



**गेल (इंडिया) लिमिटेड**

(भारत सरकार का उपक्रम – महारत्न कंपनी)

**GAIL (India) Limited**

(A Government of India Undertaking - A Maharatna Company)

गेल भवन,  
16 भीकाएजी कामा प्लेस  
नई दिल्ली-110066, भारत  
GAIL BHAWAN,  
16 BHIKAJI CAMA PLACE  
NEW DELHI-110066, INDIA  
फोन/PHONE: +91 11 26182955  
फैक्स/FAX: +91 11 26185941  
ई-मेल/E-mail: info@gail.co.in

ND/GAIL/SECTT/2023

31.08.2023

1. Listing Compliance  
National Stock Exchange of India Limited  
Exchange Plaza, 5th Floor,  
Plot No. C/1, G Block,  
Bandra-Kurla Complex, Bandra (East)  
Mumbai – 400051  
Scrip Code: GAIL-EQ

2. Listing Compliance  
BSE Limited  
Floor 1, Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai – 400001  
Scrip Code: 532155

**Sub.: Business Responsibility and Sustainability Report for FY 2022-23.**

Dear Sir/Madam,

This is in continuation to GAIL's letter of even number dated 27.07.2023, wherein Notice of 39<sup>th</sup> AGM along with Annual Report 2022-23 (including Business Responsibility and Sustainability Report) was submitted and also hosted at the Company's website (www.gailonline.com).

In compliance with the SEBI (LODR) Regulations, 2015, the Company is again submitting Business Responsibility and Sustainability Report for the FY 2022-23.

The above is for your information and records please.

Thanking you.  
Yours faithfully

**(Mahesh Kumar Agarwal)**  
**Company Secretary**

**Encl.: As above**

Copy to:

1 Deutsche Bank AG, Filiale Mumbai  
TSS & Global Equity Services  
The Capital, 14th Floor  
C-70, G Block, Bandra Kurla Complex  
Mumbai -400051

K/A – Ms. Aparna Salunke

2 London Stock Exchange,

AVS No.- 306223

Regulatory News Service Department (RNS),  
10, Paternoster Square,  
London EC4M7LS

- 6 Beacon Trusteeship Limited  
4 C and D Siddhivinayak Chambers,  
Gandhi Nagar, Opposite MIG Cricket Club,  
Bandra East, Mumbai -400051

K/A- Mr. Kaustubh Kulkarni

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT



## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) FY 2022-23

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

|     |   |   |
|-----|---|---|
| 1.  | Corporate Identity Number (CIN) of the Listed Entity:   | L40200DL1984GOI018976                                   |
| 2.  | Name of the Listed Entity:  | GAIL (India) Limited                                    |
| 3.  | Year of incorporation:  | 16/08/1984  |
| 4.  | Registered office address:  | 16, Bhikaiji Cama Place, R K Puram, New Delhi - 110066  |
| 5.  | Corporate address:  | 16, Bhikaiji Cama Place, R K Puram, New Delhi - 110066  |
| 6.  | E-mail:   | shareholders@gail.co.in                                 |
| 7.  | Telephone:  | +91 1126182955  |
| 8.  | Website:  | https://gailonline.com                                  |
| 9.  | Financial year for which reporting is being done:   | 2022-23   |
| 10. | Name of the Stock Exchange(s) where shares are listed:  | Equity shares listed at NSE and BSE. GDRs listed at LSE |
| 11. | Paid-up Capital:  | INR 6575.10 crore                                       |
| 12. | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:   |   |
|     | DIN Number  | 07570165  |
|     | Name  | Sandeep Kumar Gupta                                     |
|     | Designation   | CMD   |
|     | Telephone Number  | 011-26102077  |
|     | Email id:   | cmd@gail.co.in  |
| 13. | Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together) | Standalone  |

#### II. Products/services

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

| S. No. | Description of Main Activity         | Description of Business Activity  | % of Turnover of the entity |
|--------|--------------------------------------|---|-----------------------------|
| 1      | Natural Gas Marketing                | Marketing of Natural Gas, Biofuels  | 87%                         |
| 2      | Natural Gas and LPG Transmission     | Transmission of Natural Gas and LPG through pipeline                                  | 5%                          |
| 3      | Petrochemicals                       | Production and Marketing of Polyethylene and Polypropylene                            | 3%                          |
| 4      | Other Liquid Hydrocarbons Production | Production and Marketing of LPG, Propane, Pentane, Naphtha etc.                       | 3%                          |
| 5      | Renewable Energy                     | Generation of Electricity (Wind and Solar) and Sale through Power Purchase Agreements | *                           |

\*The Power service and other products /services contributes 2% to the total turnover

##### 15. 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      | Solid, liquid, and gaseous fuels and related products- Crude petroleum and natural gas (NG Trading)   | 99611912 | 87%                             |
| 2      | Plastics in Primary form (Petchem)  | 99611715 | 3%                              |
| 3      | Transport via pipeline of Natural Gas (NG Transmission)<br>Transport services via pipeline of other goods not elsewhere classified (n.e.c) (LPG Transmission) | 99651312 | 5%                              |
| 4      | Solid, liquid, and gaseous fuels and related products not elsewhere classified (n.e.c) – Liquid Hydrocarbons (LHC)  | 99611919 | 3%                              |
| 5      | Electricity (Wind and Solar Power)  | 99611970 | *                               |

\*The Power service and other products /services contributes 2% to the total turnover



## III. Operations

## 16. Number of locations where plants and/or operations/offices of the entity are situated: (to confirm)

| Location             | Number of plants  | Number of offices   | Total |
|----------------------|---|---|-------|
| <b>National</b>      | 5 Gas Processing Plants, 1 Petrochemical Plant,<br>9 LPG Pumping/ Dispatch Terminal,<br>8 Natural Gas Compressor Stations | 13 Zonal Marketing Offices<br>13 Pipeline Head Quarter<br>2 Training Institutes | 51    |
| <b>International</b> | 0   | 04  | 04    |

## 17. Markets served by the entity:

## a. Number of locations

| Locations                               | Number   |
|---|--|
| <b>National (No. of States)</b>         | <b>22 States:</b> Uttar Pradesh, Himachal Pradesh, Madhya Pradesh, West Bengal, Tripura, Odisha, Telangana, Andhra Pradesh, Tamil Nadu, Kerala, Karnataka, Maharashtra, Gujarat, Rajasthan, Haryana, Assam, Chhattisgarh, Jharkhand, Uttarakhand, Bihar, Punjab, Goa<br><b>04 Union Territory:</b> Delhi, Chandigarh, Puducherry, Dadra Nagar Haveli |
| <b>International (No. of Countries)</b> | Four:<br>1. Singapore: GAIL Global (Singapore) Pte Limited<br>2. USA: GAIL Global (USA) Inc. and GAIL Global (USA) LNG LLC<br>3. Russia: LLC Bharat Energy Office, Moscow<br>4. Myanmar- GAIL's office   |

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

The total contribution of exports as a percentage of the total turnover is 0%.

## c. A brief on types of customers:

In Natural Gas Marketing, the most prominent customers of GAIL are:

- **Fertilizer Sector:** The prime consumer of Natural Gas is Fertilizer sector, which accounts for 38% of our gas distribution
- **Power Sector:** GAIL supplies more than 10% of the gas consumed by gas-based power plants
- **CGD sector:** GAIL supplies 25% of the gas to City Gas Distribution companies for supply of gas in CNG (T) and PNG (D) segment.
- **Others:** It includes Steel, Refineries, Sponge iron, Petrochemical, etc. which accounts for 15% of our gas distribution.
- **Overseas:** GAIL sale 12% of natural gas overseas

Natural Gas Transportation: Natural Gas Pipeline Infrastructure connects various gas sources to different gas markets to meet the existing/future natural gas demand of various Powers, Fertilizer, City Gas Distribution (CGD) and other industries in the Country.

GAIL annually caters to requirement of industrial customers across many sectors to meet their requirement of LLDPE & HDPE.

In Liquid Hydrocarbon segment, our prominent customers are various industries, domestic, commercial and auto sector.

## IV. Employees

## 18. Details as at the end of Financial Year:

## a. Employees and workers (including differently abled)\*:

| S. No.    | Particulars              | Total<br>(A) | Male    |           | Female  |           |
|-----------|--------------------------|--------------|---------|-----------|---------|-----------|
|           |                          |              | No. (B) | % (B / A) | No. (C) | % (C / A) |
| EMPLOYEES |                          |              |         |           |         |           |
| 1.        | Permanent (D)            | 4000         | 3722    | 93.05     | 278     | 6.95      |
| 2.        | Other than Permanent (E) | NIL          | NIL     | NIL       | NIL     | NIL       |
| 3.        | Total employees (D + E)  | 4000         | 3722    | 93.05     | 278     | 6.95      |
| WORKERS   |                          |              |         |           |         |           |
| 4.        | Permanent (F)            | 823          | 789     | 95.87     | 34      | 4.13      |
| 5.        | Other than Permanent (G) | 17501        | 17030   | 97.31     | 471     | 2.69      |
| 6.        | Total workers (F + G)    | 18324        | 17819   | 97.24     | 505     | 2.76      |

\*Including Board Members (Full-time), CVO and Permanent Employee: 4823

| S. No. | Name of the holding / subsidiary/ Associate companies/ joint ventures (A) | Indicate whether holding/ subsidiary/ Associate/ Joint Venture | % of shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No) |
|--------|---|--|-----------------------------------|--|
| 1.     | GAIL Gas limited  | Subsidiary   | 100.00                            | Yes  |
| 2.     | Tripura Natural Gas Company Limited                                       | Subsidiary   | 48.98                             | Yes  |
| 3.     | Konkan LNG Limited  | Subsidiary   | 93.50                             | Yes  |
| 4.     | GAIL Global (USA) Inc.  | Subsidiary   | 100.00                            | No   |
| 5.     | GAIL Global (Singapore)- Pte Ltd.   | Subsidiary   | 100.00                            | No   |
| 6.     | Bengal Gas Company Limited  | Subsidiary   | 88.13                             | No   |
| 7.     | Aavantika Gas Limited   | Joint Venture  | 49.99                             | Yes  |
| 8.     | Bhagyanagar Gas Limited   | Joint Venture  | 48.73                             | No   |
| 9.     | Central UP Gas Limited  | Joint Venture  | 25.00                             | Yes  |
| 10.    | Green Gas Limited   | Joint Venture  | 49.98                             | No   |
| 11.    | Indraprastha Gas Limited  | Associate  | 22.50                             | Yes  |
| 12.    | Indradhanush Gas Grid Limited   | Joint Venture  | 20.00                             | No   |
| 13.    | LLC Bharat Energy Office  | Associate  | 20.00                             | No   |
| 14.    | LNG Japonica Shipping Corporation Limited                                 | Associate  | 26.00                             | No   |
| 15.    | Mahanagar Gas Limited   | Associate  | 32.50                             | Yes  |
| 16.    | Maharashtra Natural Gas Limited   | Joint Venture  | 22.50                             | Yes  |
| 17.    | ONGC Petro Additions Limited (OPAL)                                       | Associate  | 49.21                             | Yes  |
| 18.    | ONGC Tripura Power Company (OTPC)   | Associate  | 26.00                             | Yes  |
| 19.    | Talcher Fertilizers Limited   | Joint Venture  | 33.33                             | No   |
| 20.    | Vadodara Gas Limited (VGL)  | Joint Venture  | 50.00                             | No   |

**21. (a) Names of holding / subsidiary / associate companies / joint ventures**

**V. Holding, Subsidiary and Associate Companies (including joint ventures)**

The turnover rate has been calculated as per the guidance from Guidance Note for Business Responsibility & Sustainability Reporting Format

|                            | FY 2022-23 (Turnover rate in current FY) |        |       | FY 2021-22 (Turnover rate in previous FY) |        |       | FY 2020-21 (Turnover rate in the year prior to previous FY) |        |       |
|----------------------------|--|--------|-------|---|--------|-------|---|--------|-------|
|                            | Male                                     | Female | Total | Male                                      | Female | Total | Male  | Female | Total |
| <b>Permanent Employees</b> | 4.29%                                    | 5.39%  | 4.37% | 4.82%                                     | 3.73%  | 4.75% | 2.84%   | 3.77%  | 2.91% |
| <b>Permanent Workers</b>   | 2.61%                                    | 0%     | 2.55% | 2.16%                                     | 2.74%  | 2.19% | 2.43%   | 2.63%  | 2.44% |

**20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)**

|                               | Board of Directors |                                    | Key Management Personnel |                                    |
|-------------------------------|--------------------|------------------------------------|--------------------------|------------------------------------|
|                               | Total              | 1 (Excluding Whole Time Directors) | Total                    | 1 (Excluding Whole Time Directors) |
| No. and percentage of Females | Total (A)          | No. (B)                            | % (B / A)                |                                    |
|                               | 12                 | 1                                  | 8.33                     | 0                                  |

**19. Participation/Inclusion/Representation of women**

| 6.                                    | Total workers (F + G)    | 34        | 29      | 85.29%    | 5       | 14.71%    |
|---------------------------------------|--------------------------|-----------|---------|-----------|---------|-----------|
| 5.                                    | Other than Permanent (G) | 0         | 0       | 0         | 0       | 0         |
| 4.                                    | Permanent(F)             | 34        | 29      | 85.29%    | 5       | 14.71%    |
| <b>DIFFERENTIALLY ABLED WORKERS</b>   |                          |           |         |           |         |           |
| 3.                                    | Total employees (D + E)  | 63        | 57      | 90.48%    | 6       | 9.52%     |
| 2.                                    | Other than Permanent (E) | 0         | 0       | 0         | 0       | 0         |
| 1.                                    | Permanent (D)            | 63        | 57      | 90.48%    | 6       | 9.52%     |
| <b>DIFFERENTIALLY ABLED EMPLOYEES</b> |                          |           |         |           |         |           |
| S. No.                                | Particulars              | Total (A) | No. (B) | % (B / A) | No. (C) | % (C / A) |
|                                       |                          |           | Male    |           | Female  |           |

**b. Differently abled Employees and workers:**

| S. No. | Name of the holding / subsidiary/ Associate companies/ joint ventures (A) | Indicate whether holding/ Subsidiary/ Associate/ Joint Venture | % of shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No) |
|--------|---|--|-----------------------------------|--|
| 21.    | Petronet LNG Limited  | Associate  | 12.50                             | Yes  |
| 22.    | Fayuom Gas Company  | Associate  | 19.00                             | No   |
| 23.    | China Gas Holding Limited   | Associate  | 2.76                              | No   |
| 24.    | TAPI Pipeline Company   | Joint Venture  | 5.00                              | No   |
| 25.    | Ramagundam Fertilizers and Chemicals Limited                              | Associate  | 14.72                             | No   |
| 26.    | Brahmaputra Cracker and Polymer Limited (BCPL)                            | Associate  | 70.00                             | Yes  |

**VI. CSR Details**

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes  
(ii) Turnover (in ₹): 1,43,976 crores (Gross Turnover- Standalone) (FY2022-23)  
(iii) Net worth\* (in ₹): 50,859.54 crore (FY2022-23)  
\*as per Companies' Act

**VII. Transparency and Disclosures Compliances**

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

| Stakeholder group from whom complaint is received   | Grievance Redressal Mechanism in Place (Yes/ No) (If yes, then provide web-link for grievance redress policy)                            | FY 2022-2023 Current Financial Year        |  |   | FY 2021-2022 Previous Financial Year       |  |   |
|---|--|--|--|---|--|--|---|
|   |  | 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  | 261  | 0  | These complaints are tracked through CPGRAMS portal.  | 243  | 0  | These complaints are tracked through CPGRAMS portal.  |
| Investors (other than shareholders)<br>Shareholders | Yes<br><a href="https://www.gailonline.com/IZQuarterlyCompliances.html">https://www.gailonline.com/IZQuarterlyCompliances.html</a> (CST) | 1209                                       | 0  |   | 12   | 0  | GAIL shares combined data for investors and Shareholders.   |
| Employees and workers                               | Yes  | 38   | 0  | 37 Nos received by Employee Relations department in Online Grievance System and 01 Nos received in CPGRAMS      | 10   | 0  |   |
| Customers   | Yes<br>Through customer value management survey, customer satisfaction survey  | 74   | 0  | 0   | 62   | 0  | The received customer complaints were successfully resolved with team's cooperation. No complaints were pending at the year end.  |
| Value Chain Partners                                | Yes  | 7  | 0  | These complaints are tracked through CPGRAMS portal.  | 28   | 0  | These complaints are tracked through CPGRAMS portal.  |
| Other (please specify)                              | Yes  | 34   | 0  | These 34 complaints are tracked through CPGRAMS portal (this no. excludes value chain partners and communities) | 79   | 0  | Out of these 79 complaints, 76 are tracked through CPGRAMS portal (this no. excludes value chain partners and communities) and 03 are from Independent External Monitors (IEM). |

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

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

| S. No. | Material issue Identified  | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity  | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|--|--|---|--|--|
| 1      | Resource Optimization and Operational Excellence (waste management, water management, energy management) | Opportunity                                | At GAIL, we always strive for optimum utilization of resources. We are disposing our high calorific waste to cement industry as a fuel in cement kiln for co-processing.<br><br>In energy management, we are actively exploring ways to expand our renewable power consumption, offsetting, improving and optimization process efficiency through Energy Audit, ISO 50001.  |  | Positive   |
| 2      | Business Growth  | Opportunity                                | GAIL currently operates ~17,600 km of Natural Gas and LPG pipeline network and markets two-third of the total amount of natural gas sold in the country. Additionally, 4,200 km of pipeline are under different stages of execution. Becoming a natural gas-based economy by increasing its share to 15% in the primary energy mix by 2030 is important to India's energy strategy. The GoI has a vision of establishing 'one nation one gas grid', indicating their commitment to build a gas-based economy. This nation-wide momentum has provided GAIL with the space for expansion. |  | Positive   |
| 3      | Stakeholder relationship management  | Opportunity                                | GAIL directly interacts with its local communities, customer, and other stakeholders to identify the most pressing needs, understand the lives of the less privileged, and provide appropriate strategic solutions. GAIL understands the favorable and adverse impact of its business operations on local communities and strives to minimize them. Stakeholder engagement helps GAIL in identifying evolving needs of its stakeholders and planning required actions to address the needs for continued business growth.   |  | Positive   |
| 4      | Net Zero/ Decarbonization  | Opportunity                                | GAIL is committed towards developing decarbonization capabilities in line with Government of India's vision. To achieve the above targets, the Company is currently in the process of developing a Net-Zero strategy roadmap by incorporating Science-Based Targets.  |  | Positive   |
| 5      | Human Capital Management (Employee wellbeing, employee engagement, diversity, and inclusion)             | Opportunity                                | GAIL recognizes the importance of having a strong human capital. Strong human capital helps us in maintaining our consistent business growth and contributing to the development of society at large. The Company takes various efforts to ensure that the employees are provided with conducive work environment and growth opportunities. As a result, the company's total employee turnover rate is 4.06%, which is a testament to its strong human capital management.  |  | Positive   |



| 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      | Health and Safety (customers, employees, and suppliers) | Risk                                       | Owing to our nature of business Health & Safety of our employees is a major risk for us. However, we take consistent efforts to avoid any health and safety related incidents. | Occupational Safety and health of the employees is of paramount importance to GAIL. The Company's investment in developing new assets is always assessed through the process for identification of hazards associated and risk analysis. At GAIL, all projects are approved for implementation only after the HAZOP study and Risk analysis. This helps us in not only reducing the risk associated but also enables us to take preventive measures at regular intervals. Effective emergency preparedness & response measures are also available at various installations of GAIL. | Negative   |

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

- P1 Business should conduct and govern themselves with Ethics, Transparency and Accountability**
- P2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle**
- P3 Businesses should promote the wellbeing of all employees**
- P4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized**
- P5 Businesses should respect and promote human rights**
- P6 Business should respect, protect, and make efforts to restore the environment**
- P7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner**
- P8 Businesses should support inclusive growth and equitable development**
- P9 Businesses should engage with and provide value to their customers and consumers in a responsible manner**

| Disclosure Questions  | P 1      | P 2   | P 3      | P 4      | P 5      | P 6   | P 7      | P 8         | P 9    |
|---|----------|-------|----------|----------|----------|-------|----------|-------------|--------|
| <b>Policy and management processes (Y= Yes)</b>   |          |       |          |          |          |       |          |             |        |
| 1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)   | Y        | Y     | Y        | Y        | Y        | Y     | Y        | Y           | Y      |
| b. Has the policy been approved by the Board? (Yes/No)  | Y        | Y     | Y        | Y        | Y        | Y     | Y        | Y           | Y      |
| c. Web Link of the Policies, if available   | Ref A, B | Ref D | Ref F, I | Ref D, I | Ref F, I | Ref D | Ref A, D | Ref E, D, I | Ref D, |
| All policies relevant to external stakeholders are hosted on GAIL Website: <a href="http://www.gailonline.com">http://www.gailonline.com</a> on following address.  |          |       |          |          |          |       |          |             |        |
| A. Code of Conduct  |          |       |          |          |          |       |          |             |        |
| 1. Board Members and Senior Management Personnel<br><a href="https://gailonline.com/pdf/InvestorsZone/CodeofConductason09042019.pdf">https://gailonline.com/pdf/InvestorsZone/CodeofConductason09042019.pdf</a> |          |       |          |          |          |       |          |             |        |

| Disclosure Questions   | P 1   | P 2      | P 3                     | P 4  | P 5   | P 6                                | P 7                           | P 8                          | P 9   |
|--|---|----------|-------------------------|--|---|------------------------------------|-------------------------------|------------------------------|-------|
|  | <p>2. Code of Fair Disclosure and Conduct- Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information<br/> <a href="https://gailonline.com/pdf/InvestorsZone/GAIL-Principles-of-Fair-Disclosures.pdf">https://gailonline.com/pdf/InvestorsZone/GAIL-Principles-of-Fair-Disclosures.pdf</a></p> <p>3. Code of Conduct to regulate, monitor and report trading by insiders - insider trading code<br/> <a href="https://gailonline.com/pdf/InvestorsZone/GAIL-Insider%20Trading%20Code%202018-10.04.2019.pdf">https://gailonline.com/pdf/InvestorsZone/GAIL-Insider%20Trading%20Code%202018-10.04.2019.pdf</a></p> <p>B. Fraud Prevention Policy - <a href="https://gailonline.com/pdf/others/FraudPreventionPolicy.pdf">https://gailonline.com/pdf/others/FraudPreventionPolicy.pdf</a></p> <p>C. MoU between GAIL (India) Ltd and TII<br/> <a href="https://gailonline.com/pdf/others/MOU-With-TII-23rd.July-2007.pdf">https://gailonline.com/pdf/others/MOU-With-TII-23rd.July-2007.pdf</a></p> <p>D. Sustainability Development Policy<br/> <a href="https://www.gailonline.com/pdf/Sustainability/Sustainability%20Policy10-02-2020.pdf">https://www.gailonline.com/pdf/Sustainability/Sustainability%20Policy10-02-2020.pdf</a></p> <p>E. GAIL CSR Policy <a href="https://gailonline.com/CSR_Policy.html">https://gailonline.com/CSR_Policy.html</a></p> <p>F. Re-Constitution of internal complaints committee in terms of Sexual Harassment of Women at Workplace<br/> <a href="https://gailonline.com/pdf/others/PolicyforPreventionProhibitionAndRedressalOfSexualHarassmentOfWomenAtWorkplace25042023.pdf">https://gailonline.com/pdf/others/PolicyforPreventionProhibitionAndRedressalOfSexualHarassmentOfWomenAtWorkplace25042023.pdf</a></p> <p>G. (1) GAIL Material Subsidiary Policy<br/> <a href="https://gailonline.com/pdf/InvestorsZone/GAILMaterialSubsidiarypolicyFinal2021.pdf">https://gailonline.com/pdf/InvestorsZone/GAILMaterialSubsidiarypolicyFinal2021.pdf</a><br/> (2) GAIL Related Party Transaction Policy<br/> <a href="https://gailonline.com/pdf/InvestorsZone/GAILRelatedPartyTransactionPolicyMarch2022.pdf">https://gailonline.com/pdf/InvestorsZone/GAILRelatedPartyTransactionPolicyMarch2022.pdf</a><br/> (3) GAIL Policy for determination of Materiality and Disclosure<br/> <a href="https://gailonline.com/pdf/InvestorsZone/GAILPolicyforDeterminationofMaterialityandDisclosure06102022.pdf">https://gailonline.com/pdf/InvestorsZone/GAILPolicyforDeterminationofMaterialityandDisclosure06102022.pdf</a></p> <p>H. Dividend Distribution Policy -<br/> <a href="https://gailonline.com/pdf/InvestorsZone/GAIL%20Dividend%20Distribution%20Policy.pdf">https://gailonline.com/pdf/InvestorsZone/GAIL%20Dividend%20Distribution%20Policy.pdf</a></p> <p>I. Policy on Diversity of Board of Directors -<br/> <a href="https://gailonline.com/pdf/InvestorsZone/Policy%20on%20Diversity%20of%20Board.pdf">https://gailonline.com/pdf/InvestorsZone/Policy%20on%20Diversity%20of%20Board.pdf</a></p> <p>J. Whistle Blower Policy<br/> <a href="https://gailonline.com/pdf/others/Circular_Whistle%20Blower%20Policy_12.02.2019-english.pdf">https://gailonline.com/pdf/others/Circular_Whistle%20Blower%20Policy_12.02.2019-english.pdf</a></p> |          |                         |  |   |                                    |                               |                              |       |
| 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   | Yes      | Yes                     | Yes  | Yes   | Yes                                | Yes                           | Yes                          | Yes   |
| 4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | Provisions of SEBI (Listing Obligation and Disclosure Requirements, 2015  | ISO 9001 | OHSAS 18001 / ISO 45001 | Schedule II Part D (3) of the SEBI Regulations, 2015 | Schedule II Part D (3) of the SEBI Regulations, 2015, Sec. 2(78) of Companies Act 2013 etc. | ISO 14001 ISO 50001 Greenco Rating | SDGs and National Commitments | Section 135 of Companies Act | SDGs  |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any. *   | Ref A   | Ref B    | Ref C                   | Ref D  | Ref E   | Ref F                              | Ref G                         | Ref D, H, I,                 | Ref J |
|  | <p>*GAIL (India) Limited is a Government Company under the administrative control of the Ministry of Petroleum &amp; Natural Gas (MoP&amp;NG). It has signed MoU with MoP&amp;NG which includes targets, and it is expected to achieve the targets set for the given reporting period. These targets are related to economic parameters like revenue, Total return to shareholders, Capex, EBITA etc., as well as expenditure on R&amp;D / innovation initiatives, procurement from MSMEs (marginalized groups and women), compliance with Company's Act etc. It also includes expansion of the National Gas Grid (NGG), Growth of Petrochemicals portfolio including PDHPP, and Cracker, investment in CGDs, etc. for the next decade for fostering the growth of GAIL.</p>  |          |                         |  |   |                                    |                               |                              |       |

| Disclosure Questions  | P 1  | P 2   | P 3   | P 4   | P 5   | P 6   | P 7   | P 8        | P 9   |
|---|--|-------|-------|-------|-------|-------|-------|------------|-------|
|   | <p>A. GAIL has committed to comply with the provision in Companies Act, 2013 (or SEBI (LODR) regulations in case of listed entities) on Corporate Governance such as: (i) Composition of Board of Directors (ii) Board Committees (Audit Committee, CSR Committee, Nomination and Remuneration Committee, Stakeholders Relationship Committee etc.) (iii) Holding Board Meetings (iv) Disclosure and Transparency</p> <p>B. Target for minimum expenditure on R&amp;D/innovation initiatives is INR 145.12 crores for FY 2022-23</p> <p>C. The Company has celebrated National Safety Week, observed Fire Services Week, World Environment Day and conducted other multiple seminars, programs, workshop, Onsite and Offsite mock drills for emergency preparedness and Health &amp; Safety improvement of Human Resources in CPSEs</p> <p>D. Procurement and timely payment to Micro Small and Medium Enterprises (25% of Procurement of goods and services through MSEs (including 4% from SC/ST MSEs and 3% from Women MSEs).</p> <p>E. GAIL (India) Limited is a public sector enterprise and has targets of zero non-compliance of human rights.</p> <p>F. Target to develop 3 GW renewable energy by 2030</p> <p>G. GAIL (India) Limited is a public sector enterprise and participates in official public consultation related to its business.</p> <p>H. DPE Guidelines on: (i). Guidelines on accessible India Campaign (Sugamya Bharat Abhiyan) (ii). Guidelines on implementation of the Apprenticeship Act, 1961 (iii). Guidelines issued from time to time on CSR expenditure by CPSEs</p> <p>I. 25% of Total Procurement from GeM portal</p> <p>J. GAIL's Net-zero target: 100 per cent reduction in Scope 1 and Scope 2 emissions and a 35 per cent reduction in scope 3 emissions by 2040</p> <p>K. Determined process and procedure as per government regulations for consumers which includes target for consumer satisfaction index</p>   |       |       |       |       |       |       |            |       |
| 6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met. | Ref A  | Ref B | Ref C | Ref D | Ref E | Ref F | Ref G | Ref D,H, I | Ref J |
|   | <p>A. The Company is complying with SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI LODR Regulations, 2015) including Regulation 17(1), 17(2A), 18(1), 19(1)/(2), 20 and 21 which is mainly related to Constitution of Board and other statutory committees viz. Audit Committee, Stakeholders Relationship Committee, Nomination and Remuneration Committee and Risk Management Committee.</p> <p>GAIL had received a communication from NSE &amp; BSE vide e-mail dated 14.06.2022 for non-compliance of Regulation 29(2) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 with respect to short notice in intimation of the date of Board meeting to consider recommendation of Final Dividend and imposed a fine of ₹ 11,800/- (including GST) each. In response to notice from NSE and BSE dated 14.06.2022, GAIL had requested NSE and BSE for waiver of fine levied by them. However, NSE did not acceded to GAIL request for waiver of fine and accordingly, fine was deposited to NSE.</p> <p>Further, due to non-appointment of requisite number of Independent Directors by Government of India, the company had requested BSE and NSE for waiver of fines amounting to ₹ 44,56,860/- and 58,72,860/- respectively imposed due to non-compliance with Regulation 17(2)/17 (2A) for the month ended September 30, 2021 &amp; December 31, 2021, Regulation 17(1) for the quarter ended March 31, 2020 to December 31, 2021, Regulation 18(1) for the quarter ended December 31, 2020 to December 31, 2021, Regulation 19(1)/ 19(2) for the quarter ended September 30, 2020 to December 31, 2021, Regulation 20(2)/(2A) for the quarter ended December 31, 2021 and Regulation 21(2) for the quarter ended December 31, 2021.</p> <p>Based on GAIL's continuous request for waiver of fine as per the Standard Operating Procedure issued by SEBI in this regard, aggregate fine of ₹ 58,72,860/- imposed by NSE was reduced to ₹ 10,66,720/- which was duly paid by the Company.</p> <p>B. The Company has incurred ₹ 180.71 crore in FY 22-23 on expenditure on R&amp;D/innovation initiatives</p> <p>C. The Company has celebrated National Safety Week and conducted other multiple seminars, programs, workshop, Onsite and Offsite mock drills for Health &amp; Safety improvement of Human Resources in CPSEs</p> |       |       |       |       |       |       |            |       |

| Disclosure Questions | P 1   | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|----------------------|---|-----|-----|-----|-----|-----|-----|-----|-----|
|                      | <p>D. In FY 22-23, the value of total procurement made from MSEs was ₹ 1541 crore, which is approximately 46.09 %.</p> <p>E. GAIL has received 34 human rights complaints in FY 2022-23. As a responsible Company, we are committed to complying with all human right regulations and practices.</p> <p>F. GAIL has a total installed capacity of 132 MW of renewable energy; out of which 118 MW are wind energy projects and 14.05 MW are solar energy projects. Company is setting up CBG plant based on 300 Tonnes Per Day (TPD) MSW in Bengaluru. GAIL is also setting up a 10 MW Electrolyser for production of 4.3 TPD Green Hydrogen at Vijaipur, Madhya Pradesh. GAIL has invested a cumulative ₹ 685.27 crores in renewable energy till FY 2022-23.</p> <p>G. GAIL participates in all public policy consultations and provides feedback related to its business for improvement in interest of the nation. It also complies and follows all regulations and policies applicable to its business.</p> <p>H. In FY 2022-23, GAIL has incurred CSR expenditure of ₹ 99.1 crores. i.e. 2.18% of the avg. net profit of the preceding three years after setting off the excess expenditure of previous financial years towards multiple CSR projects (These CSR projects fall under the focus areas of GAIL Hriday- Unnati, Ujjawal, Arogya, Sashakt, Kaushal, Harit, Saksham)</p> <p>I. In FY 2022-23, our procurement through GeM portal was ₹ 2,541 crores which is 74.40% of Total eligible Procurement from GeM portal (as per MoU)</p> <p>J. All the operational locations of GAIL have been proactively taking up various initiatives in line with company's goals such as Solar PV &amp; Roof top solar power plant, wind power plant, fugitive emission monitoring, improving energy efficiency and massive plantation. At corporate level, company has been focusing on energy transition initiatives such as CBG, ethanol blended petrol, green hydrogen and CCUS.</p> <p>k. GAIL complies with all regulations and follows all applicable procedures.</p> |     |     |     |     |     |     |     |     |

#### 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)

Please refer to the CMD message in GAIL Annual Report FY 22-23

|   |  |            |          |      |                     |             |     |                  |              |           |                |
|---|--|------------|----------|------|---------------------|-------------|-----|------------------|--------------|-----------|----------------|
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).   | <table><tr><td>DIN Number</td><td>07570165</td></tr><tr><td>Name</td><td>Sandeep Kumar Gupta</td></tr><tr><td>Designation</td><td>CMD</td></tr><tr><td>Telephone Number</td><td>011-26102077</td></tr><tr><td>Email id:</td><td>cmd@gail.co.in</td></tr></table>   | DIN Number | 07570165 | Name | Sandeep Kumar Gupta | Designation | CMD | Telephone Number | 011-26102077 | Email id: | cmd@gail.co.in |
| DIN Number  | 07570165   |            |          |      |                     |             |     |                  |              |           |                |
| Name  | Sandeep Kumar Gupta  |            |          |      |                     |             |     |                  |              |           |                |
| Designation   | CMD  |            |          |      |                     |             |     |                  |              |           |                |
| Telephone Number  | 011-26102077   |            |          |      |                     |             |     |                  |              |           |                |
| Email id:   | cmd@gail.co.in   |            |          |      |                     |             |     |                  |              |           |                |
| 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. | Yes, GAIL has a Sustainable Development Committee (SDC) of the Board to assess the BR performance of the Company. The SDC met 3 times in FY 2022-23. Further, GAIL has other sub-committees of the Board which meet from time to time. Role of SDC are formulating and monitoring of sustainable development plan and its execution, approval of Sustainability report and to review HSE Performance & emergency preparedness. |            |          |      |                     |             |     |                  |              |           |                |

#### 10. Details of Review of NGRBCs by the Company:

| Subject for Review   | Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee |    |    |    |    |    |    |    |    | Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify) |    |    |    |    |    |    |    |    |
|--|---|----|----|----|----|----|----|----|----|--|----|----|----|----|----|----|----|----|
|  | P1  | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P1   | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
| Performance against above policies and follow up action  | Y   | Y  | Y  | Y  | Y  | Y  | Y  | Y  | Y  | Annually/ Half yearly/Quarterly*   |    |    |    |    |    |    |    |    |
| Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances | Y   | Y  | Y  | Y  | Y  | Y  | Y  | Y  | Y  |  |    |    |    |    |    |    |    |    |

\*We are complying with all statutory requirements and performance review is done as per the requirement.

|   |   |    |    |    |    |    |    |    |    |
|---|---|----|----|----|----|----|----|----|----|
| 11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency. | P1  | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|   | Yes, GAIL publishes an externally assured Sustainability Report annually as per the GRI standard. Name of the external Agency: Bureau Veritas |    |    |    |    |    |    |    |    |

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

| Questions  | P1             | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|--|----------------|----|----|----|----|----|----|----|----|
| The entity does not consider the Principles material to its business (Yes/No)  | Not Applicable |    |    |    |    |    |    |    |    |
| The entity is not at a stage where it is able to formulate and implement the policies on specified principles (Yes/No) |                |    |    |    |    |    |    |    |    |
| The entity does not have the financial or/human and technical resources available for the task (Yes/No)                |                |    |    |    |    |    |    |    |    |
| It is planned to be done in the next financial year (Yes/No)   |                |    |    |    |    |    |    |    |    |
| Any other reason (please specify)  |                |    |    |    |    |    |    |    |    |

**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 programs on any of the principles during the financial year:**

| Segment                           | Total number of training and awareness programs held   | Topics / principles covered under the training and its impact   | % age of persons in respective category covered by awareness programs |
|-----------------------------------|--|---|---|
| Board of Directors                | 51 number of training programs /function/ seminar held on multiple occasions. (GAIL has conducted several training and awareness programs for its employees, workers, and senior leadership through the year on various topics. Details of these programs are available on our website as well as social media platforms.) | Business Familiarization Programs, Capacity building for directors/ KMPs including key regulatory changes in laws, CSR activities etc., | 100   |
| Key Managerial Personnel          |  |   | 100   |
| Employees other than BoD and KMPs |  | Technical, functional safety, managerial & behavioral topics in line with the nine principles.  | 11.30   |
| Workers                           |  |   | 9.4   |

**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 based on 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 the regulatory/ enforcement agencies/ judicial institutions | Amount (In ₹) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
|-----------------|-----------------|---|---------------|-------------------|--|
| Penalty/ Fine   | NIL             | NIL   | 0             | NIL               | NIL                                    |
| Settlement      | NIL             | NIL   | 0             | NIL               | NIL                                    |
| Compounding fee | NIL             | NIL   | 0             | NIL               | NIL                                    |

**Non-Monetary**

|              | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Brief of the Case | Has an appeal been preferred? (Yes/ No) |
|--------------|-----------------|---|-------------------|---|
| Imprisonment | NIL             | NIL   | NIL               | NIL                                     |
| Punishment   | NIL             | NIL   | NIL               | NIL                                     |

**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.**

| Case Details | Name of the regulatory/ enforcement agencies/ judicial institutions |
|--------------|---|
| NA           | NA  |



**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.**

GAIL, its Subsidiaries as well as Joint Ventures (JVs), which are under jurisdiction of CVO, GAIL, follow guidelines and circulars of the Central Vigilance Commission in dealing with issues related to bribery or corruption. As per the guidelines of Central Vigilance Commission, GAIL has adopted provision of Integrity Pact (IP) in procurement in its tenders. Integrity Pact provides independent platform for monitoring compliance to established procedures, policies and guidelines of the Govt. of India and CVC in tendering and resolution of complaints, if any. Presently, GAIL has a panel of three Independent External Monitors (IEMs), to monitor the implementation of IP in all tenders. Whistle Blower Policy has been adopted by GAIL. The policy is applicable to employees and Directors of GAIL. The policy provides a channel for employees to report genuine concerns about unethical behavior or frauds and also safeguards a Whistle Blower from any victimization for detection, prevention and reporting of Frauds or suspected frauds, GAIL has framed a Fraud Prevention Policy which is applicable to GAIL. The policy applies to fraud or suspected fraud in connection with business transaction(s) with GAIL committed by director(s), employee(s), trainees, apprentice, ex-employee(s) working as advisor(s), person(s) engaged on adhoc/ temporary/ contract basis, vendor(s), supplier(s), contractor(s), customer(s), lender(s), consultant(s), service provider(s), any outside agency(ies) or their representative(s), employees of such agencies and/or any other parties.

The Whistle blower policy Circular Whistle Blower Policy\_12.02.2019-english.pdf (gailonline.com) provides a channel for employees to report genuine concerns about unethical behavior or frauds and safeguards a Whistle Blower from any victimization & avoid any adverse action against the employee reporting the concern via vigil mechanism. A protected disclosure can be addressed and sent to the chairman of audit committee & confidentiality of the disclosure is maintained. Screening committee reviews the disclosure and disciplinary proceedings are initiated against the culprit on finding guilty.

Link of GAIL Fraud Prevention Policy - [FraudPreventionPolicy.pdf \(gailonline.com\)](#) and link of Nominated Nodal Officer(S) for fraud Prevention Policy - [NominatedNodalOfficersforFraudPreventionPolicy.pdf \(gailonline.com\)](#)

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

During the year, action against one of the Functional Director was taken by CBI.

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

|  | FY2022-23 (Current Financial Year) |         | FY2021-22 (Previous Financial Year) |         |
|--|------------------------------------|---------|-------------------------------------|---------|
|  | Number                             | Remarks | Number                              | Remarks |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | 0                                  | NIL     | 0                                   | NIL     |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs      | 0                                  | NIL     | 0                                   | NIL     |

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

Not Applicable

**Leadership Indicators**

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

| Total number of awareness programs held   | Topics / principles covered under the training | %age of value chain partners covered (by value of business done with such partners) under the awareness programs |
|---|--|--|
| 20 Vendor Development Programmes for MSEs (including 4 Special Vendor Development Programmes/Hand Holding Sessions especially for MSEs owned by SC/ST & Women Entrepreneurs) were conducted | Principle 1, 2 & 3                             | 100%   |

We conduct multiple training and awareness sessions across GAIL India as part of regular business requirements.

**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, GAIL fosters culture of ethics and trust. To avoid conflict of interest, the company promotes responsibility among all the stakeholders. Whenever any director has a direct or indirect stake in an agenda/matter, they would refrain from participating in the discussion. Each director gives the disclosure of his interest in any Company or body's corporate firm, or other association of individuals by giving a notice in writing; and the same is put up to the board. The policy is governed by SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Amended from time to time) and the Companies Act, 2013. It also includes materiality policies and recommendations for handling transactions involving related parties. Link of the policy is mentioned below: [GAILRelatedPartyTransactionPolicyMarch2022.pdf \(gailonline.com\)](#)

**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.**

|   | 2022-23                | 2021-22                | Details improvements of environmental & social impacts  |
|---|------------------------|------------------------|---|
| R&D (Revenue expenditure on Collaborative Research works) * | INR 12.39 crore (7%)   | INR-11.73 crore (5%)   | This year our collaborative R&D efforts are mainly focused on Waste valorization & Wastewater recycling, CO <sub>2</sub> separation, pipeline integrity management and Indigenous catalyst development etc.                                   |
| Capex (Innovation activities) #                             | INR 168.32 crore (93%) | INR 231.97 crore (95%) | Innovation and developmental projects are being implemented at various GAIL sites through technology renewal and modernization works which in general bring benefits in terms of improved process/efficiency/safety and/or cost minimization, |
| <b>Total (crore)</b>  | <b>180.71</b>          | <b>243.70</b>          |   |

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

**Yes**

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

- Yes. At GAIL, we have green procurement practices which enables transparent, fair, competitive, cost effective and environment friendly procurement practices. There is a dedicated portal facilitated for all e-tenders which can be accessed at -: GAIL (India) Limited | Tender:- (gailonline.com).
- The e-tenders have contributed to reduction of use of paper and evolved as a green initiative of Company. Our IT department along with support of other departments works efficiently to ensure seamless functioning of the portal and helps in providing our extended IT services.
- GAIL has introduced the Document Transmittal System for signing and countersigning of the bulky contract documents in Projects. In which the bulky documents are signed by the GAIL official via digital means without taking out the printout of the documents. This digitally signed contract document is transmitted online to the contractor, who in-turn countersigned the document and send it back to GAIL.
- Provision for Green Packaging has been incorporated in tenders of GAIL.
- Star rating of electrical equipment.
- Procurement of new lighting and lighting fixture of LED only.
- Automatic switching off the light in utility area to avoid extra consumption of power.
- GAIL has also introduced the startup policy wherein registered Startups are exempted from mandatory requirement of meeting the Technical BEC. All the bidders are required to confirm acceptance to our General Conditions of Contracts wherein they confirm abiding to all provisions relating to impact on (a) society, (b) environment, (c) labor practice (d) human rights aspects. Further, most of the requirement for goods and services is met locally & approx. ~88% goods are sourced locally.

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.**

In our waste management process, we aim to minimize both hazardous and non-hazardous waste. Additionally, we follow 3-R strategy of Reducing, Reusing, Recycling at GAIL sites, accelerating progress towards our waste reduction goal. For exploring more ideas of waste reduction at source or through small changes in operation, we carry out waste audits through internal and external agencies (SPCB/third party audits), it also helps in mapping our waste management compliances as per the regulations. We are proudly sharing that no waste related impact of business operations or product were found as per the waste audits.

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.**

Yes, GAIL Pata has been registered as Brand Owner as well as Importer under the Plastic Waste Management Rules, 2016 on the Centralized EPR Portal of CPCB. As per the latest amendments to the Plastic Waste Management Rules, 2016, the purchase of EPR Certificates equivalent to the EPR Targets serves the purpose of waste collection plan. EPR Certificates for 995 MT and 2885 MT for the FY 2021-22 and FY 2022-23 respectively have been purchased by GAIL Pata in compliance to the EPR targets for the respective FYs. Further, GAIL Vijaipur has also taken EPR certificate from CPCB for importing batteries.

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?

Leadership Indicators

| NIC     | Code           | Name of Product/ Service | % of total Turnover contributed | Boundary for which the Life Cycle Perspective/ Assessment was conducted | Whether conducted by independent external agency (Yes/ No) | Results communicated in public domain (Yes/ No)<br>If yes provide web-link |
|---------|----------------|--------------------------|---------------------------------|---|--|--|
| 33330   | Naphtha        |                          | 0.34                            | Within Gate to Gate (system boundary) For Pata Plant <sup>1</sup>       | Yes  | No   |
| 3411063 | Pentane        |                          | 0.20                            | Within Gate to Gate (system boundary) For Pata Plant                    | Yes  | No   |
| 3411068 | Propane        |                          | 0.25                            | Within Gate to Gate (system boundary) For Pata Plant                    | Yes  | No   |
| 3341004 | LPG            |                          | 4.3                             | Within Gate to Gate (system boundary) For Pata Plant                    | Yes  | No   |
| 3342004 | Ethylene       |                          | 0.00                            | Within Gate to Gate (system boundary) For Pata Plant                    | Yes  | No   |
| 3342008 | Propylene      |                          | 0.24                            | Within Gate to Gate (system boundary) For Pata Plant                    | Yes  | No   |
| 3337000 | Mixed Fuel Oil |                          | 0.18                            | Within Gate to Gate (system boundary) For Pata Plant                    | Yes  | No   |

<sup>1</sup> The LCA is currently conducted only for 1 plant (i.e., PATA), the LCA for other plants will also be conducted in future.

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.

| Sr. No. | Name of the product | Description of the risk  | Action Taken  |
|---------|---------------------|--|---|
| 1       | Naphtha             | <b>High Risk:</b> Global warming<br><b>Moderate risk:</b> Marine Ecotoxicity, Human Carcinogenic toxicity and freshwater ecotoxicity | GAIL has developed a decarbonization strategy in extension to its Net zero target of 2040 (Scope 1 & Scope 2). CBG, Renewable energy projects, green hydrogen, efficiency improvement are few of the key levers identified to help achieve this ambitious target. These products are handled in the closed system and regular leak checks are done to attend leaks, if any. |
| 2       | Pentane             |  |   |
| 3       | Propane             |  |   |
| 4       | LPG                 |  |   |
| 5       | Ethylene            |  |   |
| 6       | Propylene           |  |   |
| 7       | Mixed Fuel Oil      |  |   |

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

| Indicate Input Material                            |  |            |
|--|--|------------|
| FY 2022-23   |  | FY 2021-22 |
| Recycled or Reuse Input material to total material |  | ~1%        |

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tons) reused, recycled, and safely disposed, as per the following format:

| FY 2022-23 Current Financial Year |          |                 |        |          |                 | FY 2021-22 Previous Financial Year |
|-----------------------------------|----------|-----------------|--------|----------|-----------------|------------------------------------|
| Reused                            | Recycled | Safely Disposed | Reused | Recycled | Safely Disposed |                                    |
| 0                                 | 2885     | 0               | 0      | 995      | 0               |                                    |
| Plastics (including packaging)    |          |                 |        |          |                 | 0                                  |
| E-waste                           | 0        | 0               | 0      | 0        | 0               | 0                                  |
| Hazardous waste                   | 0        | 0               | 0      | 0        | 0               | 0                                  |
| Other waste                       | 0        | 0               | 0      | 0        | 0               | 0                                  |

There is no scope of reclaiming product packaging in case of natural gas transmission and marketing. GAIL's polymer packing is being recycled through the secondary and tertiary markets.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category. (Reclaimed products and their packaging materials Indicate product category as % of total products sold in respective category)

| Indicate product category | Reclaimed products and their packaging materials as % of total products sold in respective category       |
|---------------------------|---|
|                           | NIL, there is no scope of reclaiming product packaging in case of natural gas transmission and marketing. |

**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:**

Employee benefits include salaries, wages, Contributory provident fund, gratuity, leave encashment towards un-availed leave, compensated absences, post-retirement medical benefits and other terminal benefits. All short-term employee benefits are recognized at their undiscounted amount in the accounting period in which they are incurred

| Category                       | Percentage of employees covered by |                  |           |                    |           |                    |           |                    |           |                     |           |
|--------------------------------|------------------------------------|------------------|-----------|--------------------|-----------|--------------------|-----------|--------------------|-----------|---------------------|-----------|
|                                | Total (A)                          | Health insurance |           | Accident insurance |           | Maternity benefits |           | Paternity Benefits |           | Day Care facilities |           |
|                                |                                    | Number (B)       | % (B / A) | Number (C)         | % (C / A) | Number (D)         | % (D / A) | Number (E)         | % (E / A) | Number (F)          | % (F / A) |
| Permanent employees            |                                    |                  |           |                    |           |                    |           |                    |           |                     |           |
| Male                           | 3,722                              | 3,722            | 100       | 3,722              | 100       | N/A                | N/A       | 3,722              | 100       | 0                   | 0         |
| Female                         | 278                                | 278              | 100       | 278                | 100       | 278                | 100       | N/A                | N/A       | 0                   | 0         |
| Total                          | 4,000                              | 4,000            | 100       | 4,000              | 100       | 278                | 6.95      | 3,722              | 93.05     | 0                   | 0         |
| Other than Permanent employees |                                    |                  |           |                    |           |                    |           |                    |           |                     |           |
| Male                           | 0                                  | 0                | 0         | 0                  | 0         | 0                  | 0         | 0                  | 0         | 0                   | 0         |
| Female                         | 0                                  | 0                | 0         | 0                  | 0         | 0                  | 0         | 0                  | 0         | 0                   | 0         |
| Total                          | 0                                  | 0                | 0         | 0                  | 0         | 0                  | 0         | 0                  | 0         | 0                   | 0         |

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

| Category                     | % of workers covered by |                  |           |                    |           |                    |           |                    |           |                     |           |
|------------------------------|-------------------------|------------------|-----------|--------------------|-----------|--------------------|-----------|--------------------|-----------|---------------------|-----------|
|                              | Total (A)               | Health insurance |           | Accident insurance |           | Maternity benefits |           | Paternity Benefits |           | Day Care facilities |           |
|                              |                         | Number (B)       | % (B / A) | Number (C)         | % (C / A) | Number (D)         | % (D / A) | Number (E)         | % (E / A) | Number (F)          | % (F / A) |
| Permanent workers            |                         |                  |           |                    |           |                    |           |                    |           |                     |           |
| Male                         | 789                     | 789              | 100       | 789                | 100       | N/A                | N/A       | 789                | 100       | Nil                 | 0         |
| Female                       | 34                      | 34               | 100       | 34                 | 100       | 34                 | 100       | N/A                | N/A       | Nil                 | 0         |
| Total                        | 823                     | 823              | 100       | 823                | 100       | 34                 | 4.13      | 789                | 95.87     | 0                   | 0         |
| Other than Permanent workers |                         |                  |           |                    |           |                    |           |                    |           |                     |           |
| Male                         | 17,030                  | 17,030           | 100       | 17,030             | 100       | N/A                | N/A       | 17,030             | 100       | Nil                 | 0         |
| Female                       | 471                     | 471              | 100       | 471                | 100       | 471                | 100       | N/A                | N/A       | Nil                 | 0         |
| Total                        | 17,501                  | 17,501           | 100       | 17,501             | 100       | 471                | 2.69      | 17,030             | 97.31     | 0                   | 0         |

**2. Details of retirement benefits, for Current FY and Previous Financial Year.**

All permanent employees of GAIL are entitled under Provident Fund and contract labor are covered under Employees State Insurance Scheme, Workmen's Compensation Act, other statutory benefits / payments, etc. At GAIL, it is compulsory for the contractors to cover their respective labor under accident insurance.

| Benefits | FY 2022-23 Current Financial Year                 |  |  | FY 2021-22 Previous Financial Year                 |  |  |
|----------|---|--|--|--|--|--|
|          | No. of employees covered as a % of total employee | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| PF       | 100   | 100  | Y  | 100  | 100  | Y  |

| Benefits | FY 2022-23 Current Financial Year                 |  |  | FY 2021-22 Previous Financial Year                 |  |  |
|----------|---|--|--|--|--|--|
|          | No. of employees covered as a % of total employee | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| Gratuity | 100   | 100  | Y  | 100  | 100  | Y  |
| ESI      | 100   | 100  | Y  | 100  | 100  | Y  |
| Others   | 0   | 0  | N.A.   | 0  | 0  | N.A.   |

### 3. Accessibility of workplaces

**Are the premises / offices of the entity accessible to differently abled employees and workers, 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, our offices are accessible to differently abled employees and workers via wheelchairs/ lifts. Any modification in the building structure or in company policy are made in accordance with the requirements of Persons with Disabilities Act, 2016.

### 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.

GAIL complies with the Presidential Directives and other instructions and guidelines issued by the Government of India for providing reservation, relaxations, concessions, etc. for Persons with Disabilities (PWDs) in Direct Recruitment.

### 5. Return to work and Retention rates of permanent employees and workers that took parental leave.

| Gender | Permanent employees and workers (FY 2022-23) |                |
|--------|--|----------------|
|        | Return to work rate                          | Retention rate |
| Male   | 98.9%  | 100%           |
| Female | 54.2%  | 100%           |
| Total  | 93.5%  | 100%           |

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

GAIL has multiple online grievances portal including Grievances Redressal System to address the grievances of employees. This portal works on three tier system for quick resolve and monitoring of the system. The HR in charge is accountable to register the complaint and resolve it within 10 days period. Further, escalations can be raised to corporate HR in case of delay or unsatisfactory resolve or outcome. Whole process is designed to be completed within 15 days after escalation.

|                                       | Yes/No (If yes, then give details of the mechanism in brief) |
|---------------------------------------|--|
| <b>Permanent Workers</b>              | Yes  |
| <b>Other than Permanent Workers</b>   | Yes  |
| <b>Permanent Employees</b>            | Yes  |
| <b>Other than Permanent Employees</b> | Yes  |

### 7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

At GAIL, employees have the right to raise any concerns, either openly or anonymously, without any negative consequence. The Company provides its workforce the freedom to join employees or workers associations and form labor unions within the ambit of statutory provisions and code of conduct. Rights to Freedom of Association and Collective Bargaining by recognizing and supporting various employee associations such as Workers' Unions, Women's Forums, SC/ ST Employees Association, etc., is done. Presently, there are three employee and worker associations operational in GAIL, i.e., GAIL Employees Association (GEA), GAIL Karamchari Sangh (GKS) and GAIL SC/ST Employee's Welfare Association (GSEWA). As on 31st March 2023, 16.62% of GAIL's total employee strength are the members of these associations.



| Category                         | FY 2022-23 (Current Financial Year)                |  |           | FY 2021-22 (Previous Financial Year)               |  |           |
|----------------------------------|--|--|-----------|--|--|-----------|
|                                  | Total employees/Workers in respective category (A) | No. of employees/Workers in respective category, who are part of association(s) or Union (B) | % (B / A) | Total employees/Workers in respective category (C) | No. of employees/Workers in respective category, who are part of association(s) or Union (D) | % (D / C) |
| <b>Total Permanent Employees</b> | 0  | 0  | 0         | 0  | 0  | 0         |
| - Male                           | 0  | 0  | 0         | 0  | 0  | 0         |
| - Female                         | 0  | 0  | 0         | 0  | 0  | 0         |
| <b>Total Permanent Workers</b>   | 823  | 823  | 100       | 860  | 860  | 100       |
| - Male                           | 789  | 789  | 100       | 824  | 824  | 100       |
| - Female                         | 34   | 34   | 100       | 36   | 36   | 100       |

8. Details of training given to employees and workers:

| Category  | FY 2022-23 (Current Financial Year) |                               |           |                      |           | FY 2021-22 (Previous Financial Year) |                               |           |                      |           |
|-----------|-------------------------------------|-------------------------------|-----------|----------------------|-----------|--------------------------------------|-------------------------------|-----------|----------------------|-----------|
|           | Total (A)                           | On Health and safety measures |           | On Skill upgradation |           | Total (D)                            | On Health and safety measures |           | On Skill upgradation |           |
|           |                                     | No. (B)                       | % (B / A) | No. (C)              | % (C / A) |                                      | No. (E)                       | % (E / D) | No. (F)              | % (F / D) |
| Employees |                                     |                               |           |                      |           |                                      |                               |           |                      |           |
| Male      | 3,718*                              | 708                           | 19.04     | 1,327                | 35.70     | 3,621                                | 1,161                         | 32.06     | 1,928                | 53.24     |
| Female    | 278                                 | 26                            | 9.35      | 151                  | 54.32     | 272                                  | 56                            | 20.59     | 137                  | 50.37     |
| Total     | 3,996*                              | 734                           | 18.37     | 1,478                | 36.98     | 3,893                                | 1,217                         | 31.26     | 2,065                | 53.04     |
| Workers   |                                     |                               |           |                      |           |                                      |                               |           |                      |           |
| Male      | 789                                 | 160                           | 20.28     | 130                  | 16.48     | 824                                  | 824                           | 100       | 824                  | 100       |
| Female    | 34                                  | 0                             | 0         | 7                    | 20.59     | 36                                   | 36                            | 100       | 36                   | 100       |
| Total     | 823                                 | 160                           | 19.44     | 137                  | 16.65     | 860                                  | 860                           | 100       | 860                  | 100       |

Health and Safety awareness session are conducted for all the employees and workers. However, dedicated long and short duration trainings on specific Health and Safety measures were undertaken as per the above table.

\*Excluding board members

9. Details of performance and career development reviews of employees and worker:

| Category         | FY 2022-23 (Current Financial Year) |              |            | FY 2021-22 (Previous Financial Year) |              |            |
|------------------|-------------------------------------|--------------|------------|--------------------------------------|--------------|------------|
|                  | Total (A)                           | No. (B)      | % (B / A)  | Total (C)                            | No. (D)      | % (D / C)  |
| <b>Employees</b> |                                     |              |            |                                      |              |            |
| Male             | 3,722                               | 3,722        | 100        | 3,621                                | 3,621        | 100        |
| Female           | 278                                 | 278          | 100        | 272                                  | 272          | 100        |
| <b>Total</b>     | <b>4,000</b>                        | <b>4,000</b> | <b>100</b> | <b>3,893</b>                         | <b>3,893</b> | <b>100</b> |
| <b>Workers</b>   |                                     |              |            |                                      |              |            |
| Male             | 789                                 | 789          | 100        | 824                                  | 824          | 100        |
| Female           | 34                                  | 34           | 100        | 36                                   | 36           | 100        |
| <b>Total</b>     | <b>823</b>                          | <b>823</b>   | <b>100</b> | <b>860</b>                           | <b>860</b>   | <b>100</b> |

**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, HSE Management System of GAIL has been formulated in-line with Oil Industry Safety Directorate's Standard on "Safety Management System in Petroleum Industry". Accordingly, 18 elements have been identified to be part of Health, Safety and Environment Management System (HSEMS) which are applicable to all activities of GAIL (India) Limited. The HSE documents provides a set of requirements and guidelines against each element for implementation across the GAIL installations. GAIL has also introduced SAP based HSE management system which has multiple functionalities such as incident management system (safety observation, recording near miss and incident/accident), risk assessment and job safety analysis, management of change and safety audit/activity monitoring. All of these are embedded with the various elements of Corporate HSE policy.

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

HAZOP study and Risk Analysis is carried out during the design stage to identify various hazards and implement risk mitigation measures. System for identification of work-related hazards and assessing risks for routine and non-routine job/activity is in place. Routine activities are being managed through Standard Operating Procedure with Job Safety Analysis whereas non-routine activities are performed through Permit to Work, Standard Work Procedure/Instructions and Job Safety Analysis. Further, HAZOP study and Risk Analysis is also carried out at regular intervals and suitable risk mitigation measures are taken to prevent incidents. The non-routine basis of identifying hazards and risk is done via different statutory audits as mandated by OISD and PNGRB. These are also conducted to identify hazards and risks which comes under routine basis. This is done through Job Safety Analysis (JSA), review of SOP's periodically, reporting of Near Misses and their mitigation, reporting of safety observations and their mitigation and also dissemination of information on incident case studies to make aware about various incidents and to prevent such incidents in future. These are non-routine basis of identifying hazards and risks.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

Yes, we have an Online System for reporting Safety Observation (Unsafe Act/Condition) and Near-Miss. The platform allows the employees to report unsafe Act/condition for necessary and time bound action. System is facilitated to all employees for reporting of Safety Observation and Near-Miss in SAP. Contract Workers can also report such events through their GAIL Supervisor & also through manual process for necessary corrective actions. GAIL follows guidelines of PNGRB & OISD, for taking corrective action to address safety-related incidents.

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

Yes

**11. Details of safety related incidents, in the following format:**

| Safety Incident/Number  | Category  | FY 2022-23 Current Financial Year | FY 2021-22 Previous Financial Year |
|---|-----------|-----------------------------------|------------------------------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | 0.18                              | 0                                  |
|   | Workers   | 0                                 | 0                                  |
| Total recordable work-related injuries  | Employees | 0                                 | 0                                  |
|   | Workers   | 0                                 | 0                                  |
| No. of fatalities   | Employees | 0                                 | 0                                  |
|   | Workers   | 4                                 | 0                                  |
| High consequence work-related injury or ill-health (excluding fatalities)     | Employees | 0                                 | 0                                  |
|   | Workers   | 3                                 | 0                                  |

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

Safety Committee Meetings chaired by Occupier/Factory Manager are organized once in a quarter to discuss Occupational Health and Safety Issues of employees including contract workers. Work Permit System is in place to carry out non-routine jobs in safe manner, Job Safety Analysis of all non-routine critical activities are carried out to ensure safety of employees. We also carry out Medical Surveillance to assess the health of employees every year. Design, construction, operation, and maintenance are carried out by following applicable standards and codes. HSE management system is in place to ensure each activity is performed safely and with minimum risk. We also carry out Medical Surveillance to assess the health of employees involved in hazardous processes every year. Ambient air monitoring system is in place to ensure clean environment inside and around the plant premises.

**13. Number of Complaints on the following made by employees and workers:**

|                    | FY 2022-23 Current Financial Year |                                       |         | FY 2021-22 Previous Financial Year |                                       |         |
|--------------------|-----------------------------------|---------------------------------------|---------|------------------------------------|---------------------------------------|---------|
|                    | 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 | 04                                | 0                                     | -       | 05                                 | 0                                     | -       |
| Health & Safety    | 0                                 | 0                                     | -       | 0                                  | 0                                     | -       |

**14. Assessments for the year:**

|                             | % 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 & safety practices and working conditions.**

- SoPs are reviewed periodically
- Review of Work permit system carried out
- Review of various system including HSE Management system, F&S Policy, HSE Policy etc. carried

**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).**

Yes, we have system of compensatory package called "Death relief fund" for employees and workers in case of deaths. The contract workers are covered under the Employee's Compensation Act, 1923 and an Insurance Policy is obtained by the Contractor regularly for the grant of Death/Disability Benefits wherever Employees' State Insurance Act (ESI), 1948 is not applicable; and wherever ESI Act, 1948 is applicable, the contract workers are ensured benefits under ESI Act, 1948 through the contractor.

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

We have multiple mechanism and systems, which ensure about the statutory dues of our value chain partners. We have well defined processes and procedures which include all possible measures which have been complied by the entity such as contract clause, bill approval etc.

**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:**

No fatality occurred or there is no case of employee/worker who suffered high consequence work related injury / ill-health / in FY 2021-22 and FY 2022-23.

|           | Total no. of affected employees/ workers |                                    | No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment |                                    |
|-----------|--|------------------------------------|---|------------------------------------|
|           | FY 2022-23 Current Financial Year        | FY 2021-22 Previous Financial Year | FY 2022-23 Current Financial Year   | FY 2021-22 Previous Financial Year |
| Employees | 0  | 0                                  | 0   | 0                                  |
| Workers   | 0  | 0                                  | 0   | 0                                  |

**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)**

GAIL has conducted 76 skills management and lifelong learning programs to provide continued support and to increase the employability of retired employees.

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

|                             | % of value chain partners (by value of business done with such partners) that were assessed |
|-----------------------------|---|
| Health and safety practices | 100   |
| Working Conditions          | 100   |

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

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

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**

**Essential Indicators**

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

Stakeholder engagement is a critical aspect of GAIL's business. The Company takes responsibility to identify and meet the stakeholders' expectations to create long-term value for all stakeholders. The engagement with the stakeholders and understanding their concerns and interests is done through materiality assessment process.

For GAIL, stakeholder engagement is a multi-stage process of identifying and prioritizing the stakeholders, also identifying the means of and modes of the engagement and managing the stakeholder expectations. A list of individuals and groups whose interests are affected or could be affected by company's activities has been created and classified into internal and external stakeholder groups. The internal stakeholders comprise all the employees whereas the key external stakeholders comprise the remaining 12 stakeholder groups i.e., Government & Other Regulators, Investors, Suppliers, Customers, Joint Ventures and Subsidiaries, Industry Associations, Community, Contractors/Implementing Agencies, Academic and Research Institutions, NGOs /Civil Society Organizations, The public at large and Media

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

| Stakeholder Group  | Whether identified as Vulnerable & Marginalized Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other  | Frequency of engagement (Annually/Half yearly/ Quarterly/ Others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement  |
|--|--|--|--|--|
| Government and other regulators - External stakeholder     | No   | MOUs<br>Quarterly Progress Report<br>Annual Report   | Annual,<br>Monthly and<br>Need-based   | <ul style="list-style-type: none"> <li>Support government missions to promote sustainable development goals</li> <li>Support government in transitioning to a clean gas-based economy</li> <li>Relationship building</li> <li>Performance appraisal through MoUs</li> <li>Submission of progress reports</li> <li>Discussions on major investment plans</li> </ul> |
| Financial Institutions - Internal and External stakeholder | No   | <ul style="list-style-type: none"> <li>One on One Meetings with Investors</li> <li>Attending IR Conferences/ roadshows</li> <li>Conducting site visits for investment community</li> <li>Arranging Conference Calls for Investment Community</li> <li>Conducting Analyst Meets</li> <li>Publishing Public disclosures and quarterly financial results</li> <li>Conducting Press conferences</li> <li>Communication with Shareholders and GDR holder</li> </ul> | Annual,<br>Quarterly   | <ul style="list-style-type: none"> <li>Financial performance</li> <li>Share broad future strategies</li> <li>Get feedback and address concerns</li> <li>Seek approval from shareholders on major decisions</li> </ul>  |

| Stakeholder Group  | Whether identified as Vulnerable & Marginalized Group (Yes/No)                     | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other  | Frequency of engagement (Annually/Half yearly/ Quarterly/ Others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement  |
|--|--|--|--|--|
| Employees-Internal Stakeholder   | No   | <ul style="list-style-type: none"> <li>o Satisfaction surveys</li> <li>o Social Media</li> <li>o Grievance Redressal</li> <li>o Suggestion schemes</li> <li>o CMD open house</li> <li>o Various committees</li> <li>o GAIL Day celebration</li> <li>o Emails, Journals,</li> <li>o Meetings with employee Associations and unions</li> </ul>   | Annual, Quarterly, Monthly, daily  | <ul style="list-style-type: none"> <li>• Communication on GAIL's business goals, values, and principles</li> <li>• Action planning on major projects</li> <li>• Implementation of best practices</li> <li>• Facilitating learning and developing</li> <li>• Track key performance indicators and action plans</li> <li>• Understand and address concerns</li> <li>• Idea generation, sharing and learning</li> </ul> |
| Supplier – External Stakeholder  | Yes, some of the Company's Suppliers belong to the marginalized section of society | <ul style="list-style-type: none"> <li>o Supplier Meets</li> <li>o Industry Conclave</li> <li>o Access to High management level committee</li> <li>o Vendor development program/Vendor coaching programs</li> <li>o Hand-holding programs for SC/ST-owned MSEs</li> <li>o Pre-tender or pre-bid meeting for all tenders</li> <li>o Meets with micro and small enterprises</li> </ul> | Annual, Quarterly, Monthly, daily  | <ul style="list-style-type: none"> <li>• Communicate operational decisions</li> <li>• Seek their performance data/information</li> <li>• Understand and address their concerns</li> <li>• Dispute resolution</li> <li>• Review of Contracts</li> </ul>   |
| Customers-External stakeholder   | No   | <ul style="list-style-type: none"> <li>o Annual Customer Meet</li> <li>o Zonal Customer Meet</li> <li>o Customer Interactive Meet</li> <li>o Customer Satisfaction Survey</li> </ul>   | Annual, Quarterly  | <ul style="list-style-type: none"> <li>• To understand their satisfaction levels</li> <li>• To address operational concerns</li> <li>• To get feedback on new product development</li> </ul>   |
| Joint Ventures and Subsidiaries of GAIL (India) Limited - External stakeholder | No   | <ul style="list-style-type: none"> <li>o Need-based meetings</li> <li>o Reports and Newsletters</li> </ul>   | Need Based   | <ul style="list-style-type: none"> <li>• Discussions on major investment plans'</li> <li>• Sharing of performance data</li> <li>• Facilitate decision-making on major topics</li> </ul>  |
| Industry Associations-External stakeholder                                     | No   | <ul style="list-style-type: none"> <li>o Seminars</li> <li>o Conferences</li> <li>o Industry Expo</li> <li>o Interviews</li> <li>o Reports and Newsletters</li> </ul>  | Need Based   | <ul style="list-style-type: none"> <li>• Share performance data Inform on keys decisions and projects</li> <li>• Participate in conferences and seminars</li> <li>• Engage in public policy advocacy</li> </ul>  |



Leadership Indicators

| Stakeholder Group   | Whether identified as Vulnerable & Marginalized Group (Yes/No)                       | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Notice Board, Website), Other  | Frequency of engagement (Annually/Half yearly/ Quarterly/ Others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement  |
|---|--|--|--|--|
| Communities - External stakeholder                        | Yes  | o Meetings and direct interaction<br>o Community events<br>o Needs analysis and Impact Assessments<br>o CSR initiatives<br>o Corporate communications<br>o Materials | Need Based   | <ul style="list-style-type: none"> <li>Engaging with communities for conducting need assessment and executing development projects</li> <li>Understanding and addressing their concerns on critical incidents</li> <li>Community Grievances Redressal</li> </ul>   |
| Contractors/Implementing Agencies External stakeholder    | Yes, some of the Company's Contractors belong to the marginalized section of society | o Need-based meetings<br>o Meets<br>o Website  | Annual, Quarterly, Monthly, Daily  | <ul style="list-style-type: none"> <li>Communicate operational decisions</li> <li>To align their work with company policies and mandates (Compliance)</li> <li>Seek their performance data/information</li> <li>Understand and address their concerns</li> <li>Communicate obligations such as contract renewal, payments etc.</li> <li>Dispute resolution</li> <li>Review of Contracts</li> </ul> |
| Academic Institutions - External stakeholder              | No   | o Project meetings<br>o Periodic reviews<br>o Website<br>o Social media<br>o Press   | Need Based   | <ul style="list-style-type: none"> <li>Partner and participate in GALL research and development activities</li> </ul>  |
| NGOs / Civil Society Organizations - External stakeholder | No   | o Project meetings<br>o Annual reviews   | Need Based   | <ul style="list-style-type: none"> <li>Executing community development projects</li> <li>Understanding and addressing their concerns on critical incidents</li> </ul>  |
| Public at large-External stakeholder                      | No   | o Social media campaigns/posts etc.<br>o Community events<br>o CSR initiatives<br>o Corporate communications<br>o Materials such as website etc.<br>o Press          | Annual, Quarterly, Monthly, Daily  | <ul style="list-style-type: none"> <li>Participate and support GALL initiatives for public</li> <li>Converting passive citizens to an active consumer</li> <li>Brand awareness and improved brand recall</li> <li>Understanding and addressing their concerns on critical incidents</li> </ul>   |

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.**

Yes, GAIL conducts the materiality assessment exercise to examine the issues that are important to the business via multi-stage process of identifying and prioritizing stakeholders, identifying the means & mode of the engagement i.e., materiality survey and one-on-one discussions. Towards this end, the Company identifies important stakeholders who are involved in the materiality process and their perspectives are considered while assessing the key material concerns. This stakeholder feedback is used to determine the major ESG areas.

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

As part of our social commitment, GAIL spent more than the statutory mandated expenditure of 2% of average net profit of the preceding three years. CSR initiatives of your Company have benefitted people in various geographies of the nation in FY 2022-23.

Among many of our CSR programmes few are worth mentioning here. Under GAIL Arogya, healthcare facilities were extended to the underprivileged population through doorstep medical care facility provided through operation of Mobile Medical Units working towards providing clean drinking water and sanitation facilities. The various health initiatives undertaken by your Company have helped bridge gaps in existing health infrastructure. Under GAIL Kaushal, provided skill training in trades related to hydrocarbon sector, plastic product manufacturing, vocational training to visually impaired etc. The majority of these trained beneficiaries have been gainfully employed in various sectors with each beneficiary contributing to the growth in respective household income annually. Aids and assistance devices along with capacity building and skill development support were provided to approximately 7800 persons with disabilities (PWDs) under GAIL Saksham.

#### 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 2022-23 Current Financial Year |  |              | FY 2021-22 Previous Financial Year |                                   |              |
|------------------------|-----------------------------------|--|--------------|------------------------------------|-----------------------------------|--------------|
|                        | Total (A)                         | No. of employees / workers covered (B) | % (B / A)    | Total (C)                          | No. employees workers covered (D) | % (D / C)    |
| <b>Employees</b>       |                                   |  |              |                                    |                                   |              |
| Permanent              | 3,996*                            | 418                                    | 10.46        | 3,893                              | 393                               | 10.09        |
| Other than permanent   | 0                                 | 0                                      | 0            | 0                                  | 0                                 | 0            |
| <b>Total Employees</b> | <b>3,996*</b>                     | <b>418</b>                             | <b>10.46</b> | <b>3,893</b>                       | <b>393</b>                        | <b>10.09</b> |
| <b>Workers</b>         |                                   |  |              |                                    |                                   |              |
| Permanent              | 823                               | 14                                     | 1.70         | 860                                | 22                                | 2.56         |
| Other than permanent   | 0                                 | 0                                      | 0            | 0                                  | 0                                 | 0            |
| <b>Total Workers</b>   | <b>823</b>                        | <b>14</b>                              | <b>1.70</b>  | <b>860</b>                         | <b>22</b>                         | <b>2.56</b>  |

\*Excluding board members

2. **Details of minimum wages paid to employees and workers, in the following format:**

GAIL ensures that all of its facilities, which are spread across India, meet the minimum wage regulations set forth in The Minimum Wages Act, 1948. Actual pay is significantly higher than the minimum wage requirement, and it varies by state.

| Category             | FY 2022-23 Current Financial Year |                       |         |                        |           | FY 2021-22 Previous Financial Year |                       |           |                        |           |
|----------------------|-----------------------------------|-----------------------|---------|------------------------|-----------|------------------------------------|-----------------------|-----------|------------------------|-----------|
|                      | Total<br>(A)                      | Equal to Minimum Wage |         | More than Minimum Wage |           | Total<br>(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            | 4,000                             | 0                     | 0       | 4,000                  | 100       | 3,893                              | 0                     | 0         | 3,893                  | 100       |
| Male                 | 3,722                             | 0                     | 0       | 3,722                  | 100       | 3,621                              | 0                     | 0         | 3,621                  | 100       |
| Female               | 278                               | 0                     | 0       | 278                    | 100       | 272                                | 0                     | 0         | 272                    | 100       |
| Other than Permanent | 0                                 | 0                     | 0       | 0                      | 0         | 0                                  | 0                     | 0         | 0                      | 0         |
| Male                 | 0                                 | 0                     | 0       | 0                      | 0         | 0                                  | 0                     | 0         | 0                      | 0         |
| Female               | 0                                 | 0                     | 0       | 0                      | 0         | 0                                  | 0                     | 0         | 0                      | 0         |
| Workers              |                                   |                       |         |                        |           |                                    |                       |           |                        |           |
| Permanent            | 823                               | 0                     | 0       | 823                    | 100       | 860                                | 0                     | 0         | 860                    | 100       |
| Male                 | 789                               | 0                     | 0       | 789                    | 100       | 824                                | 0                     | 0         | 824                    | 100       |

| Category             | FY 2022-23 Current Financial Year |                       |         |                        |         | FY 2021-22 Previous Financial Year |                       |         |                        |         |
|----------------------|-----------------------------------|-----------------------|---------|------------------------|---------|------------------------------------|-----------------------|---------|------------------------|---------|
|                      | 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) |
| Female               | 34                                | 0                     | 0       | 34                     | 100     | 36                                 | 0                     | 0       | 36                     | 100     |
| Other than Permanent | 17501                             | 0                     | 0       | 17501                  | 100     | 17,084                             | 0                     | 0       | 17,084                 | 100     |
| Male                 | 17030                             | 0                     | 0       | 17030                  | 100     | 16,645                             | 0                     | 0       | 16,645                 | 100     |
| Female               | 471                               | 0                     | 0       | 471                    | 100     | 439                                | 0                     | 0       | 439                    | 100     |

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

GAIL ensures that all of its facilities, which are spread across India, meet the minimum wage regulations set forth in The Minimum Wages Act, 1948. Actual pay is significantly higher than the minimum wage requirement, and it varies by state.

|                                  | Male                               |   | Female |   |
|----------------------------------|------------------------------------|---|--------|---|
|                                  | Number                             | Median remuneration/salary/wages of respective category | Number | Median remuneration/salary/wages of respective category |
| Board of Directors (BoD)         | 05                                 | 323463  | 00     | 0   |
| Key Managerial Personnel         | 01(excluding Whole time Directors) | 233569  | 00     | 0   |
| Employees other than BoD and KMP | 3715                               | 146090.6  | 278    | 131602.2  |
| Workers                          | 789                                | 65691.36  | 34     | 60992   |

**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).**

Yes, all our policies fully confirm to human right principles, the constitution of India and all applicable labour laws. We are committed to strengthen fundamental human rights and ethical labour standards throughout our operations. The Labour policy and practices are aligned to international frameworks (including ILO convention) for human rights and labour practices related matters. To address the issues and impacts related to Human rights, an Officer-In-charge is appointed for each unit/office/installation. GAIL strictly prohibits Child labour in any form. There is a zero-tolerance policy against violation of human rights. These policies aim to sensitize employees and security personnel on the matter of human rights violations, and is extended to contractors and vendors as well. We also follow presidential guidelines and directives from government of India against discrimination of any form. We ensure freedom of speech across the organization and Associations (GAIL employee Association)/ Sanghs (GAIL Karamchari Sangh) have been formed by the employee for the same.

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

At GAIL, we have zero tolerance policy for any misconduct related to human rights. We have very transparent and approachable internal system to address and resolve any human rights related issues. There is an online system to register the grievances of employees. The portal uses a three-tiered structure to ensure that grievances are resolved quickly, and that the system is monitored often. The concerned HR In charge is accountable to register the complaint and resolve it within a period of 10 days of complaint registration. We also have helpdesk for redressing grievances related to human rights issues.

Link to online portals is given below--: [GAIL \(India\) Limited | Online Complaints-- \(gailonline.com\) https://www.gailonline.com/onlineComplaints.html](https://www.gailonline.com/onlineComplaints.html)

We have a women cell, and the main objective of the cell is to look after developmental needs of women employees. The cell member regularly connects with our women workforce to understand their problems, requirements or any kind of support required.

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

|                                   | FY 2022-23 Current Financial Year |                                       |         | FY 2021-22 Previous Financial Year |                                       |         |
|-----------------------------------|-----------------------------------|---------------------------------------|---------|------------------------------------|---------------------------------------|---------|
|                                   | 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                 | 0                                 | 0                                     | -       | 0                                  | 0                                     | -       |
| Discrimination at workplace       | 0                                 | 0                                     | -       | 0                                  | 0                                     | -       |
| Child Labour                      | 0                                 | 0                                     | -       | 0                                  | 0                                     | -       |
| Forced Labour/Involuntary Labour  | 0                                 | 0                                     | -       | 0                                  | 0                                     | -       |
| Wages                             | 0                                 | 0                                     | -       | 0                                  | 0                                     | -       |
| Other human rights related issues | 34                                | 0                                     | -       | 71                                 | 0                                     | -       |

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

GAIL strives to ensure no discrimination and harassment at workforce and has zero tolerance about any discrimination and harassment, a detailed enquiry is conducted, and serious action is taken if found guilty. We have dedicated policy on prevention, prohibition, and redressal of Sexual harassment of women at workplace. It is applicable to all the employees & workers at a workplace, including those enrolled through agents or contractor. It has a dedicated Grievance Redressal System, under which internal complaints committee at central level has been formed to take cognizance of complaints at workplaces. Awareness sessions are also conducted to enhance awareness among the workforces.

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

Yes

## 9. Assessment for the year

|                             | % of your plants and 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   |

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

We have multiple online portals and offline mechanisms to address and resolve the concern of our stakeholders. As a part of GAIL's commitment towards creating a safe workplace for all the employees, necessary steps are taken to ensure that employees are not subjected to any form of harassment and discrimination. Towards this end, GAIL has a defined policy in place for the prevention of sexual harassment at the workplace, Labour Policy in line with international frameworks (including ILO convention), Code of Conduct, CDA Rules, Standing Orders, Fraud Prevention Policy and Whistle Blower Policy against unfair labour practices.

### Leadership Indicators

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

For initial screening, GAIL has included the human rights clause for all the investment agreements and contract with suppliers. All the bidders are required to confirm acceptance to GAIL's General Conditions of Contracts wherein they confirm abiding to all provisions relating to impact on society, environment, labour practice and human rights aspects.

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

All of the new suppliers have been screened through Human Rights Criteria. GAIL strictly adheres to policy of having no child labor and forced labor. GAIL ensure payment of salary and

benefits including statutory payments to the regular workmen in terms of the Long-Term Settlement (LTS) arrived at through the process of collective bargaining. Further, GAIL ensure payment of wages and other statutory benefits to contract labors engaged through various contractors in various activities of GAIL. Specific contract provisions have been incorporated in the tenders/work orders and all contractors are required to abide by the same. GAIL also ensure providing proper working conditions in terms of various statutes. Further, GAIL ensures that there is no exploitation of any labour and no unfair labour practice exists.

## 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?

100% of offices are accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

## 4. Details of assessment of value chain partners

|                             | % of value chain partners (by value of business done with such partners) that were assessed |
|-----------------------------|---|
| Sexual Harassment           | 100   |
| Discrimination at Workplace | 100   |
| Child labour                | 100   |
| Forced/ involuntary labour  | 100   |
| Wages                       | 100   |
| Others – ESG                | 100   |

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

The suppliers are expected to adhere to the Supplier code of conduct and compliance based environmental and social criteria which are as per the clauses of human rights in the General Conditions of Contract. Adherence to both is also monitored by GAIL. As and when required, we also conduct capacity building initiatives for our suppliers.

## PRINCIPLE 6: Businesses 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 2022-23 (Current Financial Year) | FY 2021-22 (Previous Financial Year) |
|--|-------------------------------------|--------------------------------------|
| Total electricity consumption (A)  | 14,99,471 GJ                        | 19,83,078 GJ                         |
| Total fuel consumption (B)   | 4,66,73,781 GJ                      | 5,50,14,953 GJ                       |
| Energy consumption through other sources (C)   | 18,92,082 GJ                        | 15,28,339 GJ                         |
| <b>Total energy consumption (A+B+C)</b>  | <b>5,00,65,334 GJ</b>               | <b>5,85,26,370 GJ</b>                |
| Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) | 347.73 GJ/INR crore                 | 640.15 GJ/INR crore                  |

| Parameter   | FY 2022-23<br>(Current<br>Financial Year) | FY 2021-22<br>(Previous<br>Financial Year) |
|---|---|--|
| Energy intensity (optional) – the relevant metric may be selected by the entity | NA  | NA   |

**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.

Yes, GAIL (India) Limited {“GAIL”} engaged Bureau Veritas for carrying out an independent assurance of Sustainability Report for the reporting period from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

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.

Yes, GAIL's Pata plant is a designated Consumer under Bureau of Energy Efficiency (BEE) Performance, Achieve and Trade (PAT) Cycle IV. Yes, the target set under the PAT scheme of 6.17% reduction with baseline year of 2016-17 has been achieved.

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

| Parameter   | FY 2022-23<br>Current<br>Financial Year | FY 2021-22<br>Previous<br>Financial Year |
|---|---|--|
| <b>Water withdrawal by source (in Kilo Liter)</b>                                     |   |  |
| (i) Surface water   | 1,55,49,166                             | 2,02,21,035                              |
| (ii) Groundwater  | 1,46,214                                | 2,77,308.4                               |
| (iii) Third party water   | 0                                       | 0  |
| (iv) Seawater / desalinated water   | 0                                       | 0  |
| (v) Others (Municipal)  | 18,11,297                               | 16,89,174                                |
| <b>Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)</b>       | <b>1,75,06,677</b>                      | <b>2,21,87,517.1</b>                     |
| <b>Total volume of water consumption (in kiloliters)</b>                              | <b>1,75,06,677</b>                      | <b>2,21,87,517.1</b>                     |
| <b>Water intensity per rupee of turnover (Water consumed / turnover)</b>              | <b>121.59 KL/INR crore</b>              | <b>242.68 KL/INR crore</b>               |
| <b>Water intensity (optional) – the relevant metric may be selected by the entity</b> | <b>NA</b>                               | <b>NA</b>                                |

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

Yes, GAIL (India) Limited {“GAIL”} engaged Bureau Veritas for carrying out an independent assurance of Sustainability Report for the reporting period from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023

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

Most of the GAIL facilities are zero liquid discharge. Further GAIL Pata Petrochemical Plant is implementing Zero Liquid Discharge. For the other sites, discharge of water at manufacturing sites is monitored to validate compliance with Central Pollution Control Board (CPCB)/ State Pollution Control Board (SPCB) effluent limit. Wastewater from processes is treated, through effluent treatment plants (ETP). The treatment includes adjusting pH, removing suspended solids and reducing Biological Oxygen Demand (BOD), if any. Further, no water bodies were affected by the discharge.

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

| Parameter                           | Unit                  | FY 2022-23<br>Current<br>Financial<br>Year | FY 2021-22<br>Previous<br>Financial<br>Year |
|-------------------------------------|-----------------------|--|---|
| NOx                                 | Metric tons per Annum | 800  | 1142  |
| SOx                                 | Metric tons per Annum | 520  | 474   |
| Particulate matter (PM)             | Metric tons per Annum | 243  | 290   |
| Persistent organic pollutants (POP) | Metric tons per Annum | 0  | 0   |
| Volatile organic compounds (VOC)    | Metric tons per Annum | 88   | 53  |
| Hazardous air pollutants (HAP)      | Metric tons per Annum | 0  | 0   |
| Others– please specify (CO)         | Metric tons per Annum | 713  | 949   |

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

Yes, GAIL (India) Limited {“GAIL”} engaged Bureau Veritas for carrying out an independent assurance of Sustainability Report for the reporting period from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

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

| Parameter   | Unit                                      | FY 2022-23<br>Current<br>Financial<br>Year | FY 2021-22<br>Previous<br>Financial<br>Year |
|---|---|--|---|
| Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) | Metric tons of CO <sub>2</sub> Equivalent | 36,56,175                                  | 41,33,249                                   |
| Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) | Metric tons of CO <sub>2</sub> Equivalent | 3,19,380                                   | 4,34,135                                    |



| Parameter   | Unit   | FY 2022-23<br>Current<br>Financial<br>Year | FY 2021-22<br>Previous<br>Financial<br>Year |
|---|--|--|---|
| Total Scope 1 + Scope 2   | Metric tons of CO <sub>2</sub> Equivalent            | 39,75,555                                  | 45,67,383                                   |
| Total Scope 1 and Scope 2 emissions per rupee of turnover   | Metric tons of CO <sub>2</sub> Equivalent/ INR crore | 28   | 50  |
| Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity |  | N/A  | N/A   |

**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.

Yes, GAIL (India) Limited {“GAIL”} engaged Bureau Veritas for carrying out an independent assurance of Sustainability Report for the reporting period from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

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

GAIL has conducted an extensive study to develop a science-based Net Zero ambition and action plan. The study involved an in-depth assessment of GAIL's GHG footprint across operational boundaries (Scope 1 and Scope 2) and the value chain (Scope 3). Furthermore, we engaged with stakeholders to review our growth plans and assess Organizational readiness toward Net Zero. Based on the assessments, we have developed a clear carbon abatement roadmap with short-, medium-, and long-term targets across Scope 1, Scope 2, and Scope 3. Our Net Zero strategy aims to achieve a 100% reduction in Scope 1 and Scope 2 emissions and a 35% reduction in Scope 3 emissions by 2040. We have also explored decarbonization levers, energy transition opportunities, and green financing options to accelerate our transition to Net Zero. Operational Decarbonization includes the technology and initiatives taken by GAIL to reduce its direct in-house GHG emissions by means of energy efficiency, fuel switch, electrification, etc. Some of these initiatives planned/undertaken are,

- Implementing measures to reduce natural gas venting during pipeline repair and maintenance. This initiative will save approximately 3 MMSCM of natural gas per year.
- We are switching from natural gas to compressed biogas (CBG) as an internal fuel source.
- Implementing a phased approach to blend green hydrogen with natural gas in gas turbines for power generation is expected to reduce carbon dioxide emissions.
- Production of Electricity using the Waste Heat Recovery in Feed Gas Turbine.
- Conversion of Conventional Lights into LED Lights.
- Phaseout of SF6 from circuit breakers.

Apart from operational decarbonization, GAIL is taking up energy transition projects in Renewal Energy, CBG, Ethanol blended Petrol, Green Hydrogen, Carbon Capture, Utilization & Storage and Carbon offsetting.

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

| Parameter  | FY 2022-23<br>Current<br>Financial Year | FY 2021-22<br>Previous<br>Financial Year |
|--|---|--|
| <b>Total Waste generated (in metric tonnes)</b>  |   |  |
| <b>Plastic waste (A)</b>   | 137                                     | 249.68                                   |
| <b>E-waste (B)</b>   | 22.11                                   | 6.83                                     |
| <b>Bio-medical waste (C)</b>   | 0.21                                    | 3.59                                     |
| <b>Construction and demolition waste(D)</b>  | 0                                       | 0  |
| <b>Battery waste (E)</b>   | 58.14                                   | 7.1                                      |
| <b>Radioactive waste (F)</b>   | 0                                       | 0  |
| Other Hazardous waste. Please specify, if any. (G) (Basket Filter, Empty Drums, Tar, Oily Sludge in MT)                                      | 3392.44                                 | 3599.45                                  |
| Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)         | 3136.94                                 | 3,706.61                                 |
| <b>Total (A+B+C+D+E+F+G+H)</b>   | <b>6746.84</b>                          | <b>7573.26</b>                           |
| <b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)</b> |   |  |
| <b>Category of waste – Solid (MT)</b>  |   |  |
| (i) Recycled   | 2615.2                                  | 4222                                     |
| (ii) Re-used   | 0                                       | 0  |
| (iii) Other recovery operations  | 0                                       | 0  |
| <b>Total</b>   | <b>2615.2</b>                           | <b>4222</b>                              |
| <b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)</b>                              |   |  |
| <b>Category of waste – Solid (MT)</b>  |   |  |
| (i) Incineration   | 2809                                    | 713.24                                   |
| (ii) Landfilling   | 241                                     | 21                                       |
| (iii) Other disposal operations  | 7.48                                    | 4.9                                      |
| <b>Total</b>   | <b>3057.48</b>                          | <b>739.14</b>                            |

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

Yes, GAIL (India) Limited {“GAIL”} engaged Bureau Veritas for carrying out an independent assurance of Sustainability Report for the reporting period from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

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

- GAIL aspires to implement the concept of circular economy by enabling access to innovative resource efficient technology. This is to enhance the focus towards reduction in waste generation from our facilities and exploring ways to recycle/reuse to the extent possible in our operations.
- GAIL aims to minimize the generation of both hazardous and non-hazardous waste
- GAIL follows 3R Principle of Reducing, Re-using, and Recycling of non-hazardous waste generated at GAIL sites.
- Hazardous wastes are segregated and stored in dedicated storage space. All the hazardous waste is sent to State Pollution Control Board (SPCB) & Central Pollution Control Board (CPCB) Treatment Storage and Disposal facilities (TSDFS) or recyclers. Plastic waste, bio-medical wastes and e-wastes are segregated and sent to third party recyclers. Safety Precautions are taken during the transportation of the hazardous waste as per Manifest and Transport Emergency Card to avoid any spillage.
- GAIL at Pata plant has commissioned a dedicated waste storage facility for collection before dispatch to Common Hazardous Waste Treatment, Storage and Disposal Facility (CHWTSDF) and Recyclers.
- Polymer packing is being recycled through the secondary and tertiary markets.
- GAIL is working towards waste management and minimization technology development via various R&D initiatives.

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

GAIL does not have any offices around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.).

| S. No. | Location of operations/offices | Type of operations | Whether the conditions of environmental approval/clearance are being complied with? (Y/N)<br>If no, the reasons thereof and corrective action taken, if any. |
|--------|--------------------------------|--------------------|--|
| Nil    | Nil                            | Nil                | Nil  |

**11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

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

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

- Yes, GAIL is compliant

| 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 |
|--------|---|---------------------------------------|---|---------------------------------|
| 1.     | NIL   | NIL                                   | NIL   | NIL                             |

**Leadership Indicators**

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

| Parameter   | FY 2022-23<br>Current<br>Financial Year | FY 2021-22<br>Previous<br>Financial Year |
|---|---|--|
| <b>From renewable sources</b>                                   |   |  |
| Total electricity consumption (A)                               | 1,16,872 GJ                             | 1,13,711 GJ                              |
| Total fuel consumption (B)                                      | 0                                       | 0  |
| Energy consumption through other sources (C)                    | 0                                       | 0  |
| <b>Total energy consumed from renewable sources (A+B+C)</b>     | 1,16,872 GJ                             | 1,13,711 GJ                              |
| <b>From non-renewable sources</b>                               |   |  |
| Total electricity consumption (D)                               | 14,99,471 GJ                            | 19,83,078 GJ                             |
| Total fuel consumption (E)                                      | 4,66,73,781 GJ                          | 5,50,14,953 GJ                           |
| Energy consumption through other sources (F)                    | 17,75,211 GJ                            | 14,14,628 GJ                             |
| <b>Total energy consumed from non-renewable sources (D+E+F)</b> | 4,99,48,463 GJ                          | 5,84,12,659 GJ                           |

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

Yes, GAIL (India) Limited { "GAIL" } engaged Bureau Veritas for carrying out an independent assurance of Sustainability Report for the reporting period from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

## 2. Provide the following details related to water discharged

| (iii) To Seawater  | FY 2022-23<br>Current<br>Financial Year | FY 2021-22<br>Previous<br>Financial Year |
|--|---|--|
| <b>Water discharge by destination and level of treatment (in kiloliters)</b> |   |  |
| <b>(i) To Surface water</b>  |   |  |
| - No treatment   | 0                                       | 0  |
| - With treatment   | 21,97,609                               | 16,38,325                                |
| - Please specify level of treatment  | Secondary Level                         | Secondary Level                          |
| <b>(ii) To Groundwater</b>   |   |  |
| - No treatment   | 0                                       | 0  |
| - With treatment   | 0                                       | 0  |
| - Please specify level of treatment  |   |  |
| <b>(iii) To Seawater</b>   | 0                                       | 0  |
| - No treatment   | 0                                       | 0  |
| - With treatment   | 0                                       | 0  |
| - Please specify level of treatment  |   |  |
| <b>(iv) Sent to third-parties</b>  | 0                                       | 0  |
| - No treatment   |   |  |
| - With treatment   | 0                                       | 0  |
| - Please specify level of treatment  |   |  |
| <b>(v) Others</b>  | 0                                       | 0  |
| - No treatment   | 0                                       | 0  |
| - With treatment   | 0                                       | 0  |
| - Please specify level of treatment  |   |  |
| <b>Total water discharged (in kilolitres)</b>                                | <b>21,97,609</b>                        | <b>16,38,325</b>                         |

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

Yes, GAIL (India) Limited { "GAIL" } engaged Bureau Veritas for carrying out an independent assurance of Sustainability Report for the reporting period from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

## 3. Water withdrawal, consumption, and discharge in areas For each facility / plant located in areas of water stress, provide the following information:

**Name of the area:** Gandhar, Jhabua

**Nature of operations:** Gandhar is a Gas Processing Unit, Jhabua is NG compressor station

Water withdrawal, consumption, and discharge in the following format:

| Parameter   | FY 2022-23<br>Current<br>Financial Year | FY 2021-22<br>Previous<br>Financial Year |
|---|---|--|
| <b>Water withdrawal by source (in kiloliters)</b> |   |  |
| (i) Surface water                                 | 0                                       | 0  |
| (ii) Groundwater                                  | 27,423                                  | 27,423                                   |

| Parameter  | FY 2022-23<br>Current<br>Financial Year | FY 2021-22<br>Previous<br>Financial Year |
|--|---|--|
| (iii) Third party water  | 0                                       | 0  |
| (iv) Seawater / desalinated water  | 0                                       | 0  |
| (v) Others (Municipal)   | 13,09,767                               | 12,35,614                                |
| <b>Total volume of water withdrawal (in kiloliters)</b>                                  | <b>13,37,190</b>                        | <b>12,63,037</b>                         |
| <b>Total volume of water consumption (in kiloliters)</b>                                 | <b>13,37,190</b>                        | <b>12,63,037</b>                         |
| <b>Water intensity per rupee of turnover</b><br>(Water consumed / turnover)              | 9.29 KL/ INR crore                      | 13.82 KL/ INR crore                      |
| <b>Water intensity</b> (optional)<br>– the relevant metric may be selected by the entity | N/A                                     | N/A                                      |
| <b>Water discharge by destination and level of treatment (in kiloliters)</b>             |   |  |
| (i) Into Surface water   | 0                                       | 0  |
| -No treatment  | 0                                       | 0  |
| -With treatment – please specify level of treatment                                      | 0                                       | 0  |
| (ii) Into Groundwater  | 0                                       | 0  |
| -No treatment  | 0                                       | 0  |
| -With treatment – please specify level of treatment                                      | 0                                       | 0  |
| (iii) Into Seawater  | 0                                       | 0  |
| -No treatment  | 0                                       | 0  |
| -With treatment – please specify level of treatment                                      | 0                                       | 0  |
| (iv) Sent to third-parties   | 0                                       | 0  |
| -No treatment  | 0                                       | 0  |
| -With treatment – please specify level of treatment                                      | 0                                       | 0  |
| (v) Others   | 0                                       | 0  |
| -No treatment  | 0                                       | 0  |
| -With treatment – please specify level of treatment                                      | 0                                       | 0  |
| <b>Total water discharged (in kiloliters)</b>  | <b>0</b>                                | <b>0</b>                                 |

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

Yes, GAIL (India) Limited { "GAIL" } engaged Bureau Veritas for carrying out an independent assurance of Sustainability Report for the reporting period from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

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

| Parameter   | Unit  | FY 2022-23<br>Current<br>Financial<br>Year | FY 2021-22<br>Previous<br>Financial<br>Year |
|---|---|--|---|
| Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) | Metric tons of CO <sub>2</sub> equivalent             | 2,34,23,804                                | 2,40,06,532                                 |
| <b>Total Scope 3 emissions per rupee of turnover</b>  | Metric-tons of CO <sub>2</sub> equivalent / INR crore | 159.76                                     | 262.58                                      |
| <b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity  |   | N/A  | N/A   |

**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.

Yes, GAIL (India) Limited {“GAIL”} engaged Bureau Veritas for carrying out an independent assurance of Sustainability Report for the reporting period from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

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

GAIL does not have any offices around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.).

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

| Sr. No. | Initiative undertaken                             | Details of the initiative (Web-link, if any, may be provided along-with summary)  | Outcome of the initiative  |
|---------|---|---|--|
| 1       | Waste Reclamation (Waste valorization initiative) | 1. GAIL is pursuing a research project on recovering value added chemicals and fuels from petrochemical oily sludge using bubbling fluidized bed pyrolysis process. This project is being carried out in association with Indian Institute of Technology, Kanpur. | The results of the project is aimed to mitigate oily sludge disposal problem while recovering value rich chemicals and fuels |

| Sr. No. | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along-with summary)   | Outcome of the initiative  |
|---------|-----------------------|--|--|
|         |                       | 2. GAIL is also carrying out a research project to treat wastewater using hydrate process in collaboration with Indian Institute of Technology, Madras | Development of optimized hydrate-based wastewater treatment system is expected to be as energy efficient as compared to RO based wastewater purification |

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

Yes, Our Emergency Response and Disaster Management Plan (ERDMP), PNGRB, Incident re-orting System (IRS) and Evacuation Standard Operating Procedure ensure effective management of any disaster. Onsite and offsite mock drill is conducted to bring awareness and preparing for what actions to be taken during any accident. At GAIL, a dedicated disaster handling team which consist of incident handling team and managing any disaster affecting the Data Centre at Sector-1, Noida. Our multiple systems ensure business continuity like our digital initiatives, risk management plan, uninterrupted supply of goods and services related to both our core and non-core operations from our suppliers.

8. 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?

No significant adverse impact to environment is reported

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

100% of new suppliers are screened on environment and social parameters.

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

**Essential Indicators**

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

In FY 2022-23, GAIL was part of 21 national and international trade and industry chambers/associations.

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.

| Name of the trade and industry chambers/ associations              | Reach of trade and industry chambers/ associations (State/ National) |
|--|--|
| 1. Indian Wind Power Association (IWPA)                            | India  |
| 2. Chemical and Petrochemicals Manufacturer's Association (CPMA)   | India  |
| 3. International Group of Liquefied Natural Gas Importers (GIIGNL) | International  |
| 4. Indian Centre for Plastics in the Environment (ICPE)            | India  |
| 5. Natural Gas Society (NGS)                                       | India  |
| 6. Confederation of Indian Industry (CII)                          | India  |
| 7. Global Reporting Initiative                                     | International  |

| Name of the trade and industry chambers/ associations | Reach of trade and industry chambers/ associations (State/ National) |
|---|--|
| 8. Standing Conference of Public Enterprises (SCOPE)  | India  |
| 9. TERI CBS and CSO Forum                             | India  |
| 10. Federation of Indian Petroleum Industry (FIPI)    | India  |

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

No such case was lodged.

### 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 |
|--------|-------------------------|---|---|---|------------------------|
| 1      | Yes                     | GAIL team is actively associated with various associations like CPMA, ICPE, PlastIndia foundation, AIPMA, AIFTMA, GSPMA, SPMA, etc. for promoting plastics recycling.<br><br>GAIL is representing actively at various forums for creating positive image of plastics with a highly empowered committee on single use plastics with ICPE, Govt. Agencies. GAIL is actively supporting the initiatives on Plastic Waste Management through ICPE where the policy makers, bureaucrats, representatives from Industry, NGO etc. address the plastics waste management issues. | Yes   | As and when required  |                        |
| 2      | Yes                     | CMD, GAIL is a member of the Federation of Indian Chambers of Commerce and Industry (FICCI) Executive Committee and Co-Chair of FICCI Hydrocarbon Committee. The Hydrocarbon committee endeavors to deliberate on issues related to the energy security of the country and supplement various efforts of the Government of India and other bodies engaged in this area through its intellectual input. CMD, GAIL is also a member of the Oil Industry Development Board (OIDB).   | Yes   | As and when required  |                        |
| 3      | Yes                     | GAIL is member of the Federation of Indian Petroleum Industry (FIPI) and part of the Governing Council. FIPI has many specific executive committees of GAIL's interest having member representations from GAIL. FIPI functions as oil industry interface with the Government, regulatory authorities, public and representative bodies of traders in India to work on issues such as optimization of resources, promoting Safety, Tariff, Investments, Healthy Environment and Energy conservation among other issues related to industry.                                | Yes   | As and when required  |                        |

| 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 |
|--------|-------------------------|--|---|---|------------------------|
| 4      | Yes                     | GAIL had undertaken various studies in areas of gas advocacy such as unbundling in the natural gas sector in India and its impact, the study of gas markets hubs and strategic imperatives for GAIL. Additionally, study on opportunity Mapping for GAIL in the battery value chain, demand assessment in the refinery sector, steel sector, potential of natural gas as a replacement for solid and liquid polluting fuels consumption in industries under any CGD gas and price-sensitive demand assessment, enabling factors for natural gas in steel sector have been done to assess the dynamic natural gas markets of the country. Further, analysis on competitiveness of natural gas with a view of GST inclusion for industries has been undertaken. GAIL has assisted in the development of the oil and gas sector and the formulation of policy for the development of the CGD sector in India. | Yes   | As and when required  |                        |

#### 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 |
|---|----------------------|----------------------|---|--|-------------------|
| Arogya - Health Care facilities through operation of 50 Mobile Medical Units MMUs in various states   | -                    | -                    | Yes   | -  | -                 |
| (i) Support for operation of 2 Mobile Medical Units MMUs along pipeline route in Udham Singh Nagar, Uttarakhand   | -                    | -                    | Yes   | -  | -                 |
| (ii) Support for operation of 2 MMUs for Kharupetia & Dalgaoon at Darrang, Assam.   | -                    | -                    | Yes   | -  | -                 |
| GAIL Utkarsh Super 100 – Support for specialized residential coaching for engineering entrance at Dwarahat and Srinagar, Uttarakhand  | -                    | -                    | Yes   | -  | -                 |
| GAIL Utkarsh Super 100 – Support for specialized residential coaching for engineering entrance at Kanpur, Uttar Pradesh   | -                    | -                    | Yes   | -  | -                 |
| Support for Distribution of Aids & Assistive Devices to Divyangjans through 05 camps at Haridwar (Uttarakhand), Kashipur (Uttarakhand), Auraiya (Uttar Pradesh), Shivpuri (Madhya Pradesh), and Dhenkanal (Odisha) and distribution of assistive aids and equipment at different districts of Odisha. | -                    | -                    | Yes   | -  | -                 |
| Support towards flood relief and rehabilitation activities in Karnataka   | -                    | -                    | Yes   | -  | -                 |
| Support for job linked skill training at GAIL Skill Schools Guna, Madhya Pradesh  | -                    | -                    | Yes   | -  | -                 |
| Support for job linked skill training at GAIL Skill Schools Nagaram, Andhra Pradesh   | -                    | -                    | Yes   | -  | -                 |

| 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 |
|--|----------------------|----------------------|---|--|-------------------|
| Support for development activity under Swachh Bharat and related missions in North Guwahati, Kamrup district                         | -                    | -                    | Yes   | -  | -                 |
| Support for development activity under Swachh Bharat and related missions in North Guwahati, Kamrup district                         | -                    | -                    | Yes   | -  | -                 |
| Support for providing Garbage disposal vehicles under SBM for Guna, Indore and Shivpuri Distt., MP                                   | -                    | -                    | Yes   | -  | -                 |
| Support under Swachh Bharat Mission for Providing Mechanical Garbage collecting machine to BBMP, Bangalore                           | -                    | -                    | Yes   | -  | -                 |
| Support for provision of Smart classes, Sanitary pads vending machines and infrastructure in Rudraprayag, Uttarakhand                | -                    | -                    | Yes   | -  | -                 |
| Renovation of Government Higher Secondary School, Munderi, Kannur, Kerala (Ground Development Work)                                  | -                    | -                    | Yes   | -  | -                 |
| Support for construction of toilets in Government Schools in Barpeta, Assam  | -                    | -                    | Yes   | -  | -                 |
| Support for provision of toilets in Government Co-Educational schools in Rajahmundry parliamentary constituency                      | -                    | -                    | Yes   | -  | -                 |
| Support for strengthening of district hospital services in Khunti Sadar Hospital, Dist. Khunti, Jharkhand                            | -                    | -                    | Yes   | -  | -                 |
| Support towards refurbishing of 20 Anganwadi Centre (AWCs) and converting them into model AWCs, at Dist. Giridih, Jharkhand          | -                    | -                    | Yes   | -  | -                 |
| GAIL Harit: Support for establishment of sustainable green cover to combat the problem of air pollution in the urban areas of Delhi. | -                    | -                    | Yes   | -  | -                 |
| Support for supply & installation of steel dust bins for Nagar Nigam in Varanasi, Uttar Pradesh                                      | -                    | -                    | Yes   | -  | -                 |
| Support for installation of 5000 metallic tree guards in Varanasi, Uttar Pradesh   | -                    | -                    | Yes   | -  | -                 |
| Support for development works under CSR in Tuni, East Godavari, Andhra Pradesh: Supply and erection of RO water plants               | -                    | -                    | Yes   | -  | -                 |
| Support for Installation of Hand Pumps in Auraiya, Uttar Pradesh   | -                    | -                    | Yes   | -  | -                 |

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

GAIL is not involved in any project in the financial year for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken

| 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 ₹) |
|--------|--|-------|----------|---|--------------------------|---------------------------------------|
| -      | Nil                                      | Nil   | Nil      | 0                                       | 0                        | 0                                     |



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

We have multiple mechanism {Grievances Redressal Forum, Customer Relations Management (CRM)}, Vigilance Complaints, Vendor Grievance to receive and resolve grievances of community, stakeholders, public at large etc. Our grievance redressal systems also ensure transparency, expectations of the community. GAIL has established a dedicated grievance cell in each of its offices and all complaints are received in a single system and each grievance is investigated separately and thoroughly with equal importance. GAIL has an Online Complaint System which has been introduced as a part of the 360° evaluation of receiving and redressing grievances of the community.

Additionally, we also redress and resolve the complaints received on CPGRAMS (Centralized Public Grievance Redressal and Monitoring System). CPGRAMS is a Government of India Portal, aimed at providing the citizens with a platform for redressal of their grievances, where complaints are directly received by the MoP&NG.

Also, for Implementing our CSR projects, nodal officers are assigned, and they constantly keep in touch with the implementing agencies and respective communities. Any inputs/ suggestions/ grievances are received to nodal officers are duly addressed.

Link of receiving and redressing grievances :- GAIL (India) Limited | Online Complaints:- --: [GAIL \(India\) Limited | Online Complaints:- \(gailonline.com\)](https://gailonline.com)

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

|   | FY 2022-23 Current Financial Year | FY 2021-22 Previous Financial Year |
|---|-----------------------------------|------------------------------------|
| Directly sourced from MSMEs/ small producers                        | 46.09                             | 40.06                              |
| Sourced directly from within the district and neighboring districts | NA                                | NA                                 |

#### Leadership Indicators

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

Not Applicable

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

As per the directives of NITI Aayog, GAIL is committed to raise the social and economic conditions of designated Aspirational districts. GAIL has gone over and beyond by implementing strategic CSR projects in 20 aspirational districts.

| State          | Aspirational Districts | Amount Spent (In ₹ Lakhs) |
|----------------|------------------------|---------------------------|
| Andhra Pradesh | Vishakhapatnam         | 30.00                     |
| Assam          | Barpeta                | 61.27                     |

| State          | Aspirational Districts | Amount Spent (In ₹ Lakhs) |
|----------------|------------------------|---------------------------|
| Assam          | Darrang                | 18.06                     |
| Assam          | Baksa                  | 5.73                      |
| Assam          | Udalguri               | 0.15                      |
| Bihar          | Purnia                 | 65.85                     |
| Bihar          | Gaya                   | 38.7                      |
| Bihar          | Begusarai              | 100.93                    |
| Bihar          | Muzaffarpur            | 35.93                     |
| Haryana        | Nuh                    | 28.41                     |
| Jharkhand      | Bokaro                 | 95.97                     |
| Jharkhand      | Ranchi                 | 19.9                      |
| Jharkhand      | Giridih                | 41.19                     |
| Jharkhand      | Simdega                | 17.25                     |
| Jharkhand      | Hazaribagh             | 11.40                     |
| Jharkhand      | Chatra                 | 8.63                      |
| Madhya Pradesh | Guna                   | 459.19                    |
| Odisha         | Dhenkanal              | 107.79                    |
| Uttarakhand    | Haridwar               | 35.93                     |
| Uttarakhand    | Udham Singh Nagar      | 71.86                     |

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

Yes,

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

GAIL has a procurement policy for MSEs with sub targets for marginalized communities from MSEs owned by Scheduled Castes or the Scheduled Tribes and Women entrepreneurs for the Goods and Services procured.

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

GAIL has a target of 25% of procurement from MSEs with sub targets for marginalized communities of 4% from MSEs owned by Scheduled Castes or the Scheduled Tribes and 3% owned by Women entrepreneurs for the Goods and Services procured. In FY 22-23, the value of total procurement made from MSEs was ₹ 1,541 crore, which is approx. 46.09%. The procurement made from MSEs owned by SC/ST Entrepreneurs is ₹ 137 crore which is approx. 4.01 % of the total eligible value of annual procurement and that from MSEs owned by Women Entrepreneurs is ₹ 108 crore which is approx. 3.61 % of the total eligible value of annual procurement.

### 4. 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.

Not Applicable for GAIL

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

Not Applicable for GAIL

6. Details of beneficiaries of CSR Projects.

| S. No | CSR Project  | No of persons benefited from CSR Projects | % of beneficiaries from vulnerable and marginalized group |
|-------|--|---|---|
| 1     | GAIL Ujjwal (Education centric initiatives)                  | 74,999                                    | 100   |
| 2     | GAIL Arogya (Healthcare Sanitation and Clean Drinking Water) | 1340000                                   | 100   |
| 3     | GAIL Kaushal (Skill training initiatives)                    | 4397                                      | 100   |
| 4     | GAIL Unnati (Rural Development initiatives)                  | 12359                                     | 100   |
| 5     | GAIL Saksham (Initiatives related to PwDs and elderly)       | 8892                                      | 100   |
| 6     | GAIL Sashakt (Women empowerment initiatives)                 | 8117                                      | 100   |

\*All above CSR projects details are of FY 22-23

**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.

Customers can log their complaints online, through letters, emails or in person through Physical Customer Complaint Registers available at various Zonal Offices. To register customers feedback and address grievances, there are two types of surveys conducted on product quality and services offered by GAIL. The Customer Satisfaction Index (CSI) is an in-house attempt by GAIL to collect the feedback from customers. A link is provided to all active customers of GAIL through their registered email id. Customer are giving feedback on some predefined parameters on quality and services. Their feedback is collected through SAP and analyzed.

The GAIL Polymer Technology Centre (GPTC) addresses customer's concerns regarding polymer product quality and provides technical assistance to resolve product-related concerns of consumers on polymer grades. GAIL has dedicated portal for valuable feedback of all stakeholders to share their views.

Link for complaint :-

<https://gailonline.com/onlineComplaints.html>

<https://gailonline.com/Feedbackform.html>

2. Turnover from all products/service that carry information.

| S. No. | Product/Service  | % of total Turnover contributed |
|--------|--|---------------------------------|
| 1      | Solid, liquid, and gaseous fuels and related products- Crude petroleum and natural gas (NG Trading)                                | 87                              |
| 2      | Plastics in Primary form (Petchem)   | 3                               |
| 3      | Transport via pipeline of Natural Gas (NG Transmission)<br>Transport services via pipeline of other goods n.e.c (LPG Transmission) | 5                               |
| 4      | Solid, liquid and gaseous fuels and related products n.e.c - Liquid Hydrocarbons (LHC)   | 3                               |
| 5      | Electricity (Wind and Solar Power)   | 2                               |

| Type   | As a percentage to total turnover |
|--|-----------------------------------|
| <b>Environment and Social parameters relevant to product</b> | All products                      |
| <b>Safe and responsible usage</b>                            | All products                      |
| <b>Recycling and/or safe disposal</b>                        | All products                      |

3. Number of consumer complaints

|                                | FY 2023 Current Financial Year |                                       | FY 2022 Previous Financial Year |                                       |
|--------------------------------|--------------------------------|---------------------------------------|---------------------------------|---------------------------------------|
|                                | Received during the year       | Pending resolution at the end of year | Received during the year        | Pending resolution at the end of year |
| Data privacy                   | 0                              | 0                                     | 0                               | 0                                     |
| Advertising                    | 0                              | 0                                     | 0                               | 0                                     |
| Cyber-security                 | 0                              | 0                                     | 0                               | 0                                     |
| Delivery of essential services | 26                             | 0                                     | 62                              | 0                                     |
| Restrictive Trade Practices    | 0                              | 0                                     | 0                               | 0                                     |
| Unfair Trade Practices         | 0                              | 0                                     | 0                               | 0                                     |
| Others                         | 48                             | 0                                     | 0                               | 0                                     |

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

|                   | Number | Reason for recall |
|-------------------|--------|-------------------|
| Voluntary recalls | 0      | -                 |
| Forced recalls    | 0      | -                 |

**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.**

GAIL has Information Security Policy in place, and it has implemented information security management system (ISO: 27001: 2013). The Company also has a dedicated Security Operations Centre (SOC) with an advanced persistent threat-mitigation system to eliminate any cyber threat and building robust IT system

Furthermore, various initiatives and projects to enhance network connectivity and information security e.g., private cloud infrastructure have been implemented. At GAIL, the Crisis management Plan for countering Cyber Attacks and Cyber Terrorism is in place. For effective controlling, the Company has an Incident handling team, and it consists of: Crisis Management Cell (CMC) and Level-II Incident Resolution Team.

We have well established mechanism to review and update information security/cybersecurity strategy on monthly basis in Apex cybersecurity meeting. The Board of directors are engaged in the review of information security/cybersecurity strategy. All the threats or phishing activities are protected by our IT system, our policies regularize the information security/cyber security for the employees with an access to critical information through interlock system at various level or to limit the access to unhealthy sites.

\*Due to sensitive and confidential nature, Cyber security policy cannot be shared in the public domain. However, GAIL would like to confirm that we have adequate mechanism and systems in place to tackle incidents of cyber security and risks related to data privacy.

GAIL also has Data loss prevention policy which designed to protect restricted, confidential, or sensitive data from loss to avoid reputation damage and to avoid adversely impacting its customers. The protection of in-scope data is a critical business requirement, yet flexibility to access data and work effectively is also critical. This policy supports a range of general regulations by restricting access to data hosted in GAIL Primary datacenter at Noida (DC), Nearline DC at GTI, Noida (NDC) and disaster recovery Centre at Jaipur (DR).

[https://gailonline.com/pdf/others/Detailed\\_EOI-IT\\_Research\\_and\\_Advisory\\_services\\_with\\_Corrigendum.pdf](https://gailonline.com/pdf/others/Detailed_EOI-IT_Research_and_Advisory_services_with_Corrigendum.pdf)

**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.**

Blocking IOCs in security appliances, removal of Malware, blocking of system communication etc. are some of the corrective measures taken against issues related to Cyber Security.

#### LEADERSHIP INDICATORS

**1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Yes, we have dedicated platforms and channels for information on products and services of different business verticals. For more information, please refer link - <https://gailonline.com/BVBusinessVerticals.html>

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

At GAIL, we inform and educate consumers about safe and responsible usage of products and services. Contracts, MoUs and our Sales Policy have specific information on the usage of products. With regards to Natural Gas, LHC and Polymer segments the Material Safety Data Sheet (MSDS) is also provided to customers. Customers are also asked to retain statutory licenses mandatory to handle products sold. Customer interactions, whether visits or meetings, are also a key channel for communicating information around the safe and responsible usage of products. Additionally, GAIL organizes demonstrations on Fire and Safety to educate customers about safe and responsible use of NG. Periodic mock drills are also done to educate customers and the public about actions to be taken in case of any hazardous situations.

GAIL also conducted public awareness programs under which virtual awareness programs on pipeline safety under corporate guidelines at various sites including city Gas distribution and Compressed Natural Gas, and a training session on City gas distribution (CGD) as well. Further, consumer awareness activities are conducted through Industry associations in which GAIL actively participates.

Whenever in-person visits were not possible, we have emphasized strongly on virtual meetings to inform and educate consumers on safe and responsible usage of our products and services.

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

Yes, as a leading Natural Gas Company of India, GAIL takes responsibility of delivering essential and sustainable supplies to the customers. GAIL has developed a strategic approach to pursue efficiency, resilience and growth while integrating sustainability consideration into its operational footprint. We also endeavor to follow our journey of Net Zero and embracing high standards of governance and integrity in all our production and transmission activities.

Our operation and maintenance are regularized and updated with national and international level standards and guidelines. At GAIL, our O&M philosophy is standardized and reviewed through a comprehensive internal consultation of experts and due diligence process. We have certified Subject Matter Experts (SMEs) of international repute on our panel. GAIL Implements precautionary measures and ensure zero tolerance against safety breaches. In case of unplanned/emergency shutdown, GAIL O&M takes all preventive actions to handle the fluctuation in a safe way and GAIL Marketing team allocates additional RLNG to bridge the gap of GAIL gas shortfall for minimum impact on total throughput.

**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

Through product labelling, GAIL strives to promote informed decisions about the social, economic, and environmental impact of the products consumers are purchasing. GAIL has



taken measures to ensure that the information provided is adequate and accurate. There were no incidences reported of non-compliance with regulations or voluntary codes concerning the health and safety impacts of products and services within the reporting period.

The approaches to providing product specific information are outlined below:

In the case of Polymers, the following product information is displayed on 25 kg strong bags made of woven fabric:

- Grade Name
- Batch Number
- Manufacturer details
- Made in India
- Symbols for storage instructions
- Recycling information

- Instructions on handling of bags
- Net Weight
- BIS Logo for Manufacturing
- Contact e-mail for customer support

Also, for the products dispatched through tankers, material quality report and MSDS is sent along with it.

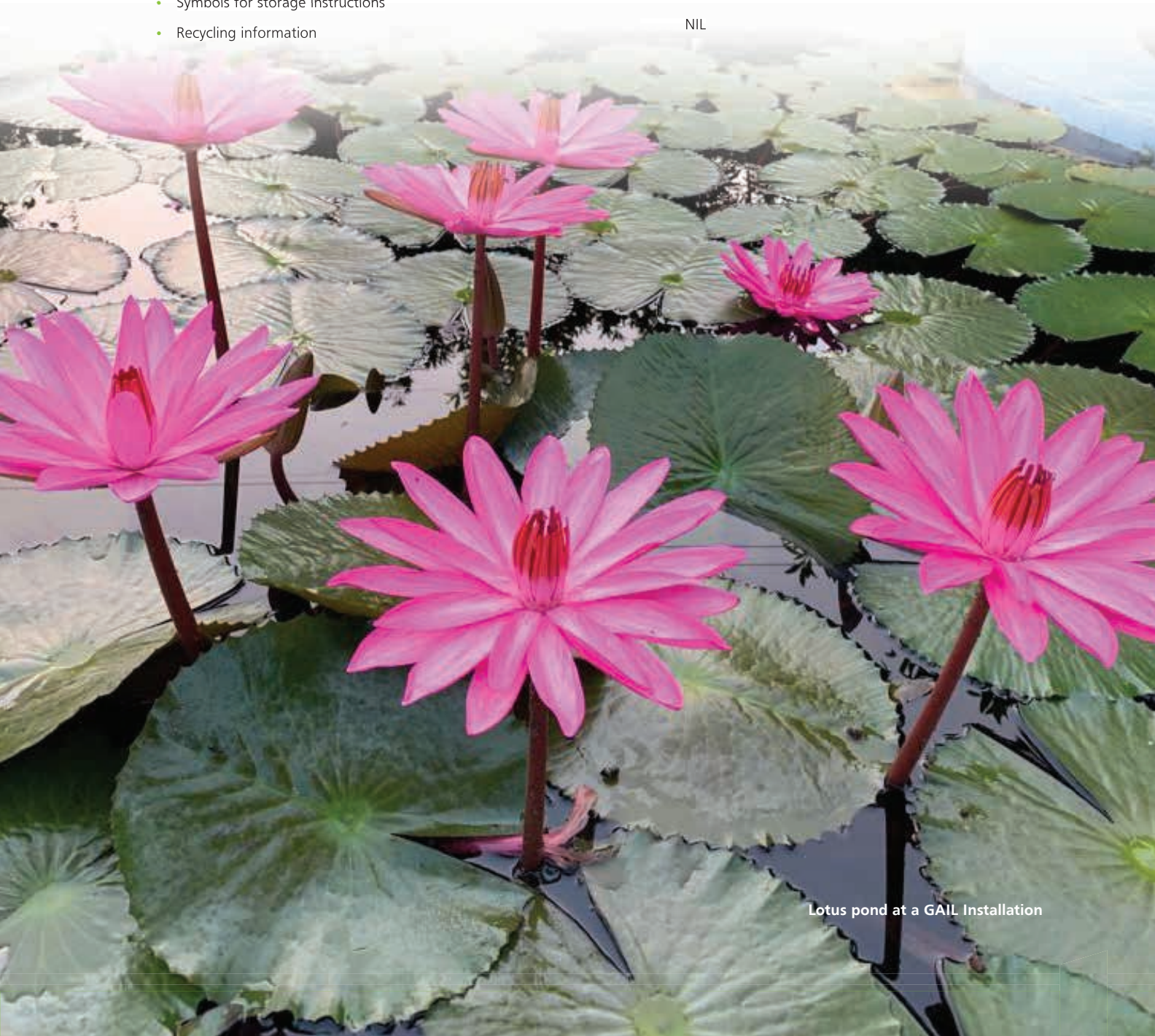
**5. Provide the following information relating to data breaches:**

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

NIL

**b. Percentage of data breaches involving personally identifiable information of customers**

NIL



Lotus pond at a GAIL Installation





GAIL's Floating CNG station at Khidkiya Ghat, Varanasi