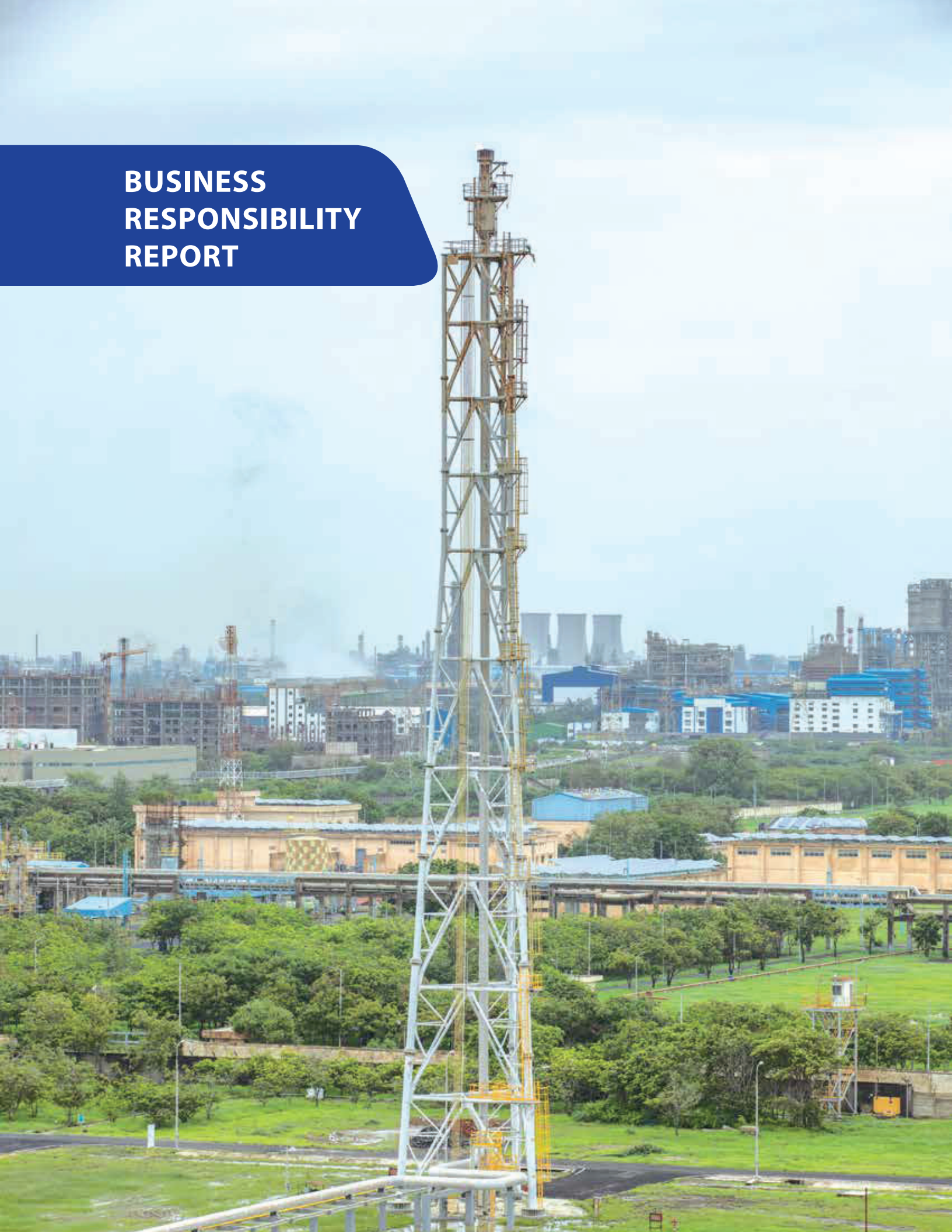


BUSINESS RESPONSIBILITY REPORT



Business Responsibility Report for the financial year 2021-22

Section A: General Information about the Company

1.	Corporate Identity Number (CIN):	L74899DL1998PLC093073
2.	Name of the Company	Petronet LNG Limited
3.	Registered Address	World Trade Centre, Babar Road, Barakhamba Lane, New Delhi – 110 001
4.	Website	www.petonetlng.in
5.	Email id	investors@petronetlng.in
6.	Financial Year reported	April 2021- March 2022
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	Oil and Gas – LNG
	Industrial Group 0910	Description Extraction of petroleum and natural gas including liquefaction of natural gas for transportation

As per National Industrial Classification – Ministry of Statistics and Programme Implementation

8.	List three key products / services that the Company manufactures / provides (as in balance sheet):	Regasified Liquefied Natural Gas
9.	Total number of locations where business activity is undertaken by the Company	Total three locations: Registered Office in New Delhi and Regasification Terminals in Dahej, Gujarat and Kochi, Kerala
	Number of International Locations (Provide details of major 5)	–
	Number of National Locations	Total three locations: Registered Office in New Delhi and Regasification Terminals in Dahej, Gujarat and Kochi, Kerala
10.	Markets served by the Company - Local / State / National / International	National

Section B: Financial Details of the Company

1	Paid up capital (INR)	: 1500 Crore
2	Total turnover (INR)	: 43169 Crore
3	Total profit after taxes (INR)	: 3352 Crore
4	Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	: 1.56%
5	List of activities in which expenditure in 4 above has been incurred:	
	1)	Health Care
	2)	Differently abled
	3)	Disaster Management
	4)	Education
	5)	Environment & Sustainability
	6)	Eradicating Hunger
	7)	War Widows Welfare
	8)	Animal Welfare
	9)	Miscellaneous Cost
	10)	Administrative Expenses

Section C: Other Details

1. Does the Company have any Subsidiary Company / Companies?

Yes.

- a. Petronet LNG Foundation (PLF) incorporated as Wholly Owned Subsidiary of Petronet LNG Ltd. on 31st March, 2017.
- b. Petronet Energy Limited (PEL) incorporated as Wholly Owned Subsidiary of Petronet LNG Ltd. on 26th February, 2021.
- c. Petronet LNG Singapore Pte Limited incorporated as Wholly Owned Subsidiary of Petronet LNG Ltd. on 7th March, 2022

2. Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such subsidiary company(s).

Not Applicable

3. Do any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities?

Company releases its own dedicated BR report and our Company's principal promoters and off-takers of gas i.e. GAIL, ONGC, IOCL and BPCL, are required to and undertake BR activities and release their own BR reports.

Section D: BR Information

1. Details of Director / Directors responsible for BR:

a) Details of the Director / Directors responsible for implementation of the BR policy / policies:

DIN Number : 03579974
Name : Shri Akshay Kumar Singh
Designation : Managing Director & CEO

b) Details of the BR Head:

Name : Shri Akshay Kumar Singh
Designation : Managing Director & CEO
Telephone no. : 011-23472503 / 04
E-mail id : md.ceo@petronetlng.in

2. Principle-wise (as per NVGs) BR Policy / policies (Reply in Y / N):

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility.

- Principle 1 Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
- Principle 2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
- Principle 3 Businesses should promote the well-being of all employees
- Principle 4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
- Principle 5 Businesses should respect and promote human rights
- Principle 6 Businesses should respect, protect, and make efforts to restore the environment
- Principle 7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
- Principle 8 Businesses should support inclusive growth and equitable development.
- Principle 9 Businesses should engage with and provide value to their customers and consumers in a responsible manner

Sl. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy / policies for	Y	N#	Y	N#	N##	Y	N**	Y	N#,\$
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Y*	NA	Y*	NA	NA	Y*	NA	Y*	NA
3.	Does the policy conform to any national / international standards? If Yes, specify? (50 words)	Y (Ref A)	NA	Y (Ref B)	NA	NA	Y (Ref C)	NA	Y (Ref D)	NA
4.	Has the policy being approved by the Board? If yes, has it been signed by Managing Director / Owner / CEO / appropriate Board Director?	Y	NA	Y	NA	NA	Y	NA	Y	NA
5.	Does the Company have a specified committee of the Board/Director / Official to oversee the implementation of the policy?	Y	NA	Y	NA	NA	Y	NA	Y	NA
6.	Indicate the link for the policy to be viewed online?	Ref A	NA	Ref &	NA	NA	Ref &	NA	Ref D	NA
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	NA	Y	NA	NA	Y	NA	Y	NA
8.	Does the Company have in-house structure to implement the policy/ policies?	Y	NA	Y	NA	NA	Y	NA	Y	NA
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	NA	Y	NA	NA	Y	NA	Y	NA
10.	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Y	NA	Y	NA	Y	Y	Y	Y	NA

PLL is in the niche business of transportation, storage and regasification of LNG, and supplies its product to a few select customers including GAIL, IOCL, ONGC and BPCL. Considering the nature of Company's business, these aspects are not as critical for us as probably for certain other sectors and industries. Nevertheless PLL does not take these aspects lightly, and has sufficient focus on these aspects. The Company is taking appropriate actions as and when required to address them comprehensively.

PLL strictly adheres to all applicable labour laws and other statutory requirement in order to uphold human rights within its organizational boundary. Further, the Company has also formulated Sexual Harassment Policy under Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013.

*Relevant internal and external stakeholders were consulted, as deemed appropriate, during the formulation of the policies.

**The Company undertakes need-based advocacy on certain industry specific issues. It will continue to assess the evolving business and regulatory environment in future in this regard.

§ PLL has processes in place for customer engagement and grievance redressal. Further, the Company gives the highest priority to responsibility towards its customers.

A: Code of Conduct for Board Members and Senior Management Personnel: <https://petronetlng.in/code-conduct.php>

B: Human Resources Policies including Recruiting and Employment Policy, Leave Policy, Medical and Hospitalization Policy

C: QHSE Policy

D: CSR Policy: https://petronetlng.in/PDF/CSR_Policy_27042015.pdf

&: Policy is not available in public domain. Policy is available on Company's internal intranet portal and can be accessed by company employees.

3. Governance related to BR:

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

Being in the energy sector, PLL recognizes the importance of sustainable growth and need for judiciously utilizing the planet's depleting natural resources. In this regard, PLL has received high corporate values from its principal promoters including GAIL, ONGC, IOCL and BPCL, who are all amongst the leading sustainability champions in India. PLL's Board constitutes of representatives from all these institutions which puts sustainability high on the Board agenda. As part of our risk and compliance

mapping exercises, company ensures regular evaluation of the sustainability performance and risks as well, which are all presented to our leadership and Board for their consideration and decision making. Our Board reviews Company's sustainability performance on continual basis, at least once annually.

- **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report How frequently it is published?**

Since FY 2012-13, PLL has been releasing its Business Responsibility Report in line with the SEBI mandate. The previous report was released for FY 2019-20 and formed part of the Company's Annual Report 2019-20. The same can be assessed at <https://petronetlng.in>

Section E: Principle-wise Performance

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

(i) Does the policy relating to ethics, bribery and corruption cover only the Company? Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

The Company believes in the conduct of the affairs of its constituents in a fair and transparent manner by adopting highest standards of professionalism, honesty, integrity and ethical behaviour. Company's commitment to ethical and transparent corporate governance practices are highlights of the Code of Conduct and Business Ethics policies which are laid out for Board members and Senior Management personnel. Board members and Senior Management personnel affirm compliance to the code on annual basis, including during last financial year. The Company would like to ensure that all the employees are aware about the policies and procedures of the company relevant to their respective areas of operation so as to enable them to take proper and effective decisions. Company also have checks and balances in place to ensure ethical business conduct across its operations. Further, PLL has safeguards in place which discourages bidders to engage in any corrupt practices during tendering process.

The company, as a responsible corporate citizen, believes that the role of reporting genuine concerns is not just restricted to employees, in fact any of the stakeholder which also includes suppliers, customers, civil society members etc. have the right to point out any unethical behaviour, actual or suspected fraud or violation of Company's code of conduct. Therefore, Petronet Vigilance Mechanism and Vigil Mechanism are established. The same has also been hosted at the website of the Company.

To strengthen company's commitment against workplace harassment, PLL has come out with sexual harassment order in line with the sexual harassment of women at workplace act 2013, which is stringently governed and enforced across the organization.

(ii) How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

PLL received 3674 shareholder complaints during the FY 2020-21, no complaint was pending from previous financial year. 3674 complaints were successfully resolved during the year while NIL complaint was pending as on 31st March, 2021.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

(i) List up to three of your products or services whose designs have incorporated social or environmental concerns, risks and / or opportunities.

For your company, primary product portfolio remains import, storage and regasification of Liquefied Natural Gas. We are not involved in manufacturing of any product and, hence,

the environmental impacts emerging from our activities are minimal. Further, our product is transported through massive tanker ships and gas pipelines thus reducing transport related environmental footprint. However, we are still committed to ensure responsible handling and marketing of our product, and hence have in place state of the art product handling equipment at our facilities. During the FY 2021- 22 period, no change has transpired in our product and services portfolio, neither has there been any substantial change in our operational footprint. We comply with all existing regulations of the concerned land. Also, for supply to local vendors, PLL ensures that transportation does not pose unintended harm to the environment and to persons involved in road transportation.

(ii) For each such product, provide the following details in respect of resource use (energy, water, raw material and so on) per unit of product (optional):

(a) Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain.

PLL operates two terminals in India at Dahej, Gujarat and Kochi, Kerala, which apply state of the art technology for ensuring safe and efficient operations. PLL has strong focus on managing and reducing its energy, water and waste footprint, and is in constant lookout for improvement opportunities. Some interventions taken in this regard during the include implementation of ISO 14001 and OHSAS 18001 standardization systems at our Dahej and Kochi terminal, reducing overall dependence on direct fuel consumption at our operational sites. Also, efforts such as use of food waste generated on site for vermin composting, use of condensate water from operations for gardening purposes and use of chilled water from plant operations for air conditioning in the building have allowed us to improve upon our resource use efficiency.

(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

PLL believes that increasing the share of natural gas in the country's energy mix will lead to a transition to a low carbon growth. This belief comes from the fact that natural gas and renewable energy sources are often considered to be supplementing each other. Natural gas, which is the major product of PLL, does not produce significant amounts of solid waste, air emissions in form of nitrogen oxides and carbon dioxide are also of lower quantities than those produced from coal or oil. Emissions from natural gas in form of sulphur dioxide and mercury are negligible. These characteristics make LNG a cleaner fuel and helps PLL and consumers in reducing their carbon footprint. Further, PLL has started the supply of LNG to customers through road transportation. The approach would be suited for customers not connected through gas pipelines, and with medium to small requirements. The hubs developed for these purposes can further be used for supplying PNG and CNG to customers.

(iii) Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Besides, provide details thereof in about 50 words or so.

Your company promotes sustainable practices across various functions of the Company. Company’s raw material “LNG” is transported from international supplier’s sites through large tanker ships to company terminals in Dahej, Gujarat and Kochi, Kerala. The final regasified product is transported to customers through installed pipelines and small fraction of LNG is transported through trucks primarily to the customers not connected through pipelines. These modes of transportation are considered highly clean and sustainable. The product has the least carbon emission amongst fossil fuels. Here, in addition to applicable maritime and other regulations, procedures and practices are strictly followed and monitored throughout the product transport and supply phases.

(iv) Has the Company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve the capacity and capability of local and small vendors?

PLL’s procurement approach is based on least price tendering mechanism. Company selects its vendors based on carefully designed evaluation criteria set for each good and service to be procured. In this regard, competent local vendors are given equal preference as any other, and as applicable they are invited for the tendering process.

(v) Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling them (separately as <5%, 5-10%, >10%)? Besides, provide details thereof in about 50 words or so.

In your company, product portfolio remains import, storage and regasification of Liquefied Natural Gas, our facilities are not manufacturing centres but storage and regasification terminals. Our operations consume minimal raw materials and resources and generate minimal waste. As a result there are no formal written mechanisms for recycling products and waste generated. However, some quantities of used oily waste is generated annually during periodic maintenance of various equipment, i.e. waste oil, oil contaminated cloth, oil drums etc. Some quantities of paint and biomedical waste is also generated. All this generated waste is properly collected, stored and disposed through authorized agencies on regular intervals. Also it is significant to mention here that while carrying out our operations, there is no waste water generation. Some amount of reject condensate water generated from our air- heaters is used for gardening purposes, and also as back up source for fire emergencies. Both our terminal sites are zero water discharge.

Principle 3: Businesses should promote employee well-being

S. No.	Particulars	Details		
1.	Please indicate the total number of employees	532 (including 3 WTD) Permanent Employees (as on 31 st March, 2021)		
2.	Please indicate the total number of employees hired on temporary / contractual / casual basis	Category of employees	No of employees	
		Sub-contracted employees	1108	
3.	Please indicate the number of permanent women employees	34 (as on 31 st March, 2021)		
4.	Please indicate the number of permanent employees with disabilities	One		
5.	Do you have an employee association that is recognised by the Management	Presently, Petronet LNG does not have any employee association.		
6.	What percentage of your permanent employees is member of this recognised employee association	N.A		
7.	Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending as on the end of the financial year	Category of Person	No of complaints filed during the financial year	No. of complaints pending as on end of the financial year
		Child Labour	0	0
		Forced Labour	0	0
		Involuntary labour	0	0
		Sexual Harassment	0	0

S. No.	Particulars	Details		
8.	How many of your under-mentioned employees were given safety and skill up-gradation training in the last year?	Category	Safety (No. of employees)	Skill upgradation (No. of employees)
		Permanent employees	1660	2505
		Permanent women employees	30	58
		Casual / Temporary / Contractual employees	2675	802
		Employees with Disabilities	0	0

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

(i) Has the Company mapped its internal and external stakeholders? Yes / No

PLL has always acknowledged the vital contribution of all stakeholders in building a sustainable business. The Company has identified and mapped its key internal and external stakeholders, and employs various mechanisms and practices to facilitate effective dialogues with them for a fruitful and continued relationship. In order to identify material concerns and respond to them in an effective and transparent manner, PLL regularly engages with its community stakeholder group, including those falling under disadvantaged, vulnerable and marginalized category, at and near its sites of significant operations, i.e. Dahej, Gujarat and Kochi, Kerala. The learnings from these interactions are used for better designing of Company's CSR projects for ensuring their optimal benefits to communities.

(ii) Out of the above, has the Company identified the disadvantaged, vulnerable and marginalised stakeholders?

PLL has mapped and identified under privileged communities around its business location and is actively working with them towards inclusive growth. The Company's collaborative partnerships with the communities aimed at uplifting disadvantaged, vulnerable and marginalised stakeholders has led to identification and initiation of various CSR projects. The Company has projects solely targeted at improving the quality of life of persons with disabilities who are marginalized, vulnerable and disadvantaged.

(iii) Are there any special initiatives undertaken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders? If so, provide details thereof, in about 50 words or so.

The Company, having identified the needs and priorities of the stakeholders in and around the location of its operations, is running education, healthcare, community infrastructure development and skill and livelihood development projects. Under the Company's education and empowerment initiatives, PLL promoted skill development of below poverty line youth. Catering to the healthcare needs of the communities, PLL organized free medical check-up and consultation camps under healthcare drive, and contributed towards construction of healthcare infrastructure facilities. Further, PLL has constructed and renovated toilets at local schools under sanitation drives. Furthermore, during financial year, PLL developed roads, culverts, storm water drains, solar lights, constructed community and school toilets, etc. under infrastructure development initiatives.

Principle 5: Businesses should respect and promote human rights

(i) Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others

As a socially responsible organisation, PLL believes in equality of all human beings irrespective of their nationality, place of residence, sex, national ethnic origin, colour, religion, language and any other status. Currently, there is no policy explicitly on human rights, however the Company respects and complies with internationally recognized human rights, at all locations and is committed to making certain that it is not complicit in human rights abuse.

In order to protect and guard human rights, PLL has designed a well organised and effective Grievance Redressal System to provide prompt and orderly resolution of complaints or disputes arising in the course of employment.

The Company has well defined processes and mechanisms in place to ensure that issues related to sexual harassment of women at workplace are effectively dealt with. An Internal Committee has been created at each location for the prevention, prohibition and redressal of sexual harassment complaints. These committees are headed by woman employees including a representative from an NGO, after approval of Competent Authority.

PLL has zero tolerance towards child and forced/ compulsory labour. The Company ensures that the employment is voluntary and in compliance with local minimum wage laws. Also, it is ensured that no person below the age of eighteen years is employed in the workplace.

(ii) How many stakeholder complaints were received in the past financial year and what percent was satisfactorily resolved by the Management?

No stakeholder complaints regarding breach of human rights aspects were received during the FY 2021-22.

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

(i) Do the policies related to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

The policies related to Principle 6 cover only to the Company and do not extend to the entity/entities with whom PLL does business. PLL's Quality, Health, Safety and Environment (QHSE) Policy is applicable to all employees and stakeholders involved in PLL's business. The senior management provide focused attention while reviewing all parameters related to HSE Standards. The Contractors are also required to monitor report and take strict actions on all such cases. The company regularly conducts audits through third party and enforces compliance to Audit findings. In order to further improve upon our environment and safety practices, we have acquired ISO Certification under the Integrated Management System at Dahej and Kochi terminals where ISO 9001:2008 Quality Management, ISO 18001:2007 OHSAS Management and ISO 14001:2004

Environment Management standards are effectively adhered to in each and every process of the company from housekeeping to the operation of the terminal. Further, we carry out Environment, Health and Safety (EHS) risk assessments regularly at Dahej and Kochi terminals.

(ii) Does the Company have strategies / initiatives to address global environmental issues, such as climate change, global warming, and others? If yes, please give hyperlink for webpage and so on.

PLL is not an environment-footprint heavy organisation, however PLL is conscious of the environmental impacts of the oil and gas industry. PLL strives to make efforts in meeting and addressing the challenges of climate change. PLL is aware of the impending consequences of climate change and the rising global concern of Green House Gas (GHG) reduction and management. In this regard company's biggest contribution is in the form of its product, i.e. natural gas, which is a cleaner form of fuel compared to fossil fuels, i.e. coal and petroleum products. Further, by improving natural gas availability, PLL contributes not only to serving country's energy needs but also attempts to minimize the impact on environment. Further, majority of PLL's raw material is transported through large tanker ships to Company terminals, while the final product is transported through installed pipelines. Both these modes of transportation are considered highly clean and sustainable. Besides, Company is in constant lookout for opportunities for reducing its own operational environmental footprint. The details about company's efforts and initiatives in the areas of environment protection and climate change management can be found in our sustainability reports at: <https://petronetlng.in/SustainabilityReport.php>

(iii) Does the Company identify and assess potential environmental risks?

PLL is conscious of its environmental footprint and is taking proactive steps to mitigate impact of its operations. Company does not have significant process emissions and

is generating condensate water as part of regasification of LNG process which is being used for productive internal activities like gardening. Further, as a precautionary approach towards the various environmental challenges, Company carry out studies to validate base line three season data as recommended by MOEF. Appropriate measures and systems to suppress NOx emissions, dust suppression by watering to restrict dust emission etc. are put in place.

Further, being active in the coastal belts of Dahej, Gujarat and Kochi, Kerala, PLL has identified benefits of mangrove plantation in the regions of highly salty and muddy waters. Mangrove is a halophyte, which is known as salt tolerant forest ecosystem. Some more benefits associated with mangrove plantation in coastal belts include its ability to act as natural wind and tsunami barrier for underlying villages and industries, its ability to bind soil and prevent erosion, and its ability to harbour, promote other flora and fauna in harsh coastal conditions and most importantly serves as indirect employment generative to local community. Further, these can grow in waterlogged clayey/ marshy soils, specifically in coastal intra tidal zones / river banks. PLL has so far signed MoUs with the Gujarat Ecology Commission and Forest Department, Government of Gujarat for undertaking mangrove plantation in the region. Realizing their benefits, mangrove plantation has been taken up near Dahej and Kochi Terminals.

(iv) Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof in about 50 words or so. Besides, if yes, mention whether any environmental compliance report is filed?

Your company is in constant lookout for opportunities in this regard.

(v) Has the Company undertaken any other initiatives on clean technology, energy efficiency, renewable energy and so on? If yes, please give hyperlink to web page and others.

PLL is mindful of its environmental footprint and is taking active steps to mitigate impact of its operations. In this regard, Company is undertaking measures for protecting marine ecology in the area of its operations. Mangrove plantation has been taken up near Dahej and Kochi Terminals in consultation with Gujarat Ecology Commission, and the Forest Department, Government of Gujarat and Centre for Water Resources Development and Management (CWRDM) in Kerala.

As part of in-plant initiatives, Cold energy of LNG is being used for HVAC system and Nitrogen Generation which helps in reducing overall energy consumption. Waste heat of GTG (Gas Turbine Generator) is being utilized for LNG regasification. Although water is not an operational requirement, efforts are being made for reducing and

reusing water to the maximum extent possible. In this regard, condensate water from air heaters is used for gardening purposes, and as back up source for fire emergencies. Details of PLL's sustainability initiatives can be found in Company's latest sustainability report at: <https://www.petronetlng.in/SustainabilityReport.php>

(vi) Are the emissions/waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year under review?

Yes, all of company's emissions/waste generated during the reporting period was within the regulatory defined limits.

(vii) Number of show cause / legal notices received from CPCB / SPCB, which are pending (i.e. not resolved to satisfaction) as at the end of the financial year.

There were no show cause /legal notices from CPCB / SPCB received by any of the PLL sites during the previous financial year.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

(i) Is your Company a member of any trade and chambers or association? If yes, name only those major ones that your business deals with.

PLL is member of various trade and chambers or association, where senior management of the company represent PLL and engage on discussions across various topics. Some of these associations include:

- International Group of Liquefied Natural Gas Importers (GIIGNL)
- International Gas Union (IGU)
- Society of International Gas Tanker and Terminal operations Ltd (SIGTTO)
- PHD Chamber of Commerce
- Federation of Indian Petroleum Industry (FIPI)
- Federation of Indian Chambers of Commerce & Industry (FICCI)

(ii) Have you advocated / lobbied through the above associations for the advancement or improvement of public good?

Yes / No; if yes, specify the broad areas (drop box: governance and administration, economic reforms, inclusive development polices, energy security, water, food security, sustainable business principles and others).

No Company's senior management represents the Company in various industry forums. They understand their responsibility while representing PLL in such association, and while they engage in constructive dialogues and discussions they refrain from influencing public policy with nested interests.

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

(i) Does the Company have specified programmes / initiatives / projects in pursuit of the policy related to Principle 8? If yes, provide details thereof.

Petronet LNG Limited (PLL) has a CSR policy with a clear vision to actively engage in social, economic, environment and cultural development of the communities through its CSR initiatives primarily around work centers, thereby meeting the priority needs of socially/economically backward, marginalized & vulnerable communities, and making them self-reliant.

As a responsible Corporate, PLL has been undertaking Development Projects / Programs and has been supplementing the efforts of the local institutions / NGOs / local self - Government / implementing agencies in the field of Education, Healthcare, War Widow Welfare, Community Development, Entrepreneurship, Skill Development etc. All CSR activities undertaken are with adherence to list of activities listed in Schedule VII of the Companies Act, 2013.

(ii) Are the programmes / projects undertaken through in-house team / own foundation / external NGO / government structures / any other organization?

To effectively manage, monitor and implement CSR initiatives of the company, the Board of Directors have constituted a Corporate Social Responsibility (CSR) Committee as a sub-committee to the Board. As the Company is dedicated towards promoting inclusive growth and betterment of the community, CSR forms an integral part of PLL's business strategy.

PLL also partners with credible NGOs, trusts, and government agencies for implementing CSR activities/projects/programs of short/medium/long term in nature in line with its CSR Policy. Further, PLL constantly motivates its employees to engage in the CSR projects of the company and participate through philanthropic contributions/ by volunteering their time/ harnessing their potentials. The Company has also formed Petronet LNG Foundation (PLF) as its CSR Arm to execute the CSR initiatives.

(iii) Have you done any impact assessment of your initiative?

PLL engages in regular conversation with local community members during/post CSR project implementation and undertakes timely assessments of implemented projects for ensuring their desired impact and continued sustenance.

For the flagship initiatives, PLL also carries out independent impact assessment studies by reputed third party agencies/assessors. Here, PLL ensures that members of the community are kept involved in entire project lifecycle viz. Identification, development, execution, and maintenance of the project. Further members of the community are treated as project owners, which ensures creation of ownership of the assets/projects and thus generates desired impact the CSR intervention. These also allows PLL to analyze the impact of its ongoing initiatives and further helps to design/modify future engagements/projects for better results addressing to the needs of the communities.

(iv) What is the Company's direct contribution to community development projects? Provide the amount in INR and the details of the projects undertaken?

CSR activities/projects/programs of Rs 5218.60 Lakh were undertaken in the financial year 2021-22. Besides, an amount of Rs 1690.61 Lakh is being transferred to UCSRA 2021-22 for ongoing multiyear projects. Further, an amount of Rs 1157 Lakh has been spent from UCSRA 2020-21 for ongoing multiyear projects in FY 2021-22.

Details (vertical wise) of the projects undertaken with adherence to the schedule VII of the companies Act, 2013 in the FY 2021-22 is detailed below in the table:

S. No.	Sectors/Verticals	Amount (Rs. In Lakh)
1	Health care	422.75
2	Covid-19 pandemic	2009.00
3	Differently abled	13.12
4	Education	350.88
5	Environment & Sustainability	141.6
6	Women Empowerment	26.33
7	Schedule VII Fund	2000
8	Rural Development	5.2
9	Art & Culture	8.88
10	Miscellaneous Cost	4.26
11	Administrative Expenses	236.58
TOTAL		5218.6

(v) Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in around 50 words.

PLL regularly engages with local community members to gauge the impact of its ongoing CSR initiatives. Company undertakes need assessment surveys in villages before undertaking these initiatives. Community needs are understood and evaluated and their views are taken before project plans are finalized and executed. These project plans are then assessed under the agreed strategy and are monitored on a quarterly basis. Wherever necessary, midcourse corrections are carried out. Company continuously seek to execute effective CSR interventions to boost the living standards and the overall economic

status of under privileged community. Further, PLL ensures that community members participate in the initiatives being undertaken/ implemented, and what they take responsibility for maintenance and sustenance of projects in future.

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

(i) What percentage of customer complaints / consumer cases is pending, as at the end of the financial year?

Nil cases of customer complaints / consumer case in the reporting period.

(ii) Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes / No / N.A. / Remarks (additional information).

Product information labelling is not applicable to our product, as PLL deals primarily with transportation, storage and regasification of LNG. However, adherence to all laws pertaining to product handling, branding and distribution is of utmost significance to the Company, and PLL ensures full compliance to these aspects.

(iii) Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and / or anti-competitive behaviour during the last five years and pending as at the end of the financial year? If so, provide details thereof, in about 50 words or so.

No case has been filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and / or anti-competitive behaviour during the last financial year.

(iv) Did your Company carry out any consumer survey / consumer satisfaction trends?

We interact and engage with our customers on regular basis. Our principal customers are our primary promoters as well, i.e. GAIL, IOCL, ONGC and BPCL, with whom we interact and engage on regular basis. Representatives of these organizations are present on PLL's Board ensuring constructive dialogue and sound decision making, thus removing scope for conflicts.