

**Business Responsibility
& Sustainability Report**



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Company	L74899DL1998PLC093073
2	Name of the Company	Petronet LNG Ltd ('PLL' or 'the company')
3	Year of Incorporation	1998
4	Registered office address	1st Floor, World Trade Centre, Babar Road, Barakhamba Lane, New Delhi - 110 001
5	Corporate office address	1st Floor, World Trade Centre, Babar Road, Barakhamba Lane, New Delhi - 110 001
6	E-mail id	esg@petronetlng.in
7	Telephone	011 2341 1411
8	Website	www.petronetlng.in
9	Financial year for which reporting is being done	FY 2023-24
10	Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11	Paid-up capital	Rs 1,500 Crore
12	Name and contact details of the person who may be contacted in case of any queries on the Business Responsibility and Sustainability Report (BRSR)	Name: Debabrata Satpathy General Manager (Finance & Accounts) Email Id: esg@petronetlng.in Telephone: 011-23472525
13	Reporting Boundary	Disclosures made in this report are on a Standalone Basis
14	Name of assurance provider	PLL intends to obtain assurance on ESG parameters in the future
15	Type of assurance obtained	Not Applicable

II. Products/services

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

S. No	Description of main activity	Description of business activity	% Of turnover
1.	Import of Liquefied Natural Gas (LNG) and sale of Regasified – LNG (RLNG)	Import and storage of LNG and sale of LNG/RLNG	93.65%

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

S. No.	Product/Service	NIC Code	% Of total turnover contributed
1	LNG / RLNG sales	0910	93.65%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	02	03	05
International	-	-	-

19. Markets served by the entity

a. Number of locations

Location	Number
National (No. of states)	19
International (No. of countries)	Nil

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

NIL

c. A brief on types of customers

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

IV. Employees

20. Details as on March 31, 2024

a. Employees and workers (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1	Permanent (D)	265	248	94%	17	6%
2	Other than Permanent (E)	6	6	100%	0	0%
3	Total employees (D+E)	271	254	94%	17	6%
WORKERS / STAFF						
1	Permanent (F)	256	242	95%	14	5%
2	Other than Permanent (G)	2433	2336	96%	97	4%
3	Total workers (F+G)	2689	2578	96%	111	4%

b. Differently abled employees and workers

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

21. Participation/inclusion/representation of women

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

*Including whole-time directors

22. Turnover rate for permanent employees and workers/staff

Particulars	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	2.88%	5.88%	3.08%	4.01%	6.25%	4.17%	4.04%	11.11%	4.53%
Permanent Workers/staff	1.2%	0%	1.13%	2.04%	14.29%	2.70%	1.58%	5.88%	1.85%

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

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

S. No.	Name of Holding/Subsidiary/ Associate Companies/Joint Venture (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% Of shares held by listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of listed entity? (Yes/No)
1	Petronet LNG Foundation	Subsidiary	100%	Yes



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

VI. CSR Details

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

- a. Turnover (in Rs. Crore) - 52,728.43
- b. Net worth (in Rs. Crore) -16,962.80

VII. Transparency and Disclosures Compliances

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

Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct							
Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	NA*	-	Nil	NA*	-
Investors (other than shareholders)	NA	Nil	NA*	-	Nil	NA*	-
Shareholders	Yes, Shareholders can register their complaints/grievances at the Company's following email ids: investors@petronetlng.in	44	0	-	56	2	-
Employees and workers	Yes	Nil	NA*	-	Nil	NA*	-
Customers	Yes	Nil	NA*	-	Nil	NA*	-
Value Chain Partners	Yes	Nil	NA*	-	Nil	NA*	-

* NA = Not Applicable

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

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

Materiality assessment was conducted by PLL in FY 2022-2023 for the business, which is reproduced below:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Raw Material Security	Opportunity	According to the COP27 conference, natural gas is slated to serve as the bridge fuel to achieve global net-zero goals. The Government of India aims to increase the share of natural gas in the country's energy mix from 6% to 15% by 2030. For PLL, India's leading LNG import, storage, and regasification company, this represents a significant opportunity.	-	Positive: Crucial for sustainability and growth opportunity as leading player in the industry.
2	Water Management	Opportunity	Effective water management offers PLL several opportunities to enhance sustainability, improve operational efficiency, comply with regulatory requirements, foster innovation, and build positive stakeholder relations.	-	Positive: Initiatives taken around waste and water has a positive implication towards business sustainability and responsibility for the environment.
3	Waste management	Opportunity	PLL strives to utilize resources optimally. Efficient waste management offers opportunities to enhance sustainability, improve productivity, meet regulatory requirements, and foster positive stakeholder relations.	-	
4	GHG emissions	Opportunity	PLL envisions GHG emissions as a chance to improve environmental performance, contribute to climate change mitigation, comply with regulations, and diversify its business portfolio.	-	Positive: Taking action on climate change can create new business opportunities and lead to sustainable growth.
5	Energy management	Opportunity	The plant and machinery utilized by oil and gas companies consume substantial amounts of energy during operations. Implementing efficient energy management initiatives can help reduce operational expenses and contribute positively to the environment.	-	Positive: Adopting energy management practices can enhance a company's reputation by demonstrating a commitment to sustainability and responsible business practices, which can improve brand image and stakeholder trust.



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Human capital development	Opportunity	A thriving human capital is critical to a company's consistent business growth and its ability to make positive impacts on society. Therefore, PLL endeavours to create a conducive work environment and offer ample opportunities for professional development to its employees.	-	Positive: Providing a conducive work place with growth opportunities, allows individuals to feel valued and included, leading to increased engagement and motivation to perform at their best.
7	Business ethics and accountability	Opportunity	PLL believes that adhering to ethical business practices and being accountable for actions helps avoid legal, regulatory, and reputational risks. This can lead to cost savings, increased profitability, and improved financial performance.	-	Positive: Ethical business practices and accountability can improve relations with stakeholders, including employees, investors, suppliers and customers etc.
8	Customer & stakeholders' satisfaction	Opportunity	PLL acknowledges that feedback is crucial for any industry to thrive and grow. Therefore, the company values and appreciates feedback from its customers.	-	Positive: Increased customer satisfaction can result in greater customer loyalty, ultimately resulting in higher profitability and business growth.
9	Responsible/sustainable supply chain	Opportunity	Responsible supply chain leads to increased efficiency, such as reducing waste, improving delivery times and increasing the quality of materials and products. This can lead to cost savings and improved profitability.	-	Positive: By promoting social and environmental sustainability in its supply chain, the company can contribute to the long-term well-being of communities and the planet, while ensuring business sustainability and growth.
10	Innovation & technology	Opportunity	Innovation and technology can improve the efficiency and productivity of PLL's operations and plans for diversification, resulting in cost savings, increased profitability and business growth.	-	Positive: Innovation in would have a positive effect on the business sustainability and growth.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
11	Occupational Health & Safety (OHS)	Risk	<p>Considering the business processes and resource deployment, improper management of health and safety hazards can have disastrous effects on both individuals and assets for PLL.</p> <p>PLL stresses great importance on health & safety in its operations.</p>	<p>PLL has a Risk Management Committee and the committee responsible for developing and monitoring the Company's risk management policies regularly reports to the board of directors on its activities. The policies are in place to identify and analyse the risks faced by the Company, establish appropriate risk limits and controls, and monitor risks and adherence to limits.</p>	Negative: Non-compliance with OHS regulations can result in loss of resources, penalties, legal action, damage to the company's reputation and impediment to sustainable growth.
12	Community engagement	Risk	<p>PLL maintains a strong connection with its community stakeholders, including those who are disadvantaged, vulnerable, or marginalized, at and near its significant operational sites.</p> <p>Proper management of community relations is essential to maintain a peaceful and harmonious environment around the operational area.</p>		Negative: A lack of community engagement or inadequate communication with local stakeholders can lead to misunderstandings, mistrust, opposition to the business and its activities and business sustainability/growth.
13	Air quality	Risk	<p>PLL believes that it is important for the company to implement measures to mitigate air quality risks such as investing in emission control technologies, reducing flaring and venting, improving vehicle and equipment efficiency and engaging with local communities to address concerns related to air quality.</p>		Negative: Poor air quality can damage the company's reputation and brand image, leading to decreased stakeholder loyalty and trust.



SECTION B: MANAGEMENT AND PROCESS DISCLOSURE

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

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

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

Disclosure Question	P 1	P 2	P3	P4	P5	P6	P7	P8	P9
POLICY AND MANAGEMENT PROCESSES									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes*								
c. Web link of the policies, if available	The internal policies of the Company are available on Company's intranet and accessible only to employees and other internal stakeholders. All policies relevant for external stakeholders are available on Company's website https://petronetlng.in/index.php								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes**								
4. Name the national and international codes/ certifications/ labels/ standards adopted by your entity and mapped to each principle.	-	ISO 9001 ISO 14001 ISO 45001 ISO 55001	OHSAS 18001 / ISO 45001	-	-	ISO 14001	-	-	-

Disclosure Question	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	PLL acknowledges the importance of ESG considerations and integrates it across various processes such as specific energy consumption in regasification. PLL maintains a continuous focus on identifying opportunities to minimize its own operational impact on the environment, and is dedicated to provide LNG as a cleaner fuel alternative. Additionally, PLL recognizes the pressing need to optimize Green House Gas (GHG) emissions, adopting energy efficient procedures and technologies, waste generation and water usage. PLL endeavours to adopt sustainable practices to ensure business growth and also adheres to relevant norms and principles such as NGRBC principles.								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met	PLL is committed to provide a cleaner fuel in the form of LNG as compared to traditional fossil fuels. PLL has implemented measures to reduce emissions at its terminals and facilities; including adoption of renewable energy for its consumption, and optimising the use of energy efficient equipment. Apart from the same, PLL is in the process of setting ESG commitments and goals and will report the performance in future.								

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

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



GOVERNANCE, LEADERSHIP AND OVERSIGHT

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

It gives me immense pleasure to present to you PLL’s Business Responsibility and Sustainability Report (BRSR) for FY 2023-24. The report has been prepared in compliance with the updated format (Annexure II) prescribed by the Securities and Exchange Board of India (SEBI). This report reflects our dedication to Environmental, Social, and Governance (ESG) principles and outlines PLL’s progress in addressing key challenges, and achieving meaningful milestones.

We recognize that our operations impact the environment, society, and our stakeholders. Our challenges include reducing carbon emissions, minimizing waste, promoting diversity and inclusion, and ensuring ethical supply chain practices. We face these challenges with the aim to drive positive change.

In the 28th Conference of the Parties to the United Nations Framework Convention on Climate Change, Paris Agreement (COP28), an objective was set to achieve zero routine flaring (burning excess gas) from oil and gas operations by 2030. This was followed by a consensus reached in COP27 that natural gas would be the bridge fuel for the next four to five decades in the world’s pursuit of controlling and minimizing the usage of heavily polluting fuels. In the same backdrop, the Government of India aims to augment the use of natural gas from currently about 6% to 15% in the energy mix of India by 2030. Therefore, usage of natural gas as a cleaner alternative bears immense importance.

PLL currently handles around 74% of LNG imports in India and caters to around 34% natural gas consumption in the country. To contribute to the objective of achieving a cleaner environment, PLL has achieved a significant milestone of extending its LNG Sale Purchase Agreement (SPA) with QatarEnergy for 7.5 MMTPA for 20 years starting from 2028. Many projects are being planned and executed to increase the company’s regasification capacity from 22.50 MMTPA to 31.50 MMTPA.

In the context of ESG, PLL has identified key issues, such as water management, waste management, carbon emissions, community engagement, air quality, human capital development, business ethics and accountability, etc. Accordingly, the company addresses the challenges faced by the industry and mitigates their impact on the environment and society. PLL engages with the communities under various CSR projects and contributes to the society, aiding in various societal issues. Customer orientation, innovation and R&D are the focus areas of PLL in pursuit of excellence in ESG practices.

PLL remains committed to excellence as it navigates the ESG journey. To make available LNG as a cleaner fuel alternative to the nation and adopt sustainable practices to ensure business growth, ESG bears utmost importance for us.

Together, we can create a sustainable future.

Pramod Narang
Director (Technical)

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

Name: Mr Pramod Narang
Designation: Director (Technical)
DIN: 07792813

9. Does the entity have a specified committee of the board/ director responsible for decision making on sustainability related issues? (Yes/ No). If yes, provide details

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

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

S. No.	Subject for Review	a. Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2.	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

S. No.	Subject for Review	b. Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Performance against above policies and follow up action	Yes, policies are internally assessed and updated/modified in response to changing business circumstances.								
2.	Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	The Company complies with applicable laws and regulations								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

PLL conducts regular internal audits by in-house team(s) and reputed third-party agency i.e. Deloitte. Additionally, a Big4 accounting firm reviewed the ESG-related policies.

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

Not Applicable



SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training audits impact	% of persons in respective category covered by the awareness programmes
Board of Directors	10	<ul style="list-style-type: none"> Stakeholder management and Community related awareness sessions Conferences/seminars covering subjects like sustainable energy, net zero and related topics 	100%
Key Managerial Personnel (KMP)	11	<ul style="list-style-type: none"> Prevention of Sexual Harassment (POSH) Stakeholder management and Community related awareness sessions Conferences/seminars covering subjects like sustainable energy, net zero and related topics 	100%
Employees other than BoD and KMPs	91	<ul style="list-style-type: none"> Prevention of Sexual Harassment (POSH) Basic Fire Training & Live LNG Firefighting Demo Environment Management at PLL 	100%
Workers/Staff	84	<ul style="list-style-type: none"> ESG Risk Analysis Hazardous & Other Wastes Management & Emergency Measure Suraksha Samwad : Incidents in Upstream Oil & Gas Industry and Learning from Them Workplace Hazards and Control Measures Hazard Identification & Risk Assessment, HIRA Mental Health Awareness for Well-being of Employees Office Ergonomics Process Safety Management (PSM) Hazard Identification and risk assessment (HIRA) and Control of Substances Hazardous to Health (COSHH) Statutory OHC training, Section 111A, <ol style="list-style-type: none"> Accident Prevention & protection PLL QHSE policy & life saver rules Work permit system 	100%

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training audits impact	% of persons in respective category covered by the awareness programmes
		4. Machine guarding 5. Fire safety 6. Housekeeping 7. Electrical safety 8. Chemical safety 9. Material handling 10. PPE 11. Emergency preparedness	

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

Monetary					
	NGRBC Principle	Name of regulatory/ enforcement agencies/ judicial institutions	Amount (in INR)	Case brief	Has an appeal been preferred? (Yes/No)
Penalty/ Fine			Nil		
Settlement					
Compounding fee					

Non-Monetary					
	NGRBC Principle	Name of regulatory/ enforcement agencies/ judicial institutions		Case brief	Has an appeal been preferred? (Yes/No)
Imprisonment			Nil		
Punishment					

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

Not Applicable



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

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

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

Segment	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest

PLL discloses zero details of complaints regarding conflicts of interest -

Particulars	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of Complaints received in relation to issues of conflicts of interest of the Directors	Nil	Nil	Nil	Nil
Number of Complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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

Not Applicable

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payable	22.50	11.43

9. Openness of business

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA*	NA*
	b. Number of trading houses where purchases are made from	NA*	NA*
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA*	NA*
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA*	NA*
	b. Number of dealers / distributors to whom sales are made	NA*	NA*
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA*	NA*
Share of RPTs in	a. Purchases (Purchases to related parties / Total Purchases)	0.65%	NA*
	b. Sales (Sales to related parties / Total Sales)	98.05%	98.41%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NA*	NA*
	d. Investments (Investments in related parties / Total Investments made)	NA*	0.23%

*NA is Not Applicable

Leadership indicators

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

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

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

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

Yes, if any director has a direct or indirect interest in an agenda/matter, they refrain from participating in the discussion. Each director gives the disclosure of his interest in any company or body corporate, firm, or any other association of persons by giving a notice in writing. The same is put up to the Board for information. The related party transaction policy of the company can be accessed through below link: -

https://petronetlng.in/PDF/RPT%20Policy_13042023.pdf

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

Essential indicators

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



Particulars	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impact
R&D	-	-	-
Capex	70%	84.84%	<p>PLL is in the process of expanding LNG Handling/Unloading, Storage and Regasification capacities through brownfield expansions of its existing terminals and at other places of country as Greenfield projects. Brief of the ongoing projects are as below:</p> <p>Dahej terminal</p> <ul style="list-style-type: none"> 2 LNG Storage tanks have been constructed and are in commissioning stage. Regasification capacity expansion from existing 17.5 MMTPA to 22.5 MMTPA is also under process and project is under construction stage, the same is expected to be commission till March 2024 Construction of Third jetty at Dahej is going to start soon, the said facility will be capable to unload Ethane and Propane along with LNG Expansion of Truck Loading facilities <p>Kochi terminal</p> <ul style="list-style-type: none"> Installation of GUCD facility Expansion of Truck Loading facilities <p>Gopalpur, Odisha</p> <ul style="list-style-type: none"> PLL is going to setup greenfield project-LNG Handling/Unloading, Storage and Regasification Terminal of 4MMTPA capacity. Project is in engineering phase. <p>CBG Plant at Deogarh, Odisha</p> <ul style="list-style-type: none"> PLL is also in the process of setting up a CBG Plant at Odisha 10 TPD <p>LNG Retailing</p> <ul style="list-style-type: none"> 4 LNG dispensing stations are in final stage of commissioning and setting up of fifth station outside Dahej LNG Terminal is expected to commence soon. Further, 10 more stations have been awarded to be installed for introducing LNG as a cleaner alternative to heavily polluting fuels <p>Others</p> <ul style="list-style-type: none"> 200 kWp solar power plant commissioning in Kochi terminal in FY 2023-24 30KLD Sewage Treatment Plant commissioned at Kochi Terminal Investments in Affordable Rental Housing Complexes (ARHC) to offer affordable accommodations specifically tailored for low-income and middle-income households. 2 Variable Frequency Drive (VFD) air Compressors installed at Kochi Terminal

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

At PLL, procurement of input materials, equipment, tools, spares services etc, is done as per the Contract and Procurement Policy, which is diligently followed across the locations that considers sustainable procurement. There is a well-defined Delegation of Authority for procurement of goods and services.

PLL is primarily engaged in the business of importing LNG at its Re-gas terminals located at Dahej (Gujarat) and Kochi

(Kerala); which makes the sourcing of approximately 95.6% of the input material sustainable. The majority of import of LNG is governed under various Long-term SPAs namely:

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

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

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

96%

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

PLL does not manufacture a product that generates plastic or e-waste. However, in some of the ancillary operations, the company generates hazardous waste, which includes sludge from wastewater treatment. The detailed quantities of hazardous waste generated and method of disposal are mentioned in Principle 6 of the report.

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

EPR does not apply to PLL's activities.

Leadership Indicators

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

PLL is in the business of regasification of LNG. Natural gas being an essential commodity, LCA for regasification services of PLL is not relevant.

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

Name of Product / Service	Description of the risk / concern	Actions Taken
LNG/ RLNG/Regasification services /Ancillary services	Impacts- <ul style="list-style-type: none"> • Air environment • Water resources and quality • Land use • Soil quality • Solid waste • Noise levels • Terrestrial and aquatic ecology • Demography and socio-economics • Infrastructural Facilities. 	Air Pollution Management- In order to manage fugitive hydrocarbon emissions, the following measures were taken: <ul style="list-style-type: none"> • To ensure the proper functioning of pumps, mechanical seals were provided and undergo periodic inspections. • Liquid fuel storage tanks were filled by a submerged method. • Effectively control fugitive emissions from the hydrocarbon processing areas, regular maintenance of valves, flanges, pumps, compressor seals, gasket materials, and other associated equipment was done.



Name of Product / Service	Description of the risk / concern	Actions Taken
		<ul style="list-style-type: none"> To ensure that SO2 emissions from the revamp stacks remain within permissible limits, monitoring is conducted on a regular basis. <p>Water Pollution Management-</p> <p>The mitigation measures for reducing the impacts include a sedimentation tank to filter solids from run-off water, an oil and grease trap at the equipment maintenance centre, septic tanks to treat sanitary waste at the plant, and utilizing wastewater for the development of green belts.</p> <p>Noise Pollution Management-</p> <p>Noise is generated by various equipment during the process, such as pumps, cooling towers, compressors, etc. To mitigate high noise levels, the following measures were taken:</p> <ul style="list-style-type: none"> Equipment design adhere to noise level regulations set forth by regulatory authorities. Acoustic barriers or shelters are necessary in noisy workplaces to mitigate noise levels. To minimize noise generated by equipment like pumps, hoods were installed. PPE such as earplugs and earmuffs is supplied to workers in high-noise-level areas. Regular monitoring of employee exposure in noisy areas is done to ensure compliance with OSHA requirements. <p>Solid Waste Management-</p> <p>Hazardous waste generated on site is collected and stored in a designated area. An authorized agency is responsible for the disposal of the hazardous waste generated.</p>

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

Less than 1%
- Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format::**

Not Applicable to PLL.
- Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

There is no scope of reclaiming product packaging in case of LNG/RLNG.

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

Essential Indicators

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

% Of employees covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Daycare facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT EMPLOYEES											
Male	248	248	100%	248	100%	0	0%	248	100%	159	64%
Female	17	17	100%	17	100%	17	100%	0	0%	3	18%
Total	265	265	100%	265	100%	17	6%	248	94%	162	61%
OTHER THAN PERMANENT EMPLOYEES											
Male	6	6	100%	6	100%	0	0%	0	0%	6	100%
Female	0	0	0%	0	0%	0	0%	0	0%	0	0%
Total	6	6	100%	6	100%	0	0%	0	0%	6	100%

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

% Of workers/staff covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT WORKERS/STAFF											
Male	242	242	100%	242	100%	0	0%	242	100%	208	86%
Female	14	14	100%	14	100%	14	100%	0	0%	4	29%
Total	256	256	100%	256	100%	14	5%	242	95%	212	83%
OTHER THAN PERMANENT WORKERS/STAFF*											
Male	2336	2336	100%	2336	100%	0	0%	0	0%	2277	98%
Female	97	97	100%	97	100%	97	100%	0	0%	86	89%
Total	2433	2433	100%	2433	100%	97	4%	0	0%	2363	97%

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

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

Particulars	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the company	0.0081%	0.0057%

PLL invests in the well-being of all employees and workers. For FY2023-2024, the above spending is reported only for the permanent employees and workers/staff.

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered (as a % of total employee)	No. of workers covered (as a % of total workers)	Deducted & deposited with the authority (Yes/No/NA)	No. of employees covered (as a % of total employees)	No. of workers covered (as a % of total workers)	Deducted and deposited with the authority (Yes/No/NA)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	NA	100%	100%	NA
ESI	0	0	NA	NA	NA	NA
Others- Please Specify**	100%	100%	NA	100%	100%	NA

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

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

3. Accessibility of workplaces

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

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

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

As an organization, the company upholds an unwavering stance against discrimination and firmly adheres to the highest standards of equal opportunity. PLL embraces a culture of inclusivity, where every individual is treated with respect and dignity, regardless of their background. The company has an equal opportunity policy: <https://petronetlng.in/PDF/PLL%20Equal%20Opportunity%20Policy.pdf>

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

Gender	Permanent employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

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

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

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	PLL has various forums, where employees and workers can participate and provide their feedback to the management. However, any recognised association of officers or union of workers/employees is not in place in the company. Therefore, the said indicator is not applicable for PLL.					
- Male						
- Female						
Total Permanent Workers						
- Male						
- Female						

8. Details of training given to employees and workers

Category	FY 2023-24						FY 2022-23			
	Total (A)	On health & safety/ wellness measures		On skill upgradation		Total (D)	On health and safety measures/ wellness		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
EMPLOYEES										
Male	248	248	100%	248	100%	248	248	100%	248	100%
Female	17	17	100%	17	100%	16	16	100%	16	100%
Total	265	265	100%	265	100%	264	264	100%	264	100%
WORKERS/STAFF										
Male	242	242	100%	242	100%	245	245	100%	245	100%
Female	14	14	100%	14	100%	14	14	100%	14	100%
Total	256	256	100%	256	100%	259	259	100%	259	100%

*PLL is not currently monitoring the trainings provided to the non-permanent workers/staff, as they are managed by third-party contractors.



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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
EMPLOYEES						
Male	248	248	100%	248	248	100%
Female	17	17	100%	16	16	100%
Total	265	265	100%	264	264	100%
WORKERS/STAFF*						
Male	242	242	100%	245	245	100%
Female	14	14	100%	14	14	100%
Total	256	256	100%	259	259	100%

**PLL is not currently monitoring the evaluation of non-permanent workers/staff, as they are managed by third-party contractors.*

10. Health and safety management system:

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

Yes, PLL has a well-defined and ISO 45001-certified occupational health and safety system in place to prevent workplace injuries and accidents. The company’s comprehensive policy for Quality, Health, Safety, Environment, and Asset Management ensures that it maintains the highest standards of safety and quality across all its operations.

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

To ensure the safety of employees and prevent any work-related hazards, the company employs various methods to identify potential risks and assess them in a timely manner. This includes conducting Hazards Identification and Risk Assessment (HIRA), Quantitative Risk Assessment (QRA), HAZOP studies, and regular risk analysis. Based on the results of these assessments, the company takes appropriate risk mitigation measures to ensure a safe work environment. Additionally, both the plants (Dahej and Kochi) obtained the British Safety Council 5 Star Occupational Health and Safety Award for the excellence in occupational health, safety management systems, and performance. Achieving this feat typically involves rigorous assessment and verification of an organization’s commitment to ensuring a safe and healthy working environment for employees. The audit covered the following:-

- An assessment of how PLL performed against regulation and best practice,
- A detailed list of recommendations on which to develop a strategy or action plan to improve Health and Safety,
- Quantified outcome in all the 57 elements,
- Potential for improved safety performance, workforce morale and wellbeing.

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

Yes, PLL has a process in place for workers to report work-related hazards to remove themselves from such risks.

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

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

11. Details of safety related incidents

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0.27
Total recordable work-related injuries	Employees	0	0
	Workers	0	1
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

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

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

Periodic health monitoring programs are also in place for both employees and contractors, along with contract management procedures that ensure all parties adhere to HSE requirements. The HSE committee oversees the implementation and maintenance of the HSE management system, ensuring that it remains effective and up to date with evolving industry standards and best practices.

PLL recognizes the importance of prioritizing the health, safety, and well-being of its employees, contractors, and visitors. The implementation of a robust HSE management system underscores the company’s commitment to uphold high standards of safety, environmental responsibility, and social accountability in all its operations.

13. Number of complaints on working conditions and health and safety made by employees and workers

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-



14. Assessments for the year

Particulars	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health and safety practices and working conditions.

Safety Incident / Risk / Concern	Corrective Action(s) Taken/Underway
No risk or incident occurred.	

Leadership Indicators

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

Employees	Yes
Workers	Yes

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

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

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

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

Particulars	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Nil	Nil	Nil	Nil
Workers/Staff	Nil	Nil	Nil	Nil

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

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

5. Details on assessment of value chain partners:

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

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

Nil



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

Essential Indicators

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

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

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

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

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

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

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

PLL engages with local communities under various CSR projects and contributes to the society, aiding in various societal issues. The CSR projects cover the areas of healthcare, education, welfare of war widows, women empowerment, rural development, arts & culture, welfare of divyangjans, environment & sustainability, etc. directly as well as in association with local self govt bodies, district & state administrations, NGOs and project implementation partners. These initiatives are undertaken prioritising on the felt need of the communities, leading to creation of opportunities and strive towards a more equitable society. The details of CSR projects are reported in Principle 8 of the report as well as on the website- <https://petronetlng.in/index.php>.

Leadership Indicators

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

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

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

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

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

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



PRINCIPLE 5 - BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
EMPLOYEES						
Permanent	265	265	100%	264	264	100%
Other than Permanent	6	6	100%	4	4	100%
Total employees	271	271	100%	268	268	100%
WORKERS/STAFF						
Permanent	256	256	100%	259	259	100%
Other than Permanent	2433	2433	100%	2,118	2,118	100%
Total workers	2689	2689	100%	2,377	2,377	100%

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES										
Permanent										
Male	248	-	-	248	100%	248	-	-	248	100%
Female	17	-	-	17	100%	16	-	-	16	100%
Non-permanent										
Male	6	-	-	6	100%	4	-	-	4	100%
Female	-	-	-	0	0%	-	-	-	-	0
WORKERS/STAFF										
Permanent										
Male	242	-	-	242	100%	245	-	-	245	100%
Female	14	-	-	14	100%	14	-	-	14	100%
Non-permanent										
Male	2,336	2,284	97.77%	52	2.22%	2073	2073	100%	-	-
Female	97	89	91.75%	8	8.25%	45	45	100%	-	-

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

a. Median remuneration / wages:

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) *	3	1,70,61,348	0	-
KMP (other than BoD)	1	1,01,66,664	0	-
Employees other than BOD & KMP	244	41,05,098	17	34,34,820
Workers	242	17,40,996	14	23,83,123

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

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	5.29%	5.07%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

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

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

By having both a comprehensive grievance redressal policy and an Internal Complaints Committee, PLL demonstrates its commitment to create a positive work environment that promotes employee well-being, productivity, and job satisfaction. The company continues to review and update these policies regularly to ensure that they remain effective and relevant in addressing the evolving needs and concerns of its workforce.

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

PLL is dedicated to protecting the human rights of all individuals within the organization and its operations. To achieve this, the company strictly adheres to all applicable labour laws and statutory requirements and has established a mechanism to address grievances related to Prevention of Sexual Harassment (POSH) and whistle-blower complaints.

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



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

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Discrimination at workplace	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Child Labour	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Forced /Involuntary Labour	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Wages	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Other issues	Nil	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable

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

Particulars	FY 2023-24	FY 2022-23
Total Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	Nil	Nil
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

The company is committed to creating a safe and respectful workplace for all its employees, especially women. To achieve this goal, the company has developed effective processes and mechanisms to prevent adverse consequences in discrimination and harassment cases.

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

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

10. Assessments for the year:

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

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

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

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints - Modification / introduction of business process as a result of human rights grievances / complaints is not applicable in case of PLL.

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

Not Applicable

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

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

4. Details on assessment of value chain partners:

	% of offices that were assessed (by entity or statutory authorities or third parties)
Child labour	<p>100%</p> <p>Our major stakeholders are our promoters who are Maharatana PSUs. Based on data available in public domain, it can be inferred that these stakeholders have robust health and safety practices and highly conducive working conditions.</p>
Forced/ involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

No concerns have been highlighted of the performance of the value chain partners, their practices, and adherence to sustainability standards in FY 2022-23 and FY 2023-24.



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

Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	2109.13 GJ*	1281.02 GJ
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	2109.13 GJ	1281.02 GJ
From non-renewable sources		
Total electricity consumption (D)	854,152.34 GJ	6,95,710.08 GJ
Total fuel consumption (E)	41,36,723.48 GJ	44,57,196.38 GJ**
Energy consumption through other sources (F)	0	0
Total energy consumed from non- renewable sources (D+E+F)	49,90,875.82 GJ	51,52,906.46 GJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (GJ/INR Crore)	94.65246396	86.04745493
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (GJ/ INR Crore adjusted for PPP)	2120.309845	1907.413933
Energy intensity in terms of physical output (GJ/TBTU)	5431.063518	6857.072985
Energy intensity (optional) – the relevant Metric may be selected by the entity		

*GJ refers to Giga Joules

**Note: The FY2022-2023 figure is suitably restated/amended for fair representation.

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

No

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

As of March 31st, 2024, none of the sites of PLL are identified as designated customers under the PAT scheme of the Government of India.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Ground Water	0	0
(iii) Third Party Water	41,204.31**	11,203.5**
(iv) Seawater/Desalinated Water	0	0
(v) Others (Condensate water generated at the facility)	35,191**	43,008**
Total volume of water withdrawal (in kilolitres)	41,204.31*	11,203.5*
Total volume of water consumption (in kilolitres)	65,802.92	45,658
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (KL/INR Crore)	1.247959023	0.762245206
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL/INR Crore adjusted for PPP)	27.95553008	16.89668948
Water intensity in terms of physical output (KL/TBTU)	71.60663801	60.74288907

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

**In FY 2023-2024, third party water consumption increased due to consumption in projects of 22,518 kilolitres. In the operations, assessing the water consumption at a combined level considering both third party water and generation of condensate water, indicates overall water consumption remaining largely at similar levels.

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

No

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
(ii) To Ground Water	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
(iii) To Seawater	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable



Parameter	FY 2023-24	FY 2022-23
(iv) Sent to third-parties	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
(v) Others	10,592.39	9,355.88
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of Treatment (Water treated through STPs is used for horticulture purposes inside the facilities)	10,592.39	9,355.88
Total water discharged (in kilolitres)	10,592.39	9,355.88

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

No

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

Yes, PLL regasification terminal is ZLD approved from pollution control board. Liquid discharged in domestic usage are treated in STP plant and treated water is being used for gardening purposes . Furthermore, pure water condensed from atmospheric air in process of regasification of LNG, is stored in a vast pond. This pure (equivalent to rainwater) is treated and used for various purposes to reduce dependency of water on third parties.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	mg/Nm3	46.22	40.84
SOx	mg/Nm3	0	0
Particulate matter (PM)	mg/Nm3	26.41	24.21
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others- please specify	-	-	-

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

No

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCO ₂ e	2,64,694.94	2,69,669.95
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCO ₂ e	169,881.41	1,37,209.49
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	TCO ₂ e/INR Crore	8.241784366	6.792717652

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	TCO ₂ e/INR Crore adjusted for PPP	184.6242116	150.5741722
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO ₂ e/TBTU	472.9053267	541.3078253

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

No

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

Please refer to point 4 under Leadership Indicator of Principle 6 for details.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0	0
E-waste (B)	2.273	2.571
Bio-medical waste (C)	0.01289	0.005066
Construction and demolition waste (D)	0	0
Battery waste (E)	3.823	1.238
Radioactive waste (F)	0	0
Other Hazardous waste. <i>Please specify, if any.</i> (G) (Empty discarded drums, carboys sent to GPCB-approved decontamination facility, Empty paint containers) & Used Oil	11.278	6.1479
Other Non-hazardous waste generated (H). <i>Please specify, if any.</i> (Break-up by composition i.e. by materials relevant to the sector)	0	0
Total (A+B + C + D + E + F + G + H)	17.387	9.962
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT/INR Crore)	0.000330	0.000166
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT/INR Crore adjusted for PPP)	0.007386	0.003687
Waste intensity in terms of physical output (MT/TBTU)	0.018920	0.013253
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations (Replacement of Battery)	0.341	0.162
Total	0.341	0.162



Parameter	FY 2023-24	FY 2022-23
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0.86	1.101
(ii) Landfilling (Waste residue containing oil and empty container of paint sent to authorised agency disposal site for land filling.)	5.95	0
(iii) Other disposal operations	1.152	0.795
Used Oil sent to GPCB approved recycler	3.67575	1.8054
Total	11.63775	3.7014

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

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

No

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

1. Waste bins are provided across plant locations for collecting Biodegradable and Non-Biodegradable wastes. Disposal of Non-hazardous wastes are part of the house keeping contract.
2. Hazardous wastes generated in the terminal are stored in hazardous waste storage and disposed through GPCB/ KSPCB approved agency by adhering applicable rules and regulations. Regular verification of the disposing agency is done by PLL.
3. A STP is installed and being operated for the treatment of sewages generated from plant admin building and canteen. Treated water from STP is being used for gardening.
4. The utilization of hazardous chemicals within the terminal is kept to a minimum. The primary hazardous chemicals used are Liquid Nitrogen (Liq. N2), Sodium Hydroxide (NaOH), soda ash, hypochlorite, High-Speed Diesel (HSD), and Glycol. It is important to note that no waste is produced during the handling of these chemicals. However, any hazardous waste generated from the handling of biocides, lubricating oil, and similar substances is disposed of in a manner that is both environmentally responsible and friendly.

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

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

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in FY 2023-24

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

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

Yes, PLL is compliant with all the national laws and regulations related to the environment.

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

Leadership Indicators

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

PLL plants are not categorized as water stress areas.

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

Not applicable

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

PLL is in the process of computing Scope 3 emissions for FY 2023-2024.

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

Not applicable

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

There are no significant direct or indirect impacts identified for both the sites of PLL. This has been verified through assessments conducted by renowned government agencies such as National Institute of Oceanography (NIO) and Gujarat Institute of Desert Ecology (GUIDE).



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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Solar Power plant	<ul style="list-style-type: none"> A solar power plant of capacity 400 KW installed at Kochi. Planning is initiated add 756KW more solar power plant. A solar power plant of capacity 160 KW installed & 120 KW solar plant installation under progress at Dahej Plant. 	Environment friendly and sustainable source of supply.
2	STP	<ul style="list-style-type: none"> A STP of capacity 30 KLD installed & operating in Kochi A STP of capacity 100 KLD installed & operating in Dahej 	Treatment of sewages generated from plant admin building and kitchen. Discharge of sewages to land is controlled.
3	Utilizing chilled water for building AC system	<ul style="list-style-type: none"> Utilizing chilled water for building AC system and Nitrogen generation plant instead of refrigerant system. 	Saving in consumption of energy
4.	In Dahej terminal diesel consumption in tugboats is reduced due to supplying shore electric power from terminal to tugboat while idling, since Dec-23.	<ul style="list-style-type: none"> Marine Crafts while idling at berth require power to maintain their lights, heating, cooling, and other essential functions onboard. This power is typically provided by running the vessel's diesel-fuelled auxiliary engines (AEs). This power is now supplied from shore electrical power. Use of shore power allows the vessel to turn off its auxiliary engines and stop burning Diesel. Shore power is therefore an effective way of reducing air emissions. 	Dahej terminal has been able to save 25,766 Liters (Electricity consumed-55310 Kw) of diesel till March 2024 and corresponding carbon footprints.
5.	Innovative initiative has been taken by PLL to utilize cold energy of LNG in upcoming petrochemical plant	<ul style="list-style-type: none"> Initiative to replace refrigerant with cold energy inherited with LNG is taken to replace conventional design of refrigerant utilization 	GHG emission and energy used for the cooling process in petrochemical will be optimized.
6.	Optimised operations at both terminals to reduce specific energy consumption	<ul style="list-style-type: none"> Both terminals are optimizing operations to reduce specific power consumptions 	Kochi terminal Specific power consumption is reduced to 0.478 kWh/MMBtu during FY 2023-24 surpassing previous best of 0.512 kWh/MMBtu
7.	In shipping operational efficiency for voyage fuel consumption is enhanced	<ul style="list-style-type: none"> Fuel optimization during voyage including berthing at Jetty is optimized. 	Energy consumption is Reduced by 2.75 % of total loaded quantity as compared to last FY 2022-23.
8.	Reduction in emissions from GTG	<ul style="list-style-type: none"> In a significant step toward reducing GHG emissions, PLL has successfully reduced its reliance on Gas Turbine Generators (GTGs) at the Kochi terminal and same practice is continuing to manage operations without GTG operations. 	Reduction in Scope 1 GHG emissions

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
9.	Expansion of capacities in LNG terminals and dispensing stations	<ul style="list-style-type: none"> Expanding PLL's storage capacity in Dahej by putting up the 7th and 8th LNG tanks Expansion of the nameplate capacity of Dahej terminal from 17.5 MMTPA to 22.5 MMTPA Work for addition of another RLNG Terminal of 4 MMTPA capacity is under progress in Gopalpur, Odisha 4 LNG dispensing stations are in final stage of commissioning and setting up of fifth station outside Dahej LNG Terminal is expected to commence soon. Further, 10 more stations have been awarded to be installed for introducing LNG as a cleaner alternative to heavily polluting fuels. 	Providing cleaner fuel alternative (RLNG) to the nation
10.	Compressed Biogas	<ul style="list-style-type: none"> Projects are under development to install compressed biogas 	Providing cleaner fuel alternative to the nation and reduction/utilisation of agricultural waste
11.	Resource Efficiency	<ul style="list-style-type: none"> Dahej terminal achieved 25-millions safe man hours on Nov-23 as an indication of PLL's commitment towards HSE compliances. 	Providing safe working conditions to optimize efficiency

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

Both the Dahej and Kochi LNG plants have an Emergency Response Disaster Management Plan (ERDMP) in place. In the event of an emergency, PLL is prepared with a comprehensive and well-defined emergency response plan that ensures quick and effective action to mitigate the impact.

Additionally, the company has implemented a structured approach to recover from disasters and maintain critical IT services through a robust Business Continuity Planning (BCP) framework. To ensure resilience and uninterrupted service, PLL has established two strategically located data centres: one at its corporate office and the other at its regasification site in Dahej, Gujarat.

The IT Business Continuity Plan (IT BC Plan) reflects PLL's extensive preparedness in terms of people, processes, and technology. This plan ensures that critical IT services, such as SAP systems, email, and data storage, remain operational during any disaster. The company has meticulously developed Business Continuity and Disaster Recovery (BC/DR) plans for these essential IT services, detailing specific procedures and protocols to follow in the event of a disruption.

These measures highlight PLL's commitment to maintaining seamless operations and minimizing downtime, thereby safeguarding its infrastructure and ensuring continuous support for its business functions".

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

PLL intends to incorporate sustainability in its value chain and develop a plan in the future to collaborate with value chain partners to adopt sustainable practices. This will help PLL to reduce the impact on the environment.

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

PLL intends to assess the value chain partners by establishing a sustainable supply chain framework and developing ESG criteria for the suppliers in the future. The company also plans to identify its critical suppliers and update the supplier code of conduct to ensure ethical and sustainable practices are incorporated by the company's suppliers.



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

Essential Indicator

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

PLL is affiliated with 6 industrial and trade associations, and the same are listed below.

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

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

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

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

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
Nil	Nil	Nil	Nil	Nil	Nil

PRINCIPLE 8-BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

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

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

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

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

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

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

Particulars	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	Not applicable	Not applicable
Sourced directly from within the district and neighbouring districts	Not applicable	Not applicable

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

Location	FY 2023-24	FY 2022-23
Rural	-	-
Semi-urban	51%	54%
Urban	18%	18%
Metropolitan	31%	28%



Leadership Indicators

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

Nil

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

S No.	State	Aspirational district	Amount spent (in Rs Lacs)
1	Uttar Pradesh	Sonbhadra	106
2	Uttarakhand	Haridwar	8.2
3	Kerala	Wayanad	12
4	Haryana	Nuh	38.57
5	Bihar	Begusarai	1191.3

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

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

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

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

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

Nil

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

Nil

5. Details of beneficiaries of CSR projects

S. No.	CSR Projects (in FY 2023-24)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
1	Health camp in Sonbhadra district of Uttar Pradesh	2,804	80%
2	Infrastructure facilities & providing equipment to Government Medical College, Kottayam	25,000	90%
3	Setting-up of five smart classrooms in a school in Meerut District of Uttar Pradesh	100	100%
4	Health Awareness Camps and facilitation of Ayushman Health Cards for the EWS/backward rural population of Saran District, Bihar	52,500	100%
5	Bicycles & Umbrellas to the students and workforce in Dibrugarh & Tinsukia districts of Assam	2,000	50%
6	Support for SRPM Healthcare and Education Centres in Delhi	70	50%

S. No.	CSR Projects (in FY 2023-24)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
7	Support to Mahavir International for Child Eye & Health Care Project	4,675	70%
8	Skill Training Programme for economically weaker rural youth of Mathura, Uttar Pradesh (U.P)	130	100%
9	Supporting visually challenged at a Blind School	60	100%
10	Health awareness workshops and distribution of sanitary napkins	5,000	100%
11	Mobile Medical Units (2 MMUs in Mirzapur)	10,997	100%
12	Setting Computer Labs with Digital Library in five Govt. Schools in Indore, MP	500	50%
13	Health Camps in Bulandsahr District	6,200	70%
14	Health Camps in Varanasi	3,772	85%
15	Setting up 9 Smart Classrooms, distribution of 500 Shiksha Tablets and 9 PM-WANI Wi-Fi Access Points in Dibrigarh, Assam	11,000	80%
16	Support towards procuring ambulance with four-wheel facility to Edamalakudy Family Health Center	2,500	100%
17	Medical Bed & Equipment to the shelter home of TESH, located at Bandhwari & Mandawar Villages in Gurugram, Haryana	1,000	100%
18	Procurement and Installation of RO water purifying systems and Water Coolers in Government Schools in Bihar	7,500	100%
19	Support for ICT equipment for the rehabilitation program of differently abled	250	100%
20	Sarojini Naidu Anganwadi, Kothamangalam	600	100%
21	Renovation & Refurbishing of Divyang School	100	100%
22	Jan Arogyam (Women Centric Healthcare Centre)	11,880	80%
23	Educating Children for Life : Providing Online /Offline education to 500 underprivileged students	500	100%
24	Skill Development Training of 100 underprivileged youth from Badarpur and adjoining areas in South East District	100	100%
25	Financial support for distribution of Unifom Sweaters	2,000	100%



S. No.	CSR Projects (in FY 2023-24)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
26	Organising Vedic Education & Life Enhancement Camps	70	100%
27	Support Mahavir International towards Eye & Health Check Up Camps under Project "Doctors at Door Step"	3,720	100%
28	Bus at the Lakshmi Bai College, Hisar, Haryana	500	100%
29	Organising Women health and awareness camps for backward classes in Agra, Uttar Pradesh.	2,000	100%
30	Financial Support to Poornata Curriculum - A Value Based Education Prgramme	600	80%
31	Support for organising Medical Health Camps in Delhi	800	100%
32	Moran Blind School, Dibrugarh, Assam	60	100%
33	Support for Organising Women Health and Nutritional Camps in Banswara	3,923	100%
34	Distribution of Stationary Kits to School Students	1,500	100%
35	Refurbishment of Jawahar Bal Bhavan (JBB) by District Nirmithi Kendra, Thrissur	2,000	80%
36	Procurement and Installation of RO with water coolers to Government Schools in Maharajganj, Bihar	17,500	100%
37	Providing financial support to Le Rythme towards "Empowerment of under privileged women and autistic people through holistic skill development programme with job opportunities".	50	100%
38	Distribution of School Uniform & Textbooks to underprivileged students in Delhi/NCR	500	100%
39	Construction of two Classrooms and one Multi-media room at DVKM, Dahej (Bharuch)	450	75%
40	Organising Women Skill Training in Mirzapur district, Uttar Pradesh	400	100%
41	Support for Data Entry Operator, self-employed cutting and Tailoring training program	120	100%
42	National Super 100 Project for JEE exams	30	100%
43	Distribution of food from 'Annabhandar' to underprivileged in Delhi/ NCR under the project "Anna-Seva"	5,000	100%

S. No.	CSR Projects (in FY 2023-24)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
44	Computer Centre at Noida	370	100%
45	Petronet Computer Centres in Noida (2 Nos)	200	100%
46	Support for Papad Making Gruh-Udyog by Women SHG of Lakhigam Village	15	50%
47	Celebration of Swachhta Pakhwada – 2023	1,882	70%
48	Supply of Ration Kits for Flood Relief Activities in Bharuch District	500	90%
49	District Level Special Olympics 2023	250	50%
50	Support towards repair of ceiling and enclosing classrooms of Government LP School, Pallipport, Vypin	90	90%
51	Support towards refurbishing toilets of Santa Cruz High School, Ochanthuruth, Vypin	357	70%
52	Support towards setting up helpdesk for differently abled and senior citizens at Revenue Divisional Office (RDO), Fort Kochi.	144,000	80%
53	Support towards installing incinerators at Government Medical College Idukki	160	90%
54	Support towards upgrading Government Child Welfare Committee (CWC) office, Ernakulam to child-friendly along with repair of toilet	2,400	100%
55	Support for installing Solar panels at APJ Abdul Kalam International Residential Tribal School.	186	100%
56	Conducting training for plumbing and sanitation and deployment of startup projects for the underprivileged through TECHIN, IIT Palakkad	100	100%
57	Support for providing safe drinking water facility for Government Higher Secondary School, Elankunnappuzha.	500	70%
58	Water cooler for BVHS	714	75%
59	Safe flooring of Physics lab at Elakunnappuzha GHSS	145	70%
60	Support towards procurement and installation of Incinerator at Ekalavya Model Residential School, Painavu, Idukki	204	100%
61	Support towards sponsoring medicines for Super Speciality Medical Camp conducted by Indian Medical Association, Cochin chapter	2,500	95%



S. No.	CSR Projects (in FY 2023-24)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
62	Support towards placing false ceiling for PHC, Puthuvypu	80	95%
63	Support towards procurement and Installation of Incinerator for Pre-Metric Hostel (Girls) Scheduled Tribe Department, Neriamangalam	100	100%
64	Support towards creating “Pacha Thuruth” (Green Island) at Family Health Centre, Munambam	48,000	65%
65	Support towards procuring medicines and investigation services in association with Sree Sudheendra Medical Mission Hospital, Kacherippady for Super Speciality Medical Camp at Kalamassery	5,800	98%
66	Support towards constructing Baby friendly washroom at Anganwadi No: 105, Njarakkal	18	60%
67	Support for providing safe drinking water facility for Community Health Centre Malippuram	87,000	80%
68	Installation of CT Scan Machine at the General Hospital, Ernakulam	11,750	90%
69	Skill Development Training of 100 Youths each in Baddi, Dehradun & Murthal	150	100%
70	Petronet Jammu Super 30 programme at Jammu & Petronet Kashmir Super 30 programme at Srinagar and National Super 100 at Delhi/NCR	110	100%
71	Sulabh Toilet Complex (Sulabh Suvidha Kendra) Katra in the District Reasi, Jammu	24,000	50%
72	Mobile Medical Units (2 MMUs in Delhi, 1 MMU in Kerala & 1 MMU Gujarat)	96,443	80%
73	Construction of School Building for Government Primary School, Lakhigam Village	275	70%
74	Empowerment of Women through Livelihood Enhancement Project (Distribution of Sewing Machines)	6,000	100%
75	Eye Care Equipment equipment for the underprivileged at an Eye Hospital	17,735	80%
76	Digital mental healthcare and wellbeing program for the mentally challenged	1,190	100%
77	Mid-day Meal Programme for School Children	3,300	80%

S. No.	CSR Projects (in FY 2023-24)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
78	Mobile Medical Units (2 MUMUs in Sonbhadra)	37,443	80%
79	Skill Development Training in Plastics Technology for Youth	150	20%
80	Residential Coaching and Mentoring for JEE Exams to under privileged students	110	100%
81	Skill Training Programme for economically weaker rural youths of Mathura, U.P	130	100%
82	Support to disability assessment and assistive devices distribution camp	3,500	100%
83	Extension of project "Jan Arogyam" (Women – Centric Healthcare Centre)	10,560	80%
84	Health Awareness Workshops and distribution of Sanitary Napkins in Govt, Schools	150	100%
85	Provide basic Computer education to economically weaker students of society in NOIDA	300	100%
86	Educating Children for Life: Providing Online education to 500 under privileged Children	500	100%
87	Ekal Vidyalayas in Wayanad and Bharuch	4,327	70%
88	Providng Nutritional Kits to TB Patients of Bharuch Taluka in association with District TB Office	300	100%
89	Approval for supporting Blind People Association for Distribution and Training of 'Saarhi Assistive Mobility Device' to Person with Visual Impairment in Kerala	1,000	100%
90	Development of Sports Facilities at Govt. High School, Lakhigam Village	140	75%
91	Distribution of Fishing Kits to Fisherman Community of nearby villages	120	100%
92	Infrastructure Restoration at Pereira Wadi Municipal School	1,500	100%
93	'Poornata Curriculum - A value-based education program' by Blue Orb Foundation for implementation in Delhi NCR	640	100%
94	Installation of solar power generation plant at Disha Foundation - A Resource Centre for children & young adults with Multiple Disabilities	300	100%
95	Conversion of ICU Beds at General Hospital, Ernakulam with equipment	6,524	90%



S. No.	CSR Projects (in FY 2023-24)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
96	Ekal Vidyalaya and Ekal-on-Wheels in Gujarat and Kerala	5,000	100%
97	Tablets to the teachers at Schools run by South Delhi Municipal Corporation (SDMC)	700	50%
98	Expansion of the 35-bedded charitable hospital run by Swami Vivekanand Health Mission Society (SVHMS) at Dharmawala, Dehradun	71,077	100%
99	Naipunyam – Skill Development Training Programme	200	85%
100	Skill development programme in apparel sector with Apparel Made-ups and Home Furnishing Sector Skill Council (AMHSSC) in Varanasi (UP)	500	100%
101	Kaushal Setu (Skill Development Programme with CIPET)	200	70%
102	Academic and Admin Block At School Of Sustainable Habitats , Ladakh	900	70%
103	Construction of the Primary School at Luwara	250	70%
104	Construction of BSF Widow Quarters at Gandhinagar, Gujarat	120	100%
105	Dinkar Ghat at Simariya in association with National Mission for Clean Ganga	3,600,000	70%

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

Essential Indicators

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

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

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

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

3. Number of consumer complaints:

Particulars	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	NA*	-	Nil	NA*	-
Advertising	Nil	NA*	-	Nil	NA*	-
Cyber-security	Nil	NA*	-	Nil	NA*	-
Delivery of essential services	Nil	NA*	-	Nil	NA*	-
Restrictive Trade Practices	Nil	NA*	-	Nil	NA*	-
Unfair Trade Practices	Nil	NA*	-	Nil	NA*	-
Other	Nil	NA*	-	Nil	NA*	-

*NA means Not Applicable

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

Particulars	Number	Reasons for recall
Voluntary recalls	Nil	
Forced recalls		



5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

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

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

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

6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not Applicable

7. Provide the following information relating to data breaches:

a) Number of instances of data breaches

Nil

b) Percentage of data breaches involving personally identifiable information of customers

Nil

c) Impact, if any, of the data breaches

Not Applicable

Leadership Indicators

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

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

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

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

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

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

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

Yes, the display of mandate details (such as the HAZCHEM code) and emergency contact details on the tanker is carried out. Additionally, TREM cards are placed in the file in local languages such as Malayalam, Tamil, Kannada, Telugu, and Hindi. An initiation session is also conducted for each truck to raise awareness about the do's and don'ts in case of a fire or other emergency scenarios for drivers and other personnel. The company interact and engage with its customers on a regular basis to obtain their feedback.