The Forest Department team supports development and maintenance of the green belt.
 - Project funding, monitoring, and milestone-based payments are managed by Bina Refinery.
 - Local workforce and local resources are used wherever possible.



Biodiversity management initiatives at Mumbai and Kochi Refineries

- Mumbai Refinery developed a butterfly garden by planting over 200 trees near its LAB area. The garden is spread over 270 sq. m with flowering plants of 20 different varieties planted to attract butterflies.
- Mumbai Refinery planted 300 trees in government schools in association with SIES College, Nerul, on 10th January 2025.
- At Kochi Refinery, a total of 1,650 trees were planted inside the Refinery premises on various occasions during the reporting year



Butterfly garden at Mumbai Refinery



Plantation Drive at Mumbai Refinery

Biodiversity assessment at Bina Refinery

Bina Refinery demonstrates its commitment to environmental stewardship through proactive greenbelt development and biodiversity conservation initiatives. Out of the total plant area of 1,015 hectares, 290 hectares of greenbelt have already been established, and an additional 90 hectares have been developed outside the plant area in collaboration with the State Forest Department. This brings the total greenbelt coverage to 37.43% of the refinery area, contributing to SDG 15: Life on Land by enhancing carbon sequestration

and supporting local biodiversity. There are no national parks, wildlife sanctuaries, biosphere reserves, tiger or elephant reserves, wildlife corridors, or reserve/protected forests within a 10 km radius of the refinery, and the Betwa River is located approximately 4.5 km to the west. To further strengthen its environmental performance, Bina Refinery will undertake a comprehensive biodiversity assessment to evaluate potential impacts on local ecosystems and identify appropriate conservation and mitigation measures.

Environmental Impact Assessment

We also undertake Environmental Impact Assessment (EIA) study to systematically identify, assess, and manage potential environmental risks including biodiversity risks associated with our brown-field and green-field projects based on requirements of EIA notification 2006. The EIA process supports informed

decision-making, regulatory compliance, and responsible project planning in line with sound governance practices. The EIA study evaluates potential environmental and social impacts across the project life cycle, including construction, operation, and decommissioning phases. It also provides appropriate mitigation measures and an Environmental Management Plan to minimize adverse impacts, ensure regulatory compliance, and promote sustainable project implementation.



Materials Management

Material Issue Covered

Availability of Raw Material

Materials management plays a vital role in promoting sustainability within the oil and gas sector. Efficient management of materials ensures optimal usage, therefore minimising waste and lowering expenses. Our primary objective centers on the responsible utilisation of resources to offer a diverse range of products. We are dedicated to an all-encompassing strategy that not only focuses on decreasing material consumption in our operations but also fosters innovation to create products that help consumers in improving their resource efficiency.

Material Used

| Material Used | Units | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|---------------|---------------|-------------|-------------|-------------|-------------|-------------|
| Refinery | kL | 874.16 | 1,171.46 | 1,445.67 | 677.06 | 592.59 |
| | Thousand MT | 42,140.39 | 33,805.33 | 39,721.45 | 29,931.64 | 26,121.41 |
| Other BUs | Thousand MT | 434.55 | 226.15 | 384.68 | 0.03 | 0.03 |
| | Thousand kL | 2,512.21 | 1,568.51 | 1,637.76 | 1,300.07 | 956.32 |
| | Nos. in 1,000 | 7,25,197.43 | 6,33,779.94 | 6,02,270.46 | 6,04,579.71 | 5,71,273.32 |

Reclaimed/Recycled Material Used

| Material Used | Units | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|------------------------------------|-------|------------|------------|------------|-------------|------------|
| Oil/Gas Recovered From Sludge | MT | 9,230.64** | 90,387* | 7,691** | 12,668.06** | 3,316.79** |
| Reprocessed Slop | MT | 10,836.77 | 7,069 | 5,799.90 | 3,986.20 | 3,219.00 |
| ETP Sludge Recycled/Reused at Site | MT | 10,270.17 | NA | NA | NA | NA |

*Oily Sludge, Catalyst and Flare Gas; **Oily Sludge Only

In FY 2024-25, BPCL recycled and reused oil recovered from sludge, reprocessed slop, and treated effluent sludge at the site. No products were reclaimed during the reporting period. However, in the lubricants business unit, we obtained EPR certification for reclaiming 5,551 MT of lubricant packaging in FY 2024-25, compared to 4,891 MT in FY 2023-24





Commitment to People & Society

BRSR Principles

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.

Principle 5: Businesses should respect and promote human rights.

Principle 8: Businesses should promote inclusive growth and equitable development.

Linkage to Material Topics

| | |
|--|---|
|  Human Capital and Labour Rights |  Supply Chain Management |
|  Talent Management |  Occupational, Health and Safety |
|  Diversity, Inclusive Development & Community Relations |  Customer Satisfaction and Grievance Redressal |

UN SDGs Impacted

| | | | |
|--|---|---|---|
|  3 GOOD HEALTH AND WELL-BEING |  4 QUALITY EDUCATION |  5 GENDER EQUALITY |  8 DECENT WORK AND ECONOMIC GROWTH |
|  10 REDUCED INEQUALITIES |  11 SUSTAINABLE CITIES AND COMMUNITIES |  12 RESPONSIBLE CONSUMPTION AND PRODUCTION |  17 PARTNERSHIPS FOR THE GOALS |



Shaping a Future of Inclusion and Shared Growth

At BPCL, our purpose extends beyond supplying energy, it lies equally in enriching the lives of the people we serve and work with. We recognise that our success is deeply connected to the well-being of our employees, communities and the broader ecosystem around us. Our social commitment is rooted in fairness, dignity, inclusion and the belief that progress must be shared.

We strive to create a workplace where every individual feels valued, supported and empowered to grow. Continuous learning, open collaboration and a culture

of innovation shape how we engage with our people and build meaningful partnerships.

Outside our organisation, we work closely with communities across the country to enhance access to education, healthcare, skills and sustainable livelihoods. We approach every initiative with a simple conviction: long-term business success and societal development go hand in hand. Through responsible practices, collective action and genuine community engagement, we remain committed to energising lives and contributing to a more inclusive and resilient future for all.

Our Transforming Initiatives

KUDOS

BPCL's in-house recognition platform recorded more than **14,000** Employee recognitions



iDEAS Innovation Platform

670+ Ideas submitted
92 Ideas implemented



#SilentVoices initiative

560+ Speech- and hearing-impaired individuals employed across **400+** Retail outlets



My Sphere

BPCL's in-AI-powered Learning Experience Platform (LXP) Clocked Over **20,000+** E-learning hours



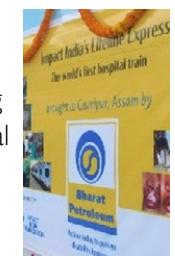
Safety training

1.2 Lakh Man-hours clocked by employees and contractors, aligned with OISD-STD-154 and other statutory and regulatory requirements



Hospital on the Train- Lifeline Express

BPCL's flagship initiative delivering critical healthcare services to rural communities benefited **Nearly two lakh people across 12 locations**



Upholding Labour and Human Rights

Material Issue Covered

Human Capital and Labour Rights

At BPCL, people remain at the core of our growth journey. Respect for human rights and fair labour practices is not only a matter of compliance, but a reflection of our values of integrity, inclusivity and accountability. We recognise that sustaining long-term trust with employees, communities, customers and business partners requires us to ensure fairness, equality and dignity for everyone connected with our operations and value chain.

Our [Human Rights Policy](#) is aligned with the principles of the [United Nations Global Compact \(UNGC\)](#) and the [core conventions of the International Labour Organisation \(ILO\)](#). It also complies with the guidelines of the [Ministry of Heavy Industries and Public Enterprises\(MHIEP\)](#). Together, these frameworks guide our efforts to uphold ethical labour practices and ensure a workplace free from discrimination, harassment, child labour, or forced labour.

Key Areas Covered under the Human Rights Policy



Equal Opportunity, Non-Discrimination, Diversity and Inclusion



Right to Privacy



Labour Standards



Right to Development



Workplace Security



Freedom of Association



Local Community



Children's Rights Protection and Child Safeguarding, Prohibition of Child Labour and Forced Labour



Harassment Free Workplace



Anti-Corruption and Bribery



Safe and Healthy Workplace

The Human Rights policy applies to all BPCL employees, including senior management, contract workers, suppliers and contractors. Its implementation is overseen by senior leadership through periodic reviews to ensure alignment with evolving national and international standards. It encourages everyone associated with BPCL to uphold human rights and follow the principles of equal opportunity, non-discrimination and diversity. The policy reinforces our commitment to a workplace free from harassment, discrimination, or behaviour that may create an offensive or hostile environment. Every employee, including security personnel, receives training on human rights awareness and workplace conduct. All internal policies are aligned with global human rights standards.

BPCL recognises modern slavery including forced or bonded labour, human trafficking, and exploitative work practices as a serious violation of human rights.



The Company maintains a zero-tolerance approach to any form of modern slavery across its operations and value chain. We strictly prohibit child and forced labour within our operations and supply chain. The General Conditions of Contract (GCC) explicitly require the elimination of child and forced labour, emphasise gender equality and ensure non-discrimination based on caste, creed, disability, citizenship, or origin. **During the reporting year, there were no cases of discrimination at workplace, child labour, forced or compulsory labour, or wage-related issues.** All our suppliers and contractors are required to adhere to BPCL's Human Rights and Equal Opportunity Policies.

We foster a safe and respectful work environment, underpinned by robust grievance redressal systems such as the Samadhan Portal, (Query Management Portal) in BPCL's iConnect, Whistle-blower Mechanism, Internal Complaints Committees (ICCs) and location-level grievance cells. Internal Complaints Committees (ICCs) are active across all locations under the POSH Act. In FY 2024-25, one case of sexual harassment was reported and is currently under resolution, while two cases pending from the previous year were successfully closed. All new employees and contract workers receive induction on workplace ethics, POSH awareness and grievance procedures. No grievances related to human rights or workplace dignity were reported during the year.

We fully comply with the Employees' Provident Fund (EPF) and Miscellaneous Provisions Act, 1952, the Employees' State Insurance (ESI) Act, 1948 and the Contract Labour (Regulation and Abolition) Act, 1970, covering social security aspects such as Provident Fund (PF) and Employee State Insurance (ESI). **All operating locations maintain 100% compliance with statutory provisions, with due diligence regulated through periodic internal inspections.** Contractual workforce recruitment clearly defines the scope of work and required skills within project agreements. Contractors are responsible for engaging labour and ensuring that all workers receive training on BPCL's policies, procedures and safety standards. Compensation and incentives, including overtime, are provided in accordance with the Minimum Wages Act, 1948 and other applicable statutory regulations. Additionally, all contract staff are covered under ESI/Employee Compensation policy.

Living Wage Assessments

We follow the Department of Public Enterprises (DPE) guidelines for pay revisions. Under the current framework, executives (i.e., management employees) receive Basic Pay, Dearness Allowance (DA), House Rent Allowance (HRA), Cafeteria, Retiral benefits and variable payment. All other allowances including education support allowance and transport subsidy are part of cafeteria. Employees and dependent family members are also provided extended medical benefits.

We uphold employees' right to freedom of association and collective bargaining in accordance with company policies and applicable laws. We strive to maintain a safe and supportive environment where employees can exercise these rights without fear or restriction. **As of FY 2024-25, 18 registered trade unions represented 95.92% of the permanent workforce under collective bargaining agreements.** Employees not covered by such agreements follow the same employment terms and working conditions, ensuring uniform standards across the organisation. All operations comply with the Factories Act, 1948, which governs health, safety and welfare provisions. Long-term agreements with trade unions include specific clauses addressing employee safety and security. In regions where freedom of association is restricted, BPCL facilitates alternative forms of representation and engagement. All unionised employees adhere to a Long-Term Settlement (LTS) agreement, which mandates a 21-day notice period prior to any major operational changes.

In FY 2024-25, BPCL maintained 100% compliance with all applicable labour laws across its operations. We adhere to the legally mandated limit of a maximum of eight working hours per day and regularly monitors employee schedules to ensure full compliance. Our management staff are compensated for additional working hours by way of "Out of Pocket Expense". We also provide paid annual leave to our employees, with utilisation regularly reviewed to promote rest, recovery and a healthy work-life balance. Additionally, the maximum working hours and



overtime compensation for workers are fully aligned with the provisions of the Factories Act, 1948 and subsequent amendments.

While ethnicity-based data is not collected as per Indian regulations, inclusivity is tracked through regional representation and targeted initiatives for underrepresented groups. As a public sector enterprise, we annually disclose workforce composition by Scheduled Castes, Scheduled Tribes, Other Backward Classes and Economically Weaker Sections, as mandated by the Companies Act, 2013 and SEBI (LODR) Regulations. Together, these efforts reflect BPCL's continued commitment to embedding equal opportunity, fairness, inclusivity and diversity across all workforce segments, in line with its Human Rights and Equal Opportunity Policies.

Clarification on Human Rights-Related Allegations Linked to the Mozambique LNG Project

TotalEnergies being the Operator of Mozambique LNG Project, has already responded to the allegations vide web publish [Article in Politico: TotalEnergies publishes Mozambique LNG response | TotalEnergies.com](#). Also, Mozambique LNG Project has published investigation report vide [Mozambique LNG publishes results of the analysis undertaken in response to the allegations made in the article published on 26 September 2024 by the news website Politico - Mozambique LNG](#).

As a non-operating minority partner, BPCL relies on disclosures and due-diligence processes undertaken by the Project Operator and continues to monitor developments through joint-venture governance mechanisms.



Workforce Composition and Diversity Overview

Material Issue Covered

Diversity, Inclusive Development & Community Relations

At BPCL, our workforce forms the backbone of our progress and drives our commitment to responsible growth. We strive to build a workplace rooted in fairness, inclusivity and equal opportunity where professional growth and well-being go hand in hand. By fostering collaboration, innovation and accountability, we enable our people to contribute their best while advancing BPCL's long-term sustainability vision. Our focus on continuous learning, employee welfare and ethical labour practices ensures a resilient and future-ready workforce in an evolving energy landscape.

Number of Employees and Workers (Gender Distribution, Including Differently Abled)*

| Category | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|---|---------------|---------------|---------------|---------------|---------------|
| Permanent Employees (Management) | | | | | |
| Male | 5,580 | 5,069 | 5,105 | 4,612 | 4,870 |
| Female | 616 | 527 | 478 | 482 | 530 |
| Total | 6,196 | 5,596 | 5,583 | 5,094 | 5,400 |
| Other than Permanent Employees | | | | | |
| Male | 0 | 0 | 0 | 0 | 1 |
| Female | 1 | 1 | 1 | 1 | 0 |
| Total | 1 | 1 | 1 | 1 | 1 |
| Grand Total | 6,197 | 5,597 | 5,584 | 5,095 | 5,401 |
| Permanent Workers (Non-Management) | | | | | |
| Male | 2,438 | 2,763 | 2,969 | 3,326 | 3,653 |
| Female | 113 | 147 | 161 | 174 | 198 |
| Total | 2,551 | 2,910 | 3,130 | 3,500 | 3,851 |
| Non-Permanent Workers (Contract)** | | | | | |
| Male | 26,665 | 25,208 | 23,713 | 18,101 | 22,870 |
| Female | 964 | 639 | 601 | 459 | 580 |
| Total | 27,629 | 25,847 | 24,314 | 18,560 | 23,450 |
| Grand Total | 30,180 | 28,757 | 27,444 | 22,060 | 27,301 |

*The permanent employees do not include two employees on lien.

**Average of contract labor strength (includes both Project & Non-Project numbers) Note: Contract labors are engaged by contractors for non-core, sporadic and peripheral nature of jobs as per "Contract for Services". The number is dynamic and changes depending on projects/works being undertaken by BPCL.

Regional and Gender Distribution of Permanent Employees

| Region / Refinery | FY 2024-25 | | FY 2023-24 | | FY 2022-23 | | FY 2021-22 | | FY 2020-21 | | | |
|--------------------|--------------|------------|---------------|------------|--------------|------------|--------------|------------|--------------|------------|------|--------|
| | Management | Male | Female | Management | Male | Female | Management | Male | Female | Management | Male | Female |
| North | 920 | 103 | 844 | 99 | 856 | 87 | 856 | 84 | 858 | 76 | | |
| East | 488 | 39 | 698 | 80 | 687 | 80 | 689 | 94 | 705 | 95 | | |
| West | 1,732 | 247 | 445 | 38 | 442 | 33 | 463 | 31 | 486 | 32 | | |
| South | 726 | 101 | 1,569 | 212 | 1,522 | 193 | 1,516 | 199 | 1,457 | 216 | | |
| Mumbai Refinery | 487 | 50 | 432 | 45 | 451 | 36 | 485 | 39 | 652 | 69 | | |
| Kochi Refinery | 650 | 44 | 544 | 26 | 598 | 26 | 603 | 35 | 712 | 42 | | |
| Bina Refinery | 577 | 32 | 539 | 27 | 549 | 23 | 0 | 0 | 0 | 0 | | |
| Total | 5,580 | 616 | 5,071* | 527 | 5,105 | 478 | 4,612 | 482 | 4,870 | 530 | | |
| Grand Total | 6,196 | | 5,598 | | 5,583 | | 5,094 | | 5,400 | | | |
| Non - Management | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | | |
| North | 245 | 17 | 277 | 19 | 294 | 23 | 326 | 28 | 364 | 31 | | |
| East | 109 | 3 | 162 | 10 | 175 | 12 | 203 | 11 | 236 | 13 | | |
| West | 339 | 40 | 119 | 6 | 151 | 8 | 173 | 9 | 209 | 12 | | |
| South | 151 | 9 | 388 | 56 | 438 | 60 | 494 | 64 | 560 | 71 | | |
| Mumbai Refinery | 564 | 17 | 645 | 20 | 712 | 22 | 824 | 24 | 913 | 30 | | |
| Kochi Refinery | 1,030 | 27 | 1,172 | 36 | 1,199 | 36 | 1,306 | 38 | 1,371 | 41 | | |
| Bina Refinery | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Total | 2,438 | 113 | 2,763 | 147 | 2,969 | 161 | 3,326 | 174 | 3,653 | 198 | | |
| Grand Total | 2,551 | | 2,910 | | 3,130 | | 3,500 | | 3,851 | | | |

The male employee count reported in FY 2023-24 disclosure contained a clerical error that resulted in an inflated total. 5,069 is the actual count of male management employees in FY 2023-24.



Age-wise Distribution of Permanent Employees

| Age Range | Employee Category | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|--------------------|-------------------|--------------|--------------|--------------|--------------|--------------|
| < 30 years | Management | 1,383 | 1,067 | 1,054 | 1,135 | 1,486 |
| | Non-Management | 107 | 132 | 221 | 320 | 436 |
| 30-50 years | Management | 3,612 | 3,334 | 3,170 | 2,724 | 2,641 |
| | Non-Management | 1,169 | 1,381 | 1,307 | 1,457 | 1,667 |
| > 50 years | Management | 1,201 | 1,195 | 1,359 | 1,235 | 1,273 |
| | Non-Management | 1,275 | 1,397 | 1,602 | 1,723 | 1,748 |
| Grand Total | | 8,747 | 8,506 | 8,713 | 8,594 | 9,251 |

Differently-abled Employees

| Category | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|---|------------|------------|------------|------------|------------|
| Permanent Employees (Management) | | | | | |
| Male | 104 | 97 | 96 | 97 | 98 |
| Female | 13 | 11 | 11 | 12 | 12 |
| Total | 117 | 108 | 107 | 109 | 110 |
| Other than Permanent Employees | | | | | |
| Male | 0 | 0 | 0 | 0 | 0 |
| Female | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 |
| Grand Total | 117 | 108 | 107 | 109 | 110 |
| Permanent Workers (Non-Management) | | | | | |
| Male | 57 | 58 | 63 | 67 | 74 |
| Female | 3 | 4 | 4 | 5 | 6 |
| Total | 60 | 62 | 67 | 72 | 80 |
| Non-Permanent Workers (Contract) | | | | | |
| Male | NA* | NA* | NA* | NA* | NA* |
| Female | NA* | NA* | NA* | NA* | NA* |
| Total | NA* | NA* | NA* | NA* | NA* |
| Grand Total | 60 | 62 | 67 | 72 | 80 |

*We are setting up a process for capturing data of differently abled workers (other than permanent) in future.

New Hires (Age-wise)

| Age Range | Employee Category | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|--------------------|-------------------|------------|------------|------------|------------|------------|
| < 30 years | Management | 573 | 359 | 110 | 20 | 10 |
| | Non-Management | 0 | 0 | 0 | 0 | 0 |
| | Total | 573 | 359 | 110 | 20 | 10 |
| 30-50 years | Management | 180 | 1 | 44 | 0 | 0 |
| | Non-Management | 0 | 0 | 0 | 0 | 0 |
| | Total | 180 | 1 | 44 | 0 | 0 |
| > 50 years | Management | 0 | 0 | 0 | 0 | 0 |
| | Non-Management | 0 | 0 | 0 | 0 | 0 |
| | Total | 0 | 0 | 0 | 0 | 0 |
| Grand Total | | 753 | 360 | 154 | 20 | 10 |

Regional and Gender Distribution of Permanent Employees

| Region / Refinery | FY 2024-25 | | FY 2023-24 | | FY 2022-23 | | FY 2021-22 | | FY 2020-21 | |
|--------------------|------------|----------------|------------|----------------|------------|----------------|------------|----------------|------------|----------------|
| | Management | Non-Management |
| North | 116 | 16 | 43 | 14 | 20 | 4 | 0 | 0 | 0 | 0 |
| East | 68 | 8 | 43 | 10 | 21 | 2 | 0 | 0 | 0 | 0 |
| West | 186 | 40 | 36 | 6 | 10 | 2 | 0 | 0 | 1 | 0 |
| South | 81 | 26 | 110 | 31 | 64 | 10 | 16 | 4 | 4 | 4 |
| Mumbai Refinery | 57 | 13 | 15 | 9 | 6 | 4 | 0 | 0 | 1 | 0 |
| Kochi Refinery | 55 | 13 | 19 | 3 | 10 | 0 | 0 | 0 | 0 | 0 |
| Bina Refinery | 69 | 5 | 16 | 5 | 1 | 0 | 0 | 0 | 0 | 0 |
| Total | 632 | 121 | 282 | 78 | 132 | 22 | 16 | 4 | 6 | 4 |
| Grand Total | 753 | 360 | 154 | 20 | 10 | | | | | |

*There were no new hires for the non-management category for last three years.



During the reporting period, the average hiring cost for full-time employees was approximately ₹2 Lakh per hire. Additionally, 18.5% of all open positions for management employees were filled through internal candidates, reflecting the organisation's emphasis on internal mobility and talent development.

We recognise gender diversity as an essential pillar of organisational equity and strive to ensure balanced representation at every level of the workforce. In FY 2024-25, women accounted for 9.96% of our total workforce. We are steadily working to strengthen their participation across specialised technical and leadership roles.

Workforce Gender Diversity Metrics

| S. No. | Diversity Indicator* | FY 2024-25 | FY 2023-24 |
|--------|---|------------|------------|
| 1 | Total Employees (Management) | 6,197 | 5,597 |
| 2 | Share of women in total workforce (as % of total workforce)** | 9.96% | 9.4% |
| 3 | Share of women in all management positions, including junior, middle and top management (as % of total management positions) | 9.94% | 9.41% |
| 4 | Share of women in junior management positions i.e., first level of management (as % of total junior management positions) | 12.16% | 10.46% |
| 5 | Share of women in Middle management positions i.e., first level of management (as % of total junior management positions) | 8.59% | 8.89% |
| 6 | Share of women in top management positions i.e., max. two levels away from CEO (as % of total top management positions) | 6.89% | 6.14% |
| 7 | Share of women in management positions in revenue-generating functions (e.g., sales) as % of all such managers (excluding support functions like HR/IT/Legal) | 6.94% | 6.40% |
| 8 | Share of women in STEM-related positions (as % of total STEM positions) | 7.51% | 7.33% |

*Junior Management is considered from Job Group (JG) A0 to C; Middle Management is considered from Job Group D to F and Senior Management is considered from Job Group G,H & I

** Represents the percentage of women in all employees (management) including one other than permanent employee.

Note: The ratio is calculated as the total number of women in the respective position divided by the total number of employees.



Human Capital Management

Material Issue Covered
Talent Management

At BPCL, our long-term success rests on the strength and commitment of our people. As one of India's leading integrated energy companies, we see our workforce as a driver of innovation and resilience in the evolving energy landscape. Guided by our "People First" philosophy, we aim to build a workplace rooted in fairness, inclusivity, safety and continuous learning. Every employee whether on-roll or contractual is encouraged to grow, contribute and align personal aspirations with the organisation's purpose. Our Human Capital framework integrates welfare, engagement, learning and performance under a unified approach. It is designed to attract, develop and retain talent while fostering innovation, agility and a shared sense of responsibility.

Employee Benefits and Welfare Policies

At BPCL, we believe that organisational sustainability begins with the well-being of our people. Our inclusive employee benefits framework supports every member of the BPCL family, including contractual and differently abled employees. We prioritise health, safety and work-life balance through benefits such as medical care, insurance coverage, parental assistance, retirement planning and welfare amenities. These initiatives are designed to create stability and confidence, enabling our people to focus on innovation and operational excellence.

Through partnerships with more than 500 hospitals across India, BPCL ensures quality medical access for its workforce. **All employees are entitled to life and health insurance, medical reimbursements, annual health check-ups and post-retirement medical benefits covering reimbursements for hospitalisation, non-hospitalisation (domiciliary) and certain critical conditions under the Ex-gratia Medical Assistance Scheme (EGMAS).** Our employee-centric policies, such as the Post-Retirement Policy, Whistleblower Policy and Human Rights Policy, continue to strengthen safety, transparency and trust within the organisation.

To strengthen financial security, the company contributes **12.5% of an employee's basic salary to the BPCL Employees' Contributory Superannuation Fund,**



ensuring pension benefits without requiring individual contributions. We also ensure that all contractors comply with national labour regulations including the Minimum Wages Act, Payment of Wages Act, Employees' Provident Fund Act, Employees' State Insurance Act and the Contract Labour (Regulation & Abolition) Act, wherever applicable.



Employees are encouraged to share ideas and feedback directly with management through our open-door policy and worker consultation forums. These platforms foster collaboration, participative decision-making and continuous improvement. We also invest in employee engagement and physical well-being through sports facilities, recreation clubs and wellness activities that build camaraderie across locations. To ensure seamless workforce management, we operate an integrated digital system that tracks both permanent and contractual employees, enabling real-time visibility, equitable access to welfare measures and operational efficiency. Inclusivity is further strengthened through accessible infrastructure including disabled-friendly ramps, inclined stair lifts, modified washrooms, and wheelchairs across offices, refineries, and depots.

Employee Benefit Programmes

| | |
|---|--|
| Employee Assistance | Retirement |
| <ul style="list-style-type: none"> ➤ Performance Linked Incentive (PLI) ➤ Provident Fund ➤ Gratuity Fund | <ul style="list-style-type: none"> ➤ Superannuation Fund ➤ Pension Fund ➤ Burma Shell Pension Scheme ➤ Post-Retirement Medical and Welfare Policy |
| Insurance and Benefits | Leaves |
| <ul style="list-style-type: none"> ➤ Life Insurance ➤ Medi-claim Policy ➤ Compensation on Death ➤ Paternity Benefits ➤ Health Insurance for Dependents | <ul style="list-style-type: none"> ➤ Maternity Leave ➤ Child Care Leave (upto 2 years of leave to take care of a child upto the age of 5 years) ➤ Special Maternity Leave (6 weeks incase of miscarriage) ➤ Adoption leave |
| Policies | |
| <ul style="list-style-type: none"> ➤ Housing Loan ➤ Vehicle Loan | |

Parental Leave

At BPCL, we provide parental leave to all employees, irrespective of gender or designation, ensuring equal opportunity for both men and women to take care of their families during critical life stages. Our policy reflects our commitment to gender equality, work-life balance and the holistic well-being of our workforce. We are committed to supporting working parents by providing access to child care facilities across its locations, in line with applicable statutory requirements and employee welfare objectives. At present, day-care facilities are available at major BPCL housing complexes in Mumbai such as Chembur and Gokuldhham as well as at the Kochi refinery. In addition, the company provides Child Care Leave for women until the child reaches five years of age. These initiatives are part of our broader endeavour to create a family-friendly work environment that encourages employee retention, loyalty and satisfaction. All eligible employees are encouraged to avail parental leave benefits without any prejudice or career disadvantage. We ensure that employees returning from parental leave are provided with smooth reintegration and career continuity opportunities.

| Category | FY 2024-25 | | | |
|---|-------------------|-----------------|---------------|-------------------|
| | Male (Management) | Male (Non-Mgmt) | Female (Mgmt) | Female (Non-Mgmt) |
| Total number of employees entitled to parental leave, by gender | 5,580 | 2,438 | 616 | 113 |
| Total number of employees who took parental leave, by gender | 251 | 67 | 19 | 0 |
| Total number of employees due to return to work after taking parental leave FY 2024-25 + spill over from FY 2023-24 | 257 | 69 | 23 | 0 |
| Total number of employees who returned to work after parental leave, by gender | 254 | 69 | 22 | - |
| Total number of employees retained 12 months after who returned to work in FY 2024-25 (subsequent to FY 2023-24) | 248 | 104 | 20 | - |
| Total number of employees returning from parental leave in FY 2023-24 + Including spill over from 2022-23 | 256 | 106 | 20 | - |



Return to Work and Retention Rate (Parental Leave)

| Category | FY 2024-25* | | FY 2023-24 | | FY 2022-23 | | FY 2021-22 | | FY 2020-21 | |
|--------------------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|
| | Return to Work Rate | Retention Rate |
| Male | 98.83% | 96.87% | 100 % | 96.62 % | 100 % | 100 % | 99.39 % | 96.36 % | 100 % | 99.32 % |
| Female | 95.65% | 100% | 100 % | 100 % | 90.91 % | 81.81 % | 100 % | 100 % | 100 % | 100 % |
| Total | 98.57% | 97.10% | 100 % | 96.84 % | 90.91 % | 81.81 % | 99.46 % | 96.74 % | 100 % | 99.38 % |
| Permanent workers | | | | | | | | | | |
| Male | 100% | 98.11% | 100 % | 99.04 % | NA | NA | 100 % | 100 % | 100 % | 100 % |
| Female | NA | NA |
| Total | 100% | 98.11% | 100 % | 99.04 % | NA | NA | 100 % | 100 % | 100 % | 100 % |

* The Return-to-Work and Retention Rates for parental leave have changed in this report as compared to the BRSR Submission due to a methodology correction. Earlier calculations did not clearly account for spill-over cases, leading to inconsistencies.
Note: The return-to-work rate is calculated as the total number of employees who returned to work after parental leave divided by the total number of employees due to return to work after availing parental leave.
The retention rate is calculated as the total number of employees retained 12 months after returning to work divided by the total number of employees who returned from parental leave in the previous financial year.

Turnover Rate* (%) for Permanent Employees and Workers

| Category | FY 2024-25 | | FY 2023-24# | | FY 2022-23# | | FY 2021-22# | | FY 2020-21 | |
|------------------|------------|--------|-------------|--------|-------------|--------|-------------|--------|------------|--------|
| | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female |
| Employees | 5.47% | 7.35% | 6.05% | 5.77% | 6.32% | 10.63% | 6.50% | 10.28% | 6.68% | 10.79% |
| Workers | 6.23% | 19.23% | 7.22% | 9.74% | 7.08% | 8.36% | 8.43% | 12.90% | 8.84% | 13.79% |

*Turnover rate includes all separations (Resignation, retirement, DIS, disciplinary action etc)

Note - Turnover rate is calculated as number of employees who have left the organisation in a particular category divided by the average of total number of employees in that particular category at the beginning and end of the reporting period

Note: The turnover rate has been updated from the previous year due to a change in methodology

Employee Turnover* (Gender Wise)

| Category | FY 2024-25 | | FY 2023-24 | | FY 2022-23 | | FY 2021-22 | | FY 2020-21 | |
|--|------------|--------|------------|--------|------------|--------|------------|--------|------------|--------|
| | Male | Female |
| Number of people who left the organisation in Management position | 291 | 42 | 308 | 29 | 307 | 51 | 308 | 52 | 498 | 62 |
| Number of people who left the organisation - in non-management position | 162 | 25 | 207 | 15 | 223 | 14 | 294 | 24 | 1,202 | 256 |
| Total | 453 | 67 | 515 | 44 | 530 | 65 | 602 | 76 | 1,700 | 318 |

*Turnover includes all separations (Resignation, retirement, DIS, disciplinary action etc)



Employee Turnover* (Region Wise)

| Region | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|-----------------------|------------|------------|------------|------------|--------------|
| Management | | | | | |
| North | 48 | 49 | 41 | 54 | 90 |
| South | 44 | 37 | 58 | 61 | 87 |
| East | 25 | 25 | 29 | 29 | 45 |
| West | 134 | 118 | 118 | 110 | 188 |
| Mumbai Refinery | 24 | 34 | 19 | 57 | 85 |
| Kochi Refinery | 43 | 53 | 39 | 49 | 65 |
| Bina Refinery | 15 | 21 | 54 | 0 | 0 |
| Total | 333 | 337 | 358 | 360 | 560 |
| Non-Management | | | | | |
| North | 25 | 24 | 34 | 42 | 293 |
| South | 9 | 14 | 23 | 35 | 179 |
| East | 13 | 35 | 21 | 38 | 95 |
| West | 57 | 54 | 57 | 79 | 484 |
| Mumbai Refinery | 58 | 66 | 0 | 42 | 340 |
| Kochi Refinery | 25 | 29 | 62 | 82 | 67 |
| Bina Refinery | 0 | 0 | 40 | 0 | 0 |
| Total | 187 | 222 | 237 | 318 | 1,458 |

*Turnover includes all separations (Resignation, retirement, DIS, disciplinary action, etc.)



Employee Turnover* (Age Wise)

| Particulars | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|---|------------|------------|------------|------------|--------------|
| Management | | | | | |
| Number of people who have left from the organisation (< 30 years) | 71 | 75 | 91 | 123 | 59 |
| Number of people who have left the organisation (30-50 years) | 89 | 101 | 117 | 74 | 56 |
| Number of people who have left the organisation (> 50 years) | 173 | 161 | 150 | 163 | 445 |
| Total | 333 | 337 | 358 | 360 | 560 |
| Non-Management | | | | | |
| Number of people who have left from the organisation (< 30 years) | 3 | 5 | 13 | 12 | 14 |
| Number of people who have left the organisation (30-50 years) | 5 | 9 | 5 | 11 | 38 |
| Number of people who have left the organisation (> 50 years) | 179 | 208 | 219 | 295 | 1,406 |
| Total | 187 | 222 | 237 | 318 | 1,458 |

*Turnover includes all separations (Resignation, retirement, DIS, disciplinary action etc)



Worker Engagement

At BPCL, we are committed to creating a safe, inclusive and supportive work environment where everyone has access to basic amenities and fair treatment. All contract workers deployed at our facilities are provided with essential welfare provisions such as clean drinking water, hygienic sanitation facilities, designated rest areas and first-aid rooms.

To safeguard their health and well-being, we conduct half-yearly on-site medical check-up camps for contract labourers across refineries, LPG plants and marketing locations. These initiatives include preventive health check-ups and counselling sessions. In addition, first-aid and emergency-response training is conducted regularly to strengthen preparedness and ensure that contract workers can respond effectively in critical situations. Awareness programmes such as Health Talks and Swachhata Pakhwada are also held frequently to encourage hygiene, healthy living and shared responsibility within the workplace and surrounding communities.

Employee Satisfaction Enhancement (ESE)

In line with our focus on holistic employee well-being, the Employee Satisfaction Enhancement (ESE) function continues to play a pivotal role in building a supportive and engaged workforce. The ESE department promotes emotional, mental and social wellness through structured initiatives that encourage open communication, counselling and stress management. Programmes under ESE focus on creating a positive work culture where employees can share their feedback, voice concerns and achieve a healthy work-life balance. This includes psychological counselling support, wellness awareness sessions and structured feedback mechanisms that help employees strengthen resilience and morale. In FY 2024-25, under the Employee Satisfaction Enhancement (ESE) framework, BPCL deepened its focus on holistic well-being and a culture of psychological safety, reaching over 1,000 employees across 63 locations.

Key Wellbeing Initiatives for Employees and Workers

KUDOS - BPCL strengthened its culture of appreciation through KUDOS, an in-house recognition platform that enables peers and leaders to celebrate contributions aligned with core values. **Over 14,000 recognitions** were shared, reinforcing a workplace of appreciation and pride.



iDEAS Platform - The relaunched iDEAS platform encouraged employees to share innovative solutions, with more than **670 ideas submitted and 92 implemented**, fostering creativity and continuous improvement.

THRIVE'25: Fostering workplace Happiness - To strengthen leadership capability and promote workplace well-being, BPCL hosted THRIVE'25 - The Leadership Conclave on February 25, 2025, in Mumbai. With the theme **“Elevating Leadership and Inspiring Teams,”** the event brought together leaders from across the country to explore the role of self-awareness, empathy and team wellness in effective leadership. Expert sessions, panel discussions and peer-sharing dialogues equipped participants with practical tools to build emotionally intelligent, resilient teams and foster a culture of engagement and well-being.



Roshni Plus (Employee Assistance Program) - Our flagship Employee Assistance Program (EAP) continued to provide free, confidential psychological counselling to employees and their families. In FY 2024-25, we partnered with YourDOST as the new EAP provider, launching a blended awareness and registration campaign across digital and in-person channels to enhance accessibility and participation.

Sahakarmi Mitra (Peer Counsellor Network) - A network of 63 trained Sahakarmi Mitras across major BPCL locations acted as peer counsellors providing first-level emotional support to colleagues. These volunteers were trained through structured in-person sessions focusing on empathy, mental health sensitisation and soft skills, reinforcing the culture of care and psychological safety.

Mental Health Awareness Campaign - To mark World Mental Health Day (October 10, 2024), BPCL led a company-wide campaign encouraging employees to take a Mental Well-being Pledge. The initiative combined online contests and on-ground seminars to raise awareness, initiate open conversations and strengthen our culture of mental wellness.



Vitality Plus - The Well-being Project - Piloted across five major BPCL locations, including Kochi Refinery, in collaboration with 1to1help.net, the program engaged 135 employees through health assessments, counselling and expert-led wellness workshops.

Digital Outreach - As part of the ESE function, we connect our employees through a combination of webinars, ESE mailers, ESE magazines and the Interconnect platform, enabling timely dissemination of information, leadership communications, policy updates, and awareness initiatives across the organisation.

Sports and fitness initiatives - BPCL expanded sports infrastructure at over 85 locations and organised marathons, fitness leagues and step challenges involving thousands of participants. In FY 2024-25, City Marathons held across 15 cities engaged over 2,000 employees, while the Step-A-Thon challenge saw 1,600 participants achieving a milestone of 26.5 crore steps. More than 2,500 children benefited from structured coaching through nationwide sports camps.



Sports Scholarship Program - Supporting 100 young athletes aged 13-25 across 14 disciplines through financial aid, coaching and mentorship. To date, over 250 athletes have been supported, including 65 who represented India internationally and 15 Arjuna Awardees. The programme exemplifies BPCL's commitment to nation-building through sports.



Celebrating Excellence in Sports

Archery - Atanu Das earned a Bronze at the Swiss Open and multiple medals at the Senior National Ranking Championships, while Deepika Kumari secured Silver at both the World Cup Final and World Cup Stage, followed by multiple medals at the 38th National Games 2025.



Para Sports - Joby Mathew won Gold at the Khelo India Para Powerlifting Championships. Manasi Joshi and Manoj Sarkar, both Arjuna Awardees, earned medals in international para-badminton tournaments and represented India at the Paris Paralympics 2024.



Cricket - BPCL cricketers played pivotal roles in India's victories at the Champions Trophy and T20 World Cup 2024. Suryakumar Yadav captained India to a T20 series win against England, while Tushar Deshpande made his international debut in Zimbabwe. Several BPCL players also excelled in IPL 2024, reinforcing the Company's strong sporting legacy.

Empowering Women

BPCL celebrated International Women's Day across regions with engaging programmes that highlighted inclusion, recognition and empowerment. At the Southern Regional Office, women employees came together for celebrations themed "Accelerate Action," featuring talent showcases, participatory games and activities that strengthened camaraderie and recognised their contributions.



At the Eastern Regional Office, the occasion was marked with an inspiring panel discussion with women leaders, interactive talent segments, team-building games and a special appreciation lunch for employees and contract staff. The event also included a creative gratitude wall and support for women entrepreneurs through a local mehendi and makeup stall.

Empowering Differently Abled

We are deeply committed to building an inclusive and equitable workplace, one of the most impactful steps in this journey is **#SilentVoices**, a flagship initiative launched in FY 2023-24 to integrate individuals with speech and hearing impairments into BPCL's retail ecosystem. Over the past year, the initiative has expanded from around 120 outlets in 25 cities to more than 400 outlets across 80 cities. Through this program, over 560 speech- and hearing-impaired individuals have found meaningful employment at BPCL fuel stations, reinforcing our belief that true inclusion strengthens both business and society.



Remuneration and Allowance

BPCL upholds the principle that equal work deserves equal pay. We remain committed to ensuring a workplace built on fairness, transparency and opportunity, where compensation reflects merit and performance, free from any form of bias or discrimination. Our pay practices maintain equity across all roles, with a **1:1 salary ratio for men and women in equivalent roles (Basic Pay of all employees is determined by DPE Pay scales. There is no differentiation based on Gender)**. Entry-level wages are benchmarked at 1.4 times the statutory minimum, considering the higher of the central or state thresholds and all remuneration practices strictly comply with applicable labour and wage regulations for employees and non-employee workers. Local community representation comprises of 100% at the management level and 100% at senior management positions.

In FY 2024-25, we continued to review and refine its compensation framework to ensure internal parity and performance-linked rewards. The difference between the annual compensation of the highest-paid individual and the median employee remained within a balanced and responsible range, underscoring our commitment to ethical pay governance.

Remuneration Details

| Particulars | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|--|---------------|------------|------------|------------|
| Annual total compensation for the organisation's highest-paid individual | ₹66,22,176 | ₹62,42,446 | ₹56,88,417 | ₹54,05,441 |
| Median annual total compensation for all employees (excluding the highest-paid individual) | ₹20,17,885.50 | ₹18,78,654 | ₹18,86,093 | ₹18,46,689 |

Details of Remuneration/Salary/Wages

| Particulars | Male | | Female | |
|---------------------------------------|--------|--|--------|--|
| | Number | Median remuneration / salary / wages (₹) | Number | Median remuneration / salary / wages (₹) |
| Board of Directors (BoD) [#] | 5 | 53,84,934.00 | 0 | 0 |
| Key Managerial Personnel (KMP)* | 0 | 0 | 1 | 48,00,075.62 |
| Employees other than BoD and KMP | 5,575 | 21,70,942.50 | 615 | 20,47,338.00 |
| Workers** | 2,438 | 15,83,612.18 | 113 | 28,51,762.31 |

Remuneration details are calculated by considering Basic Pay, Stagnation Increments, Dearness allowance, HRA, Cafeteria Allowance.

*KMP includes BPCL's Company Secretary

**Only BPCL's permanent workers are included

[#]The remuneration for Board of Directors excludes details of Sitting fees paid to four Independent Directors and two Government Nominee Directors

Employee Grievance Redressal Mechanism

BPCL has established a structured Grievance Redressal Mechanism that empowers employees at all levels to express their concerns, seek guidance and report grievances without fear of retaliation. The Employee Satisfaction Enhancement (ESE) department serves as the central point of contact for grievance resolution, managing all cases with sensitivity and confidentiality. Employees can raise issues through multiple channels, including face-to-face meetings, phone calls, letters, or emails. Unresolved matters are escalated to the respective SBU or Entity Head for review and closure. Detailed process guidelines, including roles, timelines and FAQs, are available on the company's intranet to ensure transparency and easy access.

The Samadhan Portal (Query Management Portal) in BPCL's iConnect serves as a company-wide grievance redressal platform accessible to all employees. In addition, committees such as the Safety Committee and the Internal Complaints Committee (ICC) provide dedicated channels for raising concerns related to working conditions, health and safety, discrimination and harassment. To enhance awareness of grievance redressal mechanisms, BPCL conducts orientation sessions for all newly recruited employees, covering the Code of Conduct, Discipline and Appeal Rules (CDA Rules)/Standing Orders and the Prevention of Sexual Harassment (POSH) framework.

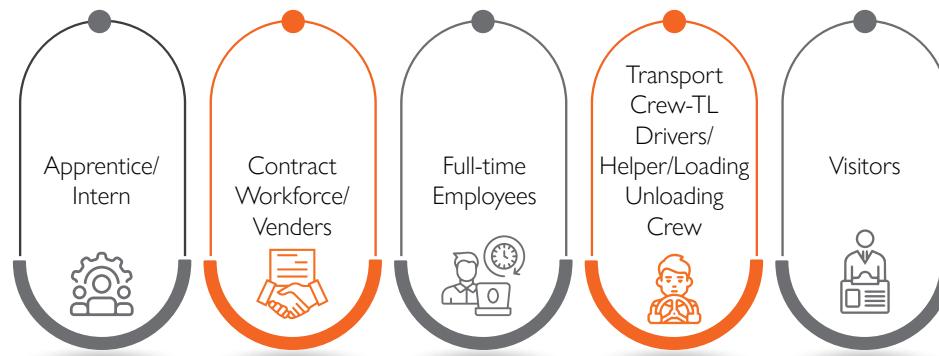


Integrated Outsourced Workforce Management System (IOWMS)

We manage one of the largest outsourced workforces in the Indian energy sector. Historically, fragmented oversight, manual registers, paper-based onboarding, and non-digital gate pass processes created delays, errors, and duplication of data. Ensuring timely PF, ESI and wage compliance remained challenging, leading to statutory vulnerabilities and potential audit risks. Limited access control and the absence of a centralised, real-time view of manpower further constrained proactive governance and decision-making. Recognising these long-standing issues, we identified the need for a comprehensive digital governance mechanism that could integrate automation, transparency, auditability and workforce intelligence across all locations.

The Integrated Outsourced Workforce Management System (IOWMS) portal represents a major step forward in this direction. It marks a paradigm shift in how BPCL oversees and manages more than 28,000 outsourced personnel across its refineries, depots, LPG plants, terminals and offices. At a time when digital governance and compliance assurance are critical, we have set a national benchmark by developing a fully integrated, intelligent and scalable platform for outsourced workforce management. With 53 sites already live out of the planned 150, the system is emerging as a strategic enabler of our digital maturity, operational resilience, and commitment to ethical and transparent governance.

Integrated Outsourced Workforce Management System



Key Features of the IOWMS Platform

A. Preventive Vigilance and Access Management

The platform strengthens security through biometric face and fingerprint authentication, supported by turnstile and barrier-based access controls. Cloud-based real-time monitoring enables visibility into headcount across licensed and de-licensed zones. A smart-card visitor management system and one-time biometric enrolment improve identity verification and streamline access processes.

B. Compliance Management

Digital onboarding through a centralised vendor-accessible portal enhances transparency and accuracy. System-generated statutory registers reduce manual errors, while AI-enabled Optical Character Recognition (OCR) validates PF, ESI and wage payment records. Gate pass issuance is integrated with compliance checks to ensure that only verified personnel gain access. Automated alerts support timely statutory submissions and strengthen continuous compliance.

C. Data Security and Auditability

The system's security architecture encrypts Aadhaar and other personal data in accordance with Information Systems (IS) standards. Advanced device and network protocols safeguard operational data, while comprehensive audit trails facilitate transparent internal and external reviews.

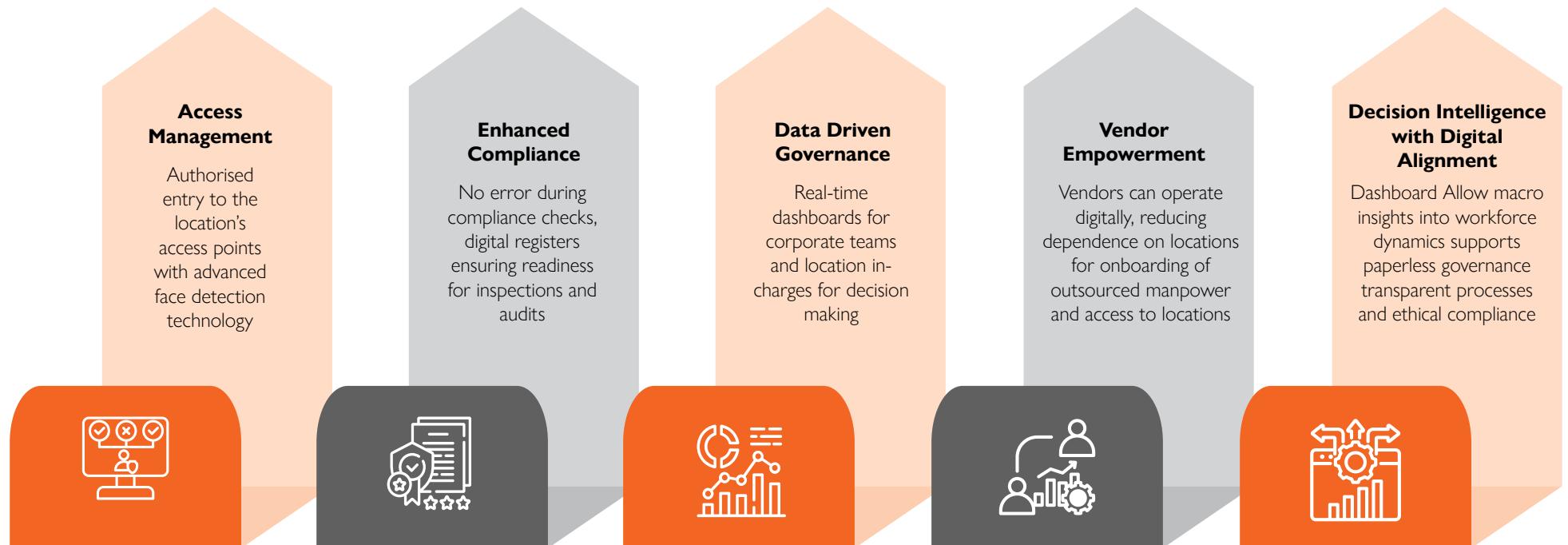
D. Real-Time Reporting and Dashboards

Role-based dashboards provide stakeholders with insights on headcount, vendor compliance, onboarding progress and site-level workforce status. MIS and statutory reports can be generated instantly, supporting data-driven decision-making and improving governance efficiency.

The nationwide rollout of IOWMS began in June 2024. Phase I focused on pilot testing at eight locations to validate the integration of hardware, software



and workflows. Phase II adopted a clustered deployment model. Cluster 1 (45 locations) has been completed, Cluster 2 (37 locations) is underway, and Cluster 3 will cover the remaining ~60 sites. Each site undergoes readiness assessments,



The implementation of IOWMS has significantly strengthened BPCL's outsourced workforce governance. Unauthorised access has been minimised through biometric verification and automated gates, while real-time headcount visibility supports emergency preparedness and resource allocation. Compliance performance has improved through automated statutory validations, system-generated registers and timely alerts. Paper-based processes have been replaced with digital workflows, resulting in greater efficiency and reduced risk of errors.

master data uploads, vendor alignment for biometric capture, hardware installation, and Site Acceptance Testing (SAT) prior to commissioning.

Vendors benefit from improved transparency and reduced reliance on local teams, while corporate-level dashboards support workforce planning, risk monitoring and vendor performance assessment. The initiative also strengthens BPCL's digital transformation agenda and contributes to enhanced brand equity. As BPCL continues the rollout across the remaining 100 locations, IOWMS is poised to become a defining element of its enterprise governance framework representing not just a system, but a shift toward smarter, more transparent workforce management.



Learning and Development

At BPCL, we believe that “Development of People is the Only Way to Success” a core value that guides every action, investment and intervention across the organisation. Guided by this core value, our philosophy of ‘People Above Oil’ anchored in Project Aspire, we are building a workforce that is agile, future-ready and aligned with the aspirations of an integrated energy company. Every initiative in FY 2024-25 reflected this commitment from redefining capability-building frameworks and enhancing digital fluency, to accelerating leadership readiness and building a culture of applied wisdom.

The Learning and Development Centre and the Bharat Petroleum Learning Centre (BPLC) serve as the backbone of our capability-building efforts, offering a wide range of technical and functional programmes. These are supported by Business Centres of Excellence, Refinery Learning Centres and Entity-level Learning Units, ensuring a structured approach to skill enhancement across all business areas.



To support higher education and lifelong learning, BPCL’s revised Education Policy offers financial assistance and sponsorships for employees pursuing advanced studies at leading institutions. We also continue to strengthen leadership and behavioural competencies through a blend of classroom, experiential and digital learning formats.

Training Initiatives and Learning Programs

Project Aspire: Building a Future-Ready Organisation

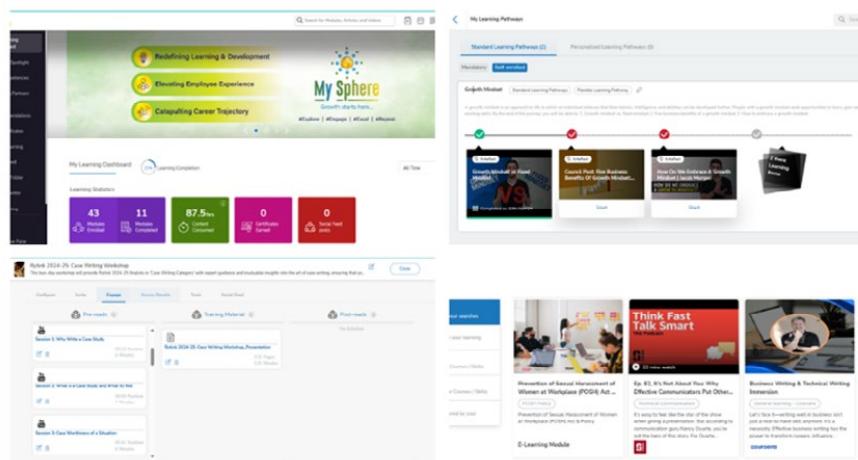
Project Aspire is BPCL’s flagship strategic initiative, led by the Corporate Strategy team, to drive holistic organisational growth and enhance long-term business performance. Built around four themes - Core Business Growth, Green Energy & Digital Ventures, Foundation Strengthening and Organisational Development, the project integrates business excellence with people capability building. A key focus of Project Aspire is talent development, aimed at nurturing a high-performing, future-ready workforce. We continue to build a strong leadership pipeline and has onboarded a new generation of young professionals bringing digital expertise and innovative thinking to the organisation.

To institutionalise capability building across the organisation, BPCL advanced several focused initiatives under Project Aspire during the year. A key thrust was the shift toward a digital-first learning model, anchored in the recognition that conventional classroom-led approaches could not meet the scale, speed and specialisation required for a geographically dispersed workforce. As BPCL moves from an oil & gas giant toward a diversified energy major, building next-generation skills in digital, sustainability and commercial excellence required an “anytime, anywhere” learning strategy that is enterprise-aligned, hyper-personalised and measurable.



At the core of this transformation is **My Sphere**, our AI-powered Learning Experience Platform (LXP), available on both web and mobile. It integrates:

- AI skill-to-content mapping and hyper-personalised recommendations tied to roles and competencies.
- Pre-reads, post-reads, simulations and assessments that supplement classroom immersions for higher retention and application.
- Dashboards and analytics to track engagement, skill progression and capability gaps.



Premium content partners extend My Sphere's learning universe. Licenses towards Massive Open Online Courses (MOOC) are rotated every three months, enabling maximum outreach and usage across the workforce. In less than 16 months, this model delivered 26,000+ learning hours with 2284 learners, averaging 11.3 learning hours per learner and achieving a 26% completion rate.

In 2024-25, more than **20,000 e-learning hours were clocked on My Sphere**. Learning Sphere an exclusive program curated for BPCL employees on the Coursera platform achieved a record course completion rate of 28%, far exceeding global benchmarks. More than 80 contextualised interventions were rolled out across business units by the Bharat Petroleum Learning Centre (BPLC), with over 3,000 enrollments across levels. These included a blend of classroom-based and experiential formats such as outbound programs, simulation-driven learning and blended modules tailored to business contexts.

Future-skilling also remained a priority, with high-impact programs like Demystifying AI, AI Smart and Data Smart empowering employees across levels. Learning journeys were curated for operations, energy transition, data-driven decision-making and leadership readiness. New-hire onboarding, cultural immersion for lateral recruits and retirement readiness sessions were conducted with renewed rigor. A growing coaching culture took root through initiatives such as Leaders as Coaches, Mpower for finance professionals and workshops designed to enhance impactful conversations.

Our flagship leadership development programs **eXcelerator and eXceed** continued to nurture high-potential talent through immersive classroom modules, global certifications, coaching, masterclasses and action learning projects. Executive Coaching was extended to senior leaders, complemented by board-level interventions and curated learning with premier global institutions. Moreover, a multitude of learning opportunities like exposure to long duration Executive education programs and short duration Management Development Programs at premier institutions have been extended and sustained. Our leadership development efforts were recognised with two prestigious accolades - the SHRM Award for Excellence in Developing Emerging Leaders and the TISS LeapVault Award for Best Leadership Development Program.



The year also witnessed a sharp rise in experiential and alternate learning platforms such as:

Talent Triathlon 2025, aligned with BPCL's 50th Foundation Day theme Shaping the Future, our core philosophy of People Above Oil, Project Aspire our growth roadmap and the EVP tagline Good People Spread Good Energy, brought together 1,081 officers across four challenges - Socratix, Mercurix, Biz-X and The Ultimate Challenge. Each was mapped to future-focused themes including digital transformation, energy transition and value-based decision-making. Finalists were tested not just on knowledge, but on agility, collaboration and demonstration of BPCL's values.

Rytink, Our institutional platform for in-house cases and caselets reflecting strategic breakthroughs and leadership dilemmas, was embedded into My Sphere as a living resource. Rytink 2024-25 marked a decade of capturing strategic foresight, leadership dilemmas and transformative decisions that define BPCL's journey. What began as an initiative to chronicle pivotal moments has evolved into a rigorous platform of applied wisdom and bold thinking. This year, Rytink introduced a new Caselet Writing category alongside the comprehensive Case Writing format, recognising the value of concise, high-impact narratives. With 49 case submissions and 57 caselets, participants undertook expert-led



workshops, stakeholder interactions and multiple review cycles to produce high-quality outputs. Eight BPCL-authored papers have been published externally and the latest submissions now serve as living resources within My Sphere, shaping future learning and leadership conversations across BPCL.

Sessions on BPCL's Culture & Values remained integral to all onboarding programs for new management cadre hires whether campus recruits, internal promotees, or lateral entrants. Behavioural and leadership interventions consistently reinforced these values, ensuring that learning remained rooted in BPCL's cultural fabric. For instance, the Ultimate Challenge of Talent Triathlon required teams to solve real-time dilemmas inspired by BPCL's values under the theme *Good People, Great Energy, One Extraordinary Journey*.

Executive Education Programme: We continue to invest in advanced learning opportunities through collaborations with leading management institutions such as SPJIMR, IIM Ahmedabad, IIM Calcutta and IIM Lucknow. The program blends on-campus immersion (10 days) with virtual weekend sessions over 1-2 years, enabling participants to enhance strategic thinking, managerial effectiveness and leadership agility. These programmes equip employees with cutting-edge management skills, contributing to improved productivity and operational excellence across the enterprise.



Experiential and Outbound Learning: To foster stronger collaboration and leadership through real-world experiences, we conduct experiential learning programmes that combine outdoor activities with reflective discussions. The programs encourage employees to push beyond personal limits, build meaningful connections and translate experiences into actionable workplace insights reinforcing BPCL's culture of collaboration and shared growth.



As we step into our 50th Foundation Year, our people agenda remains clear: to inspire, equip and empower every employee to shape not just the future of BPCL - but the future of energy itself.

Performance and Career Management

At BPCL, we are committed to supporting the aspirations of our workforce by providing multiple pathways for learning, skill enhancement and career progression. A robust performance management system is in place to ensure that every employee is recognised, developed and rewarded based on merit and measurable outcomes. **Performance appraisals are conducted annually for all of our workforce, covering both management and non-management employees across all departments**, including marketing, refineries and corporate functions. These appraisals provide structured feedback and career guidance, aligning individual contributions with business goals. Performance ratings are reviewed and validated by line managers and communicated transparently to employees.

An important aspect of BPCL's appraisal framework is the integration of ESG-linked objectives into individual and departmental performance goals. Through the Performance-Related Incentive Scheme (PRISM), remuneration and rewards are partially tied to performance against ESG targets, reinforcing accountability and embedding sustainability within day-to-day operations. We support our employees' growth through dedicated learning and career development platforms such as Ascend, Caliber and ACE, each designed to strengthen talent management and build future-ready skills.

ASCEND - Talent Management Framework

Our flagship ASCEND programme identifies and nurtures leadership potential by assessing employee traits, behaviours and career aspirations. Now in its fifth cycle, ASCEND has evolved into a dynamic platform aligning personal growth with organisational priorities. In FY 2024-25, the two-year ASCEND 5.0 cycle concluded with comprehensive Talent Review Discussions for 656 officers under Phase II and structured feedback sessions for Phase I participants.



Aim, Commit, Excel (ACE)

The ACE framework supports role-based skill enhancement through blended learning and simulation modules, helping employees build competence and excel in their roles.



CALIBER Program

CALIBER provides a structured approach to assess and develop talent across all levels, including senior management, through systematic reviews and targeted enrichment plans.



Average Training Hours (By Gender)

| Category | FY 2024-25 | | | FY 2023-24 | | | FY 2022-23 | | | FY 2021-22 | | |
|--|------------------|---|-----------------------------|------------------|---|-----------------------------|------------------|---|-----------------------------|------------------|---|-----------------------------|
| | Average Strength | Total Training Hours (Health, Safety, Wellness & Skill Upgradation) | Training Hours per Employee | Average Strength | Total Training Hours (Health, Safety, Wellness & Skill Upgradation) | Training Hours per Employee | Average Strength | Total Training Hours (Health, Safety, Wellness & Skill Upgradation) | Training Hours per Employee | Average Strength | Total Training Hours (Health, Safety, Wellness & Skill Upgradation) | Training Hours per Employee |
| Male | 4942 | 227916.76 | 46.12 | 5,030 | 1,50,006.75 | 29.82 | 4,852 | 1,22,889.58 | 25.33 | 4,733 | 1,24,185 | 26.24 |
| Female | 540 | 24006.77 | 44.46 | 494 | 16,168.75 | 32.73 | 480 | 12,329.31 | 25.69 | 505 | 12,697 | 25.14 |
| Total | 5482* | 251923.53 | 45.95 | 5,524 | 1,66,175.50 | 30.08 | 5,332 | 1,35,218.90 | 25.36 | 5,238 | 1,36,882 | 26.13 |
| Workers | | | | | | | | | | | | |
| Male | 2438 | 24918 | 10.2 | 2,860 | 33,071.66 | 11.56 | 3,130 | 36,178.00 | 11.56 | 3,478 | 15,150 | 4.36 |
| Female | 113 | 557 | 4.9 | 154 | 1,249.16 | 8.11 | 168 | 5,321.50 | 31.68 | 186 | 563 | 3.03 |
| Total | 2551 | 25475 | 9.98 | 3,014** | 34,320.82 | 11.39 | 3,298 | 41,499.50 | 12.58 | 3,664 | 15,712 | 4.29 |
| Grand Total (Employees + Workers) | 8,033 | 2,77,398.53 | 34.53 | 8,538 | 2,00,496.32 | 23.48 | 8,630 | 1,76,718.40 | 20.47 | 8,902 | 1,52,594 | 17.14 |

* This is the unique number of employees that received training amongst all management employees.

** The total count of non-management employees (workers) is based on the year-end headcount as on 31 March 2025. However, the training data reflects all non-management staff who were active at any time during the reporting period, which may result in a figure higher than the year-end employee count.

Note: Average working hours are calculated as total training hours by the average strength for each category.



Transition Assistance Programmes

BPCL remains deeply committed to the welfare and continued engagement of its retired employees, recognising that their contributions form the foundation of the organisation's success. Our transition assistance programs are designed to ensure a smooth shift from active employment to a fulfilling post-retirement life focusing on holistic well-being, lifelong connection and financial preparedness.

To support this transition, **BPCL offers a comprehensive two-day residential pre-retirement program for employees and their spouses.** The program emphasises physical health, mental well-being, financial literacy and personal development, equipping participants with the tools needed for a balanced and

secure post-retirement life. Sessions include guidance on health management, fitness routines, stress management and emotional resilience, alongside financial planning, investment strategies and retirement budgeting to promote long-term financial stability. BPCL also provides retirees access to digital platforms such as RE-Connect and Mobi Connect that are practical and user-friendly portals that allow self-updating of personal information, easy mobile access and ongoing communication with the organisation. We continue to celebrate and honour our retired employees through thoughtful gestures such as birthday greetings displayed across office LED screens, "Info Bytes" updates and access to digital magazines and corporate social media channels.



Occupational Health and Safety

Material Issue Covered

Occupational Health and Safety

At BPCL, the health, safety and well-being of our people are at the heart of everything we do. We remain steadfast in our commitment to providing a safe, secure and healthy workplace for all employees, contractors and partners across our operations. Guided by our philosophy of **“Safety First - Safety Must,”** we continuously strive toward our goal of Zero Harm, Zero Incidents and Zero Excuses.



Our safety culture is built on strong governance, proactive risk management and continuous engagement. We go beyond regulatory compliance by embedding safety into daily routines and decision-making at every level of the organisation. Through awareness drives, behavioural safety initiatives and sustainable safety management systems, BPCL promotes a mindset where safety is viewed as a shared responsibility and a way of life.

During FY 2024-25, 100% of our workforce underwent training on safety, skill enhancement and human rights. We are proud to report that there were no complaints related to health, safety, or workplace conditions during the year, reaffirming the effectiveness of our safety systems and the collective ownership of our workforce in maintaining a safe and responsible workplace.

Safety Management System

BPCL's commitment to workplace safety is anchored in a comprehensive Health, Safety and Environment (HSE) Policy, which guides safe operations, environmental

responsibility and continuous improvement across all sites. The policy defines clear objectives, including preventing accidents, reducing occupational illnesses and minimising environmental impact, while fostering accountability, innovation and a strong culture of safety ownership.

Our Health, Safety, Security and Environment (HSSE) framework ensures consistent implementation of these principles throughout the organisation. Dedicated HSSE officers at every BPCL location oversee compliance with policies, protocols and standard operating procedures, ensuring that risks to employees, contractors, transporters and local communities are effectively managed. Worker consultation remains integral to the process, allowing proactive identification and mitigation of potential hazards.

To strengthen governance and oversight, we have introduced a cloud-based HSSE data management platform connecting all operational sites across India. This digital system streamlines data capture, analysis and reporting through over 70 integrated modules that track performance indicators, training records and risk assessments. The portal enables data-driven decision-making, transparent reporting and continuous improvement in safety performance.

Integrated Management Systems and Certifications

BPCL's refineries and major facilities are certified to international standards:

- **ISO 9001** (Quality Management System)
- **ISO 14001** (Environmental Management System)
- **ISO 45001** (Occupational Health & Safety Management System)
- **ISO 50001** (Energy Management System)

We identify risks and opportunities through comprehensive Hazard Identification and Risk Assessment (HIRA) and Aspect-Impact (AI) studies. Each location designates a dedicated HSSE role holder accountable for implementing the policy,



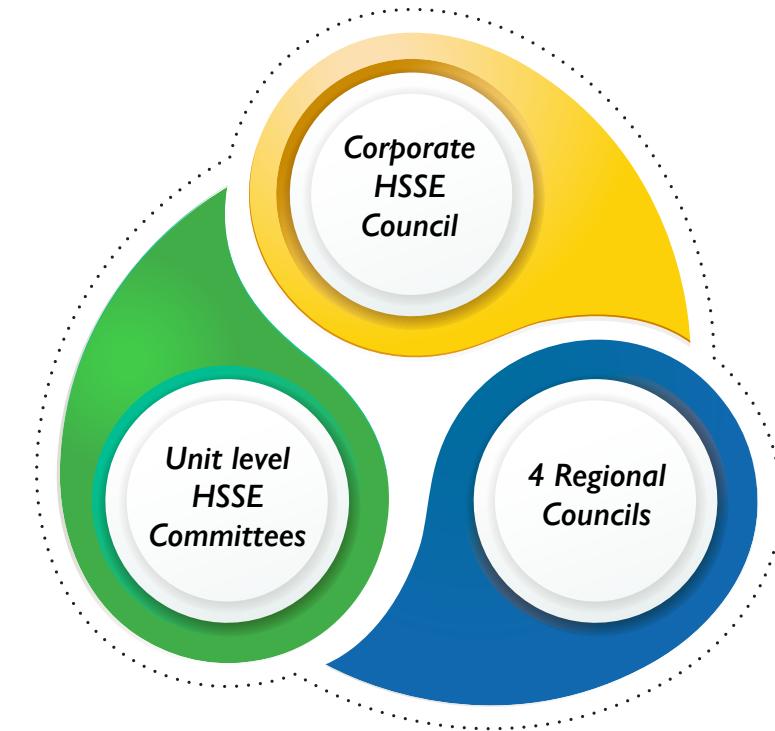
monitoring compliance and ensuring operational discipline. The Corporate Safety Management System (CSMS) and 12 Life-Saving Rules (LSRs) standardise safety practices across all business units, reinforcing BPCL's vision of a safe, healthy and productive workplace. Through these combined efforts, we continue to nurture a culture where safety is not viewed merely as compliance but as a shared responsibility embedded in every task, every decision and every level of the organisation.

Safety Governance Structure

At BPCL, safety is woven into every layer of our operations through a strong and transparent governance framework that protects our people, partners and the communities around us. Our three-tier Safety Governance Structure ensures that health, safety, security and environmental (HSSE) responsibilities are clearly defined and effectively implemented at the corporate, regional and site levels.

At the corporate level, the HSSE Council collaborates closely with all Business Units (BUs) to drive policy formulation, strategic planning, incident analysis and training programs, while ensuring full compliance with legal and regulatory standards. At the operational level, safety committees across refineries, marketing locations and other sites provide participatory governance, bringing together management and worker representatives. These committees encourage open dialogue, enabling employees to raise safety concerns, share feedback and suggest improvements to strengthen workplace safety culture.

The Apex Safety Council, comprising senior leadership including the Chairman, Directors and Business Heads, convenes twice annually to review company-wide safety performance, evaluate key indicators and address emerging safety challenges. The Council actively promotes safety through the HSSE Department and local safety committees, focusing on SOP compliance, operational safety, legal adherence, emergency preparedness, awareness-building and policy implementation. Audit findings and safety observations are regularly reviewed by top management, followed by timely implementation of corrective and preventive actions.



All employees and contract workers operate under BPCL's Corporate Safety Management System (CSMS), which serves as the overarching framework for maintaining safety discipline across sites. In FY 2024-25, safety training was conducted in full compliance with the statutory requirements of the Companies Act, 2013 and the Oil Industry Safety Directorate (OISD) Standard 154. Contract workers also underwent mandatory training on "Safety in the Workplace", ensuring uniform awareness and adherence to safety norms.

To further strengthen internal capability, BPCL organised ISO Lead Auditor training for ISO 14001 (Environmental Management) and ISO 45001 (Occupational Health & Safety Management), equipping teams with advanced skills to audit and maintain compliance with international standards.



HSSE Committee Structure



Key HSSE Initiatives: FY 2024-25



Over **1.2 Lakh** man-hours of training delivered to employees and contractors, aligned with **OISD-STD-154**, MoU targets and site-specific risk profiles.



Monthly Toolbox Talks, Digital Safety Boards and **QR-coded** safety suggestion schemes were introduced for dynamic awareness.



A centralised **health record digitisation** drive was launched to enable trend analysis and targeted interventions.



More than **150 Safety Bulletins**, Spot-the-Hazard challenges, case-based alerts and **“Remembering Series”** were circulated across business units.



Over **600 mock drills** conducted as per PNGRB ERDMP Regulations, 2010, covering Level I, Level II and Level III scenarios, with external observers and mutual aid partners.



Introduction of Geo-tagged **Emergency Muster Monitoring**, AI-based fire detection systems and **ERT competency** tracking dashboards.

In FY 2024 - 25, we strengthened our safety governance by rolling out the revised Corporate Safety Management System (CSMS), integrating HSE KPIs aligned with national and international standards, enhancing safety leadership walkarounds, and strengthening community-level emergency preparedness through participation in national emergency mock drills in collaboration with NDMA and state and local authorities.



Corporate Safety Management System

Our Corporate Safety Management System (CSMS) adopts a structured and systematic approach to monitor and control health and safety risks across all operations, ensuring that potential hazards are maintained at "As Low As Reasonably Practicable (ALARP)" levels. The CSMS Manual defines the minimum safety management standards and compliance requirements applicable to all operating locations, assets, offices, employees, contractors, and stakeholders.

The updated CSMS and associated Technical Standards have been approved by the Board as of August 2024, underscoring strong governance oversight and reaffirming the Company's commitment to embedding safety as a core organisational value. The Board-approved CSMS defines a consistent and uniform approach for safety management across all business units and entities.

To strengthen governance and data transparency, a cloud-based portal has been implemented for comprehensive incident reporting, tracking of leading and lagging indicators, promoting organisational learning from incidents and ensuring effective corrective and preventive actions (CAPA)s. This digital system facilitates real-time data collection, analysis and communication of preventive actions. All reported internal and external incidents are thoroughly investigated, analysed and reviewed, ensuring that corrective and preventive measures are effectively implemented to enhance overall safety performance. BPCL's Corporate HSSE department every year verifies compliance of CSMS implementation through assurance audits on sample basis.



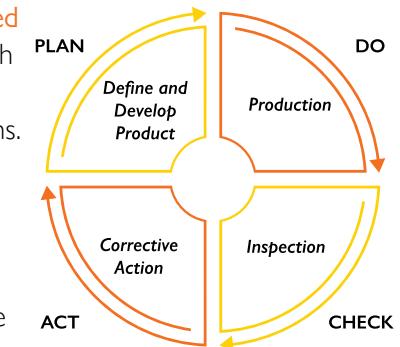
Corporate Safety Management System Framework



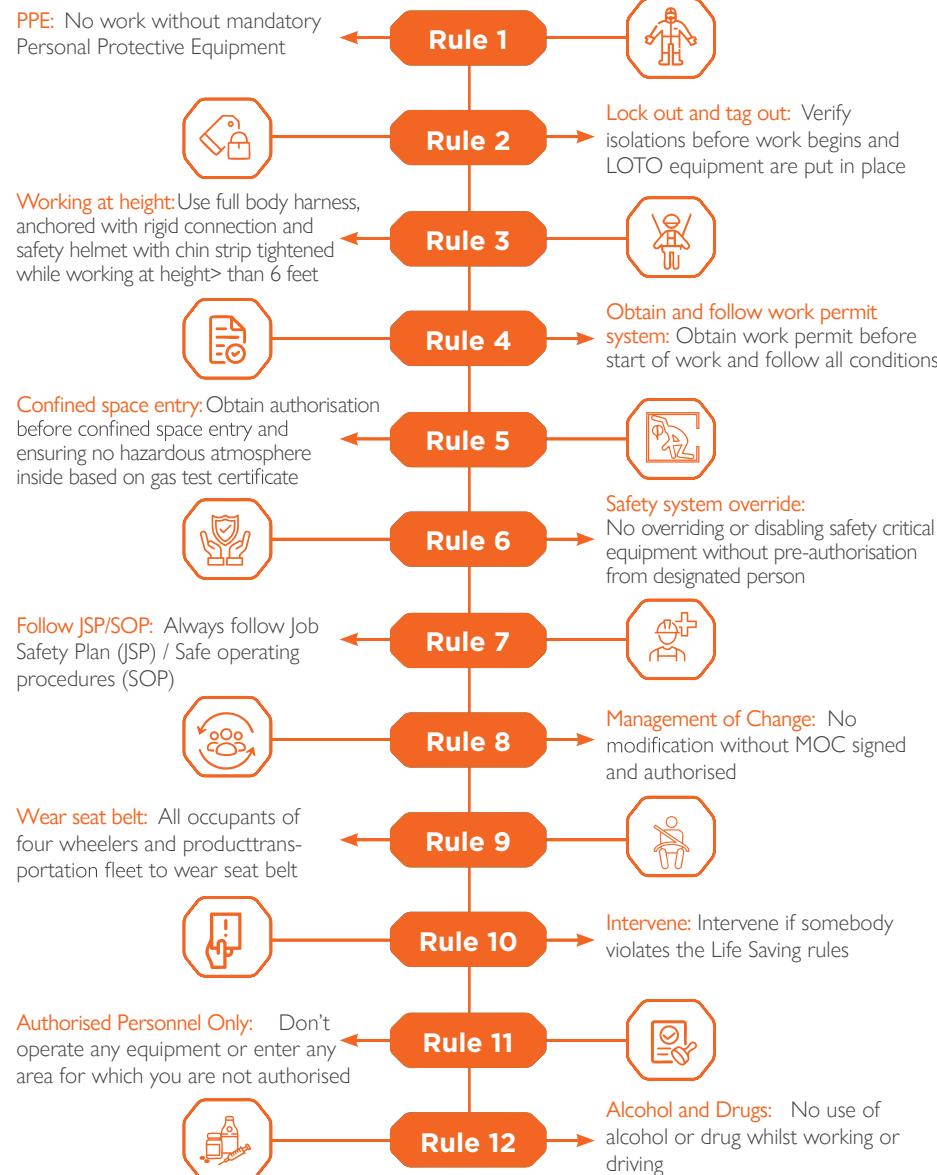
12 Life Saving Rules

BPCL's 12 Life-Saving Rules serve as critical safety guidelines to safeguard the lives of employees, contractors and visitors across all operational sites. These rules are rigorously implemented to ensure safe conduct during all work activities, both within and outside the premises. Every individual including employees, contractors and business associates shares responsibility for adhering to these life-saving principles, thereby fostering a proactive safety culture and advancing our Zero Harm objective.

Our safety management framework is anchored in the Plan-Do-Check-Act (PDCA) cycle, which underpins continuous improvement in safety practices and ISO-certified management systems. This structured approach involves defining and developing safe work processes, executing operations effectively, conducting inspections and audits and implementing corrective actions ensuring safety excellence across all levels of the organisation.



Life Saving Rules

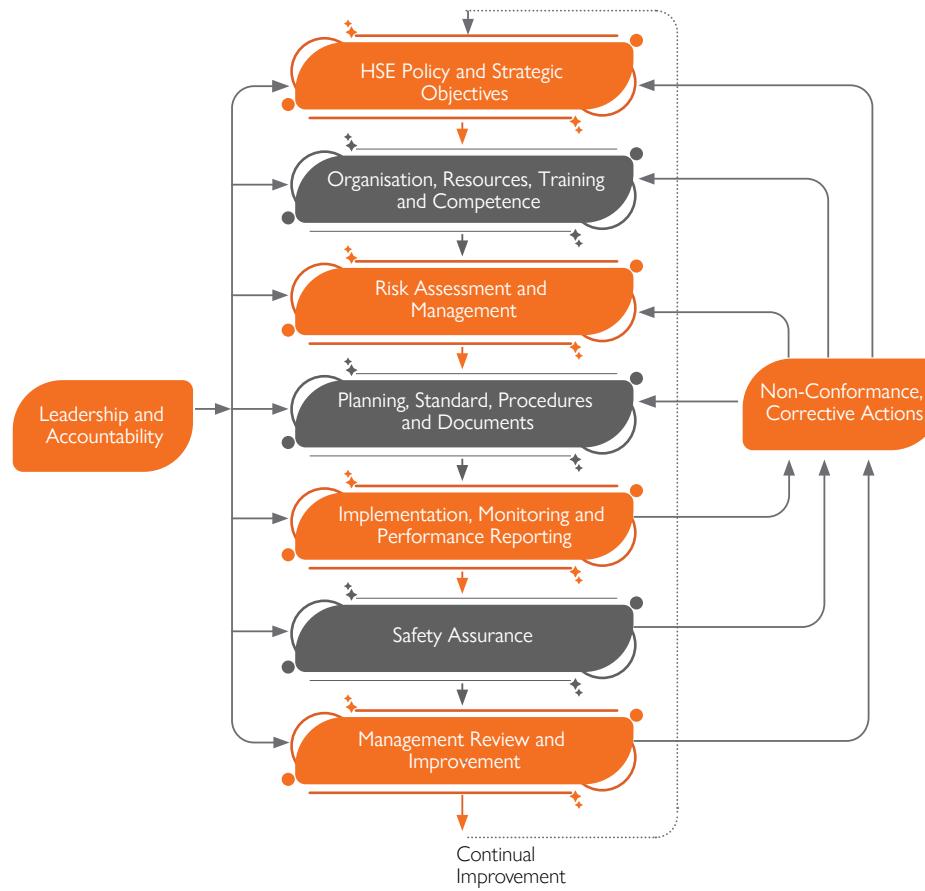


12 Technical Standards

- TS 01** Contractor Safety Management
- TS 02** Risk Assessment and Management
- TS 04** Safe Design and Operating Philosophies for Major Hazard Installations
- TS 06** Fleet Safety
- TS 07** Safety Performance Metrics
- TS 08** Collection and Reporting of Process Safety Events
- TS 09** Incident Reporting, Classification and Investigation
- TS 10** Behaviour Based Safety
- TS 11** Corporate Safety Management System Audit
- TS 12** Road Safety
- TS 13** Occupancy Safety Standards: Office and Residential Building



Corporate Safety Management Model

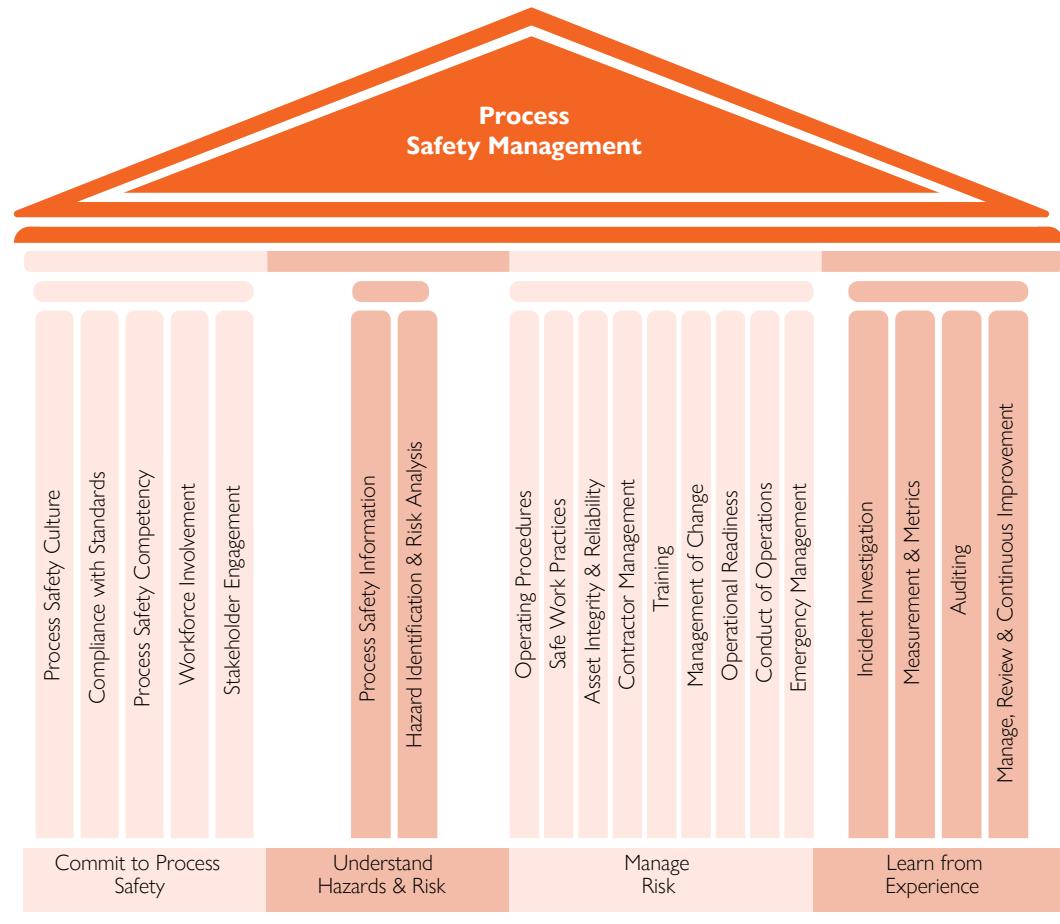


Hazard identification and Risk Assessment (HIRA)

We undertake comprehensive Hazard Identification and Risk Analysis (HIRA) across all operating locations to proactively assess and manage potential safety risks. Each site also undertakes Aspect Impact (AI) Assessments, Threat Vulnerability and Risk Assessments (TVRA) and Security Audits to identify emerging risks and develop targeted mitigation plans for both refinery and marketing operations.

In addition, Quantitative Risk Assessments (QRA) and Hazard and Operability (HAZOP) studies are conducted in alignment with the 175 safety requirements prescribed by the Oil Industry Safety Directorate (OISD) and the Petroleum and Natural Gas Regulatory Board (PNGRB) guidelines. These assessments are mandatory for all new facilities and are systematically reviewed every five years to ensure continued relevance, effectiveness and alignment with evolving safety standards.

Process Safety Management System



BPCL places the highest priority on process safety in the handling, storage and transportation of hazardous materials. **To ensure robust risk management, we have implemented a Process Safety Management (PSM) System in alignment with the American Petroleum Institute's Recommended Practice (API RP 754) standard.** This framework enables the detection, monitoring and quantification of Process Safety Events (PSEs), thereby safeguarding people, assets and the environment.

Process safety performance is continuously monitored, documented and analysed across all locations. Information and learnings from incidents are systematically shared to foster a culture of transparency and safety awareness. Each operating site maintains a Process Safety Master File, which consolidates critical process information such as design details, incident records and preventive measures, ensuring that collective knowledge remains readily accessible and regularly updated.

Comprehensive process safety training programmes are conducted to enhance employees' understanding of hazards associated with chemical processes and materials. These programs cover hazard identification, risk assessment, emergency preparedness and the effective use of protective equipment, enabling employees to respond confidently and safely under all circumstances.

BPCL also leverages advanced digital tools such as ALOHA, a hazard-modelling software from the CAMEO suite, to strengthen emergency planning and response to chemical incidents. ALOHA allows the simulation of potential chemical releases and generates threat zone estimates, which can be mapped to support swift and effective emergency response planning.

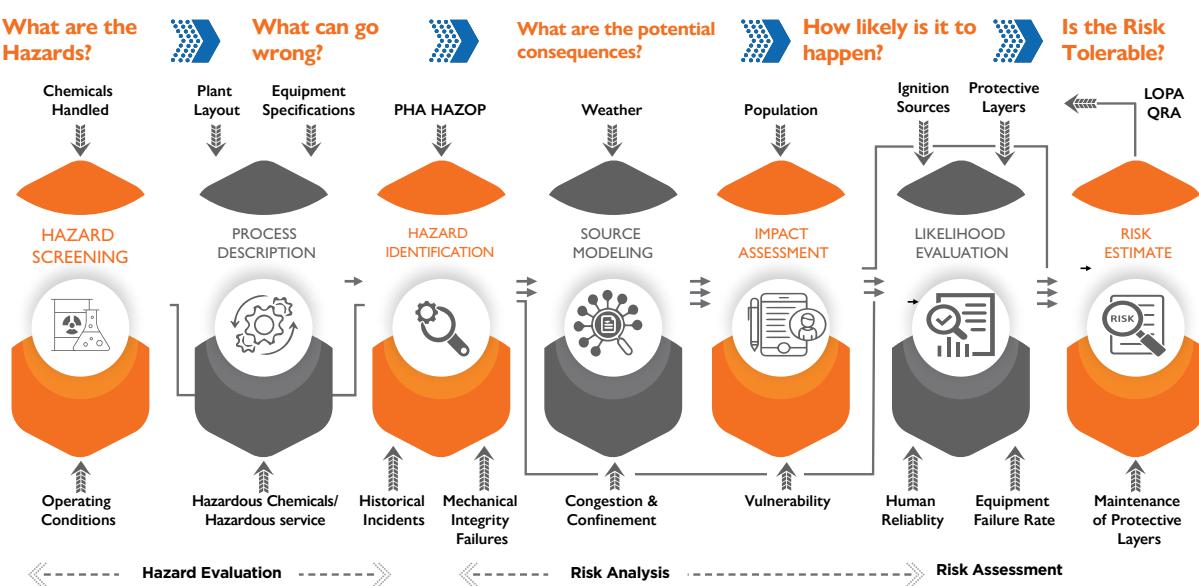
Additionally, Quantitative Risk Assessment (QRA) sessions were conducted using the ALOHA platform for officers overseeing safety at operational sites. These trainings

equipped participants with the competence to independently carry out QRA studies, further embedding technical proficiency within site-level safety management.

Collectively, these systems, tools and capacity-building initiatives significantly enhance our process safety performance, ensuring a safe, resilient and environmentally responsible workplace.

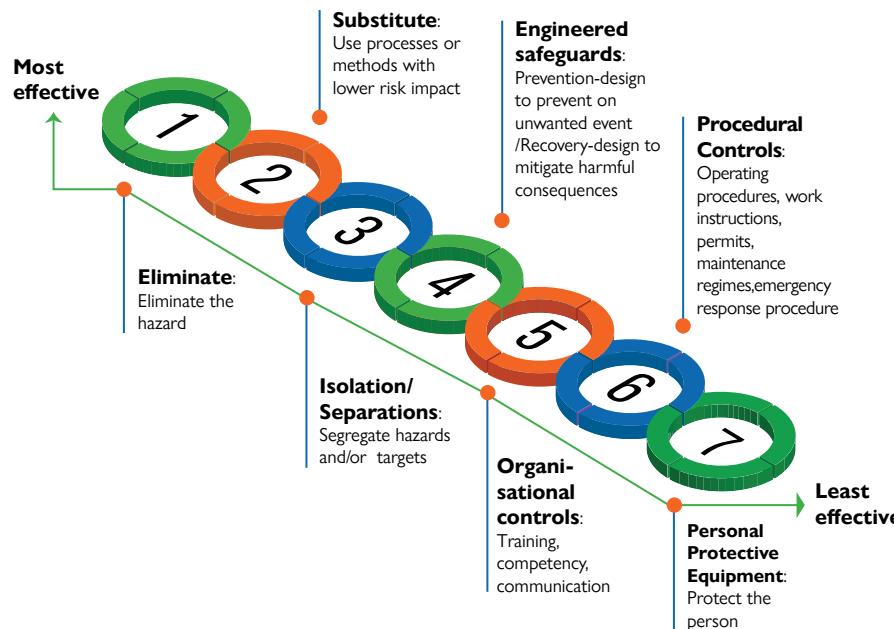
Risks that cannot be reduced to "As Low As Reasonably Practicable (ALARP)" levels are escalated to higher management for review and appropriate mitigation action. Each operational site is required to conduct a comprehensive health risk assessment that evaluates potential chemical, biological, physical, ergonomic and psychosocial hazards. Any identified risks are systematically addressed through preventive and protective control measures, ensuring a safe and healthy work environment for all personnel.

Overall work process steps for Hazard Evaluation and Risk Analysis



Hierarchy of Controls for Hazard Mitigation

The hierarchy of control to be followed to mitigate any identified work-related hazards



Process Safety Events

All BPCL operating locations systematically report Process Safety Events (PSEs) to identify early indicators of potential process safety failures that could lead to major incidents or unplanned material releases. A PSE is defined as any unplanned or uncontrolled release of material, including non-toxic and non-flammable substances such as steam, hot water, nitrogen, compressed CO₂, or compressed air, from a process system. It also includes undesired events or abnormal conditions that, under slightly different circumstances, could have resulted in such a release.

To ensure consistent monitoring and assessment, BPCL follows the four-tier framework of Process Safety Key Performance Indicators (KPIs) as recommended by the American Petroleum Institute (API RP 754):

- **Tier 1 PSE:** Major process safety incidents due to Loss of Primary Containment (LOPC)
- **Tier 2 PSE:** Less-severe process safety incidents due to LOPC
- **Tier 3 PSE:** Challenges to safety systems
- **Tier 4 PSE:** Lack of operating discipline (e.g. unsafe behaviors)

This structured framework enables us to strengthen our process safety performance by addressing root causes, enhancing operational discipline and continuously improving preventive measures.

Process Safety Events (PSE) -FY 2024-25

| Performance Indicators | Unit | Refineries | | | Marketing | | | Total |
|------------------------|------|------------|-----|-----|-----------|-----|-----|-------|
| | | MR | KR | BR | Retail | LPG | P/L | |
| PSE Tier - 1 | No's | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| PSE Tier - 2 | No's | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PSE Tier - 3 | No's | 139 | 206 | 9 | 26 | 38 | 2 | 420 |
| PSE Tier - 4 | No's | 511 | 418 | 996 | 7 | 11 | 0 | 1943 |

Process Safety Events (PSE) -FY 2023-24

| Performance Indicators | Unit | Refineries | | | Marketing | | | Total |
|------------------------|------|------------|-----|-----|-----------|-----|-----|-------|
| | | MR | KR | BR | Retail | LPG | P/L | |
| PSE Tier - 1 | No's | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PSE Tier - 2 | No's | 2 | 4 | 0 | 0 | 0 | 0 | 6 |
| PSE Tier - 3 | No's | 39 | 339 | 4 | 8 | 0 | 10 | 300 |
| PSE Tier - 4 | No's | 90 | 304 | 185 | 4 | 0 | 1 | 585 |

Process Safety Events (PSE) -FY 2022-23

| Performance Indicators | Unit | Refineries | | | Marketing | | | Total |
|------------------------|------|------------|-----|-----|-----------|-----|-----|-------|
| | | MR | KR | BR | Retail | LPG | P/L | |
| PSE Tier - 1 | No's | 0 | 1 | 0 | 2 | 0 | 3 | 6 |
| PSE Tier - 2 | No's | 4 | 1 | 0 | 0 | 0 | 1 | 6 |
| PSE Tier - 3 | No's | 23 | 237 | 30 | 8 | 0 | 14 | 312 |
| PSE Tier - 4 | No's | 39 | 155 | 127 | 3 | 2 | 13 | 339 |



BPCL 5-Tier Contractor Safety Management System

We have introduced a five-tier Contractor Safety Management System (CSMS) that establishes comprehensive guidelines and minimum safety requirements for all contractors engaged in operations, maintenance, construction and related activities irrespective of contract size or value. This system aims to ensure consistent safety performance, accountability and compliance across all contractor-

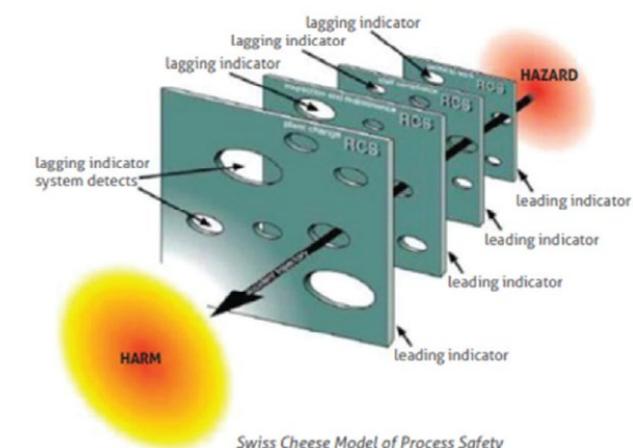
led activities at BPCL sites. The five-tier CSMS has been successfully adopted and implemented across all three BPCL refineries, with plans underway to extend its deployment to marketing operating locations. This initiative reinforces BPCL's commitment to safeguarding the health and safety of every individual working within its operational ecosystem.

| Tier | Step | Key Elements |
|---------------|---|---|
| Tier 1 | Contractor Prequalification and Selection (Safety Aspects) | A structured procedure for contractor selection that includes a thorough review of past safety performance, compliance records and capability to meet BPCL's HSE Policy and the proposed scope of work. |
| Tier 2 | Communicating Contract-Specific Safety Requirements in Tender/Agreement Documents | Development of bid and contract documents with clearly defined safety expectations and requirements to be met by contractors. |
| Tier 3 | Pre-Job Meeting and Contractor Training | Conduct pre-job meetings and provide induction and job-specific safety training (including SOP familiarisation) to contractor personnel before commencement of work. |
| Tier 4 | Execution of Work and Performance Monitoring | Establish clear mechanisms for continuous monitoring of contractor performance against contractual safety requirements during project execution. |
| Tier 5 | Post-Contract Evaluation | Implement a formal process for evaluating contractor performance during and after project completion to capture learnings and drive continuous improvement. |

Swiss Cheese Model

We adopt the Swiss Cheese Model as part of its safety management framework to strengthen preventive and protective barriers across operations. This model emphasises the importance of maintaining multiple layers of defense including engineering controls, administrative safeguards and behavioural safety practices to minimise the likelihood of incidents arising from aligned vulnerabilities or system gaps.

Through continuous evaluation and reinforcement of each protective layer, we identify potential weaknesses and implement redundant safety measures to ensure resilience. This approach ensures that even if one barrier is compromised, subsequent layers continue to provide effective protection, thereby safeguarding people, assets and the environment.

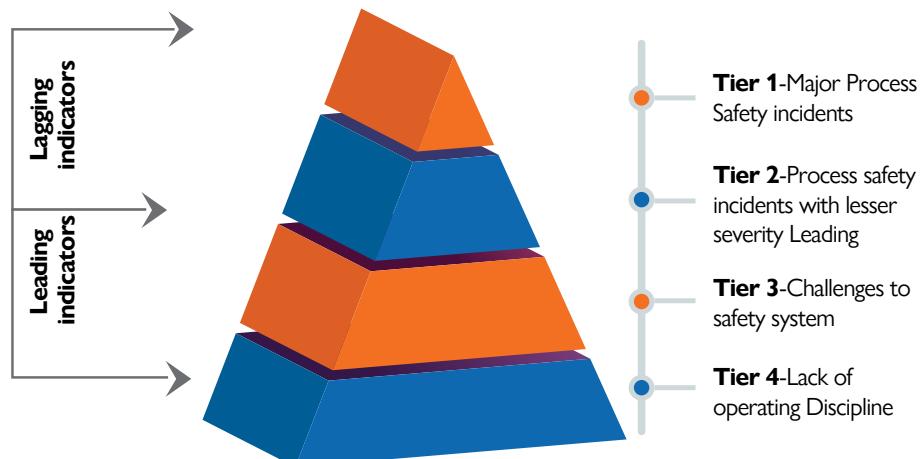


Leading and Lagging Indicators

Leading indicators are proactive measures that focus on monitoring risk control processes and their components to ensure their ongoing effectiveness. These indicators measure the monitoring of processes to achieve the desired safety outcomes. Lagging indicators are reactive monitoring indicators that track the outcomes of incidents that may or may not cause severe damage, injury, or loss of containment. Some of the key Leading and Lagging Indicators identified are mentioned below:

| Leading Indicators | Lagging Indicators |
|-----------------------------|---|
| ➤ Near Miss Reporting | ➤ Incidents / Accidents Analysis |
| ➤ Safety Committee Meetings | ➤ Monitoring of Lost Time Injury Frequency Rate (LTIFR) |
| ➤ Walk Around Management | ➤ Monitoring of Process Safety Events |
| ➤ Safety Audits | |
| ➤ HSSE Communication | |
| ➤ Directives and Advisories | |

Leading and lagging indicators



Safety Audits

We place the highest emphasis on safety and conducts regular safety audits to proactively identify potential hazards, unsafe practices and areas for improvement across its operations. These audits play a crucial role in ensuring strict adherence to Standard Operating Procedures (SOPs) and in assessing the overall effectiveness of safety systems and controls.

External Safety Audits (ESA) are carried out by regulatory authorities such as the Oil Industry Safety Directorate (OISD), the Petroleum and Natural Gas Regulatory Board (PNGRB) and the Petroleum & Explosives Safety Organisation (PESO) to ensure compliance with statutory and industry standards. In parallel, internal safety audits are conducted by multidisciplinary teams to evaluate operational practices, identify deviations and recommend corrective measures.

We take all audit findings and recommendations seriously, implementing necessary improvements with urgency. **We have also reinforced its Surprise Dip Stick Audit (SDSA) mechanism to ensure strict compliance with the 12 Life-Saving Rules (LSR) across all locations.** Safety remains a top management priority, with senior leadership regularly reviewing audit outcomes, providing feedback and monitoring the effectiveness of corrective actions.

Additionally, we conduct Industrial Hygiene and Ergonomics Studies as part of its safety audit framework at all operating locations, following a structured and scientific methodology that enables early identification of workplace health risks and implementation of targeted mitigation measures.



Industrial Hygiene & Ergonomics

BPCL integrates Industrial Hygiene and Ergonomics Studies into its safety audit process across all operating locations to uphold the highest standards of employee health and workplace safety. These studies evaluate working conditions, ensure compliance with statutory norms and strengthen our commitment to employee well-being. Hygiene audits assess workplace cleanliness, sanitation and adherence to safety protocols across offices, warehouses and production units. Identified gaps are addressed through corrective and preventive measures to maintain a safe, hygienic and productive environment.

The ergonomics assessment focuses on designing workstations and tasks for comfort, safety and efficiency. Reviews of HIRA and SOP documents, along with employee feedback, help identify and resolve ergonomic risks. Audits also track the effectiveness of training programmes, particularly in the use of Personal Protective Equipment (PPE) and compliance with hygiene standards. Regular exposure monitoring ensures protection against physical, chemical and biological agents, verifying that engineering and administrative controls remain effective.

1. General: A detailed review of site practices related to the storage, handling and use of hazardous substances. This includes evaluating the adequacy of Standard Operating Procedures (SOPs) and the effectiveness of employee training programs related to these practices.

2. Exposure Monitoring: Assessment of the adequacy of current practices to minimise employee exposure to physical, chemical and biological agents. The focus is on ensuring that exposure control measures are effectively implemented and monitored.

3. Governance: Evaluation of the roles and responsibilities assigned for managing industrial hygiene. This includes reviewing the management of Personal Protective Equipment (PPE), incident reporting, corrective action mechanisms and healthcare center record maintenance.



6. Ergonomics: Examination of documentation related to workstation design, HIRA (Hazard Identification and Risk Assessment) and work SOPs. Employee surveys will also be conducted to evaluate ergonomic practices and identify improvement areas.

5. Operational: Inspection of operational SOPs related to employee hygiene, canteen use and housekeeping practices. Each activity will be checked for adherence to hygiene standards.

4. Trainings: Review of training programs provided to employees, particularly those related to PPE usage, industrial hygiene and SOP compliance. The audit assesses both the content and the effectiveness of these trainings.



Safety Perception Survey

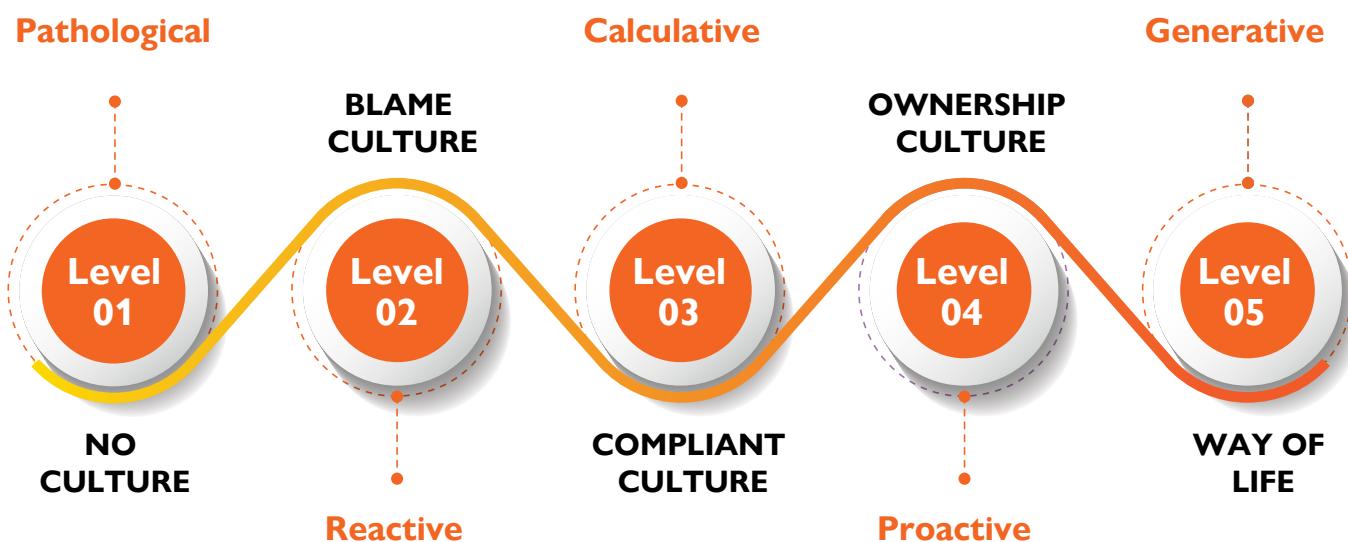
HSSE perception surveys serve as an effective tool for assessing safety performance and organisational safety culture. They provide valuable insights into how employees view existing HSSE systems, policies and practices, enabling leaders to understand on-ground realities beyond what traditional audits can reveal. By capturing feedback directly from field personnel, these surveys help shift the organisation from a reactive to a proactive approach to safety management, allowing early identification of gaps and opportunities for improvement.

BPCL conducts a comprehensive Safety Perception Survey (SPS) for all officers, covering eight critical dimensions of Corporate Safety Management:

- Safety Policy & Processes
- Workplace Environment
- Safety Awareness and the Use of Tools & PPE
- Safety Communication
- Role of Supervisors and Managers
- Incident Reporting
- Effectiveness of Safety Training
- Incident Investigation

We use the Hudson's Safety Culture Model to assess the safety perception in the organisation. The model defines five stages of safety maturity - pathological, reactive, calculative, proactive, and generative showing how organisations evolve in their approach to safety. These stages reflect a shift from ignoring or reacting to incidents, to managing safety through systems and data, and ultimately embedding safety as a core part of how the business operates.

BPCL conducted a comprehensive Safety Perception Survey (SPS) for all officers to assess the prevailing safety culture across the organisation. **The results showed that BPCL's overall safety culture score stands at 76.4%, placing the organisation collectively in the calculative to generative maturity range reflecting a positive and well-established safety culture.** Based on these insights, an action plan has been developed to further strengthen and enhance safety culture across BPCL.



Action Plan to Enhance Safety Culture

We have developed a comprehensive Action Plan to strengthen and enhance its safety culture across the organisation, informed by the findings of the Safety Perception Survey. The plan focuses on five key priority areas.

Action Plan to Enhance Safety Culture

| Action Plan | Status |
|--|--|
| PSM implementation across all the three refineries | Completed |
| Strengthening Implementation of CSMS across organisation | Assurance through CSMS Audits and Awareness sessions conducted every year. |
| Implementation of IMS in Marketing BUs | Completed in Retail, LPG, Pipelines, Lubricants |
| Active monitoring of incident reporting and ensuring proper investigation | Implemented |
| Facilitating technical resources and budgets to locations | In Progress |
| 100% digitalisation of HSSE information to monitor and respond to the regulatory compliances | HSSE Portal Integration in progress |

Emergency Response Disaster Management Plan

We have developed a robust Emergency Response and Disaster Management Plan (ERDMP) grounded in four key pillars - Preparedness, Mitigation, Planning and Restoration (PMPR). This framework ensures that every operating location is fully equipped and ready to respond swiftly and effectively to any emergency situation, safeguarding people, assets and the environment.

To maintain a high level of readiness, three-tier mock drills are regularly conducted in coordination with District Authorities and local emergency agencies. These

exercises provide real-time assessment of response mechanisms, communication systems and coordination protocols. The lessons learned are systematically reviewed and integrated into operational procedures, further strengthening our emergency preparedness.

Recognising the importance of resilience in times of crisis, we have also implemented a Pandemic Emergency Response Plan (PERP) to ensure business continuity, protect employee health and sustain critical operations during health-related emergencies. Together, these measures demonstrate our unwavering commitment to proactive risk management and a culture of preparedness across all its operations.



Emergency Preparedness: The HSSE department reviews the Emergency, Response and Disaster Management Plan for selected locations, identifying gaps in preparedness and aligning mitigation measures for employee health.



Mitigation: We have a well-defined mitigation plan in place to effectively handle emergencies and accidents, reducing damage to a minimum and reducing the chance of future emergencies.



Planning: Daily operations are monitored and special training on health, safety and environment is provided at all locations, with HSSE role holders present to ensure policy adherence.



Restoration: We have a recovery plan for fire and safety incidents, ensuring processes, equipment and safety conditioning systems are checked and installed before operations resume. They also investigate incidents and implement corrective measures.

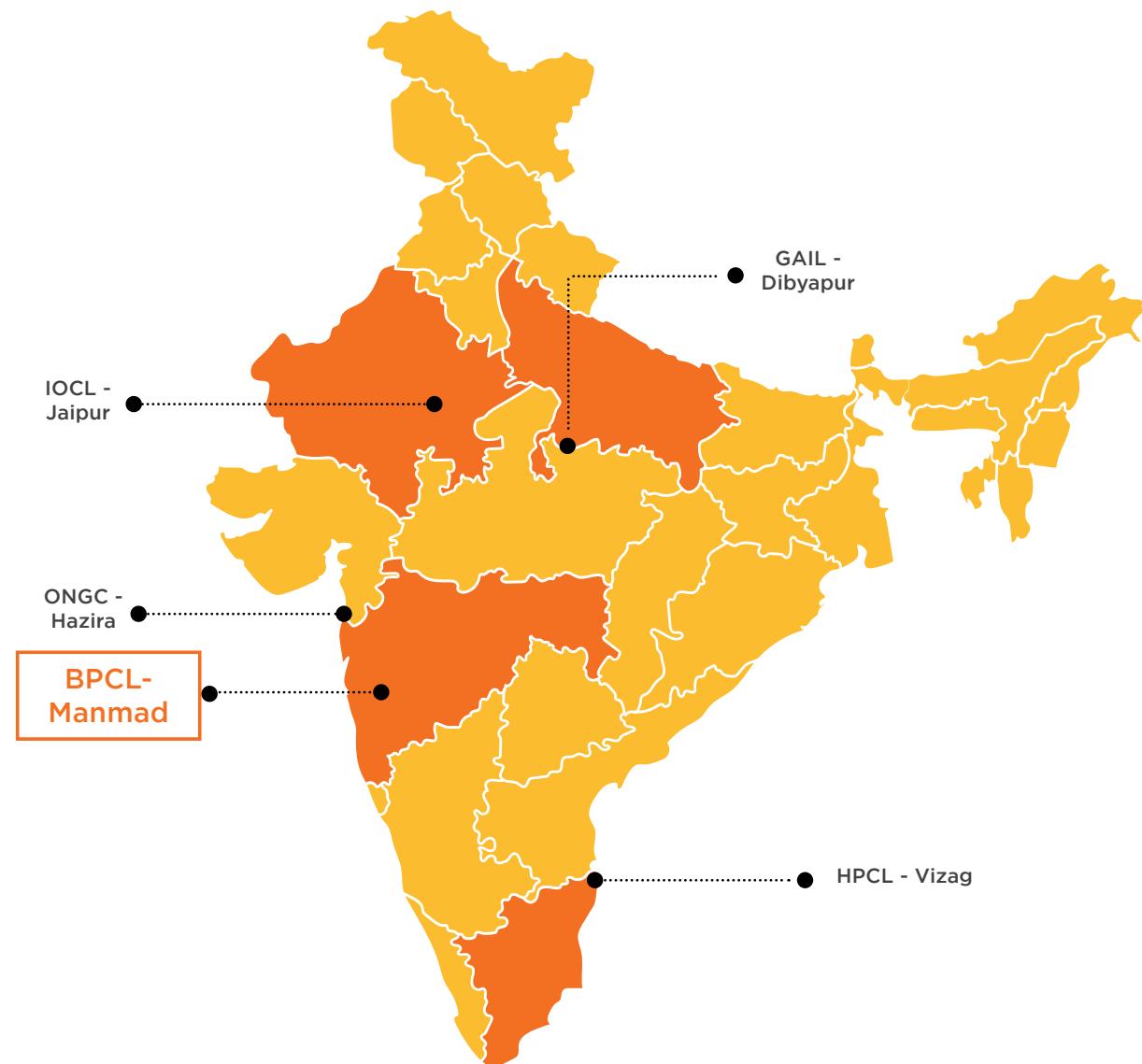


Emergency Response Centre

To enhance emergency preparedness and strengthen response capabilities within India's oil and gas sector, the M. B. Lal Committee recommended the creation of Emergency Response Centres (ERCs) across the country. These centres are designed to function as specialised hubs equipped with advanced firefighting systems, modern response infrastructure and trained personnel capable of handling large-scale oil fires and complex industrial emergencies that may surpass the capacity of on-site facilities. In the first phase of implementation, five pilot ERCs are being established at key strategic locations - **Manmad (BPCL)**, **Hazira (ONGC)**, **Vizag (HPCL)**, **Jaipur (IOCL)** and **Dibiyapur near Kanpur (GAIL)**. Together, these centres will form a coordinated national network providing rapid, expert-level emergency assistance, ensuring industry-wide resilience and minimising potential environmental and community impacts during critical incidents.

During FY 2024-25, the proposed ERC model was discussed at the 41st OISD Safety Council Meeting held on 21 May 2024, where it was noted as a pending action under the M. B. Lal Committee recommendations. The Council observed that operating conditions, risk profiles, and emergency response capabilities across installations have evolved significantly since the model was conceived in 2010, and highlighted limitations related to response assumptions, logistics, and cost-effectiveness. In view of these considerations, the Ministry of Petroleum & Natural Gas decided to re-examine the ERC approach in consultation with industry stakeholders.

Proposed Emergency Response Centres (ERCs) Locations



Incident Management and Reporting System

We understand that effective incident management is fundamental to sustaining a strong safety culture and driving continuous improvement. We have established a transparent and responsive reporting framework that ensures every incident no matter how minor becomes an opportunity to learn, improve and strengthen operational safety.

Leadership teams conduct regular reviews to analyse reported cases, identify root causes and recommend both corrective and preventive actions. These reviews also reinforce a culture of openness, encouraging employees and contractors to proactively report near misses, unsafe conditions, or potential hazards without fear of reprisal.

Each reported incident undergoes detailed investigation and root cause analysis and the insights gained are shared across business units to avoid recurrence and enhance collective learning. Periodic safety committee meetings, awareness drives and peer-learning sessions further promote dialogue, exchange of best practices and reinforcement of safe work behaviours at all levels.

All incidents irrespective of severity or the party involved (employees, contractors, visitors, or the public) are logged in our digital Incident Reporting and Information System (IRIS). Minor incidents are addressed at the site level, while major or serious ones are immediately escalated to Business Units and the Corporate HSSE team for timely action and oversight. Through this structured and collaborative approach, we transform every event into a learning opportunity, ensuring stronger risk controls, more resilient safety systems and a continuously improving culture of accountability.

BPCL's CSMS also has policies and established safety protocols that uphold an employee's right to refuse unsafe work. This is reinforced through the organisation's "Stop Work Authority" (reflected in the PRINCIPLE 10 - 'Intervene' of our life saving rules under the CSMS) and supported by structured mechanisms for reporting safety concerns.



Safety Incidents

| Safety Incidents / Number | Category | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2020-21 |
|--|-----------|--------------|--------------|-------------|-------------|-------------|
| | | Inside Plant | | | | |
| LTIFR (Lost Time Injury Frequency Rate) (No. of lost-time injuries $\times 1,000,000$) / total man-hours worked | Employees | 0 | 0 | 0 | 0 | 0.065 |
| | Workers | 0.022## | 0.038 | 0.65 | 0.010 | 0.054 |
| No. of Incidents | Employees | 0 | 0 | 0 | 0 | 0 |
| | Workers | 36 | 100 | 144 | 154 | 115 |
| Total Recordable Work-Related Injuries | Employees | 0 | 0 | 0 | 0 | 0 |
| | Workers | 2* | 3 | 13 | 5 | 16 |
| Rate of Recordable Work-Related Injuries (Total Recordable Work-Related Injuries $\times 1,000,000$) / total man-hours worked | Employees | 0 | 0 | 0 | 0 | 0 |
| | Workers | 0.011 | 0.109 | 0.662 | 0.251 | 0.720 |
| No. of Fatalities | Employees | 0 | 0 | 0 | 0 | 1 |
| | Workers | 2** | 1 | 4 | 1 | 3 |
| Rate of Fatalities (Work-Related Injury) (Total No. of Fatalities $\times 1,000,000$) / total man-hours worked | Employees | 0 | 0 | 0 | 0 | 0.045 |
| | Workers | 0.011 | 0.036 | 0.204 | 0.050 | 0.135 |
| High-Consequence Work-Related Injury or Ill-Health (Excluding Fatalities) | Employees | 0 | 0 | 0 | 0 | 0 |
| | Workers | 0 | 0 | 0 | 0 | 0 |
| Rate of High-Consequence Work-Related Injury or Ill-Health (Excluding Fatalities) | Employees | 0 | 0 | 0 | 0 | 0 |
| | Workers | 0 | 0 | 0 | 0 | 0 |
| Total Man-Hours Worked | Employees | 1,96,21,056 | 2,75,95,771 | 1,96,21,056 | 2,13,17,681 | 1,52,47,575 |
| | Workers | 18,16,49,938 | 10,52,55,596 | 9,00,32,315 | 7,47,14,604 | 7,32,57,584 |

*LPG- 1 - Uluberia: Contract worker's hand up to elbow got trapped into chain sprocket. (Included)

GAS-1 - Saharanpur: Residual gas in pipeline came in contact with the spark due to which fire got ignited and the contract worker got injured (Hospitalised for 2 Months) (Included)

** GAS-1 - Jagatsinghpur: A contract worker entered the SV chamber pipeline. Unfortunately during valve operation he fell unconscious & was unable to exit. (1 Fatal Occurred) (Included)

KR-1 - Fatal Accident of a contract worker in Fabrication yard while handling boiler tubes on a structure

Note: LTIFR details along with MMH data is also attached for reference.



Occupational Health and Safety - Trainings and initiatives

We place the highest priority on the health and safety of its workforce, ensuring a culture of safety excellence through comprehensive training programmes and continuous awareness initiatives. The company's Health, Safety and Environment (HSE) Policy emphasises the use of advanced technologies to minimise environmental impact and enhance operational safety.

Training programs - BPCL has delivered more than **1.2 lakh man-hours** of comprehensive safety training for our employees and contract workforce, aligned with OISD-STD-154 and other statutory and regulatory requirements (MoU targets) in FY 24-25. The sessions covered essential topics such as fire safety, first aid, emergency preparedness and safe handling of hazardous materials. In addition, customised modules focused on process safety, Behaviour-Based Safety (BBS), energy isolation (LOTO), confined space entry, work-at-height and electrical safety. To make learning more engaging and accessible, we introduced digital learning tools including interactive e-modules, gamified micro-learning sessions and mobile-based quizzes for quick knowledge checks.



Ultra-Critical Video Analytics (UCVA) - AI-Enabled Safety

Monitoring - We introduced the Ultra-Critical Video Analytics (UCVA) solution, an industry-first, AI-powered safety monitoring system for refinery operations. Using intrinsically safe 5G devices, UCVA enables real-time video surveillance of work sites and automatically detects non-compliance and potential hazards. Integrated with the Work Permit system, it ensures seamless, automated oversight of critical activities. The solution was inaugurated in July 2024 and reflects our continued commitment to strengthening safety through advanced digital technologies.

OISD Safety Conclave - BPCL had the privilege of hosting the second edition of the OISD Safety Conclave in Goa in October 2024. The two-day event brought together more than 140 participants from 18 oil and gas companies to discuss the theme "**Safety in Intricate & Challenging Environments**." Senior leaders from OISD, BPCL and other industry organisations inaugurated the conclave and shared insights on strengthening safety culture, integrating technology and moving towards zero-incident operations. The conclave featured technical sessions, expert talks and a safety exhibition showcasing new innovations such as drones, robotics, automated firefighting systems and advanced emergency-response tools. Industry experts also presented best practices on digital safety, innovative HSE approaches, competency enhancement and learnings from incidents.



SURAJ Initiative - Strengthening LSR Compliance for Contractor Workmen - BPCL introduced the SURAJ initiative (Suraksha Uplabdh - Rakhak Apna Jivan ka) as a focused safety-culture programme aimed at enhancing Life Saving Rules (LSR) compliance among contractor workmen. The initiative seeks to transform on-ground safety behaviour by combining live demonstrations, hands-on training and continuous engagement to reinforce the importance of safe work practices. SURAJ provides contractor workmen with practical exposure to correct work methods, safe handling of tools and equipment and mandatory use of personal protective equipment (PPE). Launched at the Mumbai Refinery in September 2024, the initiative is planned for rollout across other refineries and SBUs beginning November 2024.



Hazard Hunt Competition at Bina Refinery - Bina Refinery organised a "Hazard Hunt" competition to encourage employees to identify potential hazards in operational and maintenance areas. Launched in June 2024, the campaign received 35 entries, with the top 10 shortlisted for the final "Safety TED Talk" round held in July 2024. Participants presented hazard observations, consequences and control measures, evaluated by a panel of senior refinery leaders. Winners were recognised at the HSE Apex Committee Meeting and all identified hazards are being reviewed for action and implementation through the MOC process.



Periodic Health Screenings

- BPCL conducts regular multi-specialty health camps and onsite medical screenings across its locations to promote early detection and timely management of health concerns. These camps include assessments for blood pressure, blood sugar, cholesterol, vision, lung function (spirometry) and hearing (audiometry), among others. To enhance preventive healthcare, a centralised digital health record system has been introduced, enabling trend analysis and focused medical interventions. Alongside physical health, we also prioritise mental wellbeing, ergonomic awareness and healthy lifestyle practices through interactive webinars, counseling sessions and dedicated helplines.



Occupational Health Centers (OHCs)

- At BPCL's major operational sites, Occupational Health Centers (OHCs) have been modernised with telemedicine facilities and an Ambulance-on-App system to enable swift medical response during emergencies.



Each center is staffed with qualified healthcare professionals who conduct regular mock medical drills, immunisation drives and occupational hygiene assessments. These centers provide round-the-clock medical support, monitor employee health and play a vital role in promoting workplace wellbeing and preparedness.



Health and Wellness Initiatives - Employee well-being is treated as an integral part of OHS. Regular medical check-ups, vaccination drives, ergonomics assessments and health awareness campaigns were conducted across all units. At high-risk operational areas, occupational health centres are equipped with medical professionals and emergency response systems. Telemedicine services have also been introduced to provide employees and their families with 24x7 access to healthcare.

Mock Drills - Over 600 mock drills covered Level I to Level III scenarios and involved external observers and mutual aid partners. We 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.



Safety Talk - We conduct regular safety talks for all employees, contract workers, PCVO Staff and security personnel at operating locations focusing on several topics such as awareness building, incident sharing, awareness about various tools and mechanisms to be used at work to ensure zero harm and accident. Toolbox talks are conducted on various topics which ensure effective productivity at work and familiarisation with equipment and procedures.



Safety Awareness Week and Campaigns - We celebrate the National Safety Day annually on March 4 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.



First Aid Training - We conduct regular first aid trainings for our workers at operating locations focusing on awareness about basic first aid rules and procedures such as breathing, pulse rate check, how to deal with emergency situations, Cardiopulmonary Resuscitation (CPR).

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 Milestone: 1 Million Safe Man-Hours at BPREP

In January 2025, BPREP (Bina Petchem and Refinery Expansion Project) achieved an important safety milestone by completing 1 million safe man-hours in site enabling activities without any Lost Time Accident (LTA). This accomplishment reflects the strong safety culture shared by BPCL, EIL and all key contracting partners working on the project. Since the start of work in July 2024, the project has expanded to around 1,500 workers working across brownfield and greenfield areas. All activities including high-risk tasks like rock blasting were carried out in line with our safety systems, supported by daily toolbox talks, drills and structured awareness programmes.



Product and Transport Safety Management

BPCL places equal emphasis on the safety of its employees, customers, transporters and the wider community. We have launched initiatives to educate consumers about safe and responsible usage of products and services through multiple awareness and outreach programs. Comprehensive product safety measures are implemented to ensure that users are informed about safe handling and emergency response. Material Safety Data Sheets (MSDS) are provided for all products sold and safety labels and covers carry clear instructions on usage and precautions for products such as LPG cylinders and lubricants. To further enhance consumer preparedness, display stickers with the 1906 LPG leakage helpline number are distributed for kitchen spaces to provide quick access to emergency support.



Transport safety remains a critical part of BPCL's operational framework. All vehicles carrying hazardous materials display HAZCHEM labels that communicate product risks to emergency responders. Drivers and logistics partners receive regular training on safe driving, emergency response and defensive driving practices to minimise road safety incidents. We also undertake continuous route risk assessments and vehicle monitoring to ensure compliance with safety protocols.

Beyond operational safety, we undertake extensive public outreach and awareness programs. LPG Safety Clinics are conducted nationwide to educate consumers on safe usage and emergency handling. Safety-related videos are showcased in cinema halls and public places such as bus stops, metro stations and airports to build wider public awareness.



Corrective Actions and Safety Enhancements across Value Chain

1. Contractors at Project Sites

- Contractors and workmen undergo a mandatory induction program prior to commencing work, focusing on safety rules, regulations, SOPs, CSMS objectives, Project HSSE Management and Assurance Plan.
- They are required to use PPE, comply with 12 Life Saving Rules, and have a mitigation plan for construction hazards.
- A HIRA/HAZOP Study is conducted before work commences, and contractors are required to have a HSSE supervisor before job execution.
- Regular safety awareness enhancement activities, such as Toolbox Talks, Safety Committee Meetings, and site visits, are organised to ensure safety and deal with violations through CAPA.
- A competency building and safety awareness development programme was organised for contractor workers at regional, HQ, and site levels. The program included construction safety, first-aid training, and standard operating procedures (SOPs), with 2228 participants and 4016 training man-hours.
- In 2024-25, 14,79,136 man-days were worked at project sites without LTA.
- Contractors and employees are encouraged to report any Near-miss and breaches pertaining to Life Saving Rules (LSR). This year, 280 Near misses and 253 LSR breaches were reported across all 77 project locations.
- 36 health check-up camps were organised, benefiting 1535 contract workers around the project site.

2. Mobile Cascade / CNG Station Crew

- The maintenance checklist includes a visual inspection of stainless steel tubing and a soap solution test of threaded joints.
- Advisory note issued regarding the safe transit of CNG cascades via LCV/HCV.
- 517 safety campaigns were conducted focusing on handling emergency situations involving 7,500 customers including drivers, dealers, compressor operators.

3. Tank Truck (TT) Crew - Hazardous Fuel Transport

- 10,986 (Retail) + 10,927 (LPG) TT Crew members received defensive driving instruction (DDT).
- 10,695 (Retail) + 10,339 (LPG) TT crew members received simulator-based DDT training.
- 225 (154 Retail & 71 LPG) Health check-up camps conducted

- 4. Retail Network, Dealers and Distributors** Mock drills on emergency situations were held at several ROs in accordance with the ERDMP to boost staff confidence and skills.

5. LPG Delivery Chain and Customers

Activity Count (FY 2024-25)

 **36,712**
Safety Clinics

 **3,087**
SOP Training for Direct Customers

 **13,686**
Delivery Staff
(PDC Checks)

 **11,462**
Additional
Showroom Staff
Training

 **9,677**
Distributor
Showroom Staff
Trained



Serving Communities

Material Issue Covered

Diversity, Inclusive Development & Community Relations

At BPCL, our commitment to nation-building extends beyond business to creating lasting social value. We focus on uplifting communities and improving quality of life through inclusive and sustainable development. Guided by comprehensive needs-assessment surveys, our CSR Division identifies local priorities and aligns projects with community aspirations to maximise impact.

BPCL's CSR framework is centred on five thrust areas-



Oversight is provided by the CSR Committee of the Board, which regularly reviews progress and outcomes, supported by SBU-level teams that monitor implementation on the ground. Aligned with the UN Sustainable Development Goals (SDGs), our CSR approach integrates social responsibility into its business strategy, strengthening community resilience, fostering partnerships and enabling inclusive growth for a sustainable future.

CSR Vision

BPCL's vision for Corporate Social Responsibility is to "Be a model corporate entity with social responsibility, committed to energizing lives through sustainable development." For us, CSR is not a separate obligation but an integral part of how we do business. Through our initiatives, we aim to build enduring relationships with communities, creating shared value and driving holistic, long-term development.



CSR Mission



01

Transform **150** **villages** from water-scarce to water-positive



02

Enable quality education for over **10 Lakh** children



03

Develop expert panels to **guide** **initiatives** across BPCL's CSR thrust areas.



04

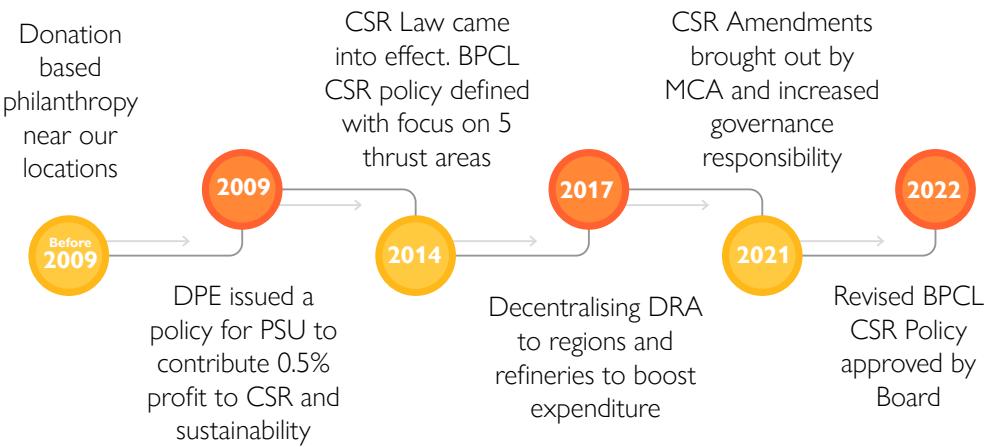
Foster a culture of **employee** **volunteering**, targeting **10% workforce** participation within five years.



CSR Objectives

- Building Sustainable Communities:** Create lasting positive impact in the regions where BPCL operates through inclusive and participatory development.
- Health and Safety:** Safeguard the well-being of our workforce and surrounding communities by integrating health and safety principles into every CSR initiative.
- Environment:** Reduce environmental impact and actively protect, restore, and enhance natural ecosystems through responsible and sustainable practices.
- Employees:** Cultivate socially conscious leaders by nurturing teamwork, empathy, and a sense of collective purpose within BPCL's workforce.

Our CSR Journey



CSR Committee

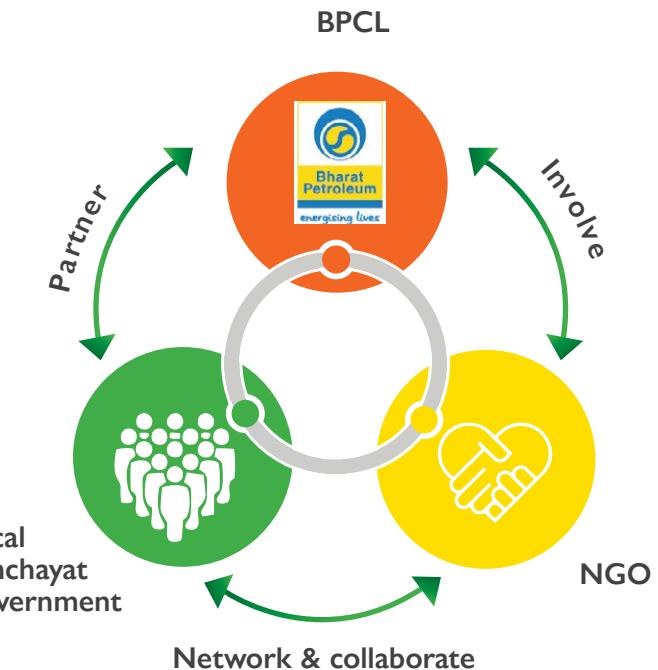
Our CSR Committee is headed by Independent Director along with two functional Directors.

**Independent Director
(Chairman of the Committee)**

**Director (HR)
(member)**

**Director (Finance)
(member)**

BPCL CSR Methodology



CSR Project Management Approach

1. Project Selection and Implementation

Our CSR initiatives are centred around five key thrust areas, closely aligned with the focus sectors identified under Schedule VII of the Companies Act, 2013. Projects within these areas are carefully chosen following Board approval, ensuring alignment with both community needs and organizational priorities.

Our CSR programmes are strategically linked to national development goals, complementing the Government of India's efforts toward inclusive and sustainable growth. The implementation framework is guided by three core principles that drive effective planning, execution and long-term impact.

PRINCIPLE 1

Engagement of the community, local government, and the implementing agency.

PRINCIPLE 2

Development of focused and needs based interventions which focus on a scientific approach to address complex social issues.

PRINCIPLE 3

Creating interventions that are sustainable, replicable, and scalable.

2. Financial Management

We allocate 2% of our average net profits from the three immediately preceding financial years toward Corporate Social Responsibility (CSR) activities. The computation of net profits is carried out in accordance with Section 198 of the Companies Act, 2013.

The CSR budget and Annual Action Plan are approved by the Board of Directors, based on recommendations from the CSR Committee. The Annual Action Plan outlines:

- The list of CSR projects or programmes to be undertaken in alignment with Schedule VII of the Companies Act
- The mode of execution for each project or programme
- The modalities for fund utilisation and implementation timelines
- The mechanisms for monitoring and reporting project progress
- Details of any need or impact assessments, as applicable

The Board reserves the right to modify the Annual Action Plan during the financial year upon the CSR Committee's recommendation, supported by valid justification. The Company will conduct impact assessments for all CSR projects with a total outlay exceeding ₹1 crore. The expenditure on such assessments, booked in the respective financial year, shall not exceed 5% of the total CSR spend for that year or ₹50 Lakh, whichever is lower. Any surplus generated from CSR activities will not be included in business profits. Instead, it will be reinvested into the same project or utilised exclusively for other CSR initiatives, in line with statutory requirements.



3. Project Monitoring and Evaluation

We ensure full compliance with the CSR provisions outlined under the Companies Act, 2013 and the CSR Rules, 2014. All CSR projects and programmes are implemented in accordance with the approved budgets and authorisations.

Our robust monitoring framework includes:

- Periodic field visits by designated CSR teams to track on-ground progress
- Systematic documentation and progress reporting for each initiative
- Continuous engagement with implementing partners to gather insights and feedback
- Close monitoring of fund utilization to ensure financial discipline and timely execution
- Concurrent and end-line impact evaluations by implementing agencies to measure outcomes
- Additional reviews and measures as advised by the CSR Committee to enhance project effectiveness

We also conduct periodic impact assessments to evaluate the outcomes and social value created by its CSR initiatives. These assessments help in optimising impact, ensuring long-term sustainability, and identifying opportunities for scaling and replication of successful models.

Amount Spent in CSR (₹ crore)

| Particulars | FY 2024–25 | FY 2023–24 | FY 2022–23 | FY 2021–22 | FY 2020–21 |
|------------------------|------------|------------|------------|------------|------------|
| Amount Spent (₹ crore) | 179.37 | 158.19 | 128.67 | 137.78 | 144.90 |

Several CSR projects were sanctioned during the second, third and fourth quarters of FY 2024–25, with implementation timelines extending beyond one financial year. Payments to implementing agencies are milestone-based and

released upon the achievement of defined deliverables. Consequently, a portion of the approved expenditure is carried forward to subsequent years.

The unspent CSR amount for the current financial year has been duly earmarked for approved ongoing projects and transferred to separate Unspent CSR Accounts, in compliance with the provisions of the Companies Act, 2013. These funds will be utilised in accordance with the timelines and requirements prescribed under the Act.

Our CSR Footprint Across India for Last 11 Years



* Miscellaneous includes all CSR projects falling under the categories of All India, Admin, Exhibitions, Impact Assessment.



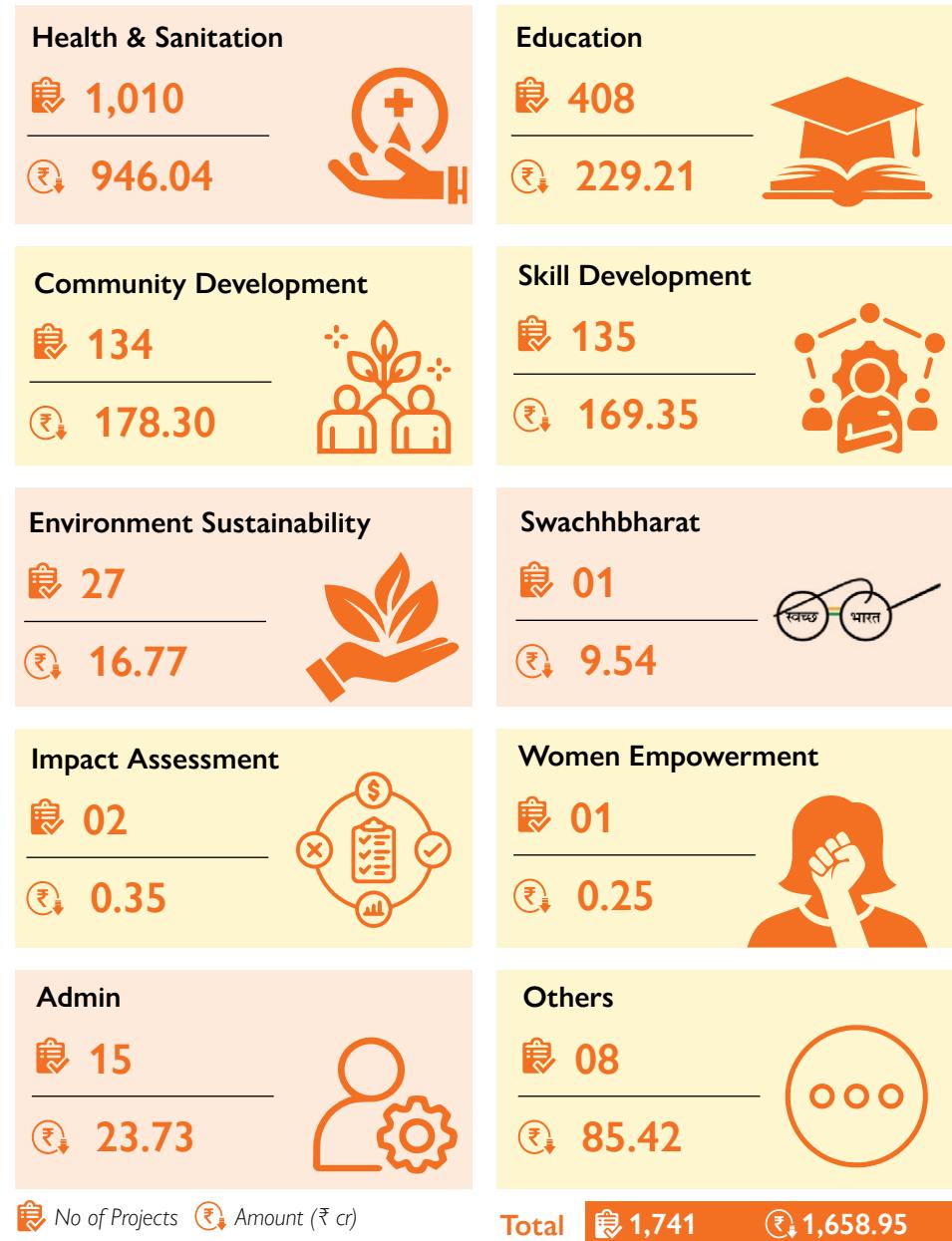
Impact created through CSR Projects in Aspirational Districts in FY 2024-25:

| S. No. | State | Aspirational District | Amount Spent (₹ cr) |
|--------|----------------|---|---------------------|
| 1 | Bihar | Aurangabad, Gaya And Navada | 0.19 |
| 2 | Haryana | Nuh | 0.60 |
| 3 | Jharkhand | Bokaro | 0.11 |
| 4 | Madhya Pradesh | Rajgarh, Barwani | 0.17 |
| 5 | Maharashtra | Osmanabad, Gadchiroli, Nandurbar | 1.51 |
| 6 | Odisha | Balangir, Kalahandi, Nuapada, Malkhangiri | 0.75 |
| 7 | Telangana | Komaram Bheem (Asifabad) | 0.25 |
| 8 | Tripura | Dhalai | 1.10 |
| 9 | Uttar Pradesh | Sonbhadra, Shravasti, Bahraich, Chandauli | 2.13 |
| 10 | Uttarakhand | Udham Singh Nagar | 0.54 |
| 11 | West Bengal | Nadia, Dakshin Dinajpur | 1.55 |

CSR Expenditure on Key Thrust Areas

| Sr. No. | Thrust Area of CSR Projects | No. of Persons Benefitted from the CSR projects | Amount of Money Spent (₹ cr) | % of beneficiaries from vulnerable and marginalised groups |
|---------|----------------------------------|---|------------------------------|--|
| 1 | Health & Sanitation | 33,72,495 | 111.98 | 47% |
| 2 | Education | 1,44,838 | 45.36 | 51% |
| 3 | Environment Sustainability | 1,21,681 | 1.12 | 76% |
| 4 | Skill Development | 876 | 7.77 | 47% |
| 5 | Community Development and Others | 5,49,447 | 6.14 | 46% |

Cumulative Expenditure for last 11 Years till March 2025 (₹ crore)



₹ No of Projects ₹ Amount (₹ cr)



A quick glimpse of our CSR Projects undertaken during 2024-25

1. Health and Sanitation

Hospital on the Train – Lifeline Express: Preventing Avoidable Disabilities

Our flagship initiative, Hospital on the Train – Lifeline Express, continued to deliver critical healthcare services to rural communities, focusing on preventing avoidable disabilities through early screening, timely diagnosis, surgical care and health awareness. Free medical treatment is provided for select orthopaedic conditions, vision and hearing impairments, and cancers affecting women such as breast and cervical cancer.



In FY 2024–25, the Lifeline Express reached three aspirational districts—Lakhimpur (Assam), Dhalai (Tripura) and Nadia (West Bengal) bringing specialised medical care to areas with limited healthcare access. Cumulatively, the initiative has benefited nearly two lakh people across 12 locations.

Support for Persons with Disabilities

We continued our efforts to empower Persons with Disabilities (PwDs) through mobility solutions, medical interventions, educational support and assistive infrastructure. These initiatives benefitted over 6,000 individuals across Goa, Maharashtra, Kerala, Karnataka, Uttar Pradesh and Madhya Pradesh. We further introduced AI-enabled smart vision devices for 150 visually impaired beneficiaries, enhancing mobility and independence through features such as object detection, facial recognition and text-to-speech.



Cataract Surgeries for Restoring Vision

We have facilitated more than 6,000 free cataract surgeries for economically vulnerable patients across Uttar Pradesh, Bihar, Madhya Pradesh and Maharashtra, restoring eyesight and helping individuals regain independence and dignity.



Jan Arogyam Clinic: Strengthening Rural Primary Healthcare

Our Jan Arogyam Clinic project continued to address anaemia and provide primary healthcare services through OPD services, a pathology lab, mobile medical vans, diagnostic tests and a structured referral system. The initiative has reached over 2 Lakh beneficiaries and has been recognised by the Department of Public Enterprises (DPE) and the Nuh District Administration under the Aspirational Districts Programme.



50-Bed Charitable Hospital at Kedarnath

We are establishing a 50-bed charitable hospital with ICU facilities at Kedarnath Dham to provide free, critical medical services to pilgrims and residents of remote Himalayan regions. The hospital will serve the wider Kedarnath–Badrinath–Gangotri belt, addressing emergency and essential healthcare needs in high-altitude areas with limited access to medical infrastructure.



AI-Powered Telemedicine in Sonbhadra - In partnership with IIT Ropar, we introduced an AI-powered telemedicine health kiosk in Sonbhadra district. The kiosk facilitates screening for non-communicable diseases and enables specialist consultations using predictive health analytics—addressing chronic illnesses and maternal and lifestyle-related health issues in a medically underserved region.

Nutrition Interventions under National Nutrition Mission -

We continued targeted interventions for women, children and tribal communities by:

- Developing Nutri-Gardens in Keonjhar, Odisha, benefiting 1,480+ families
- Providing nutritious breakfast to 70,000+ schoolchildren daily under the First Meal Program in Kerala
- Conducting nutrition-focused health screenings in Jhabua, with expansions to Ujjain, South Delhi, Raigad and Pune



Mobile Medical Units (MMUs):

Healthcare at the Doorstep - Our

MMUs act as fully functional clinics-on-wheels, operating across West Bengal, Uttar Pradesh, Maharashtra, Delhi and Kerala. They offer free consultations, basic diagnostics, medicines and health awareness sessions. The service expanded to Mon (Nagaland), Azamgarh (UP) and Thane (Maharashtra) during the year, bringing essential care to difficult terrains.



Comprehensive Cancer Care Support

Care Support - We supported renovation and equipment upgrades for cancer institutes in Maharashtra, Punjab and Tamil Nadu, provided nutritional support to 879+ paediatric cancer patients and facilitated screenings for 21,000+ women in Osmanabad for breast and cervical cancers, enabling early detection and timely care.



Swachhata Pakhwada & Swachhata Hi Seva

Pakhwada (July 1–15, 2024), we undertook activities such as reducing single-use plastic, planting 3.7 Lakh trees, ensuring clean drinking water and disposing of 7,711.58 MT of metal scrap. Over 16,500 activities benefitted more than 95,000 people.

Swachhata Hi Seva (Sept 17–Oct 2, 2024) further strengthened awareness on cleanliness through 790 activities involving employees, partners and communities.



2. Education

DAV School Initiative at Bina Refinery - We support a school operated by the DAV College Trust and Management Society near Bina Refinery, offering education from Nursery to Class XII, including Science and Commerce streams. With 1,000+ students enrolled annually, the school has earned the IMC Ramkrishna Bajaj National Quality Award 2024 and maintained a 100% CBSE pass rate for Classes X and XII.



Scholarship Programmes and Grassroots Education Support

Support - We provide scholarships to students from economically weaker backgrounds, from Class 8 up to postgraduate levels. In FY 2024–25, 78% of scholarship beneficiaries belonged to marginalised communities near the Company's Bina and Mumbai Refineries.



Additionally, we support grassroots learning programmes that prepare students for competitive entrance exams such as Navodaya, Gyanodaya, Shramodaya and Govt. Model Schools, alongside Olympiad and scholarship exam coaching. A total of 1,038 students benefited from structured mentoring, mock tests and assessments during the year.

Enhancing Educational Infrastructure and Access - We contributed to improving school infrastructure through initiatives such as Science on Wheels, facility upgradation, WASH (Water, Sanitation and Hygiene) improvements and distribution of 49,000+ bag-cum-desks. Both formal and non-formal learning programmes were expanded across rural and slum areas to ensure that children have access to conducive, safe and supportive learning environments.

3. Skill Development

Apprenticeship Programme: Building India's Future Workforce - We placed strong emphasis on youth development by engaging apprentices who formed around 15% of its workforce, far exceeding the 2.5% statutory requirement. A total of 1,778 apprentices received hands-on training and exposure to industry best practices, equipping them with practical skills for sustainable employability and helping bridge the education-to-employment gap.



Skill Development Institutes (SDIs) - Aligned with MoP&NG directives, we support SDIs at Kochi, Bhubaneswar, Guwahati, Raebareli, Visakhapatnam and Ahmedabad, providing certified training in industrial welding, electrical maintenance, fabrication, instrumentation and process operations. These institutes enable youth, especially from rural and economically weaker communities to acquire industry-ready technical skills.



Nursing & Skill Development Institute, Pune - Under our CSR initiatives, we supported a Nursing & Skill Development Institute in Pune, offering certified nursing and paramedical courses, particularly empowering women and youth with employable healthcare skills. We also implement integrated community programmes around Mumbai Refinery, combining education, healthcare and livelihood enhancement.

Sports-Based Youth Development - We nurture local sports talent by providing structured training to 605 rural and tribal youth in Sagar district (Madhya Pradesh), linking eligible players with government scholarship schemes. In Chennai, 159 girls benefited from programmes focused on sports, physical education and self-defence, promoting confidence, discipline and inclusion.

Traditional Skill Training and Women Empowerment - We support vocational training in beadwork, zari, embroidery and related crafts across Rajasthan, Madhya Pradesh and Haryana, promoting women's entrepreneurship, preserving local skills and enabling income-generation opportunities.

4. Environmental Sustainability

Drone-Based Seed Bombing & Afforestation Efforts

- We introduced drone-based aerial seed bombing to accelerate reforestation in inaccessible terrains, dispersing three lakh seeds across Bihar and Maharashtra. We also supported urban afforestation through the plantation of 65,000 trees on railway land in Mumbai.



Promoting Renewable Energy and Water Security

- We installed 700+ solar lights in rural and underserved areas, enhancing safety while reducing reliance on conventional electricity. Solar-powered Reverse Osmosis (RO) plants were also installed in water-scarce regions to provide clean and safe drinking water, contributing to environmental as well as social wellbeing.



5. Community Development

Building Sustainable and Resilient Communities - We installed open gyms, hand pumps and solar-powered RO plants across rural and peri-urban areas to improve access to safe drinking water, sanitation and community infrastructure. Livestock and allied livelihood programmes were introduced to strengthen income stability for rural households, contributing to long-term community resilience and economic security.

Preserving India's Craft Heritage - Our initiative at the National Crafts Museum & Hastkala Academy (Delhi) is dedicated to preserving India's rich artistic tradition through the restoration, digitisation and documentation of 30,000+ rare artefacts. The project also empowers artisans, particularly women, by enhancing traditional craft skills and creating sustainable market linkages, ensuring that India's cultural heritage continues to thrive.



CSR Impact Assessment Report

We conducted comprehensive impact assessments for multiple CSR projects implemented across diverse locations in India. The objective was to evaluate the effectiveness, relevance and sustainability of the initiatives, while identifying opportunities for improvement and long-term community benefit. The assessments placed particular emphasis on understanding the needs of local and indigenous communities, ensuring that interventions were culturally appropriate, inclusive and responsive to the social and environmental contexts of each region. The findings have been consolidated into a detailed project report.

Research Methodology

A structured six-step research methodology was followed to ensure transparency, accuracy and representativeness of data:

- **Secondary Data Collection:** Information was collated from credible government databases, official publications and relevant online sources.
- **Research Tool Development:** Survey tools and questionnaires were designed, pre-tested and refined to suit field conditions and project contexts.
- **Survey Team Preparation:** A trained field team was mobilised and oriented on data-collection protocols, ethics and community engagement.
- **Focus Group Discussions (FGDs):** FGDs were conducted with beneficiaries and local stakeholders to gather qualitative insights and community perspectives.
- **Data Analysis:** Collected data was systematically analyzed to assess outputs, outcomes and overall project impact.
- **Report Finalisation:** The findings were compiled into a comprehensive report summarizing key observations, conclusions and actionable recommendations for future CSR planning.



Project Details and Findings

| Sr. no. | Title of the Project | Project Description | Key Findings / Impact Summary |
|---------|---|---|--|
| 1 | Crop Residue Management Initiatives | In partnership with the Confederation of Indian Industry Foundation (CIIF), we implemented a large-scale Crop Residue Management programme in Ludhiana and Barnala districts, Punjab. The project focused on eliminating stubble burning by promoting both in-situ and ex-situ residue management practices and supporting Farmer Producer Organisations through access to machinery and capacity building. | The Crop Residue Management Initiative across Ludhiana and Barnala districts in Punjab has successfully eliminated stubble burning in 10 villages over two years. By providing financial support for farm equipment and promoting both in-situ and ex-situ management practices, the project has significantly reduced residue burning while increasing Farmer Producer organizations participation. Farmer engagement has been exceptional, with 93.1% rating awareness content as 'Good/ Very good' and 91.4% approving delivery quality, demonstrating the initiative's dual success in technological implementation and behavioural change. |
| 2 | Construction of 2 Stadiums in Ghatkopar | In collaboration with the Mumbai Government Railway Police, we supported the construction of two multi-purpose sports stadiums in Ghatkopar, Maharashtra, to promote physical fitness and athletic excellence among youth. | The new stadiums have significantly enhanced athletic training and performance for over 200 monthly users, with 70% reporting measurable performance improvements and all users experiencing gains in stamina, endurance and agility. The facilities, rated excellent by 100% of users for football and athletics, have also contributed to notable achievements, including a national-level Kabaddi silver medal after a long 16-year gap. Additionally, 70% of athletes found the rainwater harvesting systems particularly beneficial, complementing the overall quality improvements to the sports infrastructure. |
| 3 | Construction of toilet blocks at the bus stations | Implemented in partnership with the Maharashtra State Road Transport Corporation (MSRTC), this project aimed to improve sanitation infrastructure across 12 major districts including Pune, Nashik, Kolhapur and Osmanabad. | This initiative provides hygienic and more accessible facilities for travelers at key transit points. The project delivers gender-segregated and disability-friendly toilets while promoting open defecation-free zones, supporting sustainable development and public health goals. Results show universal success; the users reported easy accessibility, adequate lighting/ ventilation and other amenities. |
| 4 | The integrated development project in Gadchiroli District, Maharashtra | In collaboration with the Tata Education and Development Trust (TEDT), this integrated rural development project addressed key aspects of livelihood, health and education through multiple programs including Water, Sanitation, and Hygiene (WASH), Parag Library, Lakhpati Kisan, rice fortification and water harvesting. | This project adopts an integrated approach to enhance community welfare through key initiatives, including WASH, the Parag Library programme, the Lakhpati Kisan scheme, rice fortification to combat anemia and water harvesting activities. The WASH initiative improved water and sanitation access, with 90% adopting better hygiene and 82% higher school attendance. The Parag Library initiative improved reading habits for 95% of children, enhancing the vocabulary of 65% children. Under Lakhpati Kisan, 73% of women took up animal rearing, while 94% improved farming through irrigation, increasing yields for 80% of farmers. Water harvesting enabled 100% to grow multiple crops, with 92% seeing higher productivity post-desilting and 90% accessing quality seeds. |
| 5 | Support for the construction of 80 additional classrooms with required facilities in 30 Government Primary Schools, Darrang District, Assam | Implemented in partnership with the Deputy Commissioner of Darrang District, this initiative aimed to bridge classroom shortages and improve learning environments in 30 government primary schools. | This initiative was designed to tackle the shortage of classroom space, create better learning environments and enhance educational outcomes for students. The project also involved supplying new furniture, upgrading sanitation facilities and making other infrastructure improvements, all of which greatly enhanced the overall school experience for both students and teachers. According to an impact assessment, 80% of students expressed satisfaction with the upgraded facilities, 71% reported improved concentration and 88% saw progress in their learning. Additionally, 84% of teachers noted that the enhancements provided effective support for their work. |

| Sr. no. | Title of the Project | Project Description | Key Findings / Impact Summary |
|---------|---|--|--|
| 6 | Construction of walkway / stroke way at Government Medical College, Kozhikode, Kerala | In partnership with the Hospital Development Society chaired by the District Collector, Kozhikode, this initiative developed a dedicated pedestrian corridor for smoother hospital operations. | This initiative has successfully improved hospital accessibility and operational efficiency by creating dedicated pathways for staff, patients and caregivers within the Kozhikode medical college campus. The project has effectively addressed logistical challenges while enhancing patient mobility and overall stakeholder satisfaction. Results show 100% effectiveness in equipment transportation, clear benefits for patients and caregivers, improved emergency response capacity and consistent daily use of the walkway by hospital staff. By streamlining movement across the facility, the intervention has optimised workflow efficiency while ensuring safer and more convenient access for all users. |
| 7 | Support for undertaking the Jan Arogyam Community Healthcare Programme in Nuh | Partnering with Bisnouli Sarvodaya Gramodyog Sewa Sansthan (BSGSS), we supported the establishment of rural health clinics to serve underprivileged populations. | This initiative establishes Health Clinics (HCs) and community health clinics to provide essential medical services to underserved populations. Through free consultations, health education and medicine distribution, the programme tackles communicable diseases and chronic conditions such as diabetes and hypertension, improving community health resilience. Results show 82% of beneficiaries prefer BSGSS Clinics post-intervention, 97.6% access free services and 66.4% received treatment for lifestyle/communicable diseases, with 100% reporting faster recovery. Additionally, 97.6% are satisfied with service frequency, while 92.8% of farming families benefit from reduced healthcare costs. |
| 8 | Commerce Primary Sections (Class LKG to Class V) at Ramakrishna Mission Higher Secondary School, Chennai by supporting the construction of the additional rooms on the 2nd Floor of the existing building | We supported infrastructure expansion to include primary sections (LKG to Class V), new classrooms, staff rooms, science labs and an activity hall. | This new development includes additional classrooms (LKG to Grade V), staff rooms, an activity hall, science labs, science centres and coordinator/vice-principal rooms. The upgraded infrastructure has increased student enrolment and benefited visiting students from nearby Chennai schools through enhanced science facilities. Results show 84% observed reduced classroom demand due to the expansion, while 100% confirmed expanded space for staff rooms, activity areas and classrooms. Additionally, 88% reported the new science labs significantly expanded capacity for scientific learning. |
| 9 | Upgrade/install computers, set up smart classrooms, install solar plants and other allied equipment for 3 schools managed by RKM Villupuram, Tamil Nadu | We assisted in setting up digital learning infrastructure, solar systems and upgraded computer labs across three schools managed by the Ramakrishna Mission in Villupuram, Tamil Nadu. | The results of this initiative demonstrated significant academic improvements among 97.3% of students with increased digital literacy and academic performance, while 99.3% gained better grasp of complex concepts. Smart classroom integration received 64% satisfaction, with 90.7% reporting improved subject comprehension. Over 62.7% retained information more effectively than in traditional classrooms and 78.7% rated the experience as excellent. Additionally, 96.7% improved timely completion of assignments, proving the model's effectiveness in enhancing learning outcomes. |



Inclusive Community Engagement and Responsible Development Practices

We are committed to ensuring that our projects and community initiatives are undertaken responsibly, ethically and in alignment with national regulations and global sustainability standards. While our infrastructure projects during the year did not trigger requirements for formal social or environmental impact assessments or processes such as resettlement, land acquisition or Free, Prior and Informed Consent (FPIC), the organisation continues to adopt a careful and community-centred approach across all operations.

Across India, we have implemented a wide portfolio of community development programmes that operate independently of business footprint and benefit local, rural, tribal and economically weaker populations. These initiatives span healthcare, education, environmental sustainability, skill development and community wellbeing. Social impact assessments are carried out for CSR projects upon completion and, where applicable, in line with project requirements. Summaries of these assessments are publicly available through BPCL's website and annual disclosures, reinforcing transparency and accountability.

Engagement with communities, especially those in remote or tribal regions, is built on trust, inclusivity and active participation. Before implementing development programmes, we work closely with community members and local leadership to understand their specific needs and ensure that interventions are meaningful, gender-sensitive and culturally appropriate. While we do not operate projects that require dedicated reservation or separate allocation for indigenous groups, a large proportion of CSR initiatives organically serve tribal and marginalised communities, particularly in aspirational districts across India.

During the reporting period, we did not encounter situations involving adverse social or environmental impacts on local communities, nor did any project require displacement, compensation or rehabilitation measures. Similarly, no sites were under decommissioning or closure that required formal closure plans or financial provisioning.

Overall, BPCL continues to integrate stakeholder consultation, community well-being and responsible project planning into its broader sustainability and social performance framework, ensuring that development occurs in a manner that is inclusive, equitable and aligned with community expectations.



Elevating Customer Experiences

Material Issue Covered

Customer Satisfaction and Grievance Redressal

Creating Value Through Meaningful Customer Engagement

At BPCL, customer satisfaction is central to our service philosophy. We aim to build lasting relationships by delivering seamless, transparent and value-driven experiences across every touchpoint. Our [Citizen's Charter](#), available online, outlines service standards, customer rights and grievance mechanisms to ensure transparency.

A unified [Customer Engagement Platform \(CEP\)](#) provides a 360° view of customer interactions, enabling personalised and responsive service. In rural India, the Umang initiative continues to drive digital inclusion through 24x7 kiosks offering assisted e-commerce, financial transactions, bill payments and access to key government services bridging the urban-rural service divide.

Enhancing Customer Experiences Through Service Excellence

Fuels and Services - For over six decades, BPCL has earned the trust of millions of customers through a nationwide network of 23500+ fuel stations delivering high-quality energy products and reliable service. Our portfolio spans petrol, diesel, LPG, CNG and premium fuels like Speed and Speed 97, designed for superior performance and efficiency. To serve varied mobility needs, we offer specialised formats such as Ghar and Highway Star, ensuring comfort and convenience for travellers and fleet operators. With 19,950 automated outlets, precision in dispensing and transparent transactions are guaranteed,



complemented by In & Out stores, restaurants and ATMs for a seamless customer experience. Digital access through the SmartDrive app and loyalty programmes like PetroBonus and SmartFleet enhance engagement and ease. In line with our sustainability goals, we continue to expand solar-powered outlets and adopt green technologies, upholding our 'Pure for Sure' promise of quality, trust and innovation.

PURE FOR SURE NXTGEN - Launched in 2001, Pure for Sure (PFS) is BPCL's flagship programme that set new standards in fuel retailing through assured quality, accurate quantity and transparent service. The initiative ensures customers receive pure and correctly measured fuel at certified outlets supported by digital monitoring, secure payments, tamper-proof locks and geo-fencing technology. With over 8,000 PFS-certified outlets nationwide, we continue to uphold its promise of integrity, reliability and service excellence.



LPG: Pure for Sure Delivery - BPCL's Pure for Sure (PFS) LPG Delivery ensures that every cylinder reaches customers safely and untampered. Each cylinder carries a unique QR-coded seal developed by BPCL, enabling end-to-end digital tracking from the filling plant to the customer's doorstep. The code stores details such as weight, fill time and plant location and instantly flags any tampering. Around 5,000 LPG refills are delivered daily through this system, now expanded beyond Lucknow to four more cities, reinforcing BPCL's commitment to safety, transparency and customer trust.

SPEED - SPEED is BPCL's premium petrol engineered with Multi-Functional Additives and a Friction Modifier for GDI and MPFI engines. It cleans and protects engines, reduces friction and enhances performance, mileage and durability delivering a smoother, more efficient drive.



SPEED 97 - Speed 97 is BPCL's high-octane fuel designed for high-performance cars and SUVs. It minimises engine knocking, enhances power and ensures smooth acceleration. Infused with advanced additives, it promotes cleaner combustion, reduces emissions and prevents carbon deposits delivering a more efficient, responsive and eco-friendly drive.



UFill - UFill is redefining fuel retail by offering customers greater control, transparency and convenience. Integrated with the HelloBPCL App and compatible with all major UPI platforms, it enables users to pre-set fuel amounts, pay instantly and receive automatic refunds for unused balances ensuring fast and secure transactions. Now active at 15,000+ fuel stations, UFill recorded over 11.8 crore transactions in FY 2024-25, setting new benchmarks in digital innovation and customer-centric fueling.



Mak Lubricant Solutions - MAK Lubricant Solutions marks BPCL's evolution from a traditional lubricant supplier to a trusted, end-to-end solutions partner. With a strong customer focus, it offers premium products and integrated services that improve equipment performance, reduce downtime and optimise operational costs. The initiative also advances sustainability by promoting efficient lubricant use, minimising waste and extending oil life in industrial applications.



Strengthening Aviation Customer Support with 24x7 Services - BPCL enhanced its aviation services through dedicated Relationship Managers and a 24x7 Customer Service Cell. Each non-scheduled airline is assigned a single point of contact for quick assistance and seamless coordination, while round-the-clock support ensures timely handling of fueling needs and schedule changes especially at smaller airports.



Smart Fleet - BPCL's flagship SmartFleet program strengthens customer loyalty and efficiency across India's transport sector, serving over 1.5 lakh transporters through cashless fuel management, vehicle tracking and real-time monitoring. Integrated with 150+ fleet operators, it offers transparent transactions, customised analytics and easy reconciliation. In FY 2024-25, BPCL, through its insurance partner, disbursed ₹3.1 crore to support families of 68 drivers and helpers, reaffirming its commitment to the welfare of India's logistics community.



BPCL SBI Card - The BPCL-SBI Card and its premium variant, Octane, offer exceptional savings on fuel, dining and daily spends. With over 4 million users, the programme reflects strong customer trust and engagement. The Octane card provides up to 7.25% value back on fuel and lubricants, 6.25% on Bharatgas, 25X reward points on fuel spends and exclusive benefits such as complimentary lounge access and ₹2,000 gift vouchers on annual spends above ₹3 Lakh.

Fuel Kart - BPCL's FuelKart delivers diesel directly to customers through mobile dispensers, ensuring safe, efficient and tamper-proof service for generators, construction sites and heavy vehicles. Together with FuelEnt, the network now includes 768 FuelKarts and 313 startups, redefining last-mile fuel delivery and enhancing convenience for industrial and commercial users.



BPCL Ghar-Home away from Home - BPCL's Ghar outlets offer truck drivers safe, hygienic and comfortable spaces to rest and refresh during long journeys. With 150+ Apna Ghar facilities nationwide, each location provides essentials like clean toilets, bathing areas, sleeping zones and meals, along with value-added services such as parking, emergency assistance, doctor-on-call and vehicle support creating a holistic ecosystem for driver well-being and dignity.

Convenience Food Services - BPCL has partnered with leading brands such as McDonald's, Café Coffee Day and Adyar Ananda Bhavan to bring branded Quick Service Restaurants (QSRs) to its fuel stations. In addition, hygienic Dhabas at Ghar outlets along highways provide nutritious meals and comfortable dining options for motorists and truckers ensuring a refreshing and satisfying stop on every journey. Our Be Café network has now expanded to over 100 outlets, complemented by the addition of three new Wayside Amenities (WSAs) that further enhance customer comfort and convenience along key travel routes.



Convenience Banking - To make travel more seamless, BPCL fuel stations are equipped with ATMs from major banks including HDFC, SBI and FINO, providing customers with easy access to cash withdrawals and essential banking services.

Convenience Shopping - In & Out Stores

& Out Stores - Launched in 2001, BPCL's In & Out Convenience Stores have redefined the fueling experience by integrating retail convenience into daily travel. As one of India's largest organised convenience store networks, these outlets feature a modern, standardised design and welcoming ambience. Customers can shop for everyday essentials, enjoy eateries and food courts and access key services such as ATMs, money transfers and insurance through partnerships with leading brands. The In & Out chain continues to expand rapidly, offering a one-stop destination for both motorists and alliance partners. We have strengthened our rural footprint with the expansion of over 200 'In & Out' stores, bringing convenient shopping and essential services closer to customers in India's heartlands.



Convenience Money and Insurance - Select retail outlets provide money transfer facilities for domestic inward remittances, available with extended operational hours for greater flexibility. Additionally, motor insurance services are offered in collaboration with ICICI Lombard Insurance, giving customers convenient access to essential financial protection.

Convenience Vehicle Care - Through an extensive network of Vehicle Care Centres and authorised service stations, BPCL offers comprehensive solutions that go beyond refueling. From servicing and repairs to routine maintenance, these centers aim to provide end-to-end vehicle care, making BPCL a truly one-stop mobility partner for its customers.

PetroBonus - Rewarding Every Mile - PetroBonus is one of BPCL's most trusted loyalty programs, designed to offer customers convenience, value and rewarding experiences. Through the HelloBPCL app, members can easily create and manage their PetroCard accounts, enabling cashless transactions, tracking fuel history, claiming redemptions and earning PetroMiles that can be redeemed for exciting rewards and offers.

SmartDrive

- Complementing PetroBonus, SmartDrive brings a seamless, touchless fueling experience to customers across India. Available on the HelloBPCL mobile app, it ensures quick and secure digital payments via dynamic QR codes, OTPs, or mobile numbers, enabling fast, hassle-free transactions.



Bharat Hi-Star PNG Stove - In September 2024, BPCL launched the Bharat Hi-Star PNG Stove, a high-efficiency cooking solution developed by its Corporate R&D Centre (CRDC). The stove offers over 74% thermal efficiency, reducing PNG consumption by up to 20–25% compared to conventional stoves, resulting in fuel cost savings and lower carbon emissions for households. BPCL has entered into a technology licensing agreement for commercial manufacturing, and the product is being rolled out to customers through BPCL/Bharatgas distributors.



eDrive Stores - In June 2024, BPCL partnered with Bounce Infinity to promote electric vehicle adoption through the launch of "eDrive Stores" at select BPCL retail outlets. These multi-brand EV hubs enable customers to explore, test ride, and purchase electric two-wheelers directly at BPCL fuel stations, making EV adoption more accessible and convenient. Leveraging BPCL's extensive retail network, the initiative transforms select outlets into integrated EV touchpoints equipped with charging infrastructure, supporting a seamless transition from internal combustion vehicles to electric mobility.



Customer Safety and Care - Putting “Safety First, Safety Must” into Action

At BPCL, customer well-being remains central to our philosophy, guided by the principles of 'Safety First, Safety Must' and our enduring promise of 'Pure for Sure'. We are committed to maintaining the highest quality and safety standards across all products and services to preserve customer trust and confidence.

We continuously assess the health and safety impacts of our offerings and ensure that customers are informed about their correct and safe usage through initiatives such as LPG Panchayats in rural areas, LPG Safety Clinics, public video demonstrations, surveys and awareness campaigns on sustainable consumption.

| Particulars | FY 2024-25 | | FY 2023-24 | | FY 2022-23 | |
|--|--------------------------|---------------------------------------|--------------------------|---------------------------------------|--------------------------|---------------------------------------|
| | Received during the year | Pending resolution at end of the year | Received during the year | Pending resolution at end of the year | Received during the year | Pending resolution at end of the year |
| Advertising | Nil | Nil | Nil | Nil | Nil | Nil |
| Delivery of Essential Services* | 3,60,608 | 830 | Nil | Nil | Nil | Nil |
| Restricted Trade Practices | Nil | Nil | Nil | Nil | Nil | Nil |
| Unfair Trade Practices | Nil | Nil | Nil | Nil | Nil | Nil |
| Others** | 3,80,315 | 758 | 5,89,594 | 1,022 | 4,55,565 | 939 |

*The complaints are with respect to refill delivery of LPG cylinder and Dispensing of MS/HSD

** Complaints are related to delivery of service, cylinders, equipment sales, subsidy, digital payments, safety and IT applications

In FY 2024-25 there were no instances of non-compliance with regulations, voluntary codes, product and service information, labelling, or health and safety aspects of its offerings.



Key Customer-Centric Initiatives

At BPCL, customer centricity remains the foundation of every initiative we undertake. Through continuous innovation, **digital transformation and personalised engagement**, we are redefining convenience, safety and satisfaction across every customer touchpoint.

Project Anubhav - Anubhav is BPCL's flagship customer experience initiative that redefines how the organisation engages with customers across all touchpoints. Through platforms such as IRIS, SalesBuddy, the Urja Chatbot, and ESRI-based mapping, Anubhav has established a seamless and intelligent service ecosystem. As it evolves into AnubhavNxt, the initiative is moving toward AI-enabled, hyper-personalised experiences. At its core, this transformation is centred on making every interaction simpler, more transparent, and deeply trusted. During the year, we significantly expanded Anubhav's capabilities to strengthen customer trust, streamline service delivery, and empower frontline teams with smarter digital tools. The project integrates emerging technologies across chatbots, e-commerce platforms, and messaging channels to create a seamless, connected customer ecosystem. Through Anubhav, loyalty programs, engagement campaigns, and customer-service workflows are now centrally managed, ensuring faster responses and more personalised interactions. A key milestone under Project Anubhav was the widespread adoption of digital solutions by channel partners. Distributors leveraged mobile-based tools for eKYC, safe and verified doorstep LPG deliveries, and digital safety inspections enhancing operational reliability and ensuring a safer customer experience. Internally, the introduction of a 360° Customer View equipped teams with embedded analytics and CRM insights, enabling proactive service, quicker issue resolution, and more informed decision-making.

SmartLine: 'Ek Call... Sab Solve' - BPCL's centralised Customer Care System handled over 1.32 crore interactions, integrating all service channels under one CRM. Supported by 111 executives, SmartLine continues to deliver quick resolutions and insights that enhance service responsiveness and customer satisfaction.



URJA - The URJA chatbot is an AI based chatbot which can communicate with customers in 13 different languages and this year it analyzed over 90,000 customer feedbacks via WhatsApp, automating escalation of low-rated responses for faster resolution. Now extended to I&C customers, it offers real-time order updates and support, improving transparency and satisfaction.



HelloBPCL - A Seamless Digital Interface for B2B Customers - HelloBPCL is a unified & integrated app/ website for BPCL customers to provide them a one stop solution for all sales and service activities. This year, the app was expanded to mobile, enabling 2,800+ B2B customers to manage orders, invoices, and pricing on the go. In FY 2024–25, it facilitated ₹91,500 crore in transactions and integrated Aadhaar-based eKYC and reward features, deepening digital engagement.



Empowering the Future of Indian Startups

BPCL is dedicated to fostering India's dynamic startup ecosystem by extending grant-based support, collaborating with leaders across the innovation network and investing in promising early-stage enterprises. Through these initiatives, we empower entrepreneurs who are developing cutting-edge solutions and driving progress in the fields of energy, technology and sustainability.

Our innovation philosophy is anchored on three key principles:

- 01**
Challenge conventional thinking to unlock creativity and discover new talent.

- 02**
Cultivate an independent, innovation-focused culture that encourages bold experimentation.

- 03**
Adopt agile and flexible approaches to stay ahead in an increasingly competitive and fast-changing marketplace.


Fostering Innovation and Entrepreneurship through Project Ankur

Launched in 2016 under the Startup India initiative, BPCL's Project Ankur is a strategic platform to foster innovation and entrepreneurship across the energy, technology, and sustainability domains. Since inception, the programme has supported 30 startups through grants aggregating to approximately ₹28 crore,

enabling the development and validation of innovative solutions aligned with the energy sector's evolving needs.

During Phase I, 25 startups received funding support of up to ₹1.5 crore each, followed by six startups under Grandslam Season #1, which received ₹50 Lakh each. To further scale its engagement with startups and transition from grant-based support to strategic investments, BPCL established the BPCL Ankur Fund with a corpus of ₹50 crore.

In March 2025, BPCL launched the first cohort under the Ankur Fund, titled 'Emerge', focusing on Energy Efficiency and City Gas Distribution (CGD). The cohort targets early-stage startups with a Proof of Concept (PoC), prototype, Minimum Viable Product (MVP), or implemented solutions ready for scaling within the oil and gas ecosystem. Energy Efficiency solutions include AI-enabled energy management, predictive maintenance, heat optimisation, and waste heat recovery, while CGD solutions focus on smart metering, pipeline monitoring, safety, and last-mile connectivity.

BPCL Ankur Fund invited applications from eligible early-stage startups working under the specified thematic categories. Selected startups were eligible to receive investments of up to ₹5 crore through funding modes such as equity, Compulsory Convertible Preference Shares (CCPS), etc., with a maximum stake of 20%. Through this initiative, we continue to support startups driving India's transition towards a sustainable and technology-driven energy future.





Bharti
Petrol



Governance & Ethics

Linkage with BRSR Principles

Principle 1: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner

Linkage to Material Topics



Corporate Governance



Cyber Security and Data Privacy

UN SDGs Impacted



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS



Ethical conduct and transparency form the cornerstone of BPCL's business philosophy. We recognise the trust our stakeholders place in us and are committed to exceeding expectations through unwavering integrity and accountability. This commitment is reinforced by a **robust governance framework comprising policies, standards and compliance controls** applied consistently across all operations.

Governance Philosophy

Our Board of Directors ensures that **BPCL operates under the principles of good corporate governance, fostering a management system built on high standards**. This approach seeks to maximise shareholder value while safeguarding the interests of all stakeholders. Since 2003, BPCL has maintained a written Corporate Governance Policy, reviewed annually to incorporate domestic and global best practices.

Embedding Governance Culture

We actively promote awareness and education on governance principles, integrating them into daily work practices to create a culture of responsibility and accountability. Continuous improvement is achieved through benchmarking against international standards and updating policies regularly.

Governance Highlights FY 2024–25

- **Tax Strategy Excellence:** Our Corporate Taxation Team earned accolades at the Tax Strategy Summit 2024 for exemplary governance practices.
- **Cybersecurity Reinforcement:** Enhanced measures safeguard digital assets and stakeholder data, ensuring resilience against emerging risks.
- **Sustainability Integration:** Financial performance is aligned with sustainability goals, prioritising stakeholder well-being and environmental stewardship.

Board Composition and Responsibilities

The Board of Directors (BoD) serves as the highest governing authority, guiding BPCL's operations and strategic direction. Appointed by shareholders, the Board is responsible for key decisions, including executive appointments and ensures compliance with all applicable laws and regulations. Its primary objective is to create and sustain long-term value for the Company and its stakeholders.

Recognising the importance of ethical leadership, the Board is committed to maintaining the highest standards of integrity and accountability. To uphold these principles and prevent conflicts of interest, we have implemented a Code of Conduct for Board Members and Senior Management, which sets clear expectations and fosters a culture of transparency and responsibility.

As a government-owned corporation, Board members are nominated and appointed by the Government of India. Each appointment is proposed to the Board and shareholders for approval in accordance with the Companies Act, 2013. The process for appointing Whole-time, Nominee and Independent Directors adheres to the Directorate of Public Enterprises (DPE) Guidelines, which define selection criteria.

BPCL strives for a **well-balanced Board comprising executive and non-executive directors, including independent experts with diverse skills and experience** relevant to the Company's operations. This structure ensures informed decision-making and representation of varied perspectives, reflecting the interests of all sections of society.



BOARD OF DIRECTORS

In India, as per the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and the Companies Act, there is a one-tier system of the Board of Directors. As on March 31, 2025, the BPCL Board comprised of 11 Directors consisting of 5 Whole-time (Executive) Directors including Chairman & Managing Director, 2 Non-executive Nominee Directors of Government of India representing Ministry of Petroleum and Natural Gas, Government of India and Government of Kerala respectively (Government Directors) and 4 Non-executive Independent Directors.

Whole-time Directors



Shri G. Krishnakumar Gopalan

Chairman & Managing Director (upto April 30, 2025)

Academic Qualifications: B.Tech (Electrical Engineer) from NIT Tiruchirappalli, Masters in Financial Management from Jamnalal Bajaj Institute of Management Studies



Shri Sanjay Khanna

Chairman & Managing Director (w.e.f. May 1, 2025) & Director (Refineries)

Academic Qualifications: B.Tech (Chemical Engineering) from NIT Tiruchirappalli, Post Graduate in Finance Management from Mumbai University



Shri Vetsa Ramakrishna Gupta

Director (Finance)

Academic Qualifications:
B.Com, ACA, AICWA



Shri Sukhmal Kumar Jain

Director (Marketing)

Academic Qualifications: B.E (Mechanical) from Delhi College of Engineering, MBA from S.P Jain Institute of Management & Research



Shri Rajkumar Dubey

Director (Human Resources)

Academic Qualifications: B.Tech (Mechanical Engineering) from NIT Allahabad, MBA from International Centre for Promotion of Enterprises, Ljubljana, Slovenia

Non-Executive Directors

Government Nominee Directors



Smt. Kamini Chauhan Ratan

AS&FA, Ministry of Petroleum and Natural Gas

Academic Qualifications: IAS, B.Com, L.L.B. and L.L.M.



Shri Acharath Parakat Mahalil Mohamed Hanish

Principal Secretary, Industries, Commerce and Waqf Department, Government of Kerala (w.e.f. July 19, 2024)

Academic Qualifications: IAS, B. Tech (Civil) from College of Engineering, Trivandrum



Shri Suman Billa

Principal Secretary, (Industries & NORKA), Government of Kerala (up to May 10, 2024)

Academic Qualifications: IAS M. Phil, British Chevening Gurukula Scholar at the London School of Economics



Independent Directors



Shri Pradeep Vishambhar Agrawal

Independent Director (up to November 11,2024 and re-appointed w.e.f. March 28,2025)

Academic Qualifications:

Fellow member of the Institute of Chartered Accountants of India and member of the Institute of Company Secretaries of India



Dr. (Smt.) Sushma Agarwal

Independent Director

Academic Qualifications: M.Sc. and Ph.D in Botany



Shri Gopal Krishan Agarwal

Independent Director (up to November 11,2024 and re-appointed w.e.f. March 28,2025)

Academic Qualifications: Fellow member of the Institute of Chartered Accountants of India, M.A. (Economics), B.Com (Hons)



Shri Ghanshyam Sher

Independent Director (up to November 11,2024)

Academic Qualifications:

M.Com, M.A. (Political Science), M.A. (Economics), L.L.B.



Dr. (Smt.) Aiswarya Biswal

Independent Director (up to November 11,2024)

Academic Qualifications:

Bachelor of Dental Surgery, Masters in Management from University of Liverpool, United Kingdom

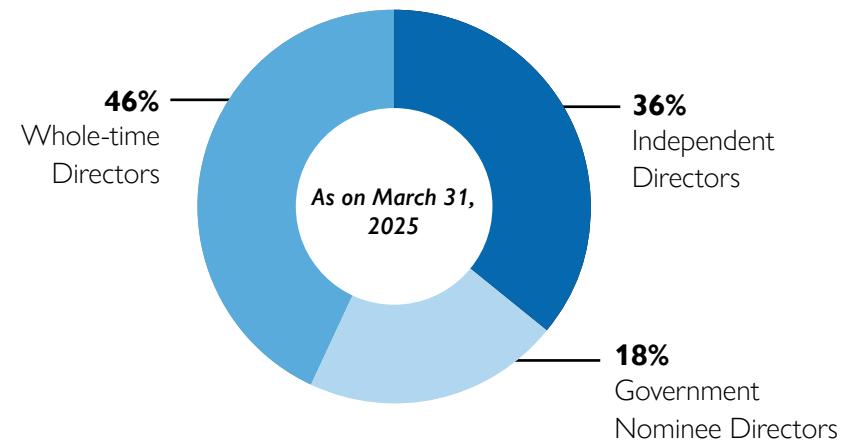


Prof. Bhagwati Prasad Saraswat

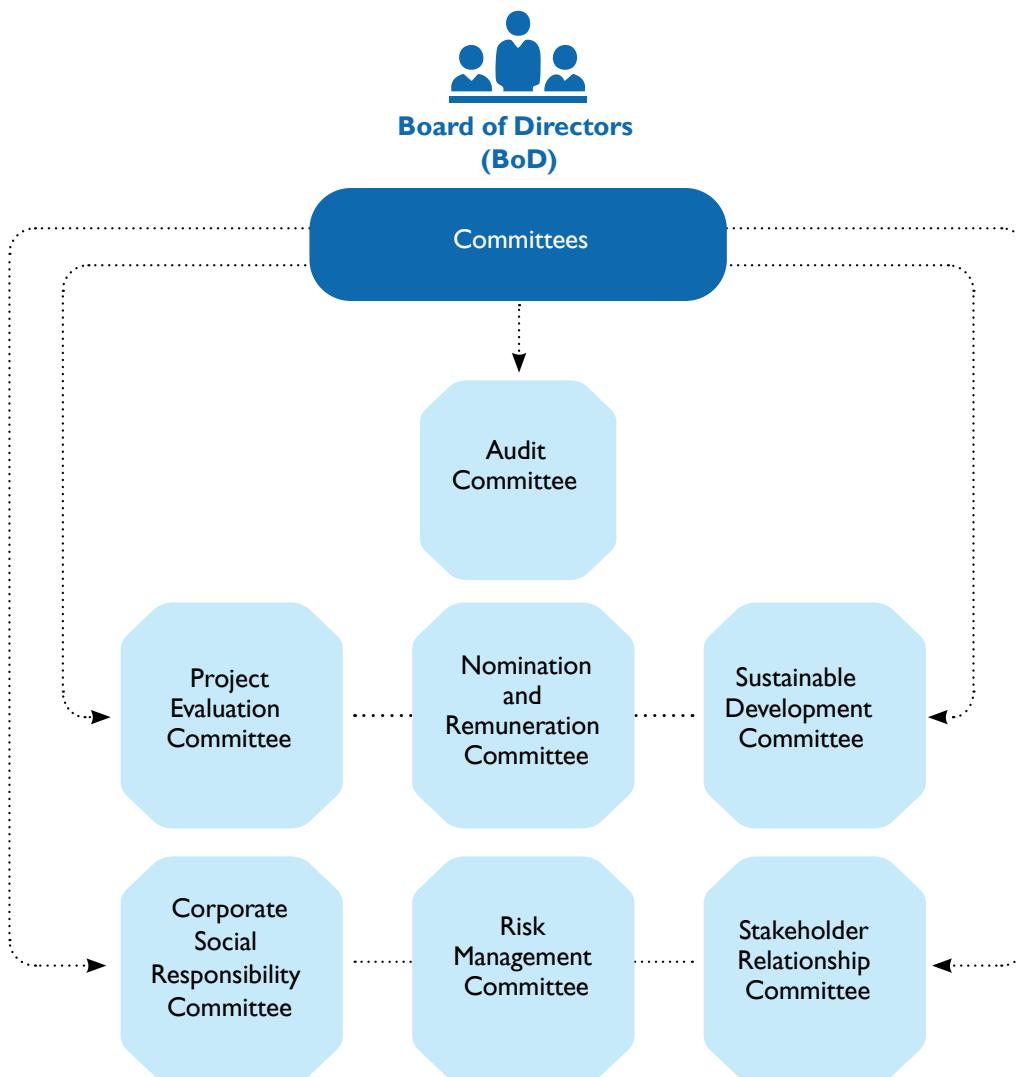
Independent Director (up to November 11,2024 and re-appointed w.e.f. March 28,2025)

Academic Qualifications: M.Com (Gold Medalist), Ph.D in Financial Evolution of Drugs & Pharmaceutical Companies in India

Board Demographics



Corporate Governance Framework



Board Independence

Independent Directors play a vital role in ensuring objective decision-making and upholding the Company's governance standards. Acting in good faith, they contribute to Board deliberations with diligence, competence and fairness. In compliance with Section 149(6) of the Companies Act, 2013 and Regulation 16(1)(b) of SEBI Listing Regulations, BPCL has established clear Terms & Conditions for Appointment and requires formal declarations of independence.

Each Independent Director meets the statutory independence criteria and has confirmed compliance under the Companies Act and SEBI regulations. Independent Directors serve a fixed tenure of three years and receive comprehensive information on Company operations, industry trends and governance norms. To strengthen their expertise, they are encouraged to participate in training programs, seminars and global conferences.

Board Compensation

The Nomination and Remuneration Committee (NRC) oversees executive compensation in alignment with Government of India guidelines, including provisions for termination and claw-back. Compensation for full-time functional directors comprises salary, allowances, provident fund contributions and performance-linked pay under the Performance-Related Incentive Scheme (PRISM).

This scheme ties variable pay to targets set in the MoU with the Ministry of Petroleum & Natural Gas (MoP&NG), covering financial, operational, social, governance and environmental parameters.

Government-appointed directors do not receive remuneration from BPCL, while Independent Directors earn fixed sitting fees for participation in Board and committee meetings.



Board Evaluation

Board performance evaluation is conducted by the Ministry of Petroleum & Natural Gas (MoP&NG) to ensure alignment with strategic objectives, public sector governance standards and regulatory expectations. The evaluation process assesses Independent Directors on integrity, expertise and experience, reinforcing BPCL's commitment to ethical leadership and sustainable growth.

Capacity Building

In FY 2024–25, BPCL conducted **comprehensive training sessions for the Board and Key Managerial Personnel**, focusing on:

- Provisions of the Companies Act, 2013 related to Board meetings and committees
- Best practices for effective governance
- Emerging trends in ESG and climate change mitigation strategies
- Insights from India Energy Week

Policy Framework

Our deep-rooted commitment to ethical business operations is reflected in the comprehensive policies and international standards that guide our strategies and actions. The board approves the organisation's policies, which are communicated through various channels such as the intranet, email and regular training sessions to ensure widespread awareness and understanding. **To monitor and support the effective implementation of these policies, we have established dedicated committees.** These committees oversee the enforcement of the policies, assess compliance and ensure that any necessary corrective actions are taken to maintain adherence across the organisation.

Key Policies and Governance Frameworks

[Sustainability Policy](#)

[Equal Opportunity Policy](#)

[Human Rights Policy](#)

[Sexual Harassment Policy](#)

[HSE Policy](#)

[Security Policy](#)

[CSR Policy](#)

[Whistleblower Policy](#)

[Anti-Fraud Policy](#)

[Code of Conduct for Board Members and Senior Management Personnel](#)

[Related Party Transaction Policy](#)

[Code for Prevention of Insider Trading in the Securities of BPCL](#)

Our list of policies has been approved by the board and is reviewed regularly to ensure its relevance. These policies apply to all activities across the organisation. These are non-exhaustive ESG related policies. For more details on policies, please visit our website <https://www.bharatpetroleum.in/about-bpcl/our-policies.aspx> and <https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx>



Code of Conduct

We maintain a strong and principled Code of Conduct specifically designed for our Board of Directors and Senior Management, reflecting our commitment to ethical governance and responsible leadership. [This framework is in full compliance with the SEBI \(Listing Obligations and Disclosure Requirements\) Regulations, 2015](#) and sets forth the expected standards of integrity and professionalism for individuals in key decision-making roles.

While this Code applies broadly to leadership, Functional Directors and Senior Management continue to be governed by the Bharat Petroleum Corporation's Management Staff Conduct, Discipline & Appeal Rules, 1976 (CDA Rules), which remain the cornerstone for employee conduct across the organisation.

The Code emphasises:

- Exercising diligence, competence and integrity in all actions.
- Acting in good faith and fulfilling fiduciary duties responsibly.
- Avoiding situations that may lead to conflicts of interest.

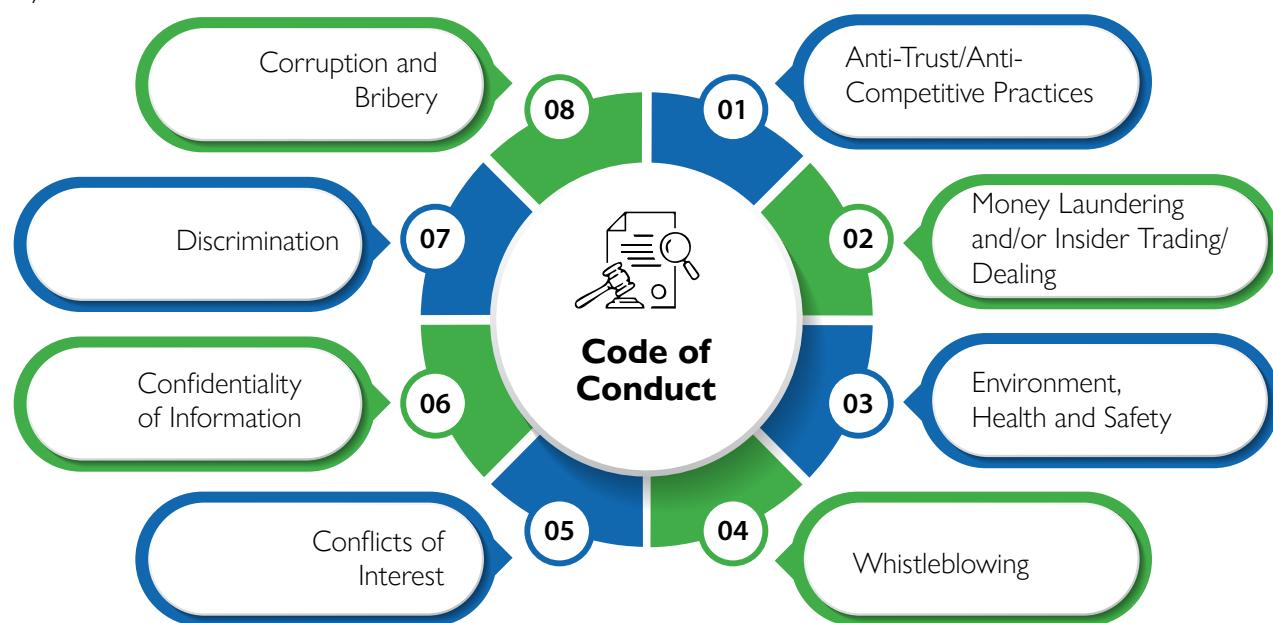
- Preserving confidentiality and safeguarding company assets.
- Adhering to all relevant laws and internal policies.
- Promptly reporting any violations of the Code.

Independent Directors are expected to stay current with industry knowledge, seek expert advice when necessary and actively participate in board and committee meetings. They are also responsible for ensuring transparency, supporting a robust whistleblower mechanism and maintaining high ethical standards in all dealings.

During the reporting year, [no complaints were received regarding conflicts of interest](#) involving Board Members or Key Managerial Personnel, indicating strong adherence to ethical practices and effective governance.

All individuals covered under the Code are required to submit annual compliance declarations. Any breach may lead to disciplinary action as determined by the Board.

For further details, please refer to the official [Code of Conduct](#).



Business Ethics and Integrity

At BPCL, ethics and integrity are the foundation of our corporate culture and operations. These principles guide every decision and action across all levels of the organisation, from senior management to employees. We believe that our unwavering commitment to ethical business practices is a key driver of competitive advantage and a cornerstone of our reputation.

| Reporting areas | Number of breaches in FY 2024-25 |
|-------------------------------------|----------------------------------|
| Corruption or Bribery | 2* |
| Discrimination or Harassment | 1 |
| Customer Privacy Data | 1 |
| Conflicts of Interest | 0 |
| Money Laundering or Insider trading | 0 |

*No monetary fines were imposed, however both the individuals were convicted for breaches related to corruption and bribery.

Grievance Redressal

To ensure transparency and accountability, we have established a comprehensive system for addressing stakeholder concerns. Grievances are initially resolved at the business unit level. If unresolved, they are escalated to the Committee of Functional Directors and, if necessary, to the Board of Directors. While confidentiality requirements prevent disclosure of specific figures, this multi-tiered approach ensures timely and fair resolution of issues.

Risk Assessment

Our risk assessment process is designed to proactively identify significant risks that could impact operations, stakeholders, or compliance. This includes [monitoring emerging trends in governance, regulatory changes and ESG-related risks](#) to ensure resilience and preparedness.

Corporate Vigilance Mechanism

We are committed to enhancing our corporate governance framework and operational integrity through a balanced strategy that integrates both preventive and corrective vigilance mechanisms. Over the past year, we have rolled out several initiatives aimed at deepening employee understanding of regulatory expectations and internal protocols across all our operational and commercial units. These efforts align with directives from key regulatory authorities such as the Central Vigilance Commission (CVC) and the Ministry of Petroleum and Natural Gas (MoP&NG).

Our vigilance department has conducted detailed system evaluations in high-impact operational areas. The insights gained have been shared with relevant stakeholders, resulting in swift implementation of recommended improvements. In parallel, we have carried out thorough investigations into complaints and intelligence inputs, reinforcing our dedication to ethical conduct and sound governance.

Our overarching goal is to continuously refine internal systems and workflows, positioning vigilance as a strategic enabler of ethical business practices. [Vigilance Awareness Week \(VAW\) was observed from October 28 to November 3, 2024, under the theme 'Culture of Integrity for Nation's Prosperity'](#), emphasised our proactive approach to compliance and integrity. We also conducted training sessions and conferences to equip employees and vigilance officers with a comprehensive understanding of applicable guidelines and procedures.

Key Preventive Vigilance Initiatives

To promote a culture of transparency and accountability, we have implemented the following measures:

- **Awareness Abode:** Regular sessions, including workshops and digital learning, to promote ethical awareness.



- **Capacity Building:** Skill development programs to help employees identify and mitigate risks.
- **Contract Compliance:** Ensuring adherence to contractual obligations to uphold fairness and transparency.
- **Cybersecurity Training:** Collaborating with the Information Systems team to educate staff on cyber hygiene and data protection.
- **Systemic Reviews:** Periodic audits and evaluations to identify and address process inefficiencies.
- **Action Taken Reports (ATR):** A structured mechanism to track and resolve complaints effectively.
- **IT-Enabled Grievance Redressal:** Leveraging technology to streamline complaint handling.
- **Complaint Management Systems (CMS & CCS):** Robust platforms to manage internal and customer grievances.
- **Regional Vigilance Teams:** Dedicated teams at regional and refinery levels to ensure policy compliance.
- **Policy Updates:** Regular revisions of internal circulars and policies to reflect current best practices.
- **Grievance Resolution:** A systematic approach to ensure timely and effective redressal of concerns.

Enforcement Measures Against Fraud

We take decisive action against fraudulent activities to uphold our ethical standards:

- **Employees:** Disciplinary actions such as warnings, suspensions, terminations, legal proceedings and recovery of losses.
- **Vendors:** Immediate termination of contracts, blacklisting and legal action.
- **Retail Operators:** License revocation, legal proceedings and public disclosure.

- **LPG Distributors:** Termination of distributorships, legal action and continuous monitoring.

Promoting Integrity Through Engagement

We actively involve employees, stakeholders and the community in promoting ethical behaviour through:

- **Vigilance Awareness Week:** Events such as seminars and interactive sessions on ethical conduct.
- **Integrity Pledge:** Encouraging commitment to transparency and honesty.
- **Community Events:** Walkathons, marathons and street plays to raise awareness.
- **Integrity Clubs:** School-based clubs promoting ethical values through debates and competitions.
- **Whistleblower Mechanism:** Anonymous reporting channels for unethical practices.
- **Bulk Messaging:** Rapid communication of vigilance updates.
- **Grievance Camps:** On-site forums for addressing employee and stakeholder concerns.
- **Vendor Engagements:** Meetings to reinforce ethical expectations in supplier relationships.
- **Gram Sabhas:** Community-level meetings to promote grassroots vigilance.

Right to Information (RTI) Compliance

Since the enactment of the Right to Information Act in 2005, we have consistently upheld its principles by ensuring full compliance with its provisions. In alignment with Section 4(1)(b) of the Act, we have made all relevant information and voluntary disclosures easily accessible to the public through our corporate website, thereby promoting transparency and accountability.



We process RTI applications through both physical submissions and the Government of India's centralised online portal <http://www.rtionline.gov.in>. All queries are addressed within the mandated 30-day period, ensuring timely responses and avoiding any penalties for delays.

Our RTI framework is supported by a dedicated team of 46 Central Public Information Officers (CPIOs) and 18 First Appellate Authorities (FAAs), located across key business units such as Retail, LPG, Aviation and Refineries in Mumbai, Kochi and Bina. Additional support is provided by personnel in departments including Human Resources, International Trade, Vigilance, Central Procurement and Pipelines, ensuring efficient and comprehensive handling of RTI requests.

Public Interest Disclosure and Protection of Informers (PIDPI)

The Public Interest Disclosure and Protection of Informers (PIDPI) resolution, introduced by the Government of India, is designed to protect the identity of

individuals reporting misconduct or corruption. To ensure confidentiality, the following guidelines must be followed when submitting a PIDPI complaint:

- The complaint must be addressed to the Secretary, Central Vigilance Commission and the envelope should be clearly marked "PIDPI."
- The envelope must not display the complainant's name or address.
- The actual complaint should be enclosed in a sealed envelope inside the outer cover.
- The inner letter should include the complainant's name and address for verification purposes.
- Any documents that could reveal the complainant's identity should be enclosed within the sealed envelope.
- Complaints submitted without confirmation of identity are not pursued.
- Anonymous complaints are not accepted under this mechanism.



Data Privacy and Cyber Security

Material Issue Covered

Data Privacy and Cyber Security

In today's increasingly digital world, we recognise the critical importance of cybersecurity in safeguarding our information assets. Our commitment lies in upholding the principles of **Confidentiality, Integrity and Availability** through the deployment of advanced cybersecurity technologies and strategic governance frameworks. These efforts are designed to protect our digital infrastructure and ensure business continuity.

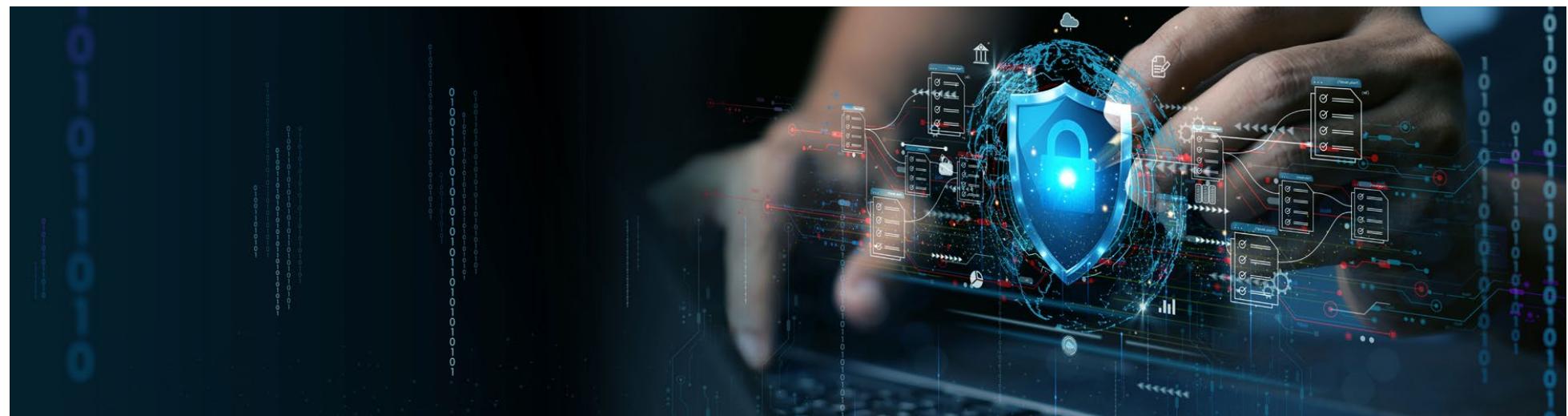
To build a cyber-aware culture, we conduct regular training sessions and awareness programs for employees. These initiatives help our workforce stay informed about emerging cyber threats and empower them to act as the first line of defense in protecting the organisation.

Governance and Risk Oversight

Our **Risk Management Committee** plays a pivotal role in overseeing cybersecurity initiatives. A comprehensive cybersecurity framework has been implemented, focusing on identifying, assessing and mitigating risks across the organisation. This framework is built on a triad of People, Process and Technology, ensuring a holistic approach to cyber risk management.

For over 20 years, we have managed cyber risks through a **robust Information Security Management System (ISMS) aligned with the ISO 27001 standard**. The **Chief Information Security Officer (CISO)**, in coordination with the Executive Director (IS) regularly reports cybersecurity risks to the Board of Directors.

To ensure continuous improvement, we have established dedicated councils and forums that oversee cybersecurity governance and the implementation of ISMS across the organisation.



E-Vigilance and Cybersecurity

In response to increasing cyber threats, we have adopted a comprehensive digital vigilance strategy:

- Conducting thorough security audits of IT & Operational Technology (OT) systems.
- Maintaining detailed audit trails and complying with CERT-In's log retention norms.
- Ensuring forensic readiness of digital services.
- Continuous monitoring of our Information Technology (IT) infrastructure to detect and mitigate cyber events and incidents.

Cybersecurity Education and Awareness

In FY 2024–25, cybersecurity awareness sessions were conducted for all BPCL employees, recognising that human behavior often represents one of the most vulnerable aspects of cybersecurity. Accordingly, employee education has been prioritised as a key defense strategy to strengthen organisational resilience.

A comprehensive range of awareness initiatives were undertaken during the year, including [corporate e-mailers and broadcasts](#), [interactive quizzes and crossword puzzles on cybersecurity](#), and [sessions on specialised topics such as dark web security](#). In addition, spear-phishing mock drills were conducted to enhance employees' ability to identify and respond to sophisticated cyber threats.

These initiatives are supplemented by regular dissemination of cybersecurity tips, incident-based advisories, and updates from statutory and regulatory agencies. Engaging formats such as [educational videos](#), [interactive assessments](#), and [targeted simulations](#) ensure sustained employee participation and awareness. Collectively, these efforts aim to embed a strong cybersecurity culture across the organisation and reinforce our preparedness against evolving cyber risks.

100% Employees are trained on cyber security

Risk Assessment and Management

We undertake comprehensive risk assessments of our information assets using both [internal and third-party evaluations conducted by CERT-In empanelled agencies](#). These assessments help us benchmark our cybersecurity maturity against global standards and peer organisations, enabling us to identify gaps and implement improvements. [Vulnerability Assessment and Penetration Testing \(VAPT\) is carried out annually or whenever significant changes are made to systems or applications](#). Additionally, we maintain active engagement with regulatory bodies, industry peers and cybersecurity consultants to stay abreast of emerging threats and best practices.

Privacy Policy and Data Protection

Our organisation has implemented a robust privacy policy that clearly outlines the purpose and scope of personal data collection. It specifies the types of information collected, the reasons for collection and how the data is used. Users may also choose to withdraw consent for data processing. In such cases, access to certain services may be restricted if the restricted if the information for which the consent is withdrawn. The policy reflects our commitment to data privacy and confidentiality and is accessible [here](#).



Risk Management

At BPCL, we are deeply committed to upholding strong corporate governance through a well-structured and comprehensive Risk Management (RM) framework. This framework empowers our leadership to make informed decisions that enhance operational efficiency, strategic planning and overall business performance. It serves as a foundation for enterprise-wide risk management, fostering a culture that not only mitigates risks but also encourages innovation and calculated risk-taking to seize new opportunities.

To support this framework, we have implemented a Risk Management Charter along with several guiding policies, including the Enterprise Risk Management Policy, Commodity Risk Management Policy and Financial Risk Management Policy. These policies ensure a consistent and structured approach to identifying, assessing and mitigating risks across the organisation. The Audit Committee and the Board of Directors regularly review the effectiveness of our internal controls and risk management systems to ensure they remain robust and responsive to emerging challenges.

The Board of Directors, along with the Risk Management Committee established by the Board, holds the ultimate responsibility for overseeing risk management activities. The Committee plays a critical role in reviewing and recommending risk mitigation strategies, evaluating risk reports in consultation with the Audit Committee and monitoring risks across various domains such as financial, operational, environmental, social, governance (ESG) and cybersecurity. It also ensures that risk strategies are effectively implemented and coordinates with other committees to address any overlaps or interdependencies.

Our risk management approach is designed to address a wide spectrum of risks that could impact our operations. It integrates key policies to manage risks related

to enterprise functions, commodity markets and financial exposures. This holistic approach enables proactive risk identification and mitigation across all business areas, including operations, IT, human resources, strategy, finance, logistics, marketing, legal compliance, brand management, environmental sustainability, security, procurement and research and development.

According to the Risk Management Charter and Policy, we have identified the following risks and developed mitigation strategies to effectively manage them:

| Risk Identified | Types | ESG Related Risks | Mitigation Strategies |
|----------------------|----------------------------|---|---|
| Marketing | Competition | ▶ Product Stewardship ▶ Customer Satisfaction | ▶ Real-time campaigns based on market research and feedback ▶ Strengthening brand position through targeted strategies. |
| Legal and Regulatory | Regulatory Compliance | ▶ Corporate Responsibility | ▶ Regular monitoring ▶ Internal audits, ▶ Employee training and proactive engagement with regulatory authorities. |
| Brand | Brand | ▶ Brand | ▶ Quality control ▶ Exceptional customer service ▶ Transparent communication ▶ Prompt issue resolution. |
| Environment | HSSE Risks, Climate Change | ▶ Water Management ▶ Environmental Impact ▶ Energy Transition ▶ Biodiversity | ▶ Waste reduction, energy efficiency ▶ Renewable energy investments ▶ KPI monitoring ▶ Workshops and inclusive forums. |
| Security | Security | ▶ Product Security, Physical and Cybersecurity | ▶ Comprehensive security measures ▶ Regular risk assessments ▶ Employee training ▶ Emergency response planning. |



| Risk Identified | Types | ESG Related Risks | Mitigation Strategies |
|--------------------------|---|--|---|
| Procurement | Supply Chain | ➤ Assessing Supply Chain | ➤ Building relationships with diverse suppliers ➤ Prioritising environmental and social standards ➤ Managing supply chain risks. |
| Research and Development | Research and Development | ➤ Innovation, Academic and Industry Collaboration | ➤ Structured R&D process ➤ Partnerships with institutions ➤ Development of innovative products and technologies. |
| Business Excellence | Infrastructure Risk | ➤ Asset Integrity and Process Safety | ➤ Implemented quality management system ➤ Regular audits ➤ Continuous improvement culture ➤ Data analytics ➤ Lean Management ➤ Six Sigma. |
| Operations | Loss of Profitability and/or Market Share | ➤ Availability of Raw Material | ➤ Predictive maintenance ➤ Rigorous schedules ➤ Staff training. |
| Information Technology | Digital Technology and AI | ➤ Data Integrity & Cyber Security | ➤ Multi-layered cybersecurity defenses ➤ Regular vulnerability assessments ➤ Routine audits ➤ Hardware/software upgrades ➤ Scalable infrastructure. |
| Human Resources | HSSE Risks | ➤ Occupational Health and Safety, Talent Management, Human and Labour Rights | ➤ Competitive compensation ➤ Career development ➤ Positive workplace culture ➤ Continuous training ➤ ERDMP for emergency response. |
| Strategic | Strategic | ➤ Inclusive Development, Compliance and Governance | ➤ SWOT analysis ➤ Scenario planning ➤ Diversification roadmap ➤ Market research ➤ Risk assessments. |

| Risk Identified | Types | ESG Related Risks | Mitigation Strategies |
|-----------------|-----------|--|---|
| Financial | | Market Risk, Credit Risk, Liquidity Risk, Higher Crude Oil Prices, Performance of Subsidiaries & Joint Venture Companies, Geopolitical Conflicts | ➤ Debt management ➤ Efficient working capital use ➤ Financial safeguards ➤ Comprehensive controls ➤ Regular audits. |
| Logistics | Logistics | ➤ Availability of Raw Material | ➤ Advanced logistics management systems ➤ Just-in-time inventory ➤ Collaborative planning with logistics providers. |

Emerging Risks

Emerging risks refer to potential threats that may not have fully materialised yet but are expected to influence the organisation in the near future. These risks often arise from evolving technologies, regulatory developments, market shifts and external disruptions. Proactively identifying and managing them is critical to safeguarding operational resilience, financial stability and long-term strategic growth.

From the analysis of BPCL's risk landscape, four emerging risks have been recognised as having substantial long-term implications over the next 3-5 years:

1. Data Integrity and Cybersecurity

With increasing digitalisation across the energy sector, cyber threats and data vulnerabilities continue to evolve rapidly. The interconnected nature of critical infrastructure makes the business more susceptible to potential cyber incidents. We have adopted a proactive approach by strengthening its cybersecurity framework, upgrading IT infrastructure, conducting periodic security audits and delivering comprehensive cybersecurity training for employees. These efforts help ensure business continuity, protect sensitive information and uphold stakeholder trust.



2. Energy Use and Transition

The global shift towards renewable and low-carbon energy solutions presents both risks and opportunities for traditional oil and gas businesses. Rising demand for clean energy is expected to reshape revenue models and alter the industry landscape. To address this transition, we are diversifying its energy portfolio and investing in renewable energy initiatives, thereby aligning its business with evolving energy trends and strengthening its long-term sustainability.

3. Human Resources

The ability to attract and retain skilled talent remains a critical challenge amidst rising competition and changing workforce expectations. We aim to cultivate a diverse and future-ready workforce by developing competencies early in employees' careers, offering wide exposure and creating a robust leadership pipeline. Initiatives such as the Talent Triathlon learning platform and Project Aspire are designed to enhance employee capability, build a rich talent pool and foster succession planning.

4. Geopolitical

Heightened instability in the Geopolitical environment including West Asia underscores vulnerabilities in energy corridors and infrastructure. Further, the increasing use of advanced drone and missile technologies presents real-time and asymmetric threats to refineries, pipelines, ports, and offshore installations which could disrupt crude oil and gas supplies. We address this risk through diversified crude import sourcing strategies, and continued investments in strengthening infrastructure resilience and physical asset security.

Emerging Climate-Related Risks

Recognising the financial and operational implications of climate change, we have initiated a company-wide effort to integrate climate-related risks into its Enterprise Risk Management (ERM) framework and decision-making processes. A structured assessment is underway to identify climate-related risks and opportunities across operations and value chains.

| Type of Risk | Description of Risk & Rationale | Mitigation Measures |
|---|---|---|
| Transition Risk – Emerging Regulations | India's Nationally Determined Contributions (NDCs) are expected to drive major regulatory changes affecting oil and gas operations, renewable energy, low-carbon solutions and GHG emissions. Stricter regulatory compliance is likely to increase operational liabilities. | Continuous tracking of emerging regulations, policy trends and active participation in relevant industry and policy dialogues. |
| Transition Risk – Current Regulations | Non-compliance with environmental and social regulations or involvement in related litigation may severely impact profitability and operations. | Adherence to evolving national regulations and active contribution to government initiatives. |
| Transition Risk – Market | Fluctuating crude oil and petroleum product prices, increasing competition from PSUs and private players and shifts in investor sentiment pose risks to profitability and capital access. | Investment in cleaner fuels including renewable energy, biofuels, hydrogen, electric mobility solutions, compressed biogas and solarisation of retail networks. |
| Transition Risk – Reputation | A slow shift to low-carbon fuels may affect customer preferences and reputation as sustainability expectations rise. | Continued expansion of low-carbon and renewable fuel offerings and acceleration of sustainable energy initiatives. |
| Transition Risk – Technology | Outdated processing technologies could affect operational efficiency and hinder decarbonisation efforts. | Strategic investments in modern technologies through R&D, process improvements and technology upgrades. |
| Physical Risk – Extreme Weather Conditions | Rising temperatures, floods, storms and biodiversity loss increase the risk of asset damage, operational disruptions and supply chain interruptions. | Development of climate-resilient infrastructure, supply chain diversification, enhanced disaster preparedness and recovery plans and climate-specific risk assessments. |

To ensure a comprehensive approach, we align our climate-risk evaluation with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). Earlier, we jointly participated in a Climate Risk Assessment Study with The Energy and Resources Institute (TERI) in 2018, which modelled potential climate impacts on oil and gas assets across India. The study not only highlighted key vulnerabilities but also recommended actionable strategies for risk mitigation.

Building on this foundation, we continue to advance its climate risk assessment process, enhance resilience measures and embed global best practices in business strategies demonstrating long-term commitment to climate responsibility and sustainable growth.



Corporate Partnerships and Associations

At BPCL, we fuel more than just energy, we fuel ambition and progress. As a proud Maharatna and a Fortune Global 500 company, we are committed to driving sustainable growth and building meaningful partnerships that create long-term value.

9 affiliations with trade and industry chambers/associations



Total Contributions and Other Spending (₹)

| | FY 2022 | FY 2023 | FY 2024 | FY 2025 |
|--|-----------|-----------|-----------|-----------|
| Trade associations or tax-exempt groups (e.g. think tanks) | 27,37,600 | 27,37,600 | 72,45,000 | 43,20,570 |

Largest Expenditure (₹)

| Name of Organisation, candidate or topic | Total amount paid in FY 2025 |
|---|------------------------------|
| Federation of Indian Petroleum Industry (FIPI) | 17,70,000 |
| Indian Leadership Council (ILC) | 8,85,000 |
| Standing Conference of Public Enterprises (SCOPE) | 4,72,000 |
| Confederation of Indian Industry (CII) | 3,89,400 |
| The Advertising Standards Council of India (ASCI) | 2,25,380 |
| Federation of Indian Chambers Commerce and Industry (FICCI) | 1,77,000 |
| The Association Chambers of Commerce and Industry of India (ASSOCHAM) | 1,77,000 |
| Bombay Chamber of Commerce and Industry (BCCI) | 1,06,200 |
| IMC Chamber of Commerce and Industry | 71,390 |
| The Indian Society of Advertisers | 47,200 |

Note: BPCL does not make any contribution towards any political parties either financially or through in-kind contributions.



Economic Performance

Linkage with BSR Principles

Principle 1: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.

Principle 8: Businesses should promote inclusive growth and equitable development

Linkage to Material Topics



Economic Performance



Research and Development

UN SDGs Impacted

8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Financial Accountability

Material Issue Covered

Economic Performance

The 21st century has witnessed an unprecedented shift in the way nations approach the dual challenges of economic development and environmental sustainability. The intensifying effects of climate change, coupled with an ever-increasing global demand for energy, have compelled countries to rethink traditional growth models. India is projected to lead global oil demand growth through 2030, adding about 1 Million barrels per day more than any other country.

The oil and gas sector is one of India's eight core industries and plays a pivotal role in shaping decisions across other major economic sectors. With the country's economic growth closely linked to energy demand, the need for oil and gas is expected to rise, making the sector highly attractive for investment. As of March 2025, India remained the third-largest consumer of oil globally.

To meet growing demand, the government has implemented supportive policies, including allowing 100% FDI in key segments such as natural gas, petroleum products and refineries.

India's economic growth is intricately linked with the oil and gas sectors, which are core industries that significantly influence decision-making across various fields and the broader economy. As the nation advances, the increasing demand for oil and gas is expected to generate attractive investment prospects, create a favourable sectoral environment and reinforce India's position as the world's third largest oil consumer in FY 2024-25, highlighting the industry's critical role in the country's energy landscape.

Market Sales (MMT)



Throughout FY 2024–25, our refineries in Mumbai, Kochi and Bina processed a record 40.51 MMT of crude oil, up from 39.93 MMT in FY 2023–24. Market sales reached an all-time high of 52.40 MMT, reflecting a strong demand environment and effective marketing strategies.

The Standalone Gross Revenue from Operations stood at ₹5,00,371.25 crore, slightly lower than ₹5,06,805.81 crores in the previous year. Despite this, Profit Before Tax was ₹17,664 crore and Net profit for the year is ₹13,275.26 crore, indicating a normalisation from the exceptionally high profits in FY 2023–24 (PBT: ₹35,548.37 crore, PAT: ₹26,673.50 crore).

Internal Generation (Cash Flow from Operating Activities) was ₹23,604.83 crore, compared to ₹35,762.21 crore in FY 2023–24. Earnings per Share (Basic) stood at ₹31.07, down from ₹62.60 in the previous year, reflecting the moderation in profitability.

BPCL's contribution to the exchequer was ₹1,48,347.60 crore, maintaining its strong fiscal support to the government. As of March 31, 2025, the company's total equity increased to ₹80,960.09 crore, consistent with the previous year's ₹74,674.80 crore, indicating sustained financial strength.

For a detailed analysis, refer to the Management Discussion & Analysis Report (MDA) in our Annual Report.



Tax Strategy & Governance

The tax environment is shaped by multiple external drivers, including policy reforms, technological transformation and macroeconomic trends. BPCL is a result focused organisation with accountability towards our stakeholders. We continuously evaluate these influences to recalibrate our tax approach, ensuring it remains:

Relevant to current laws and global standards,

Responsive to emerging risks and opportunities,

Resilient against uncertainty and change.

Governance and Oversight

We commit to ethical and responsible tax conduct, guided by the principles of trust, transparency, integrity and accountability. The Company complies with both the spirit and the letter of all the applicable tax laws and regulations in the country where we operate. Our Code of Conduct further reinforces this commitment, emphasising compliance with all applicable government laws, rules and regulations.

BPCL's tax strategy is determined and overseen by a robust governance structure, with the Board of Directors, Audit Committee and Executive Director (Corporate Finance) playing a crucial role in monitoring and reviewing our tax practices on a monthly basis.

Strategy

➤ **Compliance:** To comply with all applicable tax laws and regulations including not engaging in tax avoidance practices or participating in any tax arrangements that have little or no commercial substance.

BPCL is committed to not transferring value created in its operating jurisdictions to low-tax jurisdictions, secrecy jurisdictions or tax havens for the purpose of shifting profits or tax avoidance.

➤ **Transparency:** To proactively and transparently disclose to the government on key businesses, financial and tax information for each tax jurisdiction. BPCL ensures timely and accurate submission of all statutory filings, including income tax returns, tax audit reports and statements of financial transactions (SFT).

Our domestic and international transactions are based on substantial business presence and commercial activities. We undertake transfer pricing using the arm's length principle maintaining requisite documentation such as the master file and country-by-country report, each subject to expert review and validation in a timely manner.

➤ **Risk Management:** To identify and manage tax risks with strong internal controls and regular audits. Our governance framework ensures that all tax-related decisions are made with care, balancing risk and opportunity to safeguard the interests of our stakeholders. Moreover, our tax positions are established through comprehensive research and analysis, supported by relevant case laws and expert opinions. Historically, there have been no Base Erosion and Profit Shifting (BEPS) or Generally Accepted Accounting Principles (GAAP) additions.

➤ **Business Alignment:** To closely align with overall business goals. We strive for tax efficiency by utilising available incentives and exemptions within the legal framework, optimising our tax position while supporting our growth and innovation efforts.

➤ **Contribution to Society:** To pay our fair share of taxes, supporting public finances and infrastructure development.



Awards and Recognition

Every recognition BPCL received this year is a testament to our relentless pursuit of excellence, innovation and sustainable growth driven by purpose, powered by people and guided by a future-ready vision. Our performance across operational, technological and social dimensions continues to be acknowledged at prestigious national and international platforms.

Scope Eminence Awards

BPCL has been awarded the prestigious SCOPE Eminence Award for "Environment Excellence & Sustainable Development" for FY 2022-23, recognising its outstanding commitment to sustainability and green energy initiatives. BPCL's recognition comes as a testament to its transformative sustainability practices and ambitious Net Zero Roadmap by 2040.



FIPI Oil & Gas Awards 2024

BPCL's industry leadership and performance in the oil & gas sector were recognised with top honors at the Federation of Indian Petroleum Industry (FIPI) Oil & Gas Awards 2024.



➤ Oil & Gas Retailer of the Year

BPCL was recognised for its excellence in retail network performance, customer satisfaction and digital innovation in fuel retailing, positioning BPCL as the leading energy retailer in India.

➤ Best Managed Project of the Year – Mumbai Refinery

Mumbai Refinery was honored for the Lube Oil Base Stock (LOBS) enhancement project, which showcased meticulous project planning, timely completion and measurable operational improvements in refining efficiency.

➤ Digitally Advanced Company of the Year

BPCL was acknowledged for its remarkable strides in digital transformation, leveraging advanced analytics, IoT systems and AI-driven solutions to deliver safer, smarter and more customer-centric operations.



14th PRCI Excellence Awards 2024 and 15th Chanakya Awards 2024



BPCL won multiple awards at the 14th PRCI Excellence Awards 2024 and 15th Chanakya Awards 2024, hosted by Public Relations Council of India (PRCI).

At the PRCI Excellence Awards 2024, BPCL secured top honors in several categories, including a Silver Trophy for 'Corporate Brochure' & 'Community Impact Communication', Bronze for 'PR Case Study' & 'Television Commercials', as well as a Consolation prize for 'Annual Report'.

The 15th Chanakya Awards 2024 recognised individual excellence within BPCL. Shri Abbas Akhtar, Executive Director (PR & Brand), received the Excellence in 'Corporate Reputation Award' for his visionary leadership in enhancing BPCL's brand image. Shri Saurabh Jain, Deputy General Manager, was honored as the 'Outstanding Event Manager of the Year' for his exceptional contribution to executing impactful events. While Shri Khalid Ahmed was awarded the 'Digital Media Innovation Award' for his outstanding work in leveraging digital platforms to elevate BPCL's online presence.

11th CMO Asia Awards 2024



BPCL won top honours at the 11th National Awards for Excellence in Marketing and Branding, held in association with CMO Asia. Our in-house magazine won the 'Best In-house Magazine' award for its engaging storytelling and we also received the award for 'Best Use of Social Media in Marketing' for our innovative digital campaigns.

Individual recognitions were awarded to Shri Abbas Akhtar, who was named PR Professional of the Year and Shri Saurabh Jain, who was honoured as Corporate Communication Professional of the Year for their outstanding contributions to the industry.



Refinery Excellence Awards

Mumbai Refinery was honored with the Gold Award and Net Zero Torch Bearer Performer (Four-Star) at the 10th India Green Manufacturing Challenge (IGMC), recognising its leadership in carbon management, energy optimisation and clean manufacturing.



Kochi Refinery won the Golden Peacock Occupational Health & Safety Award 2024 for exemplary workplace safety practices and the NIPM CSR Award from the National Institute of Personnel Management, Kochi Chapter, for its community outreach and social impact initiatives.



In addition, BPCL's Bina Refinery has been honoured with the Indian CSR Awards 2024 in the PSU category for "Best Aid for Sports Initiative of the Year" for its transformative rural sports initiative, Project Lakshya. Supported by the Ministry of Social Justice & Empowerment, this award recognises the initiative's significant impact in driving gender parity and social change. Project Lakshya trains 500 youth, with 60% being girls, from 22 villages in Chess, Wrestling and Athletics, under expert guidance. The players have achieved state and national-level accolades, with some being selected for the Sports Authority of India (SAI) in Bhopal.



9th PSU IT Awards 2024

BPCL's commitment to becoming a digital-first enterprise was reinforced at the 9th PSU IT Awards 2024, where the Company won:

- The Cyber Security & Data Protection Award for its state-of-the-art ransomware protection and backup security systems that ensure data integrity for SAP and non-SAP environments.
- The Data Centre Excellence Award for driving energy efficiency and deploying green IT initiatives across BPCL's data centres.



Engineers India Limited Cybersecurity Challenge 2024

BPCL secured the 2nd Runner-Up position at the Cybersecurity Challenge organised by Engineers India Limited, in recognition of the Company's robust systems for identifying and mitigating cybersecurity vulnerabilities across complex digital platforms.

CNBC-TV18 India Risk Management Awards 2024

BPCL was honored as the "Master of Risk – Large Cap (PSU)", reflecting our comprehensive approach to risk governance, resilience planning and value protection across the enterprise.



Golden Peacock Innovation Management Award 2024 (Oil Refining Category)

The Golden Peacock Innovation Management Award 2024 in the Oil Refining Category recognised BPCL's success in embedding innovation and risk responsiveness into its business operations, reinforcing our culture of continuous improvement and future readiness.



Dun & Bradstreet Corporate Award 2024

BPCL was honoured to be recognised as a Value Creator in the Oil - Refining & Marketing category at the Dun & Bradstreet Corporate Awards 2024. The India's Top 500 Value Creators 2024 Awards celebrate companies demonstrating outstanding financial performance, innovative business practices and sustainable long-term growth.



PRAKASH May 17th ENERTIA Awards 2024

BPCL's growing leadership in the energy transition space was recognised at the PRAKASH May 17th ENERTIA Awards 2024, where the Company was named "India's Best Oil & Gas Sector Enterprise in Energy Transition and Adoption of Renewable & Sustainable Energy."

Businessworld's "India's Most Sustainable Companies" Award 2024

Bharat Petroleum was honoured with Businessworld's "India's Most Sustainable Companies" award for 2024. Now in its fourth edition, the annual BW list evaluates companies based on their publicly disclosed BCSR reports for FY 2023-24, supplemented by an independent assessment by the Advisory Council. BPCL ranked among the Top 5 performers in the Energy & Mining sector, reflecting its strong commitment to sustainability and responsible business practices.



Rasayan Udyog Maharatna Award

At the Century of Chemistry in India celebration, CRDC received the Rasayan Udyog Maharatna Award for outstanding contributions to sustainable chemical processes and energy sector innovation.



Energy Technology Meet 2024

BPCL won two prestigious awards at the Energy Technology Meet 2024, held in Bengaluru, organised by the Centre for High Technology, Ministry of Petroleum & Natural Gas (MoP&NG), Government of India.

The awards are:

- ▶ Eco-Refinery Award for Kochi Refinery's outstanding achievement in reducing specific carbon emissions.
- ▶ CHT Innovation Award for the indigenously developed Super Absorbent Polymer (SAP) technology, a first in India, which will be scaled to 20,000 metric tons per annum to meet the rising demand for hygiene products in the country.



CORCON 2024

BPCL's Pipelines team won the "Best Technical Paper Award" at CORCON 2024 for their paper titled "Pipeline Life Cycle Management using Predictive Analytics" under the Corrosion in Oil & Gas Sector symposium. The paper was authored by Mr. Keshav Dewangan (Senior Manager, Integrity), Mr. Arjun Patil (Senior Manager, Procurement & Contract Services) and Mr. Rituraj (Manager, Projects), all from Pipelines HQ.



Platts Global Energy Awards 2024 –

BPCL was a Finalist in the Rising Star Individual Category at the Platts Global Energy Awards 2024, marking the company's growing global recognition for innovation excellence.

British Safety Council – International Safety Award 2024

The LPG Business received the International Safety Award 2024 from the British Safety Council for demonstrating a strong commitment to employee health and safety management.

16th CIDC Vishwakarma Awards 2024

The Pipelines Division won the Achievement Award for Construction Health, Safety & Environment (Category H) at the 16th CIDC Vishwakarma Awards 2024, recognising excellence in construction safety and sustainable practices.

World HRD Congress – National Award for Excellence in PSU Procurement

The CPO (Marketing) Division received the National Award for Excellence in PSU Procurement at the World HRD Congress, highlighting BPCL's contribution to strengthening the MSME ecosystem and promoting ethical, inclusive procurement practices.

Corporate HSSE and Sustainability Leadership Awards

Indian Chamber of Commerce (ICC) – Corporate Governance & Sustainability Vision Awards 2025 - BPCL was been awarded with 'Sustainability Performance & Water Stewardship' and 'Corporate Governance' from the Indian Chamber of Commerce at the 14th edition of Corporate Governance & Sustainability Vision Awards



CII Climate Action Program (CAP 2.0) – Bharat Petroleum was honoured to receive the award for "Building Climate Resilience in Indian Business" in the Large Energy Company category at the Climate Action Program (CAP) 2.0, organised by the Confederation of Indian Industry (CII).



Outlook Planet - Sustainability Summit & Awards 2024



BPCL was honored by Outlook Magazine and IIT Goa for its sustainable practices, including plastic disposal under EPR, catalyst reuse at Mumbai refinery, oil recovery from sludge, flare gas recycling, and freshwater generation through STP in collaboration with Rashtriya Chemicals & Fertilizers (RCF).

Economic Times - Energy Leadership Summit 2024

BPCL received the "Energy Company Award – Oil & Gas" at the ET Energy Leadership Summit 2024 in New Delhi, organised by ET Energy World. The award acknowledges BPCL's proactive initiatives in Energy Transition and Sustainability, highlighting its commitment to becoming an integrated energy company. BPCL was commended for its Net Zero roadmap and efforts to balance energy needs with lower emissions.



India Sustainability Leadership & Awards, 2024



BPCL received the Excellence in Sustainable & Operational Management Award at the India Sustainability Leadership & Awards held in Bengaluru on 20th September 2024. This recognition highlights BPCL's pan-India sustainability initiatives, climate change mitigation measures, and commitment to achieving Net Zero for Scope 1 & Scope 2 emissions.



Best PSU Govt Sustainability Initiative and Water Stewardship

Award from Financial Express- Bharat Petroleum was adjudged the Winner under Two Categories i.e., Best PSU/Govt. Sustainability Initiative and Best Water Stewardship among the industries



Human Resource Development and People Practices

Economic Times Human Capital Awards 2024

At the Economic Times Human Capital Awards 2024, BPCL received:

- Excellence in Onboarding Programs for creating an engaging and value-driven induction process that fosters belonging and purpose from day one.
- Excellence in HR Data Analytics for leveraging analytics-based insights to shape workforce strategies and enhance organisational effectiveness.



SHRM Award for Excellence in Developing Emerging Leaders 2024

BPCL received the SHRM Award for Excellence in Developing Emerging Leaders 2024, recognising its focus on grooming future-ready talent through structured development journeys.



TISS LEAP Vault Award 2024

At the TISS LEAP Vault Awards 2024, BPCL was honored with the Best Leadership Development Program, reflecting its investment in nurturing leaders aligned with business transformation and sustainability priorities.



Acknowledgement

Driven by a strong commitment to sustainability and responsible growth, Bharat Petroleum Corporation Limited (BPCL) presents its non-financial performance in the 19th Annual Sustainability Report for FY 2024–25. This comprehensive report reaffirms BPCL's commitment to transparency, accountability, and responsible business practices, and provides a holistic overview of the Company's performance across key Economic, Environmental, Social, and Governance (ESG) parameters.

Prepared in accordance with the GRI Standards (2021), the report serves as a meaningful interface with BPCL's stakeholders—including customers, dealers, distributors, partners, and the wider community—highlighting our efforts to create long-term value while addressing evolving sustainability challenges. We extend our sincere gratitude to our internal and external stakeholders for their invaluable feedback, insights, and continued support, which have been instrumental in shaping the disclosures and perspectives presented in this report.

As the oil and gas sector navigates a rapidly transforming global landscape, BPCL remains steadfast in embedding sustainability deeply within its organizational ethos,

guided by the principles of integrity, innovation, and resilience. Our pursuit of excellence continues to be anchored in responsible governance, environmental stewardship, and inclusive growth.

The theme of this year's report, "**Energising the Future towards Green Prosperity**," reflects India's transition from conventional energy systems to a sustainable, technology-driven future powered by clean fuels, renewable energy, and inclusive development. This vision aligns strongly with BPCL's ongoing efforts to integrate sustainability, safety, and environmental stewardship across its operations, while actively contributing to the nation's energy transition.

This Sustainability Report stands as a testament to BPCL's continued journey in driving positive change, advancing sustainable practices, and fostering a culture of responsible corporate citizenship. We warmly invite our readers to share their feedback and suggestions, which remain invaluable in strengthening our sustainability journey and enabling continuous improvement in the years ahead.

Corporate HSSE Team
Bharat Petroleum Corporation Limited



Annexure



Annexure 1

Integrated GRI Content Index and Standards Interoperability

“The GRI Content Index includes cross-references to other sustainability frameworks to demonstrate interoperability and reporting efficiency. These references are provided for information purposes implying full equivalence unless explicitly stated.”

| | |
|---------------------------------------|---|
| Statement of use | BPCL has reported in accordance with the GRI Standards for the period 1 st April 2024 to 31 st March 2025 . |
| GRI 1 used | GRI 1: Foundation 2021 |
| Applicable GRI Sector Standard | GRI 11: Oil & Gas Sector 2021 |

| GRI STANDARD | DISCLOSURE | Reference Section | BRSR | IPIECA | UNGC | GRI Sector Standard | OMISSION | Pg. No. |
|---------------------------------|--|--|------------------|---------------|-------------|----------------------------|-----------------|----------------|
| General disclosures | | | | | | | | |
| GRI 2: General Disclosures 2021 | 2-1 Organizational details | BPCL: At Glance | | A2, A5 | | | | 12 |
| | 2-2 Entities included in the organization's sustainability reporting | About the Report | | A13, A21 | | | | 11 |
| | 2-3 Reporting period, frequency and contact point | About the Report | A6, A7, A9, A12, | | | | | 10 |
| | 2-4 Restatements of information | About the Report, Annexure: Restatement of Information | | | | | | 10, 237 |
| | 2-5 External assurance | About the Report, Assurance Statements | B11 | GOV-2 | | | | 10, 238 |



| GRI STANDARD | DISCLOSURE | Reference Section | BRSR | IPIECA | UNGC | GRI Sector Standard | OMISSION | Pg. No. |
|---------------------|--|--|-------------|------------------------|-------------|----------------------------|-----------------|----------------|
| | 2-6 Activities, value chain and other business relationships | BPCL: At Glance, Business Outlook, Product Portfolio, Value Creation Model, Innovation and Sustainable Investment, Sustainable Supply Chain Management | | A16, A17a, A17c, P9-L1 | | | | 12, 16, 18-34 |
| | 2-7 Employees | Workforce Composition and Diversity Overview | | A18a | | | | 90-91 |
| | 2-8 Workers who are not employees | Workforce Composition and Diversity Overview | | A18a | | | | 90-91 |
| | 2-9 Governance structure and composition | Sustainability Governance, Corporate Governance: Board Composition and Responsibilities | B9 | | GOV-1 | | | 35, 152 |
| | 2-10 Nomination and selection of the highest governance body | Annual Report: Report on Corporate governance | P1-L2 | | GOV-1 | | | 175 |
| | 2-11 Chair of the highest governance body | Chairman's Message | | | GOV-1 | | | 6 |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | Sustainability Governance, Corporate Governance: Board Composition and Responsibilities | | | GOV-1 | | | 35, 152 |
| | 2-13 Delegation of responsibility for managing impacts | Sustainability Governance, Corporate Governance: Board Composition and Responsibilities | B8, P5-E4 | | GOV-1 | | | 35, 152 |



| GRI STANDARD | DISCLOSURE | Reference Section | BRSR | IPIECA | UNGC | GRI Sector Standard | OMISSION | Pg. No. |
|--------------|--|--|-------|--------|------|---------------------|---------------|---------|
| | 2-14 Role of the highest governance body in sustainability reporting | Corporate Governance: Board Composition and Responsibilities | | GOV-1 | | | | 152 |
| | 2-15 Conflicts of interest | Business Responsibility & Sustainability Report, Corporate Governance: Code of Conduct | | | | | 213, 152, 157 | |
| | 2-16 Communication of critical concerns | Business Ethics and Integrity: Corporate Vigilance Mechanism | | | | | | 158 |
| | 2-17 Collective knowledge of the highest governance body | Annual Report: Report on Corporate governance | P1-E1 | | | | | 175 |
| | 2-18 Evaluation of the performance of the highest governance body | Annual Report: Report on Corporate governance | | | | | | 175 |
| | 2-19 Remuneration policies | Upholding Labour and Human Rights | P5-E3 | | | | | 87-88 |
| | 2-20 Process to determine remuneration | Human Capital Management : Remuneration and Allowance | | | | | | 100 |
| | 2-21 Annual total compensation ratio | Human Capital Management : Remuneration and Allowance | P5-E3 | | | | | 100 |
| | 2-22 Statement on sustainable development strategy | Chairman's Message | B7 | | | | | 6 |



| GRI STANDARD | DISCLOSURE | Reference Section | BRSR | IPIECA | UNGC | GRI Sector Standard | OMISSION | Pg. No. |
|---|--|-------------------|--|--------|------|---------------------|----------|-------------------|
| 2-23 Policy commitments | Upholding Labour and Human Rights | | B1 a, b, c, B3, P1-E4, P5-E8, P9-E5 | | | | | 33, 87, 227 |
| | Sustainable Supply Chain Management, Annexure 7: Security & HSE Policy | | | | | | | |
| 2-24 Embedding policy commitments | Sustainable Supply Chain Management | | B2, P1-E1, P1-L1, P5-E1, P5-E8 | | | | | 29-34 |
| 2-25 Processes to remediate negative impacts | - Sustainable Supply Chain Management - Employee Grievance Redressal Mechanism - Serving Communities - Elevating Customer Experiences | | P1-E6, P3-E6, P3-E13, P5-E5, P5-E6, P5-E7, P5-L1, P8-E3, P9-E1 | | | | | 33, 100, 130, 143 |
| 2-26 Mechanisms for seeking advice and raising concerns | - Sustainable Supply Chain Management - Employee Grievance Redressal Mechanism - Serving Communities - Elevating Customer Experiences | | | SOC-8 | | | | 100, 130, 143, 33 |
| 2-27 Compliance with laws and regulations | Business Ethics & Integrity | | P1-E2, P1-E3, P6-E12 | | | | | 158 |
| 2-28 Membership associations | Corporate Partnerships and Associations | | P7-E1, P7-L1 | | | | | 167 |
| 2-29 Approach to stakeholder engagement | Stakeholder Engagement | | P4-E1, P4-E2, P4-L3 | GOV-2 | | | | 37 |



| GRI STANDARD | DISCLOSURE | Reference Section | BRSR | IPIECA | UNGC | GRI Sector Standard | OMISSION | Pg. No. |
|-----------------------------|--|-----------------------------------|---|--------|--|---------------------|----------|---------|
| | 2-30 Collective bargaining agreements | Upholding Labour and Human Rights | P3-E7 | | Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining | | | 87 |
| Material topics | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Assessment | A24, P4-E2, P4-L1, P4-L2, P5-L2 | | | | | 40 |
| | 3-2 List of material topics | Materiality Assessment | A24 | | | | | 41-45 |
| Economic performance | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | A24, B5, B6 | | | 11:14:01 | | 42-45 |



| GRI STANDARD | DISCLOSURE | Reference Section | BRSR | IPIECA | UNGC | GRI Sector Standard | OMISSION | Pg. No. |
|---|--|---|------------|--------|------|---------------------|--------------------------|---------|
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed | Financial Accountability | A22, P8-L4 | | | 11:14:02 | | 170 |
| | 201-2 Financial implications and other risks and opportunities due to climate change | Financial Accountability | A24 | | | 11:02:02 | Confidential information | 165 |
| | 201-3 Defined benefit plan obligations and other retirement plans | Financial Accountability | P3-E2 | | | | | 93-96 |
| | 201-4 Financial assistance received from government | Annual Report: Standalone Financial Statement | | | | 11:21:03 | | 331 |
| Market presence | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11.14.1 | | 42-45 |
| GRI 202: Market Presence 2016 | 202-1 Ratios of standard entry level wage by gender compared to local minimum wage | Business Responsibility & Sustainability Report | P5-E2 | | | | | 227 |
| | 202-2 Proportion of senior management hired from the local community | Annexure 9 | | SOC-15 | | 11.11.2 | | 236 |
| Indirect economic impacts | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11:14:01 | | 42-45 |
| GRI 203: Indirect Economic Impacts 2016 | 203-1 Infrastructure investments and services supported | Serving Communities | SOC-13 | | | 11:14:04 | | 133-139 |



| GRI STANDARD | DISCLOSURE | Reference Section | BRSR | IPIECA | UNGC | GRI Sector Standard | OMISSION | Pg. No. |
|-------------------------------------|--|---|--------------|--------|--|---------------------|----------|----------|
| | 203-2 Significant indirect economic impacts | Serving Communities | | SOC-13 | | 11:14:05 | | 135-139 |
| Procurement practices | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | SOC-14 | | 11:14:01 | | 42-45 |
| GRI 204: Procurement Practices 2016 | 204-1 Proportion of spending on local suppliers | Sustainable Supply Chain Management | P8-E4, P8-L3 | SOC-14 | | 11.14.6 | | 34 |
| Anti-corruption | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | GOV-3 | Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery. | 11:14:01 | | 42-45 |
| GRI 205: Anti-corruption 2016 | 205-1 Operations assessed for risks related to corruption | Business Ethics & Integrity | | GOV-3 | | 11:20:02 | | 158-160 |
| | 205-2 Communication and training about anti-corruption policies and procedures | Business Ethics & Integrity | P5-E1 | GOV-3 | | 11:20:03 | | 158 |
| | 205-3 Confirmed incidents of corruption and actions taken | Business Ethics & Integrity, Business Responsibility and Sustainability Reporting | P1-E5, P1-E7 | GOV-3 | | 11:20:04 | | 158, 247 |
| Anti-competitive behavior | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | | | | | 11.14.1 | | 42-45 |



| GRI STANDARD | DISCLOSURE | Reference Section | BRSR | IPIECA | UNGC | GRI Sector Standard | OMISSION | Pg. No. |
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| GRI 206: Anti-competitive Behavior 2016 | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | Business Responsibility and Sustainability Reporting | | | | 11.19.2 | | 247 |
| Tax | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11:14:01 | | 42-45 |
| GRI 207: Tax 2019 | 207-1 Approach to tax | Tax Strategy & Governance | | | | 11:21:04 | | 169 |
| | 207-2 Tax governance, control, and risk management | Tax Strategy & Governance | | | | 11:21:05 | | 169 |
| | 207-3 Stakeholder engagement and management of concerns related to tax | Tax Strategy & Governance | | | | 11:21:06 | | 169 |
| | 207-4 Country-by-country reporting | Tax Strategy & Governance | | | | 11:21:07 | | 169 |
| Materials | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | Principle 7: Businesses should support a precautionary approach to environmental challenges; | 11.2.1 | | 42-45 |



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| GRI 301: Materials 2016 | 301-1 Materials used by weight or volume | Material Management | | | Principle 8: undertake initiatives to promote greater environmental responsibility; and | | | 83, 205-210 |
| | 301-2 Recycled input materials used | Material Management | P3-L3 | | Principle 9: encourage the development and diffusion of environmentally friendly technologies. | | | 83 |
| | 301-3 Reclaimed products and their packaging materials | Material Management | P3-L5 | | | | | 83 |
| Energy | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | P6-E2 | | | 11:01:01 | | 42-45 |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | Energy Management | P6-E1, P6-L1 | CCE-6 | | 11:01:02 | | 56-57 |
| | 302-2 Energy consumption outside of the organization | Energy Management | | | | 11:01:03 | | 56 |
| | 302-3 Energy intensity | Energy Management | P6-E1 | | | 11:01:04 | | 58 |
| | 302-4 Reduction of energy consumption | Energy Management | | | | | | 58-59 |



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| | 302-5 Reductions in energy requirements of products and services | Not Applicable | | | | | Not Applicable: We are engaged in the production of petroleum products, which are energy-intensive by nature. | |
| Materiality Assessment | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11:06:01 | | 42-45 |
| GRI 303: Water and Effluents 2018 | 303-1 Interactions with water as a shared resource | Water Management & Resilience | P6-E4, P6-E11 | | | 11:06:02 | | 69-75 |
| | 303-2 Management of water discharge-related impacts | Water Management & Resilience | P6-E4 | ENV-2 | | 11:06:03 | | 71-75 |
| | 303-3 Water withdrawal | Water Management & Resilience | P6-E3, P6-L3 | ENV-1 | | 11:06:04 | | 70-71 |
| | 303-4 Water discharge | Water Management & Resilience | P6-L2, P6-L3 | ENV-2 | | 11:06:05 | | 73-75 |
| | 303-5 Water consumption | Water Management & Resilience | P6-E3 | | | 11:06:06 | | 71-72 |
| Biodiversity | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | P6-L6 | | | 11:03:01 | | 42-45 |



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| GRI 304: Biodiversity 2016 | 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | Biodiversity Management | P6-E10 | | | | | 81-82 |
| | 304-2 Significant impacts of activities, products and services on biodiversity | Biodiversity Management | P6-L5 | | | | | 81-82 |
| | 304-3 Habitats protected or restored | Biodiversity Management | P6-L5 | | | | | 81-82 |
| | 304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations | Biodiversity Management | | | | Information incomplete: BPCL has initiated biodiversity assessment activities and is currently tracking relevant data. However, complete information is not yet available. We plan to disclose these details in near future. | | 81-82 |



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| Emissions | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11:03:01 | | 42-45 |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | Emission Management | P6-E6 | CCE-4 | | 11:01:05 | | 61-63 |
| | 305-2 Energy indirect (Scope 2) GHG emissions | Emission Management | P6-E6 | | | 11:01:06 | | 61-63 |
| | 305-3 Other indirect (Scope 3) GHG emissions | Emission Management | P6-L4 | | | 11:01:07 | | 61-63 |
| | 305-4 GHG emissions intensity | Emission Management | P6-E6, P6-L4 | | | 11:01:08 | | 62-63 |
| | 305-5 Reduction of GHG emissions | Emission Management | P6-E7 | | | 11:02:03 | | 58-59 |
| | 305-6 Emissions of ozone-depleting substances (ODS) | Air Quality Management | | ENV-5 | | | | 66 |
| | 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions | Air Quality Management | P6-E5 | | | 11:03:02 | | 65-66 |
| Waste | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11:05:01 | | 42-45 |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | Waste Management and Circular Economy | | | | 11:05:02 | | 76 |
| | 306-2 Management of significant waste-related impacts | Waste Management and Circular Economy | P2-E3, P2-L2, P6-E9, P6-E9 | ENV-7 | | 11:05:03 | | 78-79 |



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| | 306-3 Waste generated | Waste Management and Circular Economy | P6-E8 | ENV-7 | | 11.5.4, 11.8.2 | | 76 |
| | 306-4 Waste diverted from disposal | Waste Management and Circular Economy | P6-E8 | | | 11:05:05 | | 77 |
| | 306-5 Waste directed to disposal | Waste Management and Circular Economy | P6-E8 | | | 11.5.6 | | 77-78 |
| Supplier environmental assessment | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | | | 42-45 |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria | Sustainable Supply Chain Management, Environmental Governance and Management | P2-E2, P6-L9 | | | | | 31-33, 49 |
| | 308-2 Negative environmental impacts in the supply chain and actions taken | Sustainable Supply Chain Management, Environmental Governance and Management | P6-L8 | | | | | 31-33, 49 |
| Employment | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11:07:01 | | 42-45 |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | Workforce Composition and Diversity Overview | A20 | | | 11:10:02 | | 91 |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | Human Capital Management : Employee Benefits and Welfare Policies | P3-E1a | | | 11:10:03 | | 93-94 |



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| | 401-3 Parental leave | Human Capital Management : Parental Leave | P3-E5 | | | 11.10.4 | | 94-95 |
| Labor/management relations | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | SOC-4 | Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and | 11:14:01 | | 42-45 |
| GRI 402: Labor/ Management Relations 2016 | 402-1 Minimum notice periods regarding operational changes | Upholding Labour and Human Rights | | SOC-4 | Principle 2: make sure that they are not complicit in human rights abuses. | 11:10:05 | | 87-89 |
| Occupational health and safety | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11:09:01 | | 42-45 |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | Occupational Health and Safety | P3-E10 a | SHS-1 | | 11:09:02 | | 109-110 |
| | 403-2 Hazard identification, risk assessment, and incident investigation | Occupational Health and Safety | P3-E10 b, P3-E10 c, P3-E12 | SHS-2,SHS-3 | | 11:09:03 | | 109, 114-115 |
| | 403-3 Occupational health services | Occupational Health and Safety | | | | 11:09:04 | | 121-122 |



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| | 403-4 Worker participation, consultation, and communication on occupational health and safety | Occupational Health and Safety | | | | 11:09:05 | | 109 |
| | 403-5 Worker training on occupational health and safety | Occupational Health and Safety | P3-E8, P5-E1 | | | 11:09:06 | | 109 |
| | 403-6 Promotion of worker health | Occupational Health and Safety | P3-E10 d | | | 11:09:07 | | 127-129 |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Occupational Health and Safety | | | | 11:09:08 | | 109-129 |
| | 403-8 Workers covered by an occupational health and safety management system | Occupational Health and Safety | | | | 11:09:09 | | 109 |
| | 403-9 Work-related injuries | Occupational Health and Safety | P3-E11, P3-E12 | | | 11:09:10 | | 124 |
| | 403-10 Work-related ill health | Occupational Health and Safety | P3-E11, P3-E12 | | | 11:09:11 | | 124 |
| Training and education | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | SOC-7 | | | | 42-45 |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | Learning and Development | P3-E8, P5-E1 | SOC-7 | | 11:10:06 | | 107 |



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| | 404-2 Programs for upgrading employee skills and transition assistance programs | Learning and Development | P3-E8 | SOC-7 | | 11.7.3, 11.10.7 | | 106-108 |
| | 404-3 Percentage of employees receiving regular performance and career development reviews | Learning and Development | P3-E9 | SOC-7 | | | | 107 |
| Diversity and equal opportunity | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | SOC-5 | | | | 42-45 |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees | Workforce Composition and Diversity Overview, Corporate Governance | A18b, A19 | SOC-5 | | 11.11.5 | | 90-92, 152-154 |
| | 405-2 Ratio of basic salary and remuneration of women to men | Human Capital Management : Remuneration and Allowance | P5-E2 | SOC-5 | | 11.11.6 | | 100 |
| Non-discrimination | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | SOC-5 | Principle 6: the elimination of discrimination in respect of employment and occupation. | 11.11.6 | | 42-45 |
| GRI 406: Non-discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | Upholding Labour and Human Rights | P5-E6 | SOC-5 | | 11.11.7 | | 88 |



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| Freedom of association and collective bargaining | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining | 11.14.1 | | 42-45 |
| Child labor | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | Principle 5: the effective abolition of child labour | 11.14.1 | | 42-45 |
| GRI 408: Child Labor 2016 | 408-1 Operations and suppliers at significant risk for incidents of child labor | Sustainable Supply Chain Management, Upholding Labour and Human Rights | | | | | | 30-31, 87-88 |
| Forced or compulsory labor | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | Principle 4: the elimination of all forms of forced and compulsory labour | 11.14.01 | | 42-45 |



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| GRI 409: Forced or Compulsory Labor 2016 | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | Sustainable Supply Chain Management, Upholding Labour and Human Rights | | | | 11:12:02 | | 30-31, 87-89 |
| Security practices | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and | 11:14:01 | | 42-45 |
| GRI 410: Security Practices 2016 | 410-1 Security personnel trained in human rights policies or procedures | Upholding Labour and Human Rights | P5-E1 | | Principle 2: make sure that they are not complicit in human rights abuses. | 11:18:02 | | 87 |
| Rights of indigenous peoples | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11:14:01 | | 42-45 |
| GRI 411: Rights of Indigenous Peoples 2016 | 411-1 Incidents of violations involving rights of indigenous peoples | Upholding Labour and Human Rights | | | | 12:11:02 | | 87-89 |
| Local communities | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | P8-E3 | SOC-9 | | 11:14:01 | | 42-45 |



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| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | Serving Communities | P6-E11, P8-E1, P8-E2, P8-E3, P8-L1, P8-L2, P8-L6 | SOC-9 | | 11:15:02 | | 130-142 |
| | 413-2 Operations with significant actual and potential negative impacts on local communities | Serving Communities | | SOC-9 | | 11:15:03 | | 130 |
| Supplier social assessment | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11:14:01 | | 42-45 |
| GRI 414: Supplier Social Assessment 2016 | 414-1 New suppliers that were screened using social criteria | Sustainable Supply Chain Management | P2-E2, P5-L4 | | | 12:15:08 | | 31 |
| | 414-2 Negative social impacts in the supply chain and actions taken | Sustainable Supply Chain Management | P5-L4, P5-L5 | | | | | 29-34 |
| Public policy | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | 11:14:01 | | 42-45 |
| GRI 415: Public Policy 2016 | 415-1 Political contributions | Corporate Partnerships and Associations | | GOV-4 | | 11:22:02 | | 166 |
| Customer health and safety | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | | | 42-45 |
| GRI 416: Customer Health and Safety 2016 | 416-1 Assessment of the health and safety impacts of product and service categories | Occupational Health and Safety, Elevating Customer Experiences | | SHS-5 | | 11.22.2 | | 128, 147 |



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| | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | Elevating Customer Experiences | P9-E4 | | | | | 147 |
| Marketing and labeling | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | P9-L2 | | | | | 42-45 |
| GRI 417: Marketing and Labeling 2016 | 417-1 Requirements for product and service information and labeling | Occupational Health and Safety | P9-E2, P9-L4 | | | 11.14.1 | | 128 |
| | 417-2 Incidents of non-compliance concerning product and service information and labeling | Elevating Customer Experiences | | | | | | 147 |
| | 417-3 Incidents of non-compliance concerning marketing communications | Elevating Customer Experiences | | | | | | 147 |
| Customer privacy | | | | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | | | | | | 42-45 |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | Annual Report: BRSR, Elevating Customer Experiences | P9-E3, P9-L5, P9 – L7 | | | | | 147, 158, 251-252 |



Annexure 2

List of Abbreviations

| | |
|-------------------|---|
| 1G | 1 st Generation |
| 2G | 2 nd Generation |
| AAQ | Ambient Air Quality |
| AFC | Air Fin Coolers |
| ALARP | As Low as Reasonably Practical Level |
| ANERT | Agency for New and Renewable Energy Research and Technology |
| APC | Advanced Process Control |
| APH | Air PreHeater |
| API | American Petroleum Institute |
| B2B | Business to Business |
| BARC | Bhabha Atomic Research Center |
| Bio-CNG | Bio-Compressed Natural Gas |
| BPCL | Bharat Petroleum Corporation Limited |
| BMCG | Bharat Metal Cutting Gas |
| BPLC | Bharat Petroleum Learning Centre |
| BPREP | Bina Petrochem Refinery Expansion Project |
| BPRL | Bharat Petro Resources Limited |
| BR | Bina Refinery |
| BRSR | Business Responsibility and Sustainability Report |
| BSE | Bombay Stock Exchange |
| BU | Business Unit |
| CAAQMS | Continuous Ambient Air Quality Monitoring System |
| CaCO ₃ | Calcium Carbonate |
| CAPA | Corrective and Preventive Action |

| | |
|--------|---|
| CBDA | Chhattisgarh Biofuel Development Authority |
| CBG | Compressed Biogas |
| CCR | Continuous Catalyst Regeneration |
| CCU | Catalytic Cracking Unit |
| CCU | Carbon Capture and Utilization |
| CCUS | Carbon Capture, Utilization, and Storage |
| CDP | Carbon Disclosure Project |
| CDU | Crude Distillation Unit |
| CFC | chlorofluorocarbons |
| CEP | Customer Engagement Platform |
| CFBC | Circulating Fluidized Bed Combustion boiler |
| CGD | City Gas Distribution |
| CIAL | Cochin International Airport Limited |
| CNG | Compressed Natural Gas |
| CO | Carbon monoxide |
| COC | Cycles of Concentration |
| CORSIA | Carbon Offsetting and Reduction Scheme for International Aviation |
| CPCB | Central Pollution Control Board |
| CPSE | Central Public Service Enterprise |
| CRDC | Corporate Research & Development Centre |
| CRRI | Central Road Research Institute |
| CRZ | Coastal Regulation Zone |
| CSA | Corporate Sustainability Assessment |



| | |
|-------|--|
| CSIR | Central Road Research Institute |
| CSMS | Corporate Safety Management System |
| CSR | Corporate Social Responsibility |
| CVC | Corporate Vigilance Commission |
| DA | Dearness Allowance |
| DCP | Dry Chemical Powder |
| DHDS | Diesel Hydro DeSulphurization |
| DIPAM | Department of Investment and Public Asset management |
| DJSI | Dow Jones Sustainability Index |
| DPE | Directorate of Public Enterprises |
| DPR | Domestic Pressure Regulator |
| E20 | 20% Ethanol Blended Petrol |
| EBP | Ethanol Blended Petrol |
| EEL | Energy Efficient Lighting |
| ENCON | Energy Conservation Schemes |
| EPR | Extended Producer Responsibility |
| ERC | Emergency Response Centre |
| ERDMP | Emergency Response Disaster Management Plan |
| ERP | Enterprise Resource Planning |
| ESE | Employee Satisfaction Enhancement |
| ESG | Environment, Social and Governance |
| ETP | Effluent Treatment Plant |
| EV | Electric Vehicles |
| FGRS | Flare Gas Recovery System |
| FCC | Fluid Catalytic Cracking |
| FCCU | Fluid Catalytic Cracking Unit |
| FIPI | Federation of Indian Petroleum Industry |
| FRP | Fiber-Reinforced Polymer or Plastic |
| FY | Financial Year |

| | |
|----------------|---|
| GAIL | Gas Authority of India Limited |
| GCC | General Conditions of Contract |
| GHG | Greenhouse Gases |
| GJ | Giga Joules |
| GRI | Global Reporting Initiative |
| GSR | General Statutory Rules |
| GW | Gigawatts |
| GWh | Giga Watts per hour |
| GWP | Global Warming Potential |
| HAP | Hazardous Air Pollutants |
| HAZOP | Hazard and Operability Study |
| HDPE / VALEREX | Valerex High Density Polyethylene drums |
| HFHSD | High Flash High Speed Diesel |
| HGU | Hydrogen Generation Unit |
| HIRA | Hazard Identification and Risk Assessment |
| HPCL | Hindustan Petroleum Corporation Limited |
| HR | Human Resources |
| HRA | House Rent Allowance |
| HRS | Hydrogen Re-fuelling Stations |
| HSD | High Speed Diesel |
| HSE | Health, Safety and Environment |
| HSSE | Health Safety Security and Environment |
| ICC | Internal Complaints Committee |
| IIM | Indian Institute of Management |
| ILO | International Labour Organisation |
| IMS | Integrated Management System |
| INR | Indian Rupee |



| | |
|--------|---|
| IOCL | Indian Oil Corporation Limited |
| IOGP | International Association of Oil and Gas Producers |
| IPCC | Intergovernmental Panel on Climate Change |
| IPIECA | International Petroleum Industry Environmental Conservation Association |
| ISD | Intermediate Stock Difference |
| ISO | International Organization for Standardization |
| ISTS | Inter State Transmission System |
| ITRM | International Trade and Risk Management |
| KLPD | Kiloliters Per Day |
| KMP | Key Managerial Personnel |
| KPI | Key Performance Indicators |
| KR | Kochi Refinery |
| KTPA | Kilo tonnes per Annum |
| LDAR | Leak Detection and Repair |
| LDO | Light Diesel Oil |
| LED | Light-emitting Diode |
| LOBS | Lube Oil Base Stock |
| LOT | Liquid Off-Take |
| LOTO | Lock Out Tag Out |
| LNG | Liquified Natural Gas |
| LPG | Liquified Petroleum Gas |
| LiFE | Lifestyle for Environment |
| LSR | Life Saving Rules |
| LTA | Lost Time Accidents |
| LTIFR | Lost Time Injury Frequency Rate |
| Mgmt | Management |
| MHIPE | Ministry of Heavy Industries and Public Enterprises |
| MINAS | Minimum National Standard |

| | |
|-------------------|---|
| MLD | Million Liters per Day |
| MMT | Million metric tonnes |
| MMT- | Million metric tonnes of carbon dioxide equivalent |
| CO ₂ e | |
| MMTPA | Million metric tonnes per annum |
| MMTOE | Metric Tonnes of Oil Equivalent |
| MoEF&CC | Ministry of Environment, Forest, and Climate Change |
| MoPNG | Ministry of Petroleum and Natural Gas |
| MOU | Memorandum of Understanding |
| MR | Mumbai Refinery |
| MS | Motor Spirit |
| MSE | Micro and Small Enterprises |
| MSME | Micro, Small, and Medium Enterprises |
| MT | Metric Tonnes |
| MTO | Mineral Turpentine Oil |
| MW | Megawatts |
| NAAQS | National Ambient Air Quality Standards |
| NAMC | National Awards for Manufacturing Competitiveness |
| NBI | New Business Initiatives |
| NCR | National Capital Region |
| NCV | Net Calorific Value |
| NGT | National Green Tribunal |
| NGRBC | National Guidelines on Responsible Business Conduct |
| NHGU | New Hydrogen Generation Unit |
| NIPM | National Institute of Personnel Management |
| NOx | Nitrous Oxide |
| NSE | National Stock Exchange |
| NTPC | National Thermal Power Corporation |
| ODS | Ozone Depleting Substances |



| | |
|-------|--|
| OEMs | Original Equipment Manufacturer |
| OGSD | Oil and Gas Sector Disclosure |
| OISD | Oil Industry Safety Directorate |
| OMC | Oil Marketing Company |
| ONGC | Oil and Natural Gas Corporation |
| OWS | Oil Water Separator |
| PCB | Pollution Control Board |
| PCVO | Public Carrier Vehicle Operators |
| PDCA | Plan, Do, Check, Act |
| PERP | Pandemic Emergency Response Plan |
| PESO | Petroleum and Explosives Safety Organisation |
| PIDPI | Public Interest Disclosure and Protection of Informers |
| PIDS | Pipeline Intrusion Detection System |
| PM | Particulate Matter |
| PNG | Piped Natural Gas |
| PNGRB | Petroleum and Natural Gas Regulatory Board |
| POPs | Persistent Organic Pollutants |
| POSH | Prevention of Sexual Harassment |
| PRCI | Public Relations Council of India |
| PRISM | Performance-Related Incentive Scheme |
| PSE | Process Safety Events |
| PSMS | Process Safety Management System |
| PSU | Public Sector Undertaking |
| PSV | Pressure Safety Valve |
| PVC | Polyvinyl Chloride |
| PwDs | Persons with Disabilities |
| RCF | Rashtriya Chemicals Fertilizers |
| RE BU | Renewable Energy Business Unit |

| | |
|----------|---|
| R-LNG | Regassified Liquified Natural Gas |
| R&D | Research and Development |
| RWH | Rainwater Harvesting |
| RO | Retail Outlet |
| RODM | Reverse Osmosis-based Demineralisation |
| RTI | Right to Information |
| SAF | Sustainable Aviation Fuel |
| SAP | Superabsorbent Polymer |
| SASB | Sustainability Accounting Standards Board |
| SATAT | Sustainable Alternative Towards Affordable Transportation |
| SBU | Strategic Business Unit |
| SC | Scheduled Caste |
| SCM | Standard Cubic Meter |
| SC valve | Self-Closing valve |
| SDC | Sustainable Development Committee |
| SDG | Sustainable Development Goals |
| SEBI | Securities Exchange Board of India |
| SEC | Specific Energy Consumption |
| SECI | Solar Energy Corporation of India Limited |
| SGHIPL | Sembcorp Green Hydrogen India Private Limited |
| SIGHT | Strategic Interventions for Green Hydrogen Transition |
| SKO | Superior Kerosene Oil |
| SMB | Simulated Moving Bed |
| SMR | Steam Methane Reforming |
| SOP | Standard Operating Procedure |
| SOx | Sulphur oxides |
| SPJIMR | S. P. Jain Institute of Management and Research |
| SPCB | State Pollution Control Board |



| | |
|-------|---|
| ST | Scheduled Tribes |
| STP | Sewage Treatment Plant |
| TCFD | Task Force on Climate-related Financial Disclosures |
| TDS | Total Dissolved Solids |
| TGTU | Tail Gas Treatment Unit |
| TJ | Tera Joules |
| TKL | Thousand Kiloliters |
| TMT | Thousand Metric Tons |
| TMTPA | Thousand Metric Tons per annum |
| TNI | Training Need Identification |
| TReDs | Trades Receivable Discounting Scheme |

| | |
|-------|--|
| TSDF | Treatment, Storage, and Disposal Facility |
| UNGC | United Nations Global Compact |
| UNSDG | United Nations Sustainable Development Goals |
| UoM | Unit of Measurement |
| VAWT | Vertical Axis Wind Turbine |
| VOC | Volatile Organic Compounds |
| VRU | Vapor Recovery Unit |
| VTOL | Vertical Take-off and Landing |
| ZLD | Zero Liquid Discharge |
| ZWL | Zero Waste to Landfill |



Annexure 3

Materials

Refineries

| Materials | UoM | Mumbai Refinery | | | | Kochi Refinery | | | | Bina Refinery | | |
|--------------------------------|-----|-----------------|------------|------------|------------|----------------|------------|------------|------------|---------------|------------|------------|
| | | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 |
| Amine, Neutralising | MT | 18.9 | 35.61 | 15 | 26 | 63.21 | 77.76 | 92 | 83 | 16.79 | 28.74 | 14 |
| Anti Foulant | MT | 64.44 | - | - | - | 52.06 | - | 66.47 | 68 | 2.33 | 4.17 | - |
| Any Other (Liquid) | KL | 270.62 | - | - | - | - | - | - | - | - | - | - |
| Caustic Lye (Sodium Hydroxide) | MT | 1,047.66 | 1,059.33 | 1,092.00 | 834 | 2,965.27 | 6,400.10 | 4,672.00 | 3,374.00 | 2,043.16 | 1,057.70 | 506 |
| FCCU Catalyst | MT | - | 716.05 | - | 446 | 308.72 | 572.13 | 887 | 460 | - | - | - |
| Foam Procured for firefighting | kL | 20 | - | - | - | - | 519.91 | 303.3 | 48 | - | 582.75 | 965 |
| Fresh Catalyst, CCU | MT | 118.94 | 294.68 | 413 | 473 | 925.15 | - | 510.5 | 471 | - | - | - |
| Hydrochloric Acid | MT | 2,039.39 | 180.44 | 139 | 119 | 2,952.30 | 152.89 | 57 | 48 | 1,782.96 | 182.12 | 197 |
| Hydrogen Peroxide | MT | 72.6 | 106.04 | 193 | 171 | 524.28 | - | - | - | 148.42 | - | - |
| Imported Crude | TMT | 12,096.98 | 11,835.82 | 11,888.41 | 11,372.62 | 17,192.91 | 17,020.68 | 15,920.62 | 15,137.96 | 7,999.71 | - | 7,809.20 |
| Indigenous Crude | TMT | 3,432.10 | 3,215.85 | 2,657.66 | 3,063.92 | 0.21 | 36.81 | 96.98 | 26.55 | - | - | - |



| Materials | UoM | Mumbai Refinery | | | | Kochi Refinery | | | | Bina Refinery | | |
|--|-----|-----------------|------------|------------|------------|----------------|------------|------------|------------|---------------|------------|------------|
| | | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 |
| Lubricity Additive | MT | 1,104.56 | - | - | - | 778.17 | - | - | - | 349.74 | - | - |
| Oil/Lubricant | kL | 222.72 | 507.16 | 966 | 350 | 312.63 | 75 | 214.61 | 211 | 48.2 | - | 53.86 |
| Procured - DCP | | | | | | | | | | | | |
| Powder procured for firefighting | MT | 5 | - | - | - | 9 | - | - | - | 10 | - | - |
| Procured Bitumen Drum | MT | - | - | - | - | - | - | - | 30,612.00 | - | 704,442.00 | 741,801.00 |
| Procured DI Ethanol Amine | MT | - | - | - | - | 717.98 | 419.14 | 842 | 722 | 150 | 474.24 | 125 |
| Procured ISD (Intermediate Stock Difference) | MT | - | - | -2.5 | 29.93 | -6,475.00 | - | 103.78 | 9.31 | - | - | - |
| Procured Methanol | MT | 13,931.87 | 12,021.00 | 15,555.00 | 13,157.00 | 0.08 | - | 0.03 | - | - | - | - |
| Procured R-LNG (Regassified Liquified Natural Gas) | MT | 204,188.00 | 177.42 | 172.41 | - | 407,882.43 | - | 421.25 | 392.94 | - | - | - |
| Procured Rock Salt | MT | 242.77 | 264.61 | 428 | 379 | 124.5 | 97 | 53 | 24.36 | - | - | - |
| Reformate | MT | - | - | - | - | - | - | - | - | 776,070.00 | - | - |
| Reprocessed/ Confiscated | MT | 400.88 | 174.37 | 145 | 139 | - | - | - | - | 3,837.00 | - | - |



Retail BU

| Materials | UoM | FY 2024-25 | FY2023-24 | FY2022-23 | FY2021-22 |
|---|-----|------------|-----------|-----------|-----------|
| Consumed - Additives - Hi speed | MT | 5.96 | 1.43 | 3.19 | 1.71 |
| Consumed - Additives - Speed | kg | 33.97 | 52.36 | 29.1 | 27.63 |
| Consumed - Additives - Speed 97 | MT | 115.33 | 26.03 | 19.17 | 6.68 |
| Consumed - Blue Dye | MT | 0.76 | 0 | 0.63 | 1.28 |
| Consumed - Ethanol | TKL | 2,470.00 | 1,529.34 | 1,201.37 | 972 |
| Procured - Any other (Liquid) | kL | 7.5 | 1.73 | 1.97 | 0.59 |
| Procured - Any other (Solid) | MT | 1.96 | 0.44 | 0.41 | 0.22 |
| Procured - Corrosion Inhibitor (Ethanol Additive) | kL | 96.27 | 86.66 | 122.04 | 86.34 |
| Procured - DCP Powder procured for firefighting | MT | 13.17 | 11.2 | 15.33 | 14.54 |
| Procured - Grease | kg | 3,376.33 | 3,250.88 | - | - |
| Procured - Oil/Lubricant | kL | 7.17 | 8.99 | 6.95 | 9.87 |
| Procured - Foam for firefighting | TKL | 28.61 | 36.74 | 24.72 | 37.66 |



LPG BU

| Materials | UoM | FY 2024-25 | FY2023-24 | FY2022-23 | FY2021-22 |
|---|--------------|------------|------------|------------|------------|
| Consumed BMCG Additives | kL | 9.07 | 2.78 | 1.92 | 136.47 |
| Consumed Brown Soap | MT | 1,714.64 | 1,720.55 | 1,391.11 | 1,025.59 |
| Consumed Teflon | No. in 1000s | 658.84 | 603.67 | 53.41 | 19.03 |
| New Cylinders Inducted BPC 14.2 kg | No. in 1000s | 3,635.50 | 2,968.52 | 4,520.43 | 5,119.34 |
| New Cylinders Inducted-BPC 19.0 kg | No. in 1000s | 273.11 | 136.96 | 310.87 | 403.95 |
| New Cylinders Inducted-BPC 475 kg | No. in 1000s | 12.19 | 8.97 | 22.27 | 28.98 |
| Procured - Any other (Liquid) | kL | 122.10 | 57.97 | 59.11 | 5.92 |
| Procured - Any other (Solid) | MT | 0.01 | 8.56 | 0.22 | 0.20 |
| Procured - DCP Powder procured for firefighting | MT | 20.45 | 20.00 | 13.45 | 19.50 |
| Procured - Foam for firefighting | kL | 0.12 | 0.02 | 11.00 | 1.10 |
| Procured - Grease | MT | 3.60 | 3.42 | 8.03 | 5.35 |
| Procured - Oil/Lubricant | kL | 65.64 | 56.40 | 92.04 | 29.40 |
| Procured Delrin Cap | No. in 1000s | 52,264.38 | 47,954.78 | 47,158.26 | 50,161.92 |
| Procured DPR | No. in 1000s | 2,611.34 | 3,334.94 | 3,125.30 | 4,192.08 |
| Procured LOT Valve | No. in 1000s | 75.47 | 46.76 | 45.17 | 3.20 |
| Procured O Ring | No. in 1000s | 62,544.43 | 54,067.77 | 42,587.00 | 38,067.37 |
| Procured Paint and Primer used at the time of statutory painting and repairing of LPG cylinders | Thousand KL | 12.57 | 1.62 | 162.68 | 289.74 |
| Procured PVC Seal | No. in 1000s | 571,676.25 | 503,785.16 | 484,446.63 | 489,810.85 |
| Procured Safety Caps | No. in 1000s | 20,943.10 | 14,658.01 | 13,326.64 | 11,285.57 |
| Procured SC Valve | No. in 1000s | 10,502.82 | 6,351.20 | 6,261.05 | 5,536.43 |



Lubricants BU

| Materials | UoM | FY 2024-25 | FY2023-24 | FY2022-23 | FY2021-22 |
|--|-----|------------|------------|------------|-----------|
| Consumed Base Oil | MT | 413,579.75 | 204,854.78 | 360,702.20 | - |
| Procured Plastic Containers | MT | 2,890.94 | 4,057.87 | 3,361.31 | - |
| Procured LDO | MT | 668.26 | 356.30 | 148.61 | - |
| Procured - Oil/Lubricant | MT | 0.00 | - | 0.76 | 1.90 |
| Procured Pouches | MT | 26.17 | 21.54 | 32.49 | - |
| Procured SKO (For Cleaning) | MT | 0.08 | 0.04 | - | - |
| Procured HHFSD | MT | 1,487.62 | 1,641.97 | 1,894.19 | - |
| Procured Lubricants | MT | 0.00 | - | - | - |
| Procured - Any other (Liquid) | MT | 0.00 | - | - | - |
| Consumed Additive for Printers | MT | 4.13 | 0.60 | 0.55 | - |
| Procured - Any other (Solid) | MT | 1.55 | - | - | - |
| Procured CARTONS/CORRUGATED BOXES | MT | 2,027.31 | 2,273.15 | 2,334.61 | - |
| Procured - DCP Powder procured for firefighting | MT | 0.68 | - | 1.03 | 0.20 |
| Procured - Foam for firefighting | kL | 1.80 | - | 4.00 | - |
| Consumed Dye | MT | 1.61 | 1.69 | 1.56 | - |
| Procured Metal Containers (BRLS/CASKS) | MT | 4,864.86 | 5,187.21 | 5,456.30 | - |
| Consumed Additives (Barrels) | MT | 5,046.50 | 4,166.22 | 9,319.83 | - |
| Procured HDPE / VALEREX CONTAINERS/Plastic PAILS | MT | 2,069.74 | 1,785.78 | 1,381.27 | - |



Aviation BU

| Materials | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|---|-----|------------|------------|------------|------------|
| Procured - Any other (Liquid) | kL | 10.14 | 11.95 | 0.03 | 0.12 |
| Procured - Any other (Solid) | MT | 0.18 | 1.22 | 0.94 | 1.59 |
| Procured - DCP Powder procured for firefighting | Kg | 5.89 | 4.66 | 5.17 | 4.18 |
| Procured - Foam for firefighting | kL | 2.58 | 1.00 | - | - |
| Procured - Oil/Lubricant | kL | 12.27 | 20.15 | 5.19 | 6.66 |

Pipelines BU

| Materials | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|----------------------------------|-----|------------|------------|------------|------------|
| Procured - Any other (Liquid) | kL | 667.70 | 529.47 | 614.87 | 301.98 |
| Procured - Oil/Lubricant | kL | 10.38 | 11.84 | 15.85 | 27.33 |
| Procured - Foam for firefighting | MT | 0.00 | 6.60 | 20.80 | 30.00 |
| Procured - Any other (Solid) | MT | 0.51 | 33.46 | 0.26 | - |



Annexure 4

Waste Generated

Refineries

| Hazardous Waste | UoM | Mumbai Refinery | | | | Kochi Refinery | | | | Bina Refinery | | |
|--|-----|-----------------|------------|------------|------------|----------------|------------|------------|------------|---------------|------------|------------|
| | | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 |
| Acrylic Acid Polymer waste | MT | - | - | - | - | 386.03 | - | - | - | - | - | - |
| Alumina Balls(Hazardous) | MT | - | 8.62 | 1.09 | 10.62 | 20.78 | 20.41 | 36.00 | - | - | 24.60 | - |
| Any Other Hazardous waste | MT | 193.62 | - | - | - | - | - | - | - | 10.06 | - | - |
| Asbestos | MT | - | - | - | - | - | - | - | - | - | - | - |
| Batteries | MT | 10.83 | 1.01 | 3.22 | 0.77 | - | - | - | 2.49 | 5.52 | - | - |
| Bio-medical | MT | 0.05 | 6.80 | - | - | 0.07 | 0.07 | 0.07 | 0.07 | 0.03 | - | - |
| Chloride guard | MT | - | - | - | - | - | - | - | - | - | - | - |
| Cooling Tower Chemically Treated Timber, fills & FRP | MT | - | - | - | - | 12.04 | - | - | - | - | - | - |
| Drums/ Tins(Hazardous) | MT | 25.20 | - | - | - | 63.35 | 11.29 | - | - | 17.17 | - | 0.03 |
| ETP Chemical Sludge(Hazardous) | MT | - | - | - | - | 10057.00 | 13184.00 | 6796.00 | 5227.90 | - | - | - |
| E-waste | MT | - | - | - | - | - | - | - | - | - | - | - |
| FCC Catalyst Fines | MT | 102.57 | 5.79 | - | - | 355.18 | 388.58 | 214.68 | - | - | - | - |
| Insulation Waste | MT | - | - | - | - | 661.21 | - | - | - | - | - | - |



| | | Mumbai Refinery | | | | Kochi Refinery | | | | Bina Refinery | | |
|------------------------------------|-----|-----------------|------------|------------|------------|----------------|------------|------------|------------|---------------|------------|------------|
| Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 |
| Lubes Additives | MT | - | - | - | - | - | - | - | - | - | - | - |
| Oily Sludge(Hazardous) | MT | 441.63 | 812.60 | 561.00 | - | 337.08 | - | 404.94 | 113.76 | 213.16 | - | - |
| Plastic | MT | 12.45 | - | - | - | - | - | - | - | - | - | - |
| Poly Amide Membrane material | MT | - | - | - | - | 18.41 | - | - | - | - | - | - |
| Poly Propylene filter material | MT | - | - | - | - | 14.08 | - | - | - | - | - | - |
| Polymer waste | MT | - | - | - | - | 6.18 | - | - | - | - | - | - |
| Radioactive | MT | - | - | - | - | - | - | - | - | - | - | - |
| Reformer Tube Catalyst R 67 N HGU | MT | - | - | - | - | - | - | - | - | - | - | - |
| Refractory waste | MT | - | - | - | - | 59.41 | - | - | - | - | - | - |
| Soiled Sulfur / TGTU Column sludge | MT | - | - | - | - | 211.04 | - | - | - | - | - | - |
| Spent Catalyst - Recycled/Reused | MT | - | - | - | - | 620.75 | 98.84 | 1447.00 | - | 580.81 | - | 120.97 |
| Spent Catalyst - TSDF | MT | 70.82 | 224.74 | 346.95 | 575.23 | 241.29 | 359.89 | 170.36 | 177.62 | - | - | - |
| Spent Catalyst | MT | - | - | - | - | - | - | - | - | - | - | - |
| Spent Charcoal | MT | - | 30.26 | 49.35 | 71.98 | 74.06 | - | 78.43 | - | - | - | - |
| Spent Clay | MT | 44.06 | - | - | - | 319.56 | - | 102.26 | 357.00 | 60.23 | - | - |
| Spent Coke(Hazardous) | MT | 20.07 | - | - | - | - | - | - | - | - | - | - |
| Spent Molecular Sieves | MT | - | - | - | - | - | - | - | - | - | - | - |



| | | Mumbai Refinery | | | | Kochi Refinery | | | | Bina Refinery | | |
|----------------------------------|-----------|-----------------|-----------------|---------------|---------------|------------------|------------------|-----------------|-----------------|---------------|--------------|---------------|
| Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 |
| Spent Resin | MT | 20.87 | - | 21.19 | 12.45 | - | - | - | - | 13.36 | - | - |
| Sulfur Guard N HGU(Hazardous) | MT | - | - | - | - | 20.49 | - | - | - | - | - | - |
| Waste Bituminous Oil | MT | - | - | - | - | - | - | - | - | - | - | - |
| Waste Transformer Oil(Hazardous) | MT | 37.76 | - | - | - | - | - | - | - | - | - | - |
| Total Hazardous Waste | MT | 979.93 | 1,089.82 | 982.80 | 671.05 | 13,478.01 | 14,063.08 | 9,249.74 | 5,878.84 | 900.34 | 24.60 | 121.00 |



| | | Mumbai Refinery | | | | Kochi Refinery | | | | Bina Refinery | | | |
|--|-----------|-----------------|-----------------|---------------|-----------------|-------------------|-----------------|-----------------|-----------------|-----------------|-------------|---------------|---|
| Non-Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 | FY 2024-25 | FY 2023-24 | FY 2022-23 | |
| Drums/Tins | MT | - | 34.56 | 29.00 | 43.74 | - | 14.26 | 14.40 | 11.90 | - | - | - | - |
| Ferrous Scrap | MT | 3,166.85 | 2,832.90 | 224.60 | 2,845.00 | 1,520.10 | 3,060.90 | 2,524.00 | 2,122.40 | 1,196.69 | - | 939.61 | |
| Non-Ferrous Scrap | MT | 495.72 | 49.90 | 134.47 | 76.45 | 96.98 | 1,948.07 | 1,825.00 | 1,768.10 | 196.88 | - | - | |
| Tyres | MT | - | - | 55.00 | 1.35 | 3.49 | - | 4.90 | 4.85 | - | - | - | |
| Wooden Scrap | MT | 13.42 | - | 12.50 | 17.69 | 38.11 | - | - | - | - | - | - | |
| Construction and demolition | MT | 40.50 | - | - | - | - | - | - | - | - | - | - | |
| Plastic | MT | - | - | - | - | 26.79 | - | - | - | - | - | - | |
| Fly Ash | MT | - | - | - | - | 59,909.41 | - | - | - | - | - | - | |
| Bed Ash | MT | - | - | - | - | 51,783.64 | - | - | - | - | - | - | |
| Damaged Or Defective Loading And Unloading Hoses(Non-Hazardous) generated: | MT | - | - | - | - | 6.62 | - | - | - | - | - | - | |
| Any Other Non-Hazardous waste | MT | - | - | - | - | - | - | - | - | - | - | - | |
| Total Non-Hazardous waste | MT | 3,716.49 | 2,917.36 | 455.57 | 2,984.23 | 113,385.14 | 5,023.23 | 4,368.30 | 3,907.25 | 1,393.57 | 0.00 | 939.61 | |



Retail BU

| Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|---|-----------|---------------|---------------|--------------|---------------|
| Additive Containers | MT | 7.28 | 13.46 | 2.09 | 0.22 |
| Batteries | MT | 2.18 | 8.53 | 3.87 | 1.81 |
| Damaged/Used Hose | MT | | 8.40 | 0.34 | 0.33 |
| Drums/Tins | MT | 4.17 | 13.71 | - | - |
| Paper Gasket | MT | 5.27 | 19.06 | 0.30 | 0.45 |
| Sample Containers with Wooden Casing | MT | 1.44 | 0.13 | 0.13 | 0.13 |
| Oily sludge generated | MT | 115.53 | 183.65 | 40.29 | 13.81 |
| Scrap Cable | MT | 7.33 | 102.15 | 0.69 | 1.04 |
| Used Hand Glove | MT | 0.02 | 0.00 | 0.02 | - |
| Used Additive Barrels | MT | 83.96 | 2.18 | 4.52 | 4.37 |
| Used filters | MT | 0.08 | 0.07 | 0.09 | 0.45 |
| Used Oil | MT | 15.25 | 2.56 | 2.13 | 2.12 |
| Bio-medical (Hazardous) waste generated | MT | 0.03 | - | - | - |
| Asbestos (Hazardous) waste generated | MT | 0.00 | - | - | - |
| Plastic (Hazardous) waste generated | MT | 5.61 | 100.03 | - | - |
| E-waste (Hazardous) generated | MT | 1.20 | - | - | - |
| Radioactive (Hazardous) waste generated | MT | 0.00 | - | - | - |
| ETP/STP Sludge | MT | 9.10 | 29.63 | 35.01 | - |
| Total Hazardous Waste | MT | 258.45 | 404.61 | 88.70 | 143.49 |



| Non-Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|---|------------|-------------------|-------------------|-------------------|-------------------|
| Drums/Tins | MT | 7.39 | 20.09 | 0.77 | 0.23 |
| Ferrous Scrap | MT | 35.17 | 247.72 | 119.54 | 586.39 |
| Filters | MT | 0.09 | 0.14 | 0.06 | 0.09 |
| Kitchen Waste | MT | 383.40 | 690.96 | 5.21 | 4.44 |
| Non-Ferrous Scrap | MT | 18.47 | 43.05 | 2.67 | 3.21 |
| Plastic (Non-Hazardous) waste generated | MT | 11.90 | - | - | - |
| Saw Dust | MT | 0.10 | 0.01 | 0.08 | 0.05 |
| Seal Wire | MT | 45.83 | 105.76 | 3.65 | 0.74 |
| Tyres | MT | 0.69 | 48.63 | 4.68 | 6.37 |
| Construction and demolition (Non-hazardous) | MT | 25.83 | 59.33 | - | - |
| Wooden Scrap | MT | 56.09 | 874.54 | 3.81 | 2.27 |
| Damaged/Used Hose | MT | 25.23 | | | |
| Total Non-Hazardous Waste | MT | 610.19 | 1,269.20 | 1,266.20 | 645.59 |



LPG BU

| Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|--|-----------|-----------------|----------------|----------------|---------------|
| Batteries | MT | 3.38 | 2.91 | 518.44 | 9.13 |
| Damaged Delrin Caps | MT | 39.12 | 137.48 | 55.67 | 74.63 |
| Damaged Or Defective Loading and Unloading Hoses | MT | | 0.59 | 2.73 | 2.54 |
| Defective DPR | MT | 469.71 | 515.79 | 381.17 | 425.75 |
| Drums/Tins | MT | 25.72 | 65.03 | 14.72 | 19.36 |
| Oil & Grease Barrels | MT | 37.84 | 22.07 | 24.99 | 9.11 |
| Paint Residue/Sludge | MT | 132.50 | 224.73 | 38.09 | 31.90 |
| Paper Gasket | MT | 2.11 | 5.89 | 0.08 | 0.17 |
| Primer Sludge | MT | 50.52 | 122.99 | 14.92 | 10.49 |
| SC Valve Scrap | MT | 1,155.73 | 1,044.19 | 848.14 | 923.38 |
| Scrap Empty Soap Drums | MT | 150.46 | 94.19 | 102.15 | 56.12 |
| Scrap Rubber O Ring | MT | 67.67 | 104.52 | 10.02 | 7.22 |
| Used / Scrapped Crushed LPG Cylinders | MT | | 6,267.30 | 2,873.10 | 9,259.20 |
| Used Additive Barrel- BCG | MT | 18.25 | 6.04 | 2.60 | 0.53 |
| Used Cotton Waste | MT | 12.97 | 16.35 | 3.66 | 4.48 |
| Used Filters | MT | 5.01 | 3.44 | 7.26 | 3.19 |
| Used Hand Glove | MT | 23.67 | 27.17 | 11.92 | 29.40 |
| Asbestos (Hazardous) waste generated | MT | 100.62 | 270.82 | - | - |
| E-waste (Hazardous) generated | MT | 2.71 | 6.74 | 0.00 | 0.00 |
| Scrap paint drums | MT | 117.39 | 171.37 | 96.74 | 91.92 |
| Radioactive (Hazardous) waste generated | MT | 0.00 | 0.00 | 0.00 | 0.00 |
| Bio-medical (Hazardous) waste generated | MT | 0.00 | 0.00 | 0.00 | 0.00 |
| Plastic (Hazardous) waste generated | MT | 4.08 | 10.09 | 0.00 | 0.00 |
| Used Oil (Hazardous) generated | MT | 24.28 | 7.17 | 10.90 | 9.79 |
| Total Hazardous Waste | MT | 2,443.75 | 9,172.7 | 4,506.1 | 10,968 |



| Non-Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|--|------------|-------------------|-------------------|-------------------|-------------------|
| Non-Ferrous Scrap | MT | 19.32 | 11.23 | 0.39 | 41.09 |
| Ferrous Scrap | MT | 365.28 | 867.82 | 36.28 | 103.28 |
| Wooden Scrap | MT | | 22.76 | 0.34 | 2.86 |
| Drums/Tins (Non-Hazardous) generated | MT | 24.45 | 47.76 | 10.25 | 7.47 |
| Filters | MT | 4.53 | 2.66 | 0.00 | 0.00 |
| Tyres | MT | 0.16 | 0.05 | 0.08 | 0.38 |
| Plastic (Non-Hazardous) waste generated | MT | 18.66 | 1.79 | 0.00 | 0.00 |
| Construction and demolition (Non-hazardous) waste generated | MT | 2.67 | 0.00 | 0.00 | 0.00 |
| Wood Scrap (Non-Hazardous) generated | MT | 8.37 | 13.54 | 0.00 | 0.00 |
| Damaged Or Defective Loading And Unloading Hoses(Non-Hazardous) generated: | MT | 2.52 | 0.00 | 0.00 | 0.00 |
| Used / Scrapped Crushed LPG Cylinders(Non-Hazardous) generated: | MT | 8,285.44 | 0.00 | 0.00 | 0.00 |
| Total Non-hazardous | MT | 8,731.4 | 970.16 | 51.89 | 44.9 |



Lubricants BU

| Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|---|-----------|----------------|---------------|---------------|---------------|
| Batteries | MT | 0.15 | 0.00 | 0.54 | 0.78 |
| Drums/Tins | MT | 0.00 | 0.00 | 0.00 | 0.00 |
| Empty Containers | MT | 0.00 | 0.00 | 0.00 | 0.01 |
| HDPE Scrap Barrels | MT | 11.13 | 2.61 | 2.20 | 4.76 |
| HDPE Scrap Containers | MT | 22.02 | 3.56 | 0.01 | 0.00 |
| Market Returned Product | MT | 0.00 | 0.00 | 7.22 | 8.22 |
| Cotton Waste (Hazardous) generated | MT | 0.00 | 0.00 | 0.00 | 0.00 |
| Slop Generated | MT | 1,710.16 | 79.30 | 72.36 | 14.11 |
| MS Scrap Barrels (Heavy / Light Weight) | MT | 289.93 | 85.25 | 171.97 | 153.38 |
| Used Cotton Waste | MT | 12.78 | 1.42 | 4.18 | 5.14 |
| ETP/STP Sludge (Hazardous) generated | MT | 9.63 | 0.00 | 15.81 | 19.38 |
| Empty Barrels (Hazardous) generated | MT | 0.00 | 0.00 | 0.00 | 0.00 |
| Slop (Reused)(Hazardous) generated | MT | 1,775.40 | 76.37 | 89.04 | 0.00 |
| Radioactive (Hazardous) waste generated | MT | 0.00 | 0.00 | 0.00 | 0.00 |
| Bio-medical (Hazardous) waste generated | MT | 0.00 | 0.00 | 0.00 | 0.00 |
| Asbestos (Hazardous) waste generated | MT | 0.00 | 0.00 | 0.00 | 0.00 |
| Plastic (Hazardous) waste generated | MT | 2.10 | 7.78 | 0.00 | 0.00 |
| E-waste (Hazardous) generated | MT | 0.00 | 0.00 | 0.00 | 0.00 |
| Total Hazardous Waste | MT | 3,833.3 | 256.28 | 359.97 | 371.48 |



| Non-Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|---|------------|-------------------|-------------------|-------------------|-------------------|
| Kitchen Waste | MT | 6.09 | 0.64 | 7.16 | 8.09 |
| Non-Ferrous Scrap | MT | 0.50 | 0.00 | 9.20 | 0.00 |
| Ferrous Scrap | MT | 7.13 | 0.00 | 0.00 | 0.50 |
| Plastic (Non-Hazardous) waste generated | MT | 3.50 | 8.81 | 15.30 | 22.66 |
| Saw Dust (Non-Hazardous) generated | MT | 11.35 | 0.06 | 1.02 | 1.52 |
| Tyres | MT | 0.23 | 0.72 | 0.49 | 0.28 |
| Drums/Tins (Non-Hazardous) generated | MT | 0.00 | 3.29 | 2.69 | 1.51 |
| Wooden Scrap | MT | 19.78 | 4.55 | 24.90 | 1.50 |
| Total Non-Hazardous Waste | MT | 48.58 | 18.026 | 60.78 | 36.56 |

Pipelines BU

| Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|-------------------------------------|------------|-------------------|-------------------|-------------------|-------------------|
| Used Filters (Hazardous) | kg | 0.00 | 0.00 | 15.00 | 20.40 |
| Drums/Tins (Hazardous) | kg | 0.00 | 2,650.00 | 90.00 | 0.00 |
| Plastic (Hazardous) waste generated | kg | 1,310.00 | 0.00 | 0.00 | 0.00 |
| Total Hazardous Waste | kg | 1,310.00 | 2,650.00 | 105.00 | 20.40 |

| Non-Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|---|------------|-------------------|-------------------|-------------------|-------------------|
| Drums/Tins (Non-Hazardous) | kg | 0.00 | 8,005.57 | 1,339.00 | 30.00 |
| Tyres | kg | 0.00 | 0.00 | 0.00 | 18.00 |
| Ferrous Scrap | kg | 3,130.00 | 28.50 | 2.40 | 171.00 |
| Filters | kg | 0.00 | 1,200.00 | 4,000.00 | 3,128.00 |
| Non-Ferrous Scrap | kg | 0.00 | 0.00 | 2,155.00 | 4.00 |
| Wooden Scrap | kg | 0.00 | 0.00 | 10.00 | 52.00 |
| Plastic (Non-Hazardous) waste generated | kg | 0.00 | 0.00 | 0.00 | 0.00 |
| Construction and demolition (Non-hazardous) waste generated | kg | 0.00 | 0.00 | 0.00 | 0.00 |
| Total Non-Hazardous Waste | kg | 3,130.00 | 9,234.07 | 7,506.40 | 3,403.00 |



Aviation BU

| Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|---|-----------|---------------|---------------|-----------------|---------------|
| Drums/Tins | kg | 0.00 | 5.00 | 0.01 | 10.50 |
| Used filter | kg | 480.00 | 705.00 | 1,061.40 | 625.80 |
| Asbestos (Hazardous) waste generated | kg | 0.00 | 0.00 | 0.00 | 0.00 |
| E-waste (Hazardous) generated | kg | 0.00 | 5.00 | 0.00 | 0.00 |
| Total Hazardous Waste | kg | 480.00 | 724.00 | 1,061.90 | 636.30 |
| Non-Hazardous Waste | UoM | FY 2024-25 | FY 2023-24 | FY 2022-23 | FY 2021-22 |
| Drums/Tins | MT | 1.04 | 5.00 | 0.01 | 0.02 |
| Ferrous Scrap | MT | 1.60 | 1.42 | 1.40 | 1.67 |
| Filters | MT | 0.05 | 0.12 | 0.45 | 0.36 |
| Non-Ferrous Scrap | MT | 1.40 | 1.06 | 0.38 | 0.07 |
| Tyres | MT | 1.06 | 0.72 | 2.41 | 0.43 |
| Wooden Scrap | MT | 0.03 | 0.51 | 0.05 | 0.04 |
| Solid Waste (Disposed Through Municipal Lorry) generated | MT | 4.06 | 16.88 | 2.13 | 0.00 |
| Plastic (Non-Hazardous) waste generated | MT | 0.05 | 0.01 | 0.00 | 0.00 |
| Construction and demolition (Non-hazardous) waste generated | MT | 9.20 | 0.00 | 0.00 | 0.00 |
| Total Non-Hazardous Waste | MT | 18.49 | 25.71 | 6.83 | 2.59 |



Annexure 5

GHG Calculation Methodology

The emissions calculation is done in line with GHG protocol with an operational control approach that includes Scope 1, 2 and 3 emissions from all the relevant & applicable Kyoto Protocol gases i.e. CO₂, CH₄, N₂O and HFCs. The activity data of each source is collected from each site through CHSSE portal. The emission factors and Net Calorific Values used in calculation of Scope 1 and Scope 2 GHG Emissions have been sourced as per IPCC 2006 Guidelines which includes CO₂, CH₄ and N₂O.

Base year is considered as FY 2019-20 which is same as defined in BPCL's net zero Roadmap.

Scope 1 Emissions: These are direct emissions resulting within the organisation's boundary and arise from sources that the organization owns or controls. We have taken all the gases such as CO₂, CH₄, N₂O etc. in calculation of scope 1 emissions.

Scope 2 Emissions: These are indirect emissions from the electricity that is used by the organisation and is outside the organisation's boundary. We have taken gross location-based energy factors for the purpose of this report based on CEA.

Scope 3 Emissions: These include all other indirect emissions that occur outside the organisation but are because of the activities related to the organisation. The GHG emission calculation methodology for BPCL operating locations used are aligned with the following standard definitions.

GWP

The GWP values have been taken IPCC Assessment Report 6 (AR6) for the GHG calculation of FY 2024-25.

| Industrial Designation or common name | Chemical Formula | GWP -100 Values (CO ₂ e) |
|---------------------------------------|--------------------------------------|-------------------------------------|
| Carbon dioxide | CO ₂ | 1 |
| Methane (Fossil-fuel based) | CH ₄ – Fossil | 29.8 |
| Methane (Non-fossil-fuel based) | CH ₄ – Non-Fossil | 27.1 |
| Nitrous oxide | N ₂ O | 273 |
| R-22 | CHClF ₂ | 1960 |
| R-407C | 23% R-32, 25% R-125, and 52% R-134a. | 1907.93 |
| HFC-134a | CH ₂ FCF ₃ | 1530.00 |



Scope 1 GHG Emissions

- The emission factors for the calculation for emissions from stationery and mobile combustion has been derived from IPCC 2006 guidelines.
- Activity Data (Quantity of fuel consumed) is multiplied with the respective Net Calorific Values (NCVs) and emission factor to quantify the direct emission from stationery and mobile combustion sources.

| Activity | NCV (MJ/kg) | kgCO ₂ e/kg |
|-------------------------|-------------|------------------------|
| Diesel-Stationary | 43 | 3.20 |
| Diesel-Mobile | 43 | 3.24 |
| Liquefied Petroleum Gas | 47.3 | 2.99 |
| Fuel Oil | 40.4 | 3.14 |
| Biomass | 13.6 | 1.39 |
| Biofuel | 27.4 | 2.19 |
| Biogas | 50.4 | 2.75 |
| LNG | 44.2 | 2.85 |
| Natural Gas | 48 | 2.70 |
| Naptha | 44.5 | 3.27 |
| Refinery Gas | 49.5 | 2.85 |
| Other Bituminous Coal | 25.8 | 2.45 |
| Petroleum Coke | 32.5 | 3.18 |
| PSA Off Gas Consumed-BR | 8.8 | 1.15 |
| Coaking Coal | 29.2 | 2.78 |
| Other Kerosene | 43.8 | 3.16 |
| Lubricants | 40.2 | 2.96 |
| Refinary Misc | 43 | 3.16 |
| Aviation Gasoline | 44.3 | 3.11 |
| Petrol - Stationary | 44.3 | 3.08 |
| Petrol -Mobile | 44.3 | 3.15 |



Scope 2 GHG Emissions

- The emission factor used to calculate emission from purchased grid electricity for FY 2024-25 is 0.727, for FY 2023-24 and FY 2022-23 is 0.71 and for FY 2021-22, FY 2020-21, FY 2019-20 it is 0.79 T CO₂/MWh.
- The latest emission factor is referred from 'CO₂ Baseline Database for the Indian Power Sector User Guide Version 20', issued by Central Electricity Authority, Government of India for Unified Grid.
- The Conversion factor used for electricity for converting kWh to GJ is 0.0036

Scope 3 GHG Emissions

Category 4: Upstream Transportation and Distribution - This category encompasses emissions resulting from the import of crude oil and LPG via maritime and rail transport. The distances between ports were determined using the Sea routes platform and emissions from marine transport were estimated utilizing DEFRA 2024 emission factors. For rail transport, distance data was gathered and multiplied by the quantity transported and the emissions were calculated based on the India GHG Program (2015) emission factors for rail freight.

Emissions Factors

| Type of Product | Emission Factor (kgCO ₂ e/MT) | Source |
|-----------------|--|------------|
| HSD | 3,197.19 | IPCC - AR6 |
| MS-Blended | 2,579.29 | DEFRA 2024 |
| LPG | 2,987.33 | IPCC - AR6 |
| Aviation Fuel | 3,112.22 | IPCC - AR6 |
| CNG | 2,695.54 | IPCC - AR6 |
| Coke | 3,176.98 | IPCC - AR6 |
| LNG | 2,695.54 | IPCC - AR6 |

Category 6: Business Travel - Emissions associated with air travel were computed by calculating the great-circle distance between airports through the Haversine formula. Emission factors for domestic flights were obtained from the India GHG Program, whereas international flights utilized DEFRA 2024 emission factors. These factors were applied to the total kilometers traveled to estimate emissions related to business travel.

Category 9: Downstream Transportation and Distribution - This category includes emissions from the transportation of products via rail and road. For rail transport, emissions were estimated by multiplying the quantity of material transported by the distance traveled, applying the India GHG Program 2014–15 emission factors. A similar methodology was employed for road freight (lorries), where the transported quantity and distance were multiplied by lorry-specific emission factors from the India GHG Program.

Category 11: Use of Sold Products - This category addresses emissions arising from the combustion of fuels sold during their use phase, excluding CBG and petrol. Emission factors for these fuels were sourced from IPCC guidelines, with GWP values taken from IPCC AR6. For petrol and CBG, DEFRA 2024 emission factors were utilized. A blending ratio of 16.35% bioethanol and 83.65% petrol was considered, employing DEFRA's most recent factors for both types of fuel.



| Type of Product | Emission Factor (kgCO ₂ e/MT) | Source |
|-----------------|--|------------|
| NAPHTHA + NGL | 3,273.12 | IPCC - AR6 |
| Lubricants | 2,956.84 | IPCC - AR6 |
| SKO | 3,160.31 | IPCC - AR6 |
| Refinery Misc | 3,162.79 | IPCC - AR6 |
| CBG | 5.21 | DEFRA 2024 |



Annexure 6

Other than GHG Emissions

SO_x, NO_x & SPM Emissions

Parameters that are monitored calculating SO_x, NO_x, SPM emissions are:

- Average emission rate,
- Running hours of diesel generators, boilers and furnaces per annum,
- For capturing the activity data, exhaust stacks are monitored to obtain the concentration of SO_x, NO_x, SPM
- Emissions Flow rate of exhaust gases.
- Running hours of Diesel Generators (DG) and boilers on the basis of above emissions are then calculated.

Ozone Depleting Substances (ODS)

The emission factor for R-22 used for calculating the ODS as MT CFC11-e is 0.055 and is taken under the Handbook on Data Reporting under the Montreal Protocol by United Nations Environment Program Division of Technology, Industry and Economics Ozonation Program.



Annexure 7

Policies

Health Safety and Environment Policy

Commitment

Together, we have the highest concern and commitment for saving life by protecting the health and safety of all employees, contractors, customers and the communities in which we operate and for conservation of the Environment.

We will comply with all Statutory Regulations and may even go beyond these for the benefit of our environment.

We consider Health, Safety and Environmental aspects are an integral part of our business planning and operation processes.

Policy

Based on these guiding principles we shall:

Demonstrate our Commitment by

- Providing and maintaining safe facilities and working conditions.
- Recognizing that all employees have responsibility for their own safety and actions which could affect the safety of others.
- Adoption of appropriate technologies to minimize the impact of our activities on the Environment.

Establish clear objectives and targets to:

- Improve continuously for prevention of accidents occupational illnesses and minimizing any impact of our activities on the environment.

- Promote learning through training and sharing of experiences and best practices; including with contractors, customers, and the public, wherever required.
- Inculcate values and attitudes conducive to achieve excellence in Health, Safety and Environmental performance.

Provide means to achieve our mission by:

- Assigning clear roles and responsibilities at all levels and periodically reviewing and recognising contribution to HSE objectives.
- Allocating adequate resources.
- Fostering a spirit of participation by all employees in Health, Safety and Environmental conservation efforts.
- Creating appropriate forums for deliberations on Health, Safety and Environmental issues.

Monitor performance by:

- Periodically auditing work processes, systems practices and promptly correcting deficiencies.
- Incorporating HSE performance as a parameter for assessing the overall performance of Employees, Business Units, Contractors and Business Associates.



Security Policy

We have the highest concern for the Security of human lives and Corporation's properties, goods and services. We also commit ourselves to be alert and responsible to prevent theft, misuse, loss, damage, pilferage and sabotage of any nature which will hamper our business interests / continuity.

Policy

Commensurate with this commitment, we shall:

- Adhere to security rules, regulations, and laws of the land.
- Provide effective and proactive measures for Physical and Internal Security as explained in the Security Manual – at all Refineries and Marketing establishments.
- Keep ourselves in readiness to meet all emergency situations by appropriate action plans.
- Actively participate in implementation of security measures to combat external threats.
- Reinforce the security set up by providing regular trainings and up gradation of facilities.
- Monitor effectiveness of security measures by surprise checks, mock drills and take corrective actions.

Corporate Sustainable Development Policy

Together, we strive for Sustainable Developments in line with National Policy and comply the related regulatory norms to conserve and sustain the natural, social and biodiversity asset ecosystem as an integral element of our Business.

Guiding Principles

- Integrate sustainability parameters into Business Plans and processes so as to enhance environment aspects in course of our operations as appropriate.
- Aspire to go beyond compliance and other regulatory requirements to achieve Sustainability core of business goals/ objectives.
- Enrolling all stake holders to take Sustainable Development as share responsibility.

Commitment

- Achieve continual improvements in the areas of air, water and soil pollution.
- Adoption of cleaner technologies and modern operational practices including recycling, recovery reuse and their disposal procedures and standards at workplaces.
- Review and report sustainable developments every year and strive for continuous improvements and in the process enroll our targets Business Partners for sustainability and help them to develop and implement their own sustainability initiatives.
- Monitor impact of our business activities on the neighborhood in terms of social and social economic aspects on sustainable basis.

Provide means to achieve our Objectives and Targets

- Assigning clear roles and responsibilities at all levels and periodically review and recognize contribution to the sustainability objectives.
- Allocating adequate resources.
- Periodically review the performance and take prompt action.
- Fostering a spirit of participation amongst all internal and external stakeholders.
- Creating appropriate forums for deliberations



Corporate Social Responsibility Policy

CSR Policy Objectives

- Serve as the principle guiding document for the Company's CSR initiatives.
- Ensuring the implementation of CSR activities in letter and spirit through appropriate procedures and transparent reporting.
- Provide the framework for selection, implementation, governance, management and monitoring of CSR initiatives.
- Creating opportunities for employees to participate in socially responsible initiatives.

CSR Vision

- "Be a Model Corporate Entity with Social Responsibility committed to energizing lives through Sustainable Development"

CSR Thrust Areas

In order to achieve the CSR Vision, the CSR activities shall be undertaken with a focus on themes in line with mission of national priorities as well as the Sustainable Development Goals (SDGs). These themes will allow the company to undertake focused intervention and create larger impact.

The company's core thrust areas are:

- Health and Sanitation
- Education
- Skill Development
- Environment Sustainability
- Community Development

Financial Resources

The company's budget for CSR shall be 2 percent of its average net profits of the three preceding financial years. The net profit is to be calculated in accordance with the provisions of section 198 of the Act.

Budget Allocations: The budget allocation for CSR activities will be approved by the Board as recommended by the CSR Committee of the Board along with Annual Action Plan which shall include the following:

The list of CSR projects or programs that are approved to be undertaken in areas or subjects specified in the Schedule VII of the Act.

- The manner of execution of such projects or programs.
- The modalities of utilization of funds and implementation schedules for the projects or programs.
- Monitoring and reporting mechanism for the project or program
- Details of need and impact assessment, if any, for projects undertaken by the company, provided that the Board may alter such plan at any time during the financial year as per the recommendation of its CSR Committee of the Board, based on reasonable justification to that effect.

The company shall undertake impact assessment for all projects whose total outlay is over Rupees One Crore and may book the expenditure on this account for that financial year, which shall not exceed five percent of the total CSR expenditure for that financial year or Rupees Fifty Lakhs, whichever is less. In case, the company has any unspent CSR amount of previous financial year, the amount shall be transferred to a designated Unspent CSR Account (UCSRA) within 30 days of close of Financial Year and spent in pursuance of the CSR Policy.

The amount shall be utilized within the three subsequent financial years or transferred to a Fund specified in Schedule VII, within a period of six months of completion of the third Financial Year. The unspent CSR amount shall be reported



by the Board in its Directors Report specifying the reasons for not spending the amount during the Financial Year. Any surplus generated from CSR projects shall not be added to the normal business profits and shall be ploughed back into the same project or shall be utilized only for CSR purposes.

The Company may spend its CSR budget for creation or acquisition of a capital asset, which shall be held by –

- A company established under section 8 of the Act, or a Registered Public Trust or Registered Society, having charitable objects and CSR Registration number; or
- Beneficiaries of the said project, in the form of self help-groups, collectives, entities; or
- A public authority The CSR Expenditure shall include expenditure incurred towards projects or programs relating to CSR activities approved by the Board on the recommendation of its CSR Committee of the Board but does not include any expenditure on an item not in conformity or not in line with activities which fall within the purview of Schedule VII of the Companies Act.

When the company spends an amount in excess of what has been approved by the Board and CSR Committee of the Board such excess amount may be set off against the company's requirement to spend under CSR up to immediate succeeding three

- financial years subject to the condition that –The excess amount available for set off shall not include the surplus arising out of CSR activities, if any.
- The Board of the company shall pass a resolution to that effect.

Monitoring

The company shall ensure that the CSR Process as mandated by the Companies Act, 2013 and Rules, 2014 made there under, that all projects/programs are duly implemented as budgeted and approved by the competent authorities.

- The Monitoring System devised by the company shall include:
- Regular field visits to Project/Program sites by designated teams,

- Comprehensive documentation/compilation of Progress Reports,
- Regular interaction with implementing agency to obtain feedback,
- Monitoring of timely fund utilization to ensure that Projects/Programs as budgeted are actually being carried out and/or,
- Concurrent as well as end line Impact assessment shall be carried out by implementing agency to ensure smooth monitoring,
- Any other activity that the CSR Committee may deem necessary in the larger interest of its CSR initiatives.
- The monitoring of the projects shall be carried out in order to assess the impact of its CSR Projects, maximize outcomes and build-in sustainability, scalability and replicability. Professional agency (Third Party Agency) may also be hired for carrying out Designing, Monitoring and Impact Assessment

Note

- All policies are approved by the Board/Competent Authorities as per the approved Delegation of Authority. The same can be referred on page No. 160 of our BRSR Report.
- All BPCL policies are extended to its value chain partners but it does not extend to its Group / Joint ventures etc.

Anti-Fraud Policy

In line with the guidelines issued by the Department of Public Enterprises on Corporate Governance and BPCL's commitment towards the principle of good Corporate governance, it is deemed necessary that all employees are committed to maintaining the highest standards of ethics and observe Zero tolerance towards all forms of corruption and fraud.

An Anti-fraud Policy has been formulated to be publicized and implemented by the Corporation. As fraud is likely to creep into the any business activity having a policy on prevention of fraud is a critical tool in communicating BPCL's stance and processes in respect of fraud and how it should be dealt with. The Anti-Fraud Policy establishes the seriousness of the management in fraud prevention and



detection, besides creating awareness among staff and third parties having business dealings with BPCL. Response plans have been devised, to deal with and minimize the damage, if any caused by any fraudulent dealings.

Salient Features of the Anti-Fraud Policy

1. The Policy covers all employees including part time employees and those appointed as ad-hoc/temporary/contract basis and any third-party having business relationship with BPCL such as Vendors, suppliers, contractors, Consultants, Service Providers, Lenders, Customers.
2. Definition of Fraud as any willful act of wrongful or criminal deception done with the intention of gaining an advantage to self or other individuals or injure the interest of others.
3. Establishment of various procedures and controls to minimize the chances of fraud.
4. Responsibilities of employees/third party to ensure no fraud is committed and bring to notice of appropriate authority if any fraud is detected.
5. Procedure for reporting fraud by the employee/third party to Line Manager/ Competent/Notified Authority.
6. Procedure for investigation of fraud and submission of reports to the competent authority and other miscellaneous clauses Responsibility for administration, interpretation, application and revision of this policy.
7. As this policy would apply to all Management &Non-Management staff, therefore every effort should be made by all employees to maintain a vigil in preventing fraud or suspected fraudulent activities.

As this policy would apply to all Management &Non-Management staff, therefore every effort should be made by all employees to maintain a vigil in preventing fraud or suspected fraudulent activities.



Annexure 8

Pending Legal Cases

| S. No. | Case No. | Court / Tribunal | Description | Status |
|--------|-----------|---------------------------|--|---------|
| 1 | 7303/2013 | Delhi High Court at Delhi | <p>A Suo Motu Case has been initiated by the CCI against the PSU OMCs in 2013. The CCI have observed that as per PPAC data the retail price of Petrol in Delhi charged by PSU OMCs were same as on 25.07.2012 and they followed the identical price build-up. The extant pricing regime links the prices in India to the prices as obtained in the reference country for the refined product, whereas prices in a competitive situation would be market determined. The Companies are evidently not competing on price and following the formula based pricing linked to the Administrative Price Mechanism (APM) regime. The pre-determined and notional components at various stages that contribute to the overall price build up leaves no room for price competition and the efficiencies do not get reflected in the refinery gate price and the final retail price of petrol leading to loss of consumer welfare. As per Section 3 (1) of the Competition Act 2002, no enterprise or association of enterprises can enter into an agreement in respect of production, supply, distribution, storage, acquisition, control of goods or provision of services which causes or was likely to cause appreciable adverse effect on competition within India. An agreement u/s 3 (1) is not necessarily required to be a written agreement. Prima facie, therefore, it appears that there was an indirect understanding and agreement between the OMCs for raising price simultaneously and by the same amount. The OMCs decision in fixing prices uniformly from time to time, prima facie was violative of Sec. 3 (3) of Competition Act. In view of these observations the CCI vide Order dated 08.03.2013 directed to refer the case to the Director General (DG) u/s 26 (1) for a detailed investigation to be made within 60 days. PSU OMCs have disputed this CCI Suo Motu case before Delhi High Court and this WP/7303/2013 is tagged with earlier WP 8211/2010 . The DEL HC vide Order dated 22.11.2013 was pleased to grant an Ad Interim Stay to the said CCI Suo Motu Case No. 3/2013 till further orders of the Court</p> | Pending |
| 2 | 8211/2010 | Delhi High Court at Delhi | <p>Writ Petition (C) No. 8211 of 2010 filed on 07.12.2010. RIL filed information with CCI alleging contravention of S.3(1), 3(3) a, 3(3)d and Section 4(2)(a), 4(2)(c), 4(2)(e) of the Competition Act, 2002. Main issue arose from the tender floated by NACL on 10.3.2010 for supply of ATF in which the OMCs were alleged of indulging in bid rigging/collusive bidding. Jurisdiction of CCI was challenged by us by contending that the informant (RIL) has indulged in forum shopping and the appropriate jurisdiction lies with PNGRB which is sub judice before the Supreme Court. Initially the informant had filed a complaint with PNGRB itself whose jurisdiction was opposed by the opposite parties. However, the PNGRB vide its order dated 12-12-2008 decided that it does have jurisdiction. This order was challenged in the Appellate Tribunal of Electricity (ATE), the Appellate body described in the PNGRB Act. The ATE confirmed the order of the PNGRB. This was further challenged in the SC however the SC directed that proceedings should continue without passing any final order. We challenged the jurisdiction of CCI on these grounds too that the informant is invoking several forums unnecessarily. Informant contends that the proceedings before PNGRB are completely different. CCI vide order dated 30.9.2010 has held that proceedings before PNGRB are different and it has jurisdiction in the matter aggrieved by the following order, the OMCs filed WWP in the Delhi High Court bearing No. 8211/2010. CCI and PNGRB have also been impleaded in this Writ.</p> | Pending |



| S. No. | Case No. | Court / Tribunal | Description | Status |
|--------|-----------|---------------------------------|---|----------------------------|
| 3 | 26/2010 | Competition Commission of India | Case No. 26 of 2010. RIL had filed an Information Memorandum before the Competition Commission alleging cartelisation, collusive bidding, and abuse of dominant position by the PSU OMCs in the tender for ATF floated by NACIL. This matter has been stayed by order DATED 8.12.2010 of Delhi High Court in WP 8211/2010 | Pending |
| 4 | 4231/2016 | Supreme Court of India | Northeast Petroleum Dealer Association filed information under section 19(1)(a) of the Competition Act against PSU oil companies for institution of enquiry into the Dealership Agreements executed with dealers regarding abuse of dominant position of the PSU Oil Companies under section 4 of the Competition Act before Competition Commission of India. Said information was registered as Case No 95/2013. Competition Commission ordered that no case has been made out and accordingly closed the information. This order was challenged before Tribunal in appeal number 51/2014, which was allowed and Tribunal directed to remand the matter to Competition Commission for issue of a direction to the Director General under Section 26(1) for conducting investigation. Aggrieved by the decision of Tribunal, Competition Commission has filed this Civil Appeal before Supreme Court of India. | Pending for Final hearing. |
| 5 | 2717/2015 | Supreme Court of India | In July, 1997, BPCL commissioned Depot at Akolner, District Ahmednagar for storage and supply of petroleum products. The Depot was closed from June 2006 to March 2011 for operation purposes during which storage tanks were empty. On receipt of complaint, local Thalati made a panchnama on 27-03-2012 with regard to contamination by seepage of petroleum products. Shri Sant Dasguru Maharaj Shetkari Sangh representing group of 24 families filed a complaint in April 2014 before NGT, Pune alleging contamination of water in the well of Shri Bapu Taboji Gaikwad due to leakage/ spillage of petroleum products from BPCL / IOCL Depot. NGT constituted a Committee comprising MPCB, OISD and Dy. Collector, Ahmednagar for investigation of allegations. The Committee submitted its report on 31-05-2014 in which they submitted that no evidence with regard to leakage of petroleum products was found and also observed that there are very remote chances of oil spillage in the subject well. After considering the report, Reply filed by BPCL, IOC, MPCB & Ors. NGT vide its Order 10-11-2014 held that both BPCL & IOCL are liable to pay cost and damages caused due to ground water pollution as well as to restore the environment and to ensure that there shall be no further pollution of ground water due to industrial activities and further directed to deposit a tentative amount of Rs. 5 lakhs towards restitution and restoration of ground water quality and to pay Rs. 5 lakhs to Shri Bapu Taboji Gaikwad. Hence, the SLP is filed by BPCL challenging the aforesaid order dated 10.11.2014 of NGT. | Pending for Final hearing. |



| S. No. | Case No. | Court / Tribunal | Description | Status |
|--------|-----------------------------------|---|--|-----------------------------|
| 6 | 3370/2020 | Supreme Court of India | <p>An Original Application was filed before Pune Bench of the Green Tribunal for taking remedial action for the air pollution caused as a result of the emission of pollutants with emphasis on the Volatile Organic Compounds due to the various Respondents i.e. Aegis Logistics, HPCL, BPCL and Sealords Containers (BPCL was not a party to the original application initially but was made a party vide order dated 23.09.2014). Original Application No. 40 of 2014 was decided and disposed off by the Pune Bench by way of Judgment dated 18.12.2015. The Applicants in Original Application No. 40 of 2014 (WZ) had filed Execution Application No. 44 of 2016 (renumbered as Execution Application No. 5 of 2018) for implementation of the judgment dated 18.12.2015. The said Execution Petition was allowed by the National Green Tribunal, Principal Bench, Delhi vide judgment and order dated August 13th, 2020 and has quantified total compensation amount to be Rs. 286.20 crores which would be utilized for specific action plan for control of pollution and dealing with health issues of inhabitants in the area. The Company wise break-up of compensation being - Aegis Logistics Limited Rs 142 Crores, HPCL Rs. 76.5 Crores, BPCL Rs 67.5 Crores and Sealord Containers Limited Rs 0.2 Crores.</p> <p>Pursuant to order dated August 13th, 2020 passed by the Hon'ble NGT, Maharashtra Pollution Control Board vide the letter dated 7.9.2020 directed the Corporation to deposit a sum of Rs 67.5 Cr in a ring fenced account.</p> <p>Being aggrieved by the said order dated 13.8.2020, all the Respondents including the Corporation (CA No.3370/2020) and also Charudatt Koli & Ors.(CA no. 3377/2020) had challenged the said order by way of SLP before the Supreme Court.</p> <p>When the appeals came up for admission on 27th October 2020 before the Supreme Court, the Court was pleased to issue notice in the appeals and stay the judgment and order dated 13.8.2020 passed by the NGT. The SLPs are pending as on date before the Hon'ble Supreme Court of India.</p> | |
| 7 | MA 61/2016 in Application 93/2015 | NGT, Pune | The applicant is a public trust working for protection of the Environment. The original application (93 of 2015) was filed before NGT, Pune alleging non-compliance of various environmental norms by MSRDC while establishing Food Court mall, Retail outlet on the Kalapur Express Highway. The applicant alleged that MSRDC had not provided suitable waste management leading to serious pollution in the valley and adversely affecting the locals. The application was disposed of on 15.1.2016 with a direction to install STP and make it functional. BPCL was not a party to the said application. Subsequently, misc Application 61/2016 in the disposed of application has been filed by the applicant for compliance of the order, wherein BPCL was had a party. | Pending |
| 8 | 924/2015 | Rajasthan State Pollution Control Board | BPCL was granted clearance for running an oil depot in Kota and obtained a Consent to Operate as storage facility by Rajasthan State Pollution Control Board. Due to a fire accident in Sanganer terminal of IOCL, BPCL's operations were suspended due to proximity to IOCL Depot. Therefore, the operations were shifted from Sanganer to Kota. Kota had limited storage supply and thus BPCL decided to seek permission from PESO to construct 2 more tanks to accommodate the supplies. On Inspection, they were told to get permission to increase capacity and soon they were issued a Show Cause Notice for installing tanks without prior approval. Despite of providing with reasons and required documents, the Environment Impact Authority (SEIAA) delisted BPCL's project and filed a Criminal Complaint against BPCL under Section 15 and 19 of EPA. | Case disposed on 25-09-2025 |



| S. No. | Case No. | Court / Tribunal | Description | Status |
|--------|-----------|---|---|------------------------------|
| 9 | 1303/2017 | Rajasthan State Pollution Control Board | <p>After the IOCL Jaipur fire, operations at BPCL Sanganer Installation closed, leading to a shift in markets to Bharatpur and Kota. Bharatpur Depot had limited storage capacity and insufficient facilities to accommodate the increased market demands. Plans were made in 2010-11 to construct new above-ground storage tanks and other facilities. Rajasthan Pollution Control Board issued a show cause notice in 2012, as the construction began without obtaining environmental clearance and consent to establish. With the reply to the show cause notice we explained that we are in the process of obtaining the necessary clearances. An application for environmental clearance was submitted in 2013. The case was brought before the State Level Expert Appraisal Committee (SEAC) in Jaipur. During the meeting, it was revealed that construction had already begun, and the committee considered it a violation, leading to a referral for prosecution. In 2014, Rajasthan State Pollution Control Board filed a criminal complaint u/s 15 read with section 19 of the Environmental Protection Act, 1986, against the Depot In charge, Sh. R.K. Singh.</p> | Case disposed on 28-11-2024. |
| 10 | 4576/2022 | Supreme Court of India | <p>The application (OA 17/2021) along with similar other applications was filed before NGT alleging the absence of green zone and the buffer zone around the PDPP project (Kochi refinery) as per the requirement. The applicant prayed for directions to BPCL to provide adequate buffer zone and develop green belt of 500 meters as per the CPCB guidelines. NGT vide its order dated 19th April 2022 disposed the above application with the directions to BPCL inter-alia to maintain the greenbelt along the boundaries as far as possible and plant such species which will not cause any impediments for safety measures of the existing plants as per the guidelines issued by the different department. The present appeal has been filed by the applicant against the above order on the ground that order of the Tribunal does not provide direction on how to develop green belt in the area where there is no space to develop green belt between plant and residential area as per the CPCB guidelines. Further there is no direction in the order regarding the development of a Buffer Zone around the project and no fine has been imposed for environmental damage even though there is a clear environmental clearance violation, and no action was taken against the illegal diversion of natural canal.</p> | Pending |
| 11 | 5128/2022 | Supreme Court of India | <p>Multiple applications (OA 265/2017, OA 17/2021, AND OA 01/2022) were filed before NGT alleging large scale pollution on account of operation various plants and units in BPCL Kochi refinery on account of absence of green zone and the buffer zone around the project/plants (PDPP UNITS, Kochi refinery) as per the requirement of Environmental clearance. The applicants prayed inter-alia for the directions to BPCL not to pollute the environment by emitting solid, liquid & gaseous waste, to provide adequate buffer zone and develop green belt as recommended by CPCB/KSPCB/Ministry of Environment guidelines NGT vide its common order dated 19th April 2022 disposed the above applications with the directions to BPCL inter-alia to maintain the greenbelt along the boundaries as far as possible and plant such species which will not cause any impediments for safety measures of the existing plants as per the guidelines issued by the different department and to pay environmental compensation of INR 2 Crores to the Kerala State Pollution Control Board within a period of two months for the unscientific greenbelt developed by BPCL. The present appeal has been filed by BPCL under the NGT act aggrieved by the finding of NGT of unscientific green belt and direction of payment of an environmental compensation of INR 2 Crores. (Civil appeal No. 5128-30/2022 against three original applications). The aforesaid order has been stayed by SC.</p> | Pending |



| S. No. | Case No. | Court / Tribunal | Description | Status |
|--------|----------|-----------------------------|---|---|
| 12 | 320/2024 | NGT, Chennai | This Original Application registered Suo-motu on the basis news item "Begging for breath: Trapped between industries Kochi residents gasp for fresh air" appearing in the New Indian Express dated 23.02.2024. The issue here concerns with the alleged problems faced by the residents of Ambalamugal industrial area, Ayyankuzhi Village which presides between two industries-BPCL and HOCL. Based on the news item NGT, New Delhi impleaded CPCB, KSPCB, District Collector, Ernakulam, BPCL & HOCL as respondents in the matter. By Order dated 4.04.2024, NGT New Delhi has transferred the OA to Southern Zonal Bench, Chennai. The Next hearing before NGT, Chennai is on 27.05.2024. | Disposed vide order dated 03.12.2024. |
| 13 | 02/2024 | NGT (Eastern Zone), Kolkata | Applicant had filed OA No. 154/2022/EZ petition stating that respondent No.1 (BPCL), is setting up a Petrol Depot on Plot No. 2242 which is adjacent to the plot of the applicant being Plot No. 2254 and plot no. 2242 is under the proprietorship of one Mr. Arjun Chhetri, proprietor of M/s Pankaj Fuel, which is leased to BPCL. The distance between the fuel depot and boundary wall of applicant's plot No. 2254 is a mere 15 feet. The applicant stated that setting up the depot violates criteria laid down by the Central Pollution Control Board Circular dated 07.01.2020. Applicant had also stated that respondent no.1 does not have consent from State Pollution control Board, Sikkim. Therefore, applicant had filed present OA petition praying that respondent no. 1 shall be prohibited from proceeding with construction of fuel depot at Plot No. 2254 in Majitahar, Pakyong District, Sikkim as it is operating without a valid Consent to Establish (CTE) from Respondent No. 2 & also prohibit Resp. No.1 from proceeding further with construction activities. The Hon'ble NGT (Eastern Zone), Kolkata decided the said OA petition vide order dated 17.04.2023, wherein it directed Central Pollution Control Board to examine the issue and prepare Standard Operating Procedure (SOP) for Petrol Depots within three months. Till such Standard Operating Procedure evolved and put in place Respondent No. 1 (BPCL) is restrained from carrying out any construction activity on Plot No. 2242, Rangpo, East Sikkim. The interim order shall be enforced by the Sikkim Pollution Control Board and the Resident Commissioner, Sikkim. Now applicant has filed present execution petition seeking compliance of the Judgment and order of NGT dated 17.04.2023 with following prayers: (1) Compliance of order dated 17.04.2023, (2) Probatory directions upon Respondent No. 1 to not to proceed with Construction of fuel depot. (3) Direct CPCB to prepare a SOP listing specific criteria including identification of area, size, storage, distance, and other scientific measurement before establishment of fuel depots in the country. (4) Directions to Sikkim SPCB to prepare SOP for establishment of fuel depot in Sikkim. (5) Pass such other orders as deem fit and proper in the facts and circumstances of the case. | Matters disposed vide order dated 10.01.2025 in Execution application filed by the Applicant wherein Central Pollution Control Board and Sikkim Pollution Control Board has prepared and published their respective SOPs for the state of Sikkim for Petroleum Depots |



Annexure 9

Restatement of Information related to Previous Years

Certain Restatements have been made to the data pertaining to previous years in the report. The data restated along with the reasons of such restatements are disclosed as below:

- The region-wise male employee count reported in FY 2023-24 in the Regional and Gender Distribution of Permanent Employees disclosure contained a clerical error that resulted in an inflated total on 5,071. The actual count of male management employees in FY 2023-24 is 5,069.
- Following a data review, the man hours for employees mentioned under safety incidents for FY 2022-23 have been revised to 1,96,21,056 which were earlier reported as 1,92,79,622.
- While BPCL follows an All-India recruitment and transfer policy, where employees hired in one location may be transferred anywhere in the country the methodology adopted for this year's reporting considers "India" as the

local geography for GRI 202-2 disclosure in line with the GRI definition. Accordingly, local community representation at both management and senior management levels is reported as 100%.

- Scope 3 emissions for FY 2023-24 were previously reported as 1,59,792.20 TMTCO₂e; however, upon recalculation, the corrected figure is 1,59,250. TMTCO₂e.
- In FY 2023–24, an error was identified in the disclosure related to the Flare Gas Recovery System, wherein gas recovery data (in MT) for the Bina and Kochi refineries were inadvertently interchanged. Accordingly, the figures have been restated to reflect the correct values: gas recovery from the Bina Refinery amounted to 4,204 MT, while gas recovery from the Kochi Refinery accounted for 2,563 MT.
- The Turnover rate for the FY 2021-22 to FY 2024-25 are updated due to change in methodology.

References

[BPCL Annual Report 2024-25](#)

[BPCL Sustainability Report 2024](#)



Assurance Statement



Independent Reasonable Assurance Statement to Bharat Petroleum Corporation Limited on their Sustainability Report FY 2024-25

To

The Management and Board of Directors
Bharat Petroleum Corporation Limited
(BPCL),
Mumbai, India

Introduction

Intertek India Private Limited ("Intertek") was engaged by **Bharat Petroleum Corporation Limited** ("BPCL") to provide an independent reasonable assurance on its Sustainability Report for FY2024-25 ("the Report"). The scope of the Report comprises the reporting period of FY2024-25. The Report is prepared by BPCL based on Global Reporting Initiative (GRI) Standards 'in-accordance' option for sustainability reporting.

The assurance was performed in accordance with the requirements of International Federation of Accountants (IFAC) International Standard on Assurance Engagement (ISAE) 3000 (Revised) and third edition of AccountAbility AA1000 Standard (Type 2 Moderate), Assurance Engagements Other than Audits or Reviews of Historical Financial Information.

Objective

The objectives of this reasonable assurance exercise were, by review of objective evidence, to confirm whether any evidence existed that the sustainability related disclosures, as declared in the Report, were not accurate, complete, consistent, transparent and free of material error or omission with reference to the criteria outlined below.

Intended Users

This Assurance Statement is intended to be a part of the Sustainability Report FY2024-25 of Bharat Petroleum Corporation Limited.

Responsibilities

The management of BPCL is solely responsible for the development the Report and its presentation. Management is also responsible for the design,

Bharat Petroleum Corporation Ltd. | Sustainability Report FY2024-25 | Reasonable Assurance Statement

implementation and maintenance of internal controls relevant to the preparation of the Report so that it is free from material misstatement, whether due to fraud or error.

Intertek's responsibility, as agreed with the management of BPCL, is to provide assurance and express an opinion on the data and assertions in the Report based on our verification following the assurance scope and criteria given below. Intertek does not accept or assume any responsibility for any other purpose or to any other person or organization. This document represents Intertek's independent and balanced opinion on the content and accuracy of the information and data held within.

Assurance Scope

Assurance has been provided for selected ESG performance disclosures presented by BPCL in its Report. The assurance boundary included data and information for the operations at Bharat Petroleum Corporation Limited and its boundary as defined in the report which excludes its Retails outlets, LPG Distributors, Joint Ventures, Subsidiaries, associate companies, and in-transit product movement in accordance with GRI standards. Our scope of assurance included verification of data and information on selected disclosures reported as summarized in the table below:

| GRI 2 | GENERAL DISCLOSURE |
|----------|---|
| | All General disclosures as per GRI 2 for Oil and Gas Sector specific requirements |
| GRI 3 | Identification and Management of Material Topics |
| 3-1 | Process to determine material topics |
| 3-2 | List of material topics |
| GRI 201: | ECONOMIC PERFORMANCE |
| 201-1 | Direct economic value generated and distributed |
| 201-2 | Financial implications and other risks and opportunities due to climate change |
| 201-3 | Defined benefit plan obligations and other retirement plans |
| 201-4 | Financial assistance received from government |
| GRI 202: | MARKET PRESENCE |
| 202-1 | Ratios of standard entry level wage by gender compared to local minimum wage |
| 202-2 | Proportion of senior management hired from the local community |



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| GRI 203: INDIRECT ECONOMIC IMPACTS | |
|--|--|
| 203-1 | Infrastructure investments and services supported |
| 203-2 | Significant indirect economic impacts |
| GRI 204: PROCUREMENT PRACTICES | |
| 204-1 | Proportion of spending on local suppliers |
| GRI 205: ANTI-CORRUPTION | |
| 205-1 | Operations assessed for risks related to corruption |
| 205-2 | Communication and training about anti-corruption policies and procedures |
| 205-3 | Confirmed incidents of corruption and actions taken |
| GRI 206: ANTI-COMPETITIVE BEHAVIOUR | |
| 206-1 | Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices |
| GRI 207: TAX | |
| 207-1 | Approach to Tax |
| 207-2 | Tax governance, control, and risk management |
| 207-3 | Stakeholder engagement and management of concerns related to tax |
| 207-4 | Country-by-country reporting |
| GRI 301: MATERIALS | |
| 301-1 | Materials used by weight or volume |
| 301-2 | Recycled input materials used |
| 301-3 | Reclaimed products and their packaging materials |
| GRI 302: ENERGY | |
| 302-1 | Energy consumption within the Organisation |
| 302-2 | Energy consumption outside of in the organisation |
| 302-3 | Energy intensity |
| 302-4 | Reduction of energy consumption |
| GRI 303: WATER | |
| 303-1 | Interactions with water as a shared resource |
| 303-2 | Management of water discharge-related impacts |
| 303-3 | Water withdrawal |
| 303-4 | Water discharge |
| 303-5 | Water consumption |
| GRI 305: EMISSION | |
| 305-1 | Direct (Scope 1) GHG emission |
| 305-2 | Energy indirect (Scope 2) GHG emissions |
| 305-3 | Other indirect (Scope 3) GHG emissions |
| 305-4 | GHG emissions intensity |

| 305-7 | Nitrogen oxides (NOX), sulphur oxides spur (SOX), and other significant air emissions |
|---|--|
| GRI 306: WASTE | |
| 306-1 | Waste generation and significant waste-related impacts |
| 306-2 | Management of significant waste-related impacts |
| 306-3 | Waste Generated |
| 306-4 | Waste diverted from disposal |
| 306-5 | Waste directed to disposal |
| GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT | |
| 308-1 | New Suppliers that were screened using environmental criteria |
| 308-2 | Negative environmental impacts in the supply chain and actions taken |
| GRI 401: EMPLOYMENT | |
| 401-1 | New employee hires and employee turnover |
| 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees |
| 401-3 | Parental leave |
| GRI 402: LABOUR/MANAGEMENT RELATIONS | |
| 402-1 | Minimum notice period regarding operational changes |
| GRI 403: OCCUPATIONAL HEALTH AND SAFETY | |
| 403-1 | Occupational health and safety management system |
| 403-2 | Hazard identification, risk assessment, and incident investigation |
| 403-3 | Occupational health services |
| 403-4 | Worker participation, consultation, and communication on occupational health and safety |
| 403-5 | Worker training on occupational health and safety |
| 403-6 | Promotion of worker health |
| 403-7 | Prevention and mitigation of occupational health and safety impacts linked by business relationships |
| 403-8 | Workers covered by an occupational health and safety |
| 403-9 | Work-related injuries |
| 403-10 | Work related ill health |
| GRI 404: TRAINING AND EDUCATION | |
| 404-1 | Average hours of training per year per employee |



| | |
|-----------------|--|
| 404-2 | Programs for upgrading employee skills and transition assistance programs |
| 404-3 | Percentage of employees receiving regular performance and career development reviews |
| GRI 405: | DIVERSITY AND EQUAL OPPORTUNITY |
| 405-1 | Diversity of governance bodies and employees |
| 405-2 | Ratio of basic salary and remuneration of women to men |
| GRI 406: | NON-DISCRIMINATION |
| 406-1 | Incidents of discrimination and corrective actions taken |
| GRI 407: | FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING |
| 407-1 | Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk |
| GRI 408: | CHILD LABOUR |
| 408-1 | Operations and suppliers at significant risk for incidents of child labour |
| GRI 409: | FORCED OR COMPULSORY LABOUR |
| 409-1 | Operations and suppliers at significant risk for incidents of forced or compulsory labour |
| GRI 410: | SECURITY PRACTICES |
| 410-1 | Security Personnel trained in human rights policies and procedures |
| GRI 411: | INDIGENOUS PEOPLE |
| 411-1 | Incidents of violations involving rights of indigenous people |
| GRI 413: | LOCAL COMMUNITIES |
| 413-1 | Operations with local community engagement, impact assessments, and development programs |
| 413-2 | Operations with significant actual and potential negative impacts on local communities |
| GRI 414: | SUPPLIER SOCIAL ASSESSMENT |
| 414-1 | Percentage of new suppliers that were screened using social criteria |
| 414-2 | Negative social impacts in the supply chain and actions taken |
| GRI 415: | PUBLIC POLICY |
| 415-1 | Political contributions |
| GRI 416: | CUSTOMER HEALTH AND SAFETY |
| 416-1 | Assessment of the health and safety impacts of product and service categories |
| 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and service. |
| GRI 417: | MARKETING AND LABELLING |

Bharat Petroleum Corporation Ltd. | Sustainability Report FY2024-25 | Reasonable Assurance Statement

| | |
|-----------------|--|
| 417-3 | Incidents of non-compliance concerning marketing communications |
| GRI 418: | CUSTOMER PRIVACY |
| 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data |

Assurance Criteria

Intertek conducted the assurance work with reference to requirements of 'Reasonable Assurance' procedures as per the following standard:

- International Standard on Assurance Engagements (ISAE) 3000 (revised) for 'Assurance Engagements other than Audits or Reviews of Historical Financial Information'.
- International Standard on Assurance Engagements (ISAE) 3410 for 'Assurance Engagements on Greenhouse Gas Statement
- Accountability AA1000 AS v3 Standard (Type 2 Moderate)

A Reasonable Assurance engagement comprises of limited depth of evidence gathering including inquiry, analytical procedures and limited sampling as per professional judgement of assurance provider. A materiality level of 5% was applied and assessment of compliance and materiality was undertaken against the stated calculation methodology and criteria.

Methodology

Intertek performed assurance work using risk-based approach to obtain information, explanations and evidence that was considered necessary to provide a reasonable level of assurance. The assurance was conducted by desk reviews & stakeholder interviews with regards to the reporting and supporting records for the FY2024-25 at BPCL Corporate office Mumbai. Our assurance task was planned and carried out in the months of Jun-Jul 2025 and Nov-Dec 2025. The assessment included the following:

- Assessment of the Report that was prepared in-accordance with GRI standards.
- Review of processes and systems used to gather and consolidate data.
- Examined and reviewed documents, data and other information made available at Corporate offices and digitally.
- Conducted physical interviews with key personnel responsible for data management.
- Assessment of appropriateness of various assumptions, estimations and thresholds used by BPCL for data analysis.



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- Review of GRI disclosures for the reporting period of 1st April 2024 to 31st March of 2025 for BPCL was carried out onsite at BPCL's corporate office and other locations. The following locations were visited on sample basis:

| | |
|-------------------------|----------------------|
| Corporate Office Mumbai | Piyala LPG |
| Mumbai Refinery | Uluberia LPG |
| Bina Refinery | Rohtak Gas |
| Kochi Refinery | Wadilube Lubricants |
| Piyala Retail | Bina - Kota Pipeline |
| Budge Budge Retail | Cochin Aviation |

- Appropriate documentary evidence was obtained to support our conclusions on the information and data reviewed and details would be provided in a separate management report.

Conclusions

Intertek reviewed ESG disclosures provided by BPCL in its Report. Based on the procedures performed as above, evidences obtained and the information and explanations given to us along with the representation provided by the management and subject to inherent limitations outlined elsewhere in this report, in our opinion, BPCL's data and information on sustainability disclosures for the period of 01 April 2024 to 31 March 2025 included in the Report, is, in all material respects, in accordance with the sustainability reporting standards of "GRI Standards."

Based on our review scope and methodology for obtaining a 'Type 2, Moderate' level of assurance (in accordance with AA1000 AS v3), our conclusions are as follows:

- **Inclusivity:** The company has outlined its stakeholder engagement approach and activities in the report. We have not identified any issues that would lead us to conclude that the company has failed to apply the principle of inclusivity in engaging with the key stakeholder groups mentioned in the report.
- **Materiality:** The company has determined key issues that are material to its value creation and has detailed its materiality assessment process in the report. We have not come across any indications suggesting the company has omitted any of the identified material issues from the report.
- **Responsiveness:** We have found no evidence to suggest that the company has not adhered to the principle of responsiveness in

Bharat Petroleum Corporation Ltd. | Sustainability Report FY2024-25 | Reasonable Assurance Statement

addressing stakeholders concerns on material aspects related to its sustainability performance as outlined in the report

- **Impact:** Based on the information provided to us, we have not identified any concerns that would lead us to conclude that the company has failed to apply the impact principle for its key stakeholders.

Intertek's Competence and Independence

Intertek is a global provider of assurance services with a presence in more than 100 countries employing approximately 43,500 people. The Intertek assurance team included Competent Sustainability Assurance Professionals, who were not involved in the collection and collation of any data except for this Assurance Opinion. Intertek maintains complete impartiality towards any people interviewed.

For Intertek India Pvt. Ltd.



AA1000
Licensed Assurance Provider
000-163



AA1000
Licensed Report
000-163/ PQFG6

Gayatri Ramana
PCSAT Assurer

30 December 2025

Shilpa Naryal
Head of Sustainability
Asia & MENAP
31 December 2025

No member of the verification team (stated above) has a business relationship with Bharat Petroleum Corporation Limited stakeholders beyond that is required of this assignment. No form of bribe has been accepted before, throughout and after performing the verification. The verification team has not been intimidated to agree to do this work, change and/or alter the results of the verification. The verification team has not participated in any form of nepotism, self-dealing and/or tampering. If any concerns or conflicts were identified, appropriate mitigation measures were put in place, documented and presented with the final report. The process followed during the verification is based on the principles of impartiality, evidence, fair presentation and documentation. The documentation received and reviewed supports the conclusion reached and stated in this opinion.



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NOTES



NOTES





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