

# From Source to Solution

ESG Leadership across the Value Chain

Sustainability Report FY 2024-25



**Haldia Petrochemicals Limited**

## From source to solution: ESG leadership across the value chain

*“Haldia Petrochemicals Limited (HPL) reflects its commitment to embedding environmental, social, and governance (ESG) principles throughout its operations — from raw material sourcing to end-product delivery. By driving sustainability practices across procurement, production, logistics, and stakeholder engagement, HPL positions itself as a responsible industry leader focused on long-term value creation.”*



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## Executive Summary

At Haldia Petrochemicals Limited (HPL), we recognize that sustainable growth is essential for long-term success, and we are committed to integrating environmental, social, and governance principles into every aspect of our business. This report serves as a key instrument in transparently communicating our ESG journey, outlining both risks and opportunities, and showcasing how we embed sustainability into our decision-making framework. It reflects our dedication to responsible business practices, environmental stewardship, social engagement, and strong governance—ensuring long-term value creation for all our stakeholders. **Aligned with the theme "From source to solution: ESG leadership across the value chain," it further highlights our holistic approach to sustainability—driving impact not only within our operations but also across our supply chain, partnerships, and product lifecycle.**

## Report boundary

The coverage of this report includes:

- ❖ **Haldia Petrochemicals Limited (HPL) and its subsidiaries Advanced Performance Materials Private Limited (AdPerma)**

## Reporting cycle

- ❖ **1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025**

## Reference standards

- ❖ **Our report is in reference to GRI standard**

## Feedback and suggestions

Your feedback on this report is invaluable. For any clarifications, feedback and request for additional copies of this report, please contact at below mentioned:



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## Message from Whole-time Director & CEO



The petrochemical industry plays a foundational role in enabling modern life—powering industries, supporting agriculture, and delivering essential materials. At the same time, the industry's expansive footprint brings forth greater responsibilities onto the market players beyond business growth. While the petrochemical sector across the globe continues to grow steadily, supported by robust demand and a strong manufacturing base, it also contributes to approximately 7.4% of global greenhouse gas (GHG) emissions, thus, underscoring the need

for a transformation that balances industrial growth with environmental stewardship and social responsibility.

Recognizing the same, the government regulatory and the policy landscape has been evolving to drive more sustainable practices across industries. India's Net Zero commitment by 2070, the introduction of Greenhouse Gas Emission Intensity Target Rules, 2025 under the Carbon Credit Trading Scheme (CCTS), and obligations like the Renewable Consumption Obligation (RCO) are clear indicators that the future of the chemical and petrochemical industry will be shaped by sustainability and compliance-led growth. Petrochemical companies, including ours, are inevitably expected to align and contribute to the national commitments and goals and lead by example.

At Haldia Petrochemicals Limited (HPL), we have embraced this challenge and opportunity with clarity and commitment. Under the theme "From Source to Solution: ESG Leadership Across the Value Chain," we are embedding ESG principles at every touchpoint of our operations and decision-making processes.

We have made tangible progress on environmental stewardship. In FY 2024–25, we achieved a 14% reduction in Scope 2 GHG emissions compared to the previous year, reflecting our continued focus on energy efficiency and cleaner energy alternatives. Our goal to achieve Zero Liquid Discharge (ZLD) by 2030 reflects a strong commitment to responsible water management. Waste management and recycling initiatives are being scaled up in alignment with circular economy principles.

Our commitment to people is evident in the strides we have taken towards health, safety, and capability building. In FY 2024–25, we achieved Zero Lost Time Injury Frequency Rate (LTIFR), reinforcing a culture of safety and vigilance across all our sites. We also recorded a 108% increase in average training hours per employee, ensuring continuous upskilling and workforce development.

We remain firmly rooted in our role as a catalyst for inclusive development. Our CSR initiatives—spanning education, healthcare, and livelihoods—positively impacted over 1.43 lakh lives during the year, reflecting our dedication to creating shared value with the communities we serve.

Robust governance underpins our ESG performance. We have institutionalised ESG-related policies and rolled out a Supplier Code of Conduct, strengthening accountability and responsible practices across our upstream and downstream partners. Our governance structure ensures transparency, ethical conduct, and alignment with evolving stakeholder expectations.

As we look ahead, our path is clear. From the source of our materials to the solutions we deliver, HPL is advancing a sustainability-first mindset—one that is anchored in innovation, inclusivity, and integrity. With collaboration, agility, and purpose, we are shaping a resilient petrochemical business that contributes to a cleaner, equitable, and more sustainable future.

**Warm regards,**

**Navanit Narayan**

**Whole-time Director & Chief Executive Officer**











# Sustainability at HPL

## ESG commitments

 <b>Care for environment</b>	 <b>Care for people</b>	 <b>Inclusive growth</b>
 Scope 3 estimation by 2025	 Maintain zero harm culture	 75% critical supplier assessment by 2028
 Zero liquid discharge by 2030	 36 average training hours for permanent employees and workers by 2028	

## Key ESG performance highlights FY 25

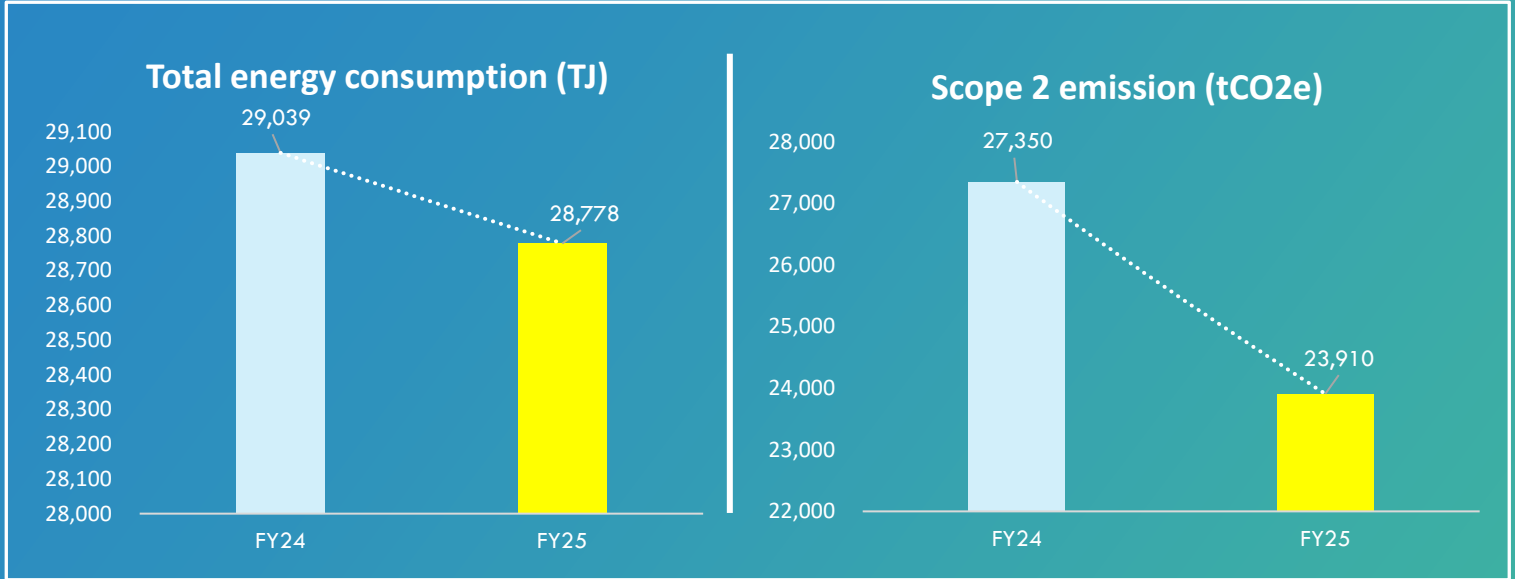
 0.017 TJ/MT	 1.15 tCO <sub>2</sub> e/MT	 7,69,201 KL	 2,781 MT
Energy intensity	GHG intensity	Rainwater harvested	Waste recycled
 18%	 27 Hours	 0 LTIFR	 1,43,435 Numbers
Hiring rate	Avg. training hours for permanent employees	LTIFR	Lives impacted through CSR*

\* Includes CSR activities performed by HPL subsidiaries

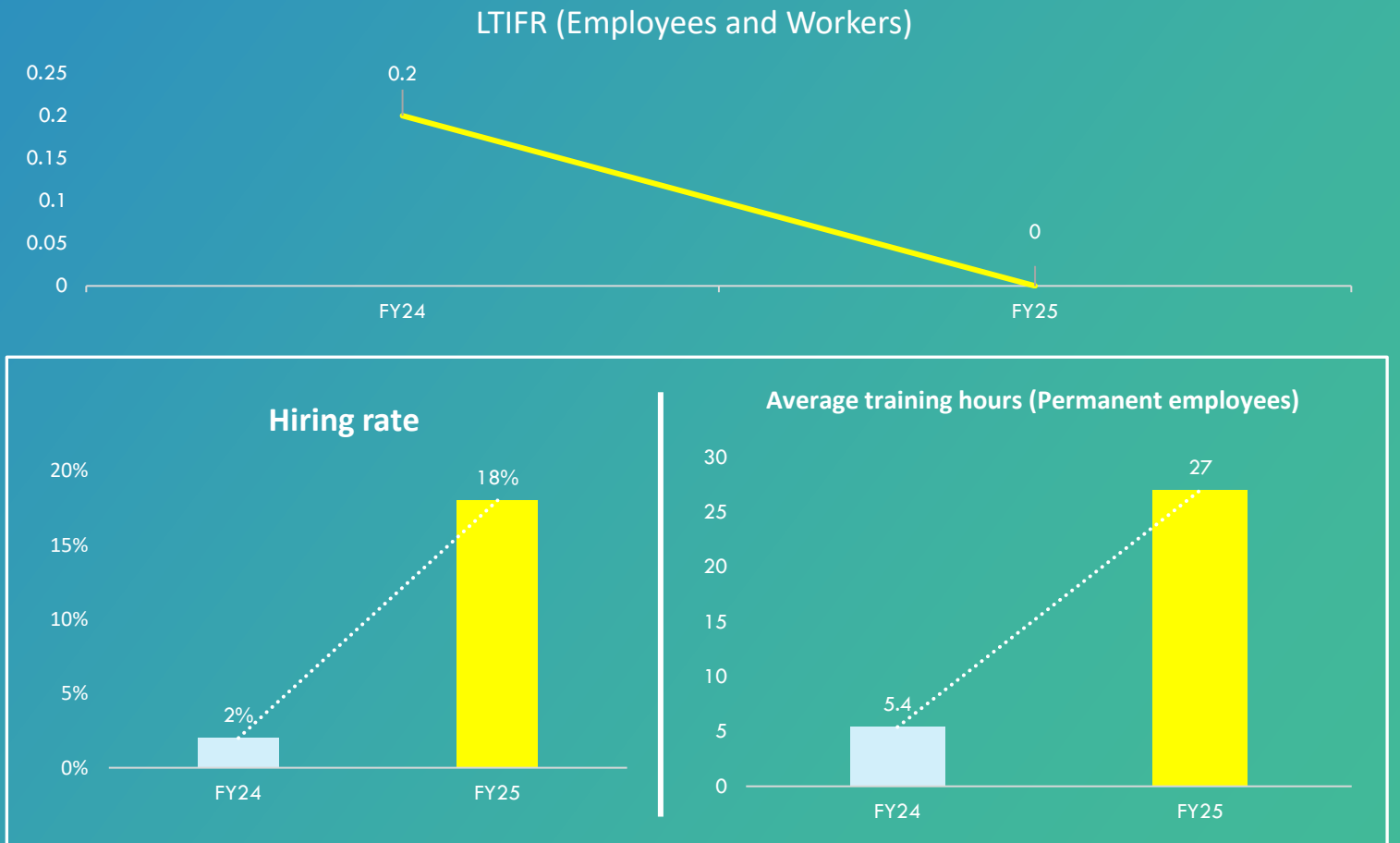
## Our progress areas: FY24 vs FY25



### Care for environment



### Care for people





# 1.0 Stakeholder Management and Materiality Assessment



## 1.1 Stakeholder engagement

At HPL, we firmly believe that building strong relationships with our stakeholders is vital to ensuring the long-term resilience and success of our business. Through active engagement and open communication, we gain valuable insights into stakeholder expectations, enabling us to respond effectively and responsibly. Embracing diverse viewpoints not only expands our perspective but also drives continuous improvement, innovation, and greater transparency in our operations—ultimately enhancing our ESG performance and reinforcing sustainable business practices.

Our commitment to meaningful, ongoing engagement keeps us aligned with emerging industry risks and opportunities, global trends, and shifting market demands. By fostering collaborative dialogue, we aim to develop a shared understanding of these dynamics and identify solutions that create value for both our stakeholders and our business. This forward-looking, inclusive approach supports our ability to navigate challenges and seize opportunities for sustainable growth.

## 1.2 Mode of stakeholder engagement

At HPL, we adopt a structured and thorough approach in identifying our key stakeholder groups, considering factors such as their level of dependence on the organization, urgency of their concerns, our responsibilities toward them, and their influence on our operations and decision-making. This comprehensive methodology enables consistent and meaningful engagement with stakeholders, ensuring we capture a wide range of perspectives and address diverse expectations. Our goal is to foster collaborative relationships that promote sustainable practices and mutual value creation. Key stakeholder groups include investors, regulatory authorities, employees, management, suppliers, local communities, and customers.

Our Stakeholders	Mode of engagement	Frequency	Expectations
Employees	<ul style="list-style-type: none"> <li>- Regular employee trainings</li> <li>- Seminars/webinars</li> <li>- Quarterly newsletters</li> </ul>	Daily	<ul style="list-style-type: none"> <li>- Learning and development</li> <li>- Career growth opportunities, rewards and recognition</li> <li>- Facilities and well-being</li> <li>- Health &amp; safety at workplace</li> <li>- Respecting human rights</li> </ul>
Management	<ul style="list-style-type: none"> <li>- Newsletters</li> <li>- Advertisement</li> <li>- Surveys</li> <li>- Seminars</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>- Brand Reputation</li> </ul>
Regulatory bodies	<ul style="list-style-type: none"> <li>- Official notifications</li> <li>- Press releases</li> <li>- Meeting with Govt. body as per requirement</li> <li>- Meetings with associations</li> </ul>	Need basis	<ul style="list-style-type: none"> <li>- Ensuring environmental, social and economic compliance</li> <li>- Transparent and accurate disclosure</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>- Regular vendor audits</li> <li>- Vendor meetings</li> <li>- Capacity buildings</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>- Payment cycle</li> <li>- Business opportunities</li> <li>- Capacity building of suppliers on improvements in environment and social performance</li> </ul>

Investors	<ul style="list-style-type: none"> <li>- Annual General meeting</li> <li>- Grievance redressal through registrar</li> <li>- Periodic press release</li> <li>- Quarterly results discussion</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>- Opportunities for education</li> <li>- Improvement in healthcare</li> <li>- Infrastructural development initiatives</li> </ul>
Local communities	<ul style="list-style-type: none"> <li>- Meetings with local community bodies</li> <li>- Need assessment studies</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>- Opportunities for education</li> <li>- Improvement in healthcare</li> <li>- Infrastructural development initiatives</li> </ul>
Customer	<ul style="list-style-type: none"> <li>- Grievance redressal mechanism</li> <li>- Feedback mechanism system</li> <li>- Service and product offerings through multiple channels – online and offline</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>- Affordable solutions</li> <li>- Transparent and accurate billing</li> <li>- Customer satisfaction</li> </ul>

### 1.3 Materiality assessment

Our strong focus on stakeholder relationships forms the foundation of our materiality assessment process. Through proactive stakeholder engagement, we obtain critical insights into the issues that are most important to our stakeholders. These insights play a pivotal role in shaping our understanding of the matters most material to our business. This assessment enables us to identify and evaluate the most significant economic, environmental, and social topics that influence both stakeholder decisions and our strategic direction. It is a vital tool for integrating stakeholder expectations into our long-term planning, while also helping us navigate emerging risks and unlock opportunities across our value chain.

Prioritizing material topics provides a strong foundation for improving our ESG performance. It enables us to develop targeted action plans, set meaningful goals, and implement strategies that directly address these key issues. Our commitment to this structured approach ensures we remain aligned

with stakeholder concerns, while continuously advancing toward greater sustainability and long-term value creation.

### 1.3.1 Materiality assessment process



### 1.4 Sustainability Pillars

As a result of the materiality assessment exercise, we have identified key ESG topics that are most relevant to our organization. These topics have been systematically categorized under the company's four sustainability pillars, reflecting our strategic focus and commitment to responsible growth.





## 2.0 Ethical Leadership

At HPL, ethical leadership forms the foundation of our ESG vision, guiding our actions and decisions across the value chain. In alignment with our theme, "From source to solution: ESG leadership across the value chain," we uphold the highest standards of integrity, transparency, and accountability in every aspect of our business. By embedding ethical practices into our governance framework and stakeholder relationships, we not only build trust but also ensure that our sustainability journey is rooted in responsibility and long-term value creation.

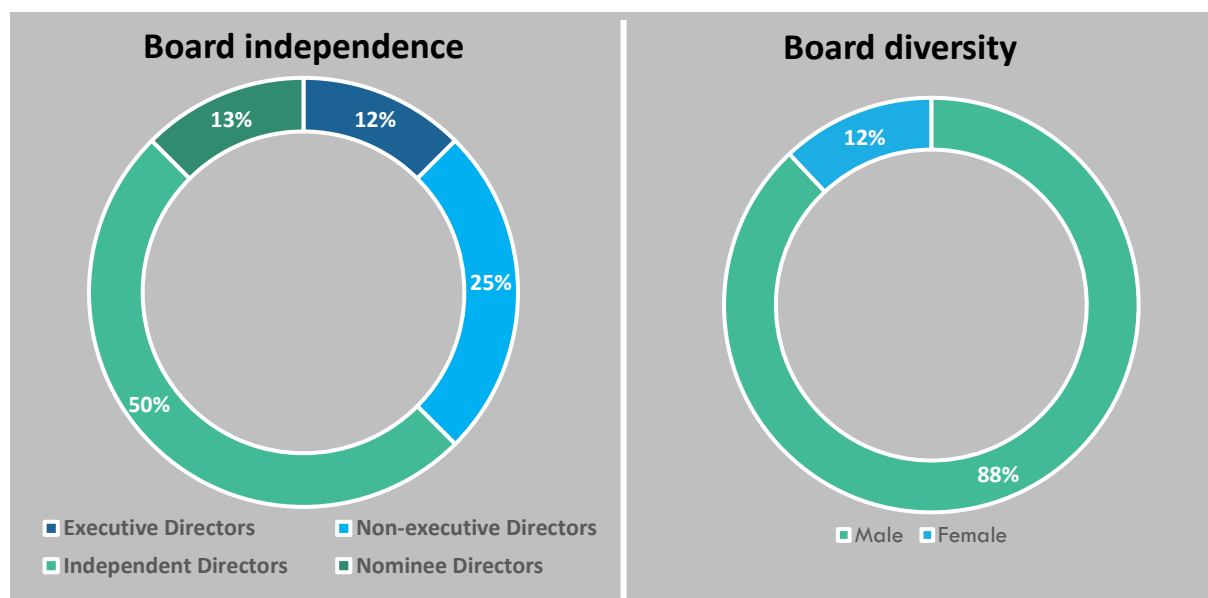
## 2.1 Ethical Leadership

Robust corporate governance is fundamental to building a resilient and high-performing organization. At HPL, we have established well-defined governance framework that prioritizes strategic oversight, accountability, ethical conduct, and equitable treatment of all stakeholders. Our distinguished Board of Directors plays a pivotal role in championing these principles, ensuring that strong governance practices are deeply embedded across all facets of our operations.

### 2.1.1 Board diversity

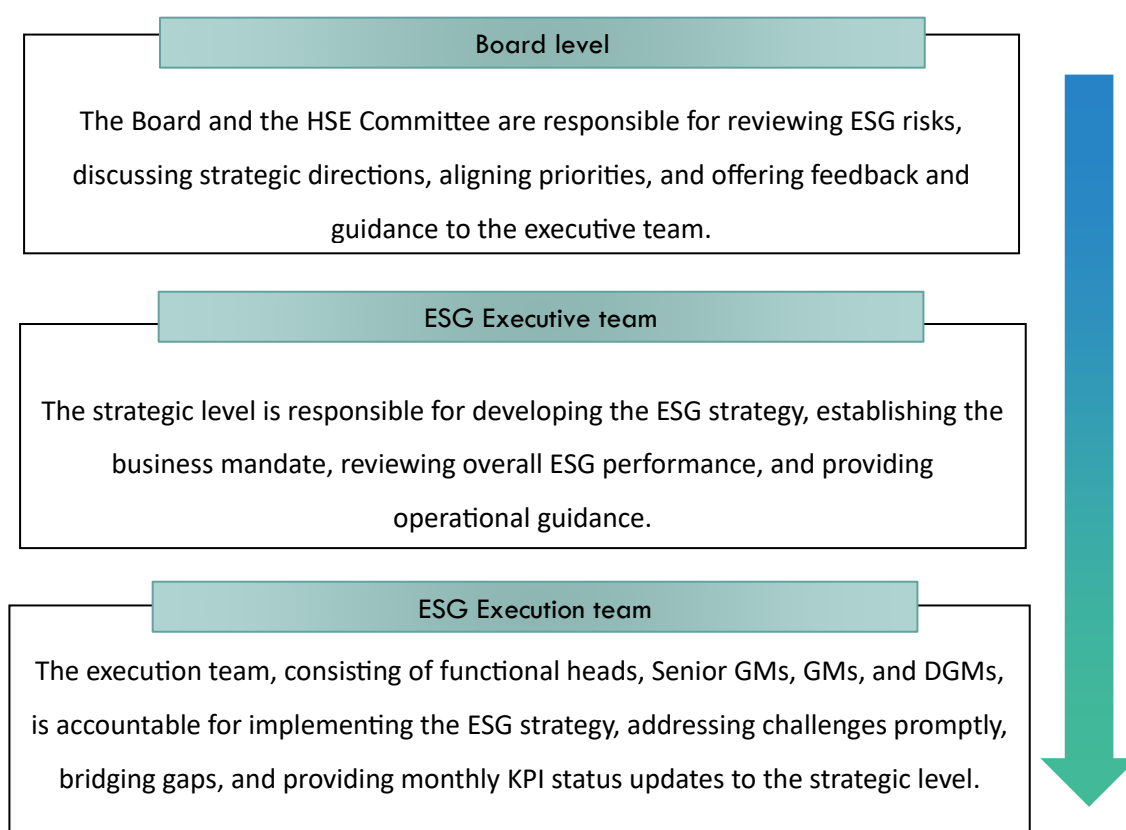
The Board, led by the Chairman and comprising a balanced mix of Executive and Non-Executive Independent Directors, functions as the highest decision-making authority within the organization. Board members are appointed by the Nomination and Remuneration Committee based on their proven expertise, skills, competencies, and professional accomplishments.

To ensure effective governance and oversight, the Board delegates specific responsibilities to various committees, including the Audit Committee, Nomination and Remuneration Committee, Stakeholders Relationship Committee, Risk Management Committee, HSE Committee.



## 2.2 ESG Governance

To advance our sustainability efforts, we have implemented a comprehensive three-tiered ESG governance framework: 1) Board level 2) ESG executive team 3) ESG execution team. This structure includes oversight by our HSE Committee at the Board level, strategic guidance from our executive team, and meticulous execution through dedicated SPOCs at the operational level. With this approach, we effectively integrate our ESG strategy into the core of our business operations, driving value for both the company and our stakeholders, while contributing to a more sustainable future for the planet.



## 2.3 Business ethics

At HPL, ethics, transparency, and accountability form the cornerstone of our corporate governance. The Board of Directors have implemented a Code of Conduct for Directors and Senior Management, outlining the ethical standards expected from them. This Code is available on our website, and each year, Directors and Senior Management reaffirm their commitment to it.

Our HR policy also includes a code of conduct for all employees and workers, ensuring consistent ethical standards throughout the organization. Additionally, we have established a comprehensive vigil mechanism policy that allows for the confidential reporting of unethical practices, including issues related to ethics, bribery, corruption, and other misconduct.

During the reporting period, no violations of the Code of Conduct or complaints regarding bribery, corruption, or anti-competitive behaviour were reported, nor were any complaints submitted through the vigil mechanism.

## 2.4 Regulatory and statutory compliance

HPL understands the critical importance of complying with all relevant economic, environmental, and social regulations. To ensure full compliance, we have established internal processes that promote transparency and timely adherence to regulatory requirements. Our comprehensive compliance framework is supported by Standard Operating Procedures (SOPs) that provide clear guidelines and procedures for regulatory compliance across all levels of operations.

In addition, we have integrated dedicated compliance management software into our systems. This software allows us to monitor compliance obligations, track deadlines, manage documentation, and streamline reporting. Our commitment to meet regulatory requirements goes beyond following procedures; we also maintain a proactive internal audit team that continuously monitors and reviews our compliance efforts. Through regular audits and assessments, we identify opportunities for improvement and address potential compliance issues swiftly.

## 2.5 Risk management

At Haldia Petrochemicals Limited (HPL), managing risk is a core aspect of our operations, particularly in today's ever-changing environment. Our risk management framework, overseen by the Risk Management Committee, integrates environmental, social, and governance (ESG) risks with other business risks. This approach ensures that ESG factors are seamlessly incorporated into our corporate decision-making processes and internal control systems.

Our ESG framework allows us to identify, assess, and monitor risks by implementing policies, processes, and action plans. Business teams and functional heads are responsible for executing these measures, ensuring a proactive and thorough approach to risk management.

By aligning ESG risks with our broader risk management strategies, we not only meet regulatory and market expectations but also strengthen our commitment to sustainable and responsible business practices.

## 2.6 Data security and privacy

In today's digital age, data security and privacy are critical concerns for businesses across all sectors. As organizations increasingly rely on digital infrastructure, the risks of data breaches and cyber threats have intensified. The introduction of the Digital Personal Data Protection Act, 2023, highlights the urgent need for companies to enhance their data protection practices. This legislation establishes stringent requirements for the collection, storage, and processing of personal data, with a strong focus on accountability and transparency.

**ZERO**  
cases of data security and customer data breaches are reported in FY24-25

To tackle these challenges, we have established a comprehensive set of security policies designed to protect our digital assets and maintain the privacy of all data entrusted to us.

- **Internet Security Policy:** Safeguards our network with routine updates to firewall settings, intrusion detection systems, and ongoing monitoring.
- **Mail Security Policy:** Ensures the security of email communications through encryption, spam and malware filtering, and strict usage guidelines.
- **Remote Access Policy:** Guarantees secure remote access with multi-factor authentication, VPN usage, and monitoring of remote sessions.

Our dedicated data security team oversees these initiatives, ensuring that policies are consistently implemented and updated in response to emerging threats.

We are proud to hold ISO 27001:2022 certification, an internationally recognized standard for information security management. This certification underscores our commitment to adopting industry best practices and continually enhancing our security measures.

We conduct regular training programs for all employees to keep them informed about the latest security protocols and practices. These sessions foster a security-conscious culture and empower our team to effectively identify and respond to potential threats.



# 3.0 Care for Environment

*Nature provides abundant resources and has natural regenerative processes to replenish what is used. However, rapid industrialization and modern societal demands have led to the overconsumption of these resources, exceeding nature's capacity to restore them, resulting in irreversible environmental harm. In line with our theme, "From source to solution: ESG leadership across the value chain," it is essential to adopt sustainable practices in resource usage at every stage of our operations. By doing so, we aim to protect the environment and ensure the long-term sustainability of both our business and the planet, promoting responsible resource management and driving value for future generations.*

## 3.1 Climate stewardship

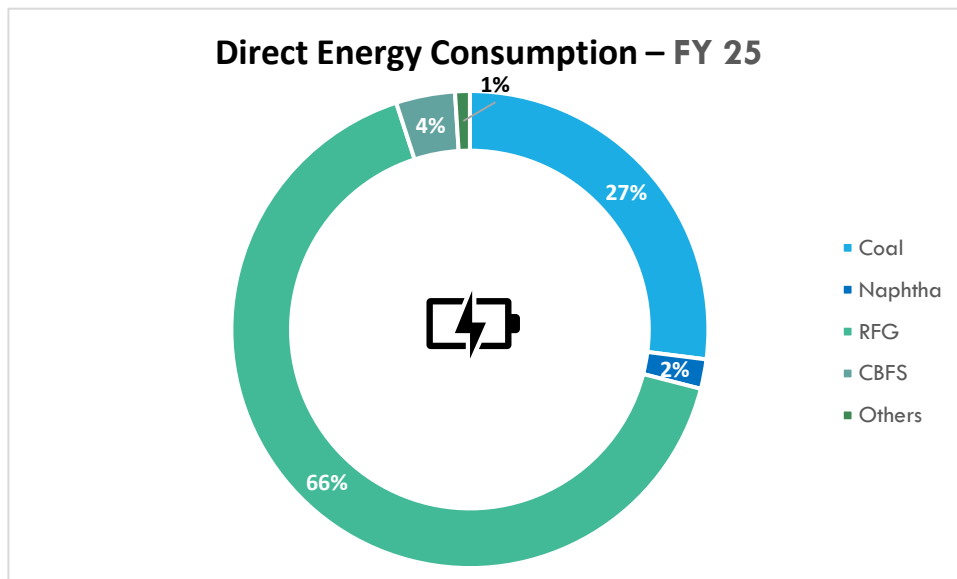
At Haldia Petrochemicals Limited (HPL), climate stewardship is deeply embedded in our core business strategy and operational ethos. Guided by our Climate Stewardship Policy, we are committed to reducing greenhouse gas emissions, enhancing climate resilience, and promoting sustainability across our value chain through the adoption of cleaner technologies, resource efficiency, and close collaboration with suppliers.

As a leading player in the petrochemical sector, HPL actively contributes both national and global climate action goals. Our climate strategy follows a structured and proactive approach, including annual assessments of our energy consumption and greenhouse gas (GHG) emissions across Scope 1 and Scope 2 categories. In alignment with evolving regulatory frameworks, we are consistently working towards complying with the Renewable Consumption Obligation (RCO) directives, which mandate increased integration of renewable energy into our operations, and we are also closely working with Bureau of Energy Efficiency (BEE); Ministry of Power for the upcoming Carbon Credit & Trading Scheme (CCTS) targets. Our efforts underscore our commitment to transitioning towards a low-carbon energy portfolio, reducing reliance on fossil fuels, and contributing meaningfully to India's decarbonization targets under its Nationally Determined Contributions (NDCs). Oversight by the HSE Committee, supported by the ESG strategy and execution team, ensures consistent progress, accountability, and alignment with our long-term climate goals.

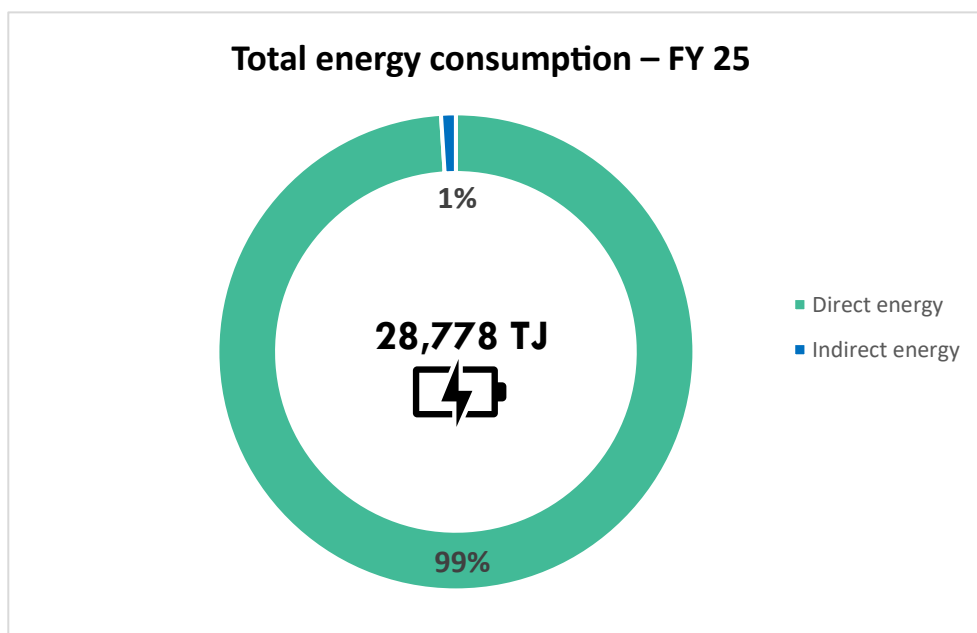
Our direct energy needs—spanning core operations and supporting activities—are currently met through conventional fossil fuel sources. The Captive Power Plant (CPP), a key component of our energy infrastructure at Haldia, primarily uses coal, supplemented by fuels such as naphtha, carbon black feedstock (CBFS), and residual fuel gas (RFG). In addition, RFG and a small quantity of Liquefied Petroleum Gas (LPG) are utilized to power our Naphtha Cracking Unit (NCU) and Naphtha Cracking Auxiliary Unit (NCAU).

For ancillary operations like transportation, emergency power generation, and administrative functions (including canteen services), we rely on fuels such as diesel, petrol, and LPG.

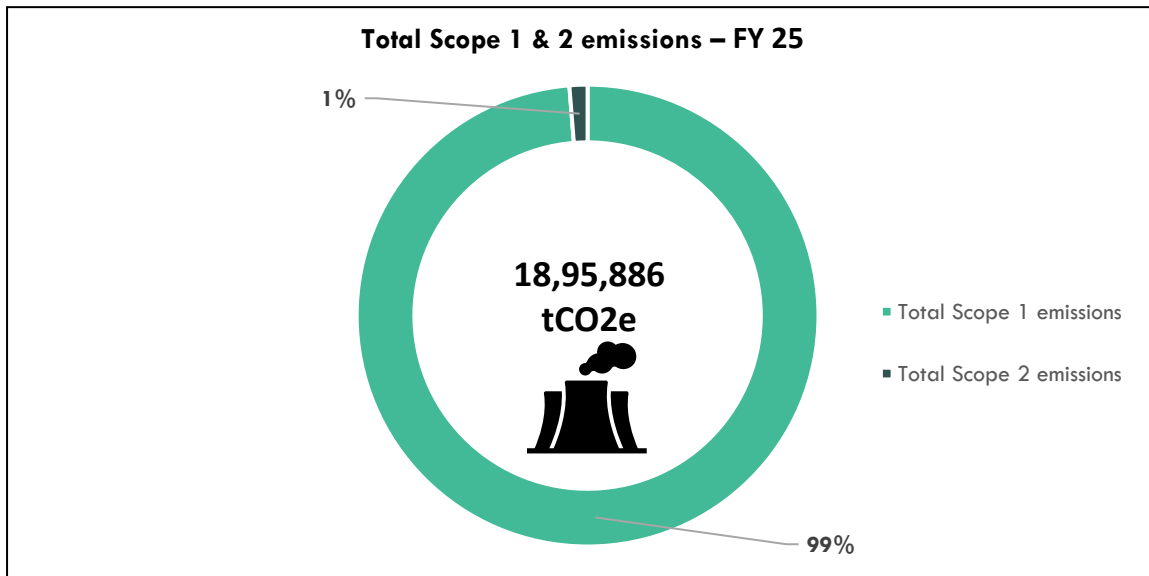
In parallel, we are taking proactive measures to enhance energy efficiency across our facilities. This includes the adoption of energy-saving equipment, the installation of LED lighting systems, and the implementation of other energy-efficient fixtures. These efforts not only help in reducing overall energy consumption but also align with our broader vision of minimizing our environmental footprint and transitioning towards a more sustainable operational model.



Our indirect energy consumption forms a minor segment of our total energy profile, which comprises imported grid electricity for our ancillary requirements.



Owing to our dependence on fossil fuels, our Scope 1 GHG emissions from our direct energy consumption comprises 99% (18,71,976 tCO<sub>2</sub>e) of our total GHG emissions inventory. During the reporting period FY 25, our total GHG emissions (Scope 1 and Scope 2) stands at 18,95,886 tCO<sub>2</sub>e.



\*Note: Data does not include electricity consumption for HPL corporate office in Kolkata, as the electricity bill comprises consumption for the entire Chatterjee International Group, Kolkata, and not just the HPL office. We are working towards maintaining this data separately and shall start reporting on the same from subsequent FYs.

### 3.1.1 Energy & GHG reduction initiatives

As we belong to an energy and GHG emissions intensive sector, it is imperative for us to decarbonize our operations to ensure sustainable growth. Considering this, and in alignment with our commitment to support the nation's goal of achieving Net Zero emissions by 2070, we have initiated the following measures to reduce energy usage and greenhouse gas emissions:

- Modification of gas turbine to use residual fuel gas and minimise flaring
- Maximization of waste heat recovery from steam generators of gas turbines
- Optimization of plant operating parameters through real time monitoring of temperature and pressure of the Naphtha Cracker Unit
- Optimization of pump capacity
- Continuous optimisation of Pyrolysis Gasoline Hydrogenation Unit
- Continuous maintenance of key assets such as the heat exchanger
- Reduction in steam consumption through installation of steam trap at the boiler
- Replacement of conventional lighting with LED lighting

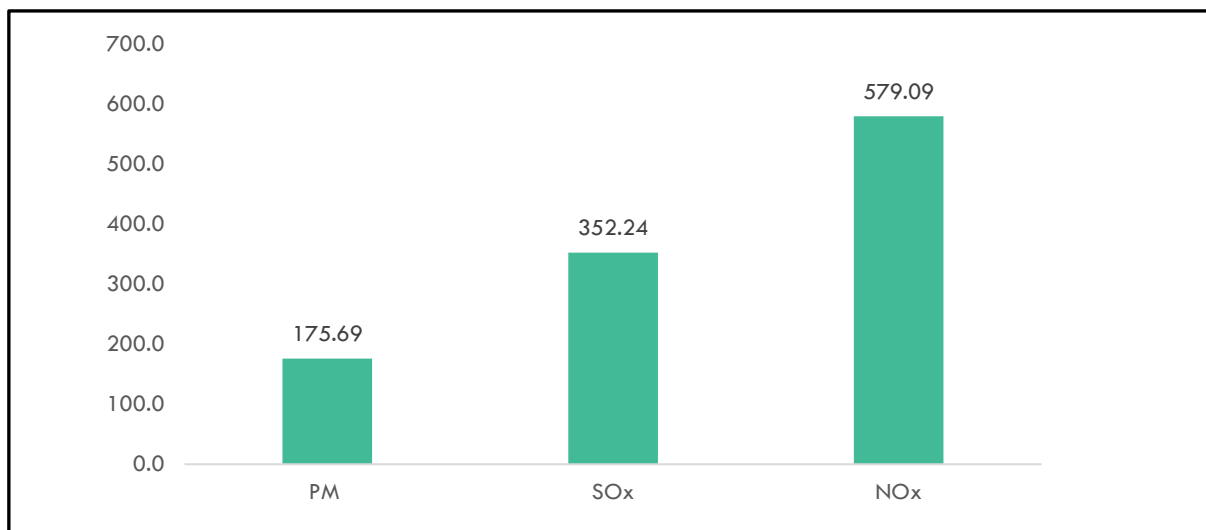
Our climate change mitigation efforts also extend beyond our operations to our value chain. To reduce emissions associated with the transportation of LPG via tankers, we have commissioned a 1.9 km-long LPG pipeline, significantly lowering our logistics-related carbon footprint.

## 3.2 Air quality management

Reducing air emissions is essential for protecting public health, enhancing air quality, preserving ecosystems, supporting sustainable development, and ensuring compliance with environmental regulations. At HPL, we are committed to actively preventing and controlling air pollution through stringent measures.

The primary air pollutants from our operations include Particulate Matter (PM), Nitrous Oxides (NOx), and Sulphur Oxides (SOx). Online Continuous Emission Monitoring System (OCEMS) have been installed in all the stacks of Captive Power Plant and real time emission data is transferred to CPCB server 24 x 7 basis. We maintain strict compliance with emission standards and also conduct monthly monitoring of stack emissions through CPCB/WBPCB approved and NABL-accredited third-party agency. In addition, we ensure that exposure levels for vent and work zone emissions—such as benzene, butadiene, and hexane—remain within regulatory thresholds. Fugitive emissions are closely monitored under our Leak Detection and Repair (LDAR) program, which helps us consistently to detect leakage of hydrocarbon in ppm level and arrest the same through planned/shutdown maintenance as a best practice in petrochemical industries.

Air emission – FY 25 (MT)



We have been taking proactive measures and practices to prevent, control, and mitigate our air emissions. Some important measures include:

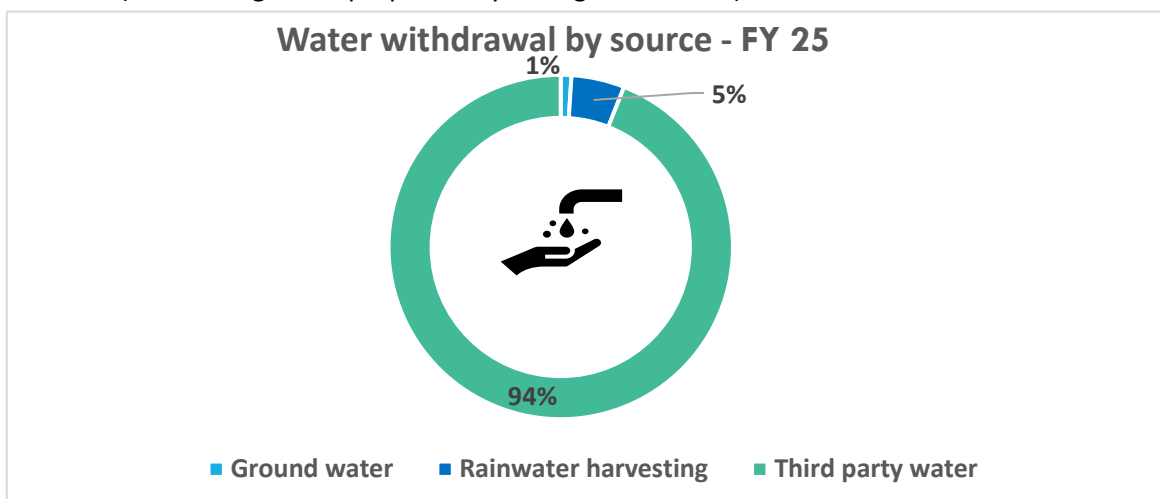
- Installing Electrostatic Precipitators for PM emission control
- Installing low NOX burners for reducing NOX emission
- Mixing limestone dust with coal for reducing SOX emissions
- Use of sulphur free Residual Fuel Gas (RFG), an internally generated fuel which is a mixture of methane and hydrogen, as the fuel in the process heaters as well as Aux Boilers & HRSGs

### 3.3 Water management

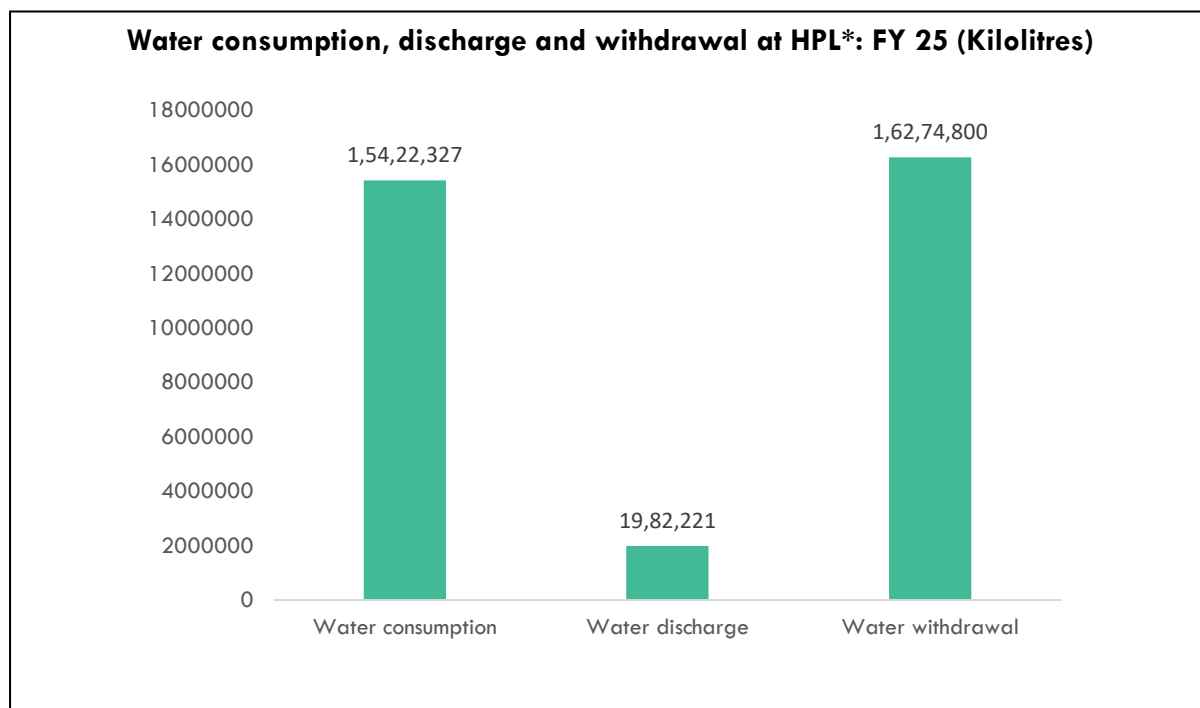
Guided by our Water Stewardship Policy, we adopt a holistic approach that goes beyond compliance to foster long-term water sustainability. Our efforts begin with ensuring adherence to applicable regulatory requirements, including the Water (Prevention and Control of Pollution) Act, 1974, and relevant Central and State Pollution Control Board (CPCB/SPCB) norms. Confederation of Indian Industries (CII) was appointed to carry out a comprehensive water audit across complex as a sustainability initiative, study conducted for period Jan-Dec'24. We regularly undertake water risk assessments to identify site-specific vulnerabilities and opportunities for improvement. Feedback from local communities, employees, and other key stakeholders is actively integrated into our planning to mitigate risks and build resilient water systems.

We have deployed a robust water monitoring infrastructure to track withdrawal, consumption, and discharge across operations. Specific consumption reduction targets have been set, and we have adopted best practices such as wastewater recycling, reuse in non-process applications, and rainwater harvesting. All facilities ensure access to safe water, sanitation, and hygiene (WASH), while employee awareness and community collaboration initiatives further reinforce our commitment to water conservation across our value chain.

For both industrial operations and select domestic uses, we largely depend on freshwater supplied by the Haldia Development Authority (HDA) from the Haldi River — accounting for approximately 94% of our total freshwater intake. The remaining requirements are met through alternative sources such as borewells (for drinking water purpose only during lean season) and harvested rainwater.



Our water withdrawal, consumption, and discharge over the years is presented herewith:



\*Note: Data does not include water withdrawal, consumption, and discharge quantities for HPL corporate office in Kolkata, as the office is in a leased building, and water discharge, consumption, and withdrawal quantities are monitored centrally. Thus, no separate water data for HPL corporate office is available.

Rainwater harvesting has been one of our most beneficial water management strategies. We have five rainwater catchment areas, of which three are natural ponds which are replenished by rain. The other two catchment areas have a capacity of 3,30,000 KL (North Pond) and 5,40,000 KL (West Pond), and rainwater is channelized from the rooftop of buildings and sub-station to the North Pond which is the main reservoir of supplied water from HDA. The stormwater drains at the eastern side of the plant is connected to two natural ponds (4,00,000 KL each). During FY 25, we have utilized 7,69,201 KL of harvested rainwater, which contributes to 5% of our total freshwater withdrawal, thus enabling us to reduce our dependence on other freshwater sources.

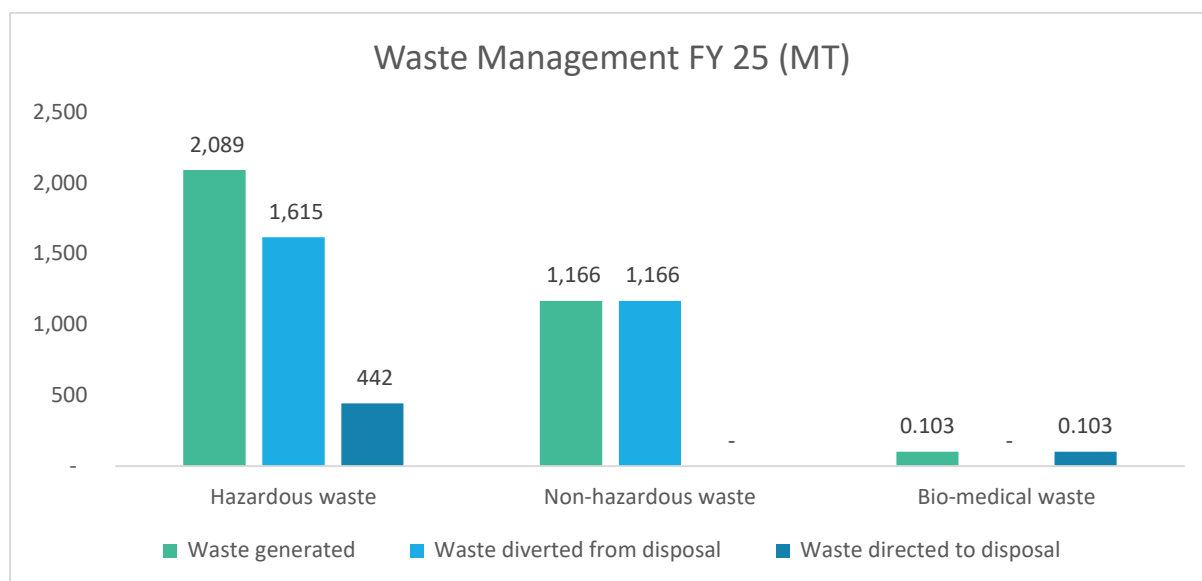


### 3.4 Waste management

At HPL, we firmly believe that every material retains intrinsic value—not only during its useful life but also at the end-of-life stage. This value can be harnessed through the efficient and responsible management of waste. Our waste management strategy emphasizes systematic segregation, regular monitoring, and safe disposal practices.

We classify our waste into three main categories: hazardous, non-hazardous and bio-medical waste. Notably, over 90% of the waste we generate is hazardous in nature. This includes used oil, oil-containing waste residues, empty barrels contaminated with hazardous substances, oil-soaked cotton, spent ion-exchange resins with toxic metals, spent carbon or filtration media, chemical sludge from wastewater treatment, and residues from furnaces and reactors.

In addition, we manage other types of waste such as battery waste, e-waste, biomedical waste, and non-hazardous materials like metal scrap, plastic etc. The waste management data for FY 25 is presented below:



We ensure that all hazardous, battery, and biomedical wastes generated at our facilities are disposed of through certified, authorised third-party recyclers and Common Hazardous Waste Treatment Storage and Disposal Facility (CHWTSDF) which is located at Haldia only.

Similarly, our non-hazardous wastes are directed to certified recyclers. To facilitate this process, we maintain an in-house scrapyards where all waste is securely stored until it is disposed of in compliance with regulatory standards. Nearly all waste generated during a reporting year is disposed of within the same period, ensuring timely and responsible waste management.

## Extended Producer Responsibility

As part of our plastic Extended Producer Responsibility (EPR) efforts, we managed a total of 7,275 metric tonnes (MT) of post-consumer plastic waste during the reporting period. Of this, 4,435 MT of non-recyclable plastic waste was sent for end-of-life (EoL) processing through authorized co-processing and waste-to-energy partners, while 2,840 MT of recyclable plastic waste was recovered and sent to registered recyclers.

By working with certified waste management agencies and maintaining end-to-end traceability, we ensured compliance with the Plastic Waste Management Rules and contributed to reducing environmental impact. These efforts are a testament to our commitment to plastic circularity, responsible waste management, and environmental sustainability.

## 3.5 Biodiversity management

In alignment with India's commitment at COP27 to create an additional carbon sink of 2.5–3 billion tonnes of CO<sub>2</sub> equivalent through enhanced forest and tree cover by 2030, biodiversity conservation has become a material priority for Haldia Petrochemicals Limited (HPL). As a responsible corporate citizen operating in a resource-intensive sector, we recognize the critical importance of protecting ecosystems and natural habitats—not only to support climate mitigation, but also to preserve the ecological balance vital for long-term business and community resilience.

Guided by our Biodiversity Policy, our management approach emphasizes integrating biodiversity conservation across the project lifecycle, including planning, operations, and decommissioning. We conduct regular biodiversity assessments, develop conservation plans, and implement afforestation initiatives using native species to enhance green cover and support carbon sequestration. We aim for No Net Loss (NNL) of biodiversity, with a long-term goal of achieving Net Positive Gain (NPG). Our efforts are supported by the HSE Committee's oversight and executed through a dedicated ESG team, with engagement across our supply chain and collaboration with scientific institutions, communities, and government bodies.

HPL has developed a greenbelt encompassing over 103 hectares with a width ranging from 50 to 100 meters around its complex. The existing greenbelt is having 1.175 Lacs of trees (as of Oct'24) contributing to habitat restoration and serving as a buffer to protect surrounding communities from air pollutants. It has been further taken up with Green Project Wing of West Bengal Forest Development Corporation to densify the existing greenbelt as well as develop some additional greenbelt within the plant area by planting around 1.4 Lacs of trees and maintaining the same to sustain rich biodiversity surrounding the plant and nearby community.

HPL's operations are situated in an area rich in biodiversity, with its surrounding environment home to over 140 floral species and more than 120 faunal species. While most of these species are classified under the 'Least Concern' category or have not been evaluated by the IUCN, some species in the vicinity have been identified as 'Vulnerable' or 'Near Threatened.' The study also reported no presence of areas that are protected or of high biodiversity value within our site, and no cases of habitat restoration in the past and during the reporting period.

### 3.6 Materials management

The continuity of our business operations is dependent on the long-term availability of resources. Thus, within our operations, we have always striven to enhance resource efficiency and use of less harmful materials. Our consumption of raw materials, associated materials, and packaging materials, are as follows:

Material name	UoM	FY 25
<b>Raw Materials</b>		
Naphtha	MT	18,49,767
Methanol	MT	28,733
Purchased propylene	MT	849
Purchased LPG	MT	57,154
Additives, Catalysts, Co-catalysts and Chemicals	MT	3,325.7
<b>Total Raw materials FY 25</b>	<b>MT</b>	<b>19,39,828.7</b>
<b>Associated materials</b>		
Lubricants	MT	1,41,941
Hexane	MT	2,912
<b>Total Associated materials FY 25</b>	<b>MT</b>	<b>1,44,853</b>
<b>Packaging materials</b>		
PP bags	MT	341.81
<b>Total Packaging materials used FY 25</b>	<b>MT</b>	<b>341.81</b>
<b>Total input materials used in FY 25</b>	<b>MT</b>	<b>20,85,023.50</b>



## 4.0 Care for People

At HPL, our human capital development strategy is aligned with our broader ESG leadership vision, focusing on the holistic growth of our employees, who play a crucial role in driving sustainable value across our operations. By creating a work environment that supports well-being and encourages empowerment, we ensure that our people are equipped to contribute meaningfully at every stage of the value chain, from sourcing to solution. This approach strengthens our commitment to sustainability and responsible business practices, fostering a workforce that is not only capable but also motivated to lead in ESG initiatives.

## 4.1 Diversity & inclusion

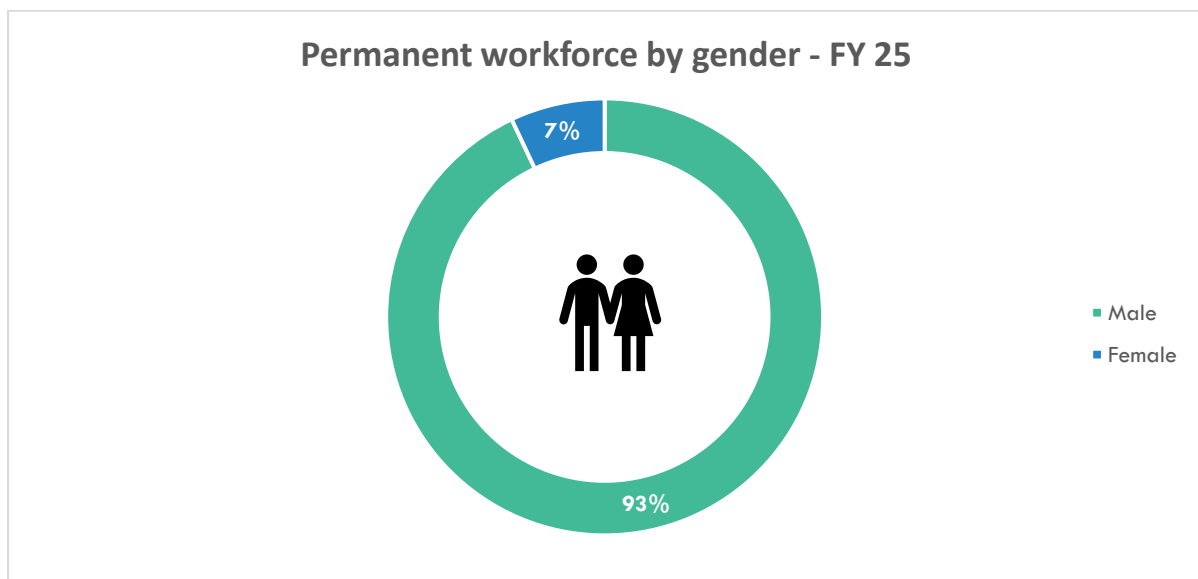
At Haldia Petrochemicals Limited (HPL), we are committed to fostering a diverse and inclusive workplace that mirrors the rich tapestry of cultural, geographic, and demographic backgrounds present across our ecosystem. We believe that diversity is not just a moral imperative but a strategic advantage—bringing together varied perspectives that spark innovation, enhance problem-solving, and create long-term value. As an equal opportunity employer, we are dedicated to recruiting talent based solely on merit and capabilities, regardless of race, nationality, gender, place of origin, religion, disability, or age.

This inclusive approach helps build a collaborative, empowered workforce and reinforces our ESG leadership across the value chain—from source to solution. Through inclusive hiring practices, sensitization initiatives, and continuous engagement, we ensure that every individual feels respected, valued, and empowered to contribute meaningfully to our shared goals.

	Employee category	Gender		Age group			Total
		Male	Female	<30 years	30-50 years	>50 years	
Permanent Employees	Top level	14	1	-	-	15	15
	Senior level	66	4	-	12	58	70
	Middle management	190	16	-	171	35	206
	Entry level	329	26	162	163	30	355
	Total Permanent employees	599	47	162	346	138	646
Permanent Workers	Permanent workers	408	27	95	240	100	435

<b>Other than permanent employees</b>	Other than permanent employees	12	0	0	0	12	12
<b>Other than permanent workers</b>	Contractual workers	1200	23	600	523	100	1223
<b>Total HPL workforce</b>	Total	2219	97	857	1109	350	2316

In line with our commitment to inclusivity and gender diversity, HPL has made continuous progress in integrating female employees into critical roles across the organization, including operations, leadership positions, and as management trainees. Notably, women are now actively engaged in night shift operations as well, reflecting our efforts to create a more equitable and supportive work environment. These initiatives underline our dedication to empowering women across all levels of the workforce. The consistent representation of female employees’ highlights the impact of these inclusive practices, as illustrated in the chart below:



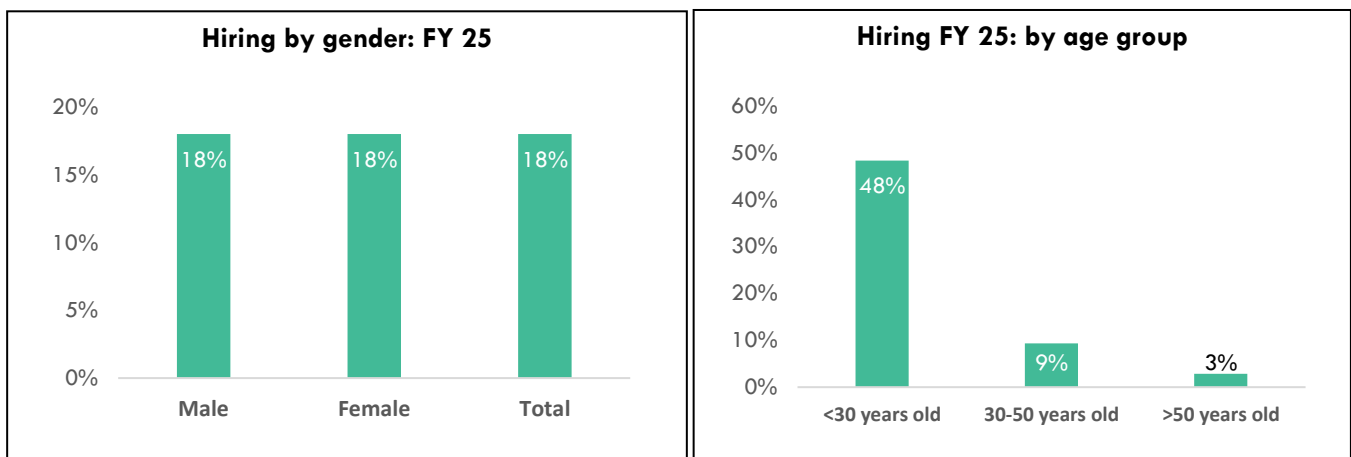
## 4.2 Talent acquisition and onboarding

At HPL, we recognize that attracting and nurturing the right talent is fundamental to driving our growth, fostering innovation, and achieving leadership in ESG across the value chain. Our talent attraction strategy is designed to highlight HPL’s distinct culture, commitment to sustainability, and the diverse career development opportunities we offer. By positioning ourselves as an inclusive, growth-

oriented, and value-driven organization, we aim to attract individuals who not only bring the right skills but also resonate with our vision and purpose.

Our onboarding process ensures that every new employee experiences a smooth transition into the organization. It includes structured orientation programs that introduce them to HPL's ethos — “from source to solution” — our core values, ESG priorities, and operational excellence. Role-specific training, access to digital tools, mentorship, and timely feedback mechanisms help new hires quickly adapt, contribute meaningfully, and feel a strong sense of belonging.

We maintain a robust recruitment policy that emphasizes diversity, meritocracy, and alignment with our long-term goals. Our hiring practices reflect our focus on building a workforce equipped to deliver value across the entire value chain, from operational excellence to sustainability impact. The details of our recruitment during the reporting period are presented below:

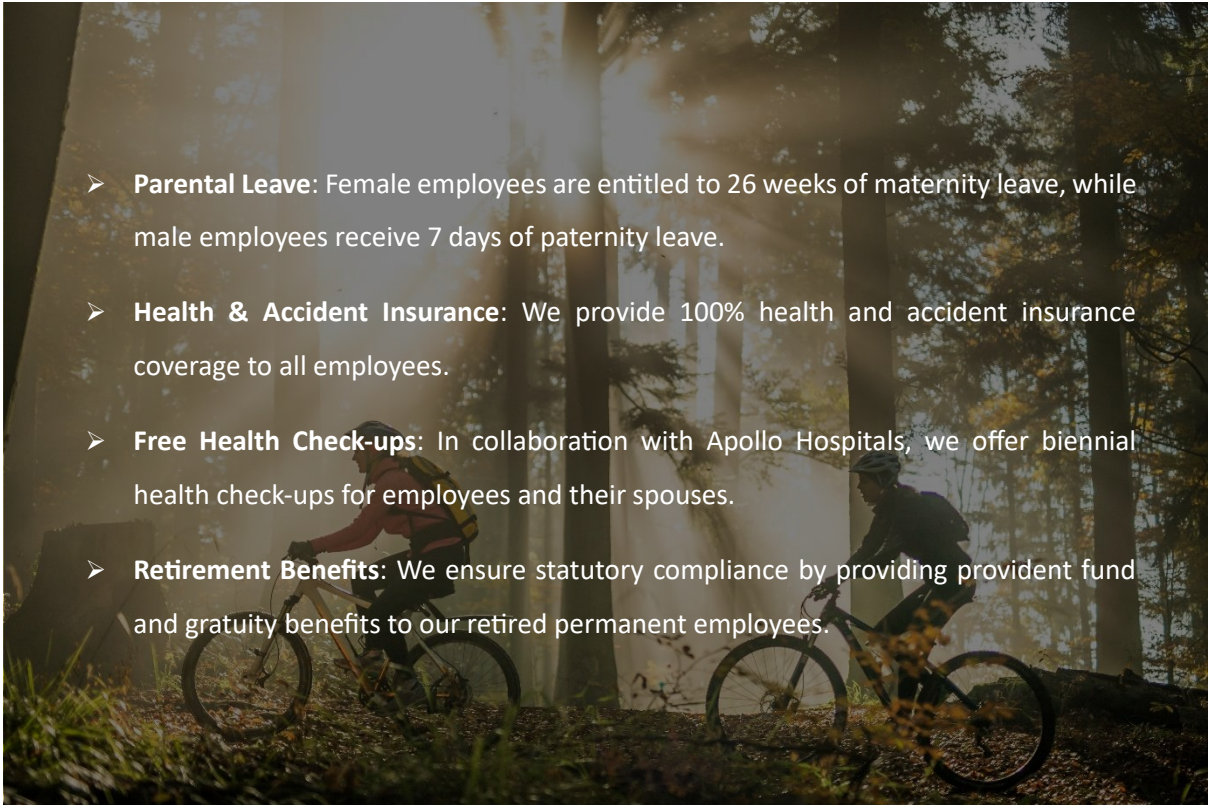


## 4.2.1 Employee well-being

At HPL, we are deeply committed to cultivating a supportive, inclusive, and purpose-driven work environment that values every employee and empowers them to thrive.

Throughout the year, we conduct a wide range of employee engagement initiatives designed to inspire, motivate, and align our workforce with both personal growth and organizational goals. Many of these activities also include employees' families, strengthening the sense of community and belonging within the HPL ecosystem. Regular employee interactions further help us listen, address concerns, and create a culture of openness and trust.

We support employee well-being through a comprehensive suite of benefits and wellness programs:



- **Parental Leave:** Female employees are entitled to 26 weeks of maternity leave, while male employees receive 7 days of paternity leave.
- **Health & Accident Insurance:** We provide 100% health and accident insurance coverage to all employees.
- **Free Health Check-ups:** In collaboration with Apollo Hospitals, we offer biennial health check-ups for employees and their spouses.
- **Retirement Benefits:** We ensure statutory compliance by providing provident fund and gratuity benefits to our retired permanent employees.

To enhance interpersonal relationships, leadership capabilities, and workplace effectiveness, we conduct Emotional Intelligence Training for all employees. These sessions include one-on-one coaching, group workshops to build emotional collaboration, and digital learning modules for continuous growth.

Our Occupational Healthcare Centre serves as a dedicated on-site facility to safeguard employee health and ensure immediate access to qualified occupational health professionals. The centre provides treatment for workplace-related concerns and proactive services such as vaccinations, preventive screenings, and wellness programs, reinforcing our commitment to a healthy, safe, and resilient workforce.

### 4.2.1 Employee engagement

At HPL, employee engagement is a core principle guiding our human resource strategies. Through fostering a culture of active involvement, we aim to harness the complete capabilities of our workforce, leading to increased innovation, productivity, and enduring development within the ever-evolving petrochemical sector. Our Human Resource (HR) policies are designed to foster holistic workforce development, emphasizing continuous learning, well-being, diversity, and career growth. In FY 25, we implemented several strategic initiatives aimed at enhancing employee experience, supporting physical and mental health, and building long-term capabilities across the organization.

Following are some of the employee engagement initiatives undertaken during the year:

HPL Day is ceremoniously celebrated each year on 2nd April at HREL Township

In May 2024, awareness sessions on heat wave preparedness conducted at plant for employees and contractual workers to enhance resilience against extreme weather conditions

Employees actively participated in the Tata Steel Marathon 2024 and the Annual Sports Day hosted at HREPL

Launched 'Sparkle', a dedicated workshop series focused on mental well-being and stress management

Conducted Wellness Talks in collaboration with Medica Superspecialty Hospitals offered expert guidance on heart health and lifestyle improvement

Specialist doctor visits were facilitated through tie-ups with Apollo Hospitals and local providers, ensuring medical support for employees and their families at HREPL.



We continued to strengthen the bond between employees, their families, and the broader community through inclusive and participatory initiatives.

- **Career Guidance:** Under the Disha initiative, career coaching sessions were conducted for children of contractual workers, supporting informed educational choices.

- **Children’s Camps:** Seasonal camps offered engaging and developmental activities for employees’ children, promoting creativity, learning, and well-being.
- **Academic Recognition:** Meritorious wards of employees and contractual workers were recognized for their academic achievements, reinforcing our commitment to educational encouragement.
- **Payroll Giving:** Through voluntary payroll contributions to CRY (Child Rights and You), employees supported underprivileged children across India, reinforcing our social responsibility ethos.

### 4.2.3 Performance evaluation and career progression

At HPL, performance reviews are a cornerstone of our human capital strategy — a key driver in advancing our ESG commitment across the value chain. These evaluations play a critical role in aligning individual contributions with organizational goals, optimizing talent strategies, guiding compensation decisions, and shaping learning and development investments.



We follow a structured and transparent bi-annual performance appraisal process, conducted by immediate supervisors, to provide employees with impartial and constructive feedback. This system ensures that performance expectations are clearly defined at the beginning of each cycle, aligned with our annual strategic priorities. These organizational goals are translated into departmental Key Result Areas (KRAs), which are further cascaded to individual roles for better alignment and accountability.

Performance appraisals assess employee contributions against their defined KRAs, helping us:

- Recognize high performers and support their career growth through internal mobility or advancement opportunities
- Identify gaps in skills, job performance, and development needs
- Provide structured development plans including mentorship, on-the-job learning, and role-specific training
- Set achievable goals for continuous improvement
- Monitor progress through regular feedback and support mechanisms

By prioritizing these periodic reviews, we not only cultivate a culture of continuous improvement and recognition but also ensure that every individual is equipped to contribute meaningfully to HPL's journey of sustainable leadership — from *source to solution*.

## 4.2.4 Employee rewards and recognition

At HPL, we recognize that our people are the driving force behind our success across the value chain. Staying true to our commitment to ESG leadership from source to solution, we believe in celebrating the hard work, dedication, and contributions of our employees through a structured and meaningful Rewards and Recognition (R&R) program.

Our comprehensive R&R framework is designed to acknowledge achievements—big or small—and inspire continued excellence. This includes both monetary rewards such as incentives and performance-based bonuses, as well as non-monetary recognition through appreciation events, certificates, spotlight features, and personalized messages of gratitude.

By fostering a culture where recognition is embedded in day-to-day operations, we enhance employee morale, encourage high performance, and build a strong sense of purpose, pride, and belonging within our workforce.

### HPL Day – recognition of good performance

HPL Day, celebrated annually on April 2nd, is a momentous occasion that honours the spirit and dedication of our workforce. It serves as a platform to recognize and reward outstanding employee contributions, celebrating those who have played a pivotal role in driving HPL's progress and excellence. The event not only acknowledges individual and team achievements but also reinforces our collective commitment to sustainable growth and ESG leadership across the value chain.

### Spotlight

The Rewards and Recognition Committee hosts a "Spotlight" event to honour and celebrate significant, commendable contributions within the organization. The awardees receive prize money and a certificate in recognition of their contributions to HPL's progress, honouring their efforts and achievements.

## 4.2.5 Learning and development

Driven by our "People First" philosophy, HPL places strong emphasis on the well-being, growth, and development of its employees—who are central to our success. We believe that nurturing talent and providing timely guidance are key to accelerating individual and organizational progress.

Department heads play a pivotal role in this journey by mentoring their teams, identifying improvement areas, and ensuring that each employee receives the support they need. During performance evaluations, they assess individual training requirements and recommend appropriate learning programs. Additionally, we conduct regular employee surveys to better understand specific learning needs and interests. Insights from these evaluations and surveys are used to design an annual training calendar, which outlines all scheduled programs and is shared across the organization to ensure transparency and participation.

Our Learning & Development Framework can be summarised as below:



At HPL, our learning and development programs are designed to foster continuous growth and equip our workforce with the skills needed to excel across the value chain. These programs span a broad spectrum of topics, ensuring holistic capability building aligned with our business needs and ESG vision.

- **Technical Training:** Focuses on hands-on, functional learning within specific departments to enhance job-specific expertise.
- **Non-Technical Training:** Encompasses leadership development, communication, and behavioural skills to strengthen managerial and interpersonal effectiveness.
- **Compliance Training:** Aims to build awareness around company policies, regulatory standards, and HR guidelines to ensure ethical and lawful conduct.

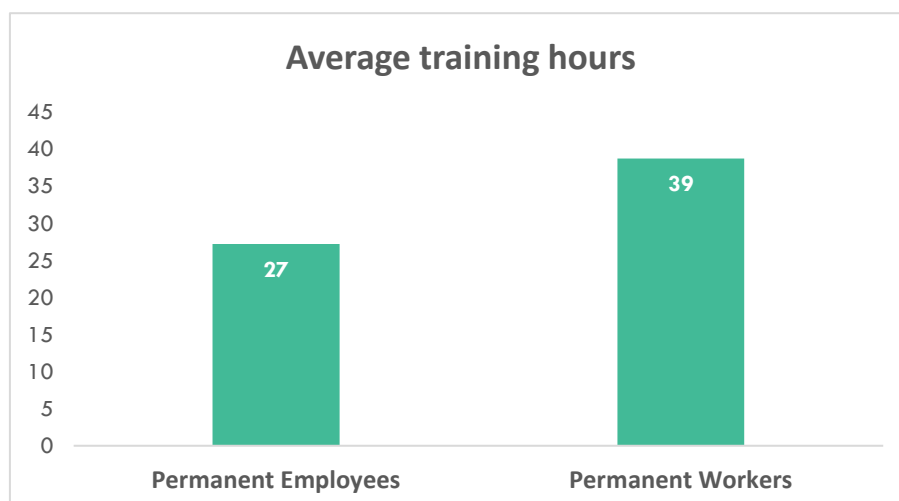
In addition to core training modules, we also offer refresher courses to reinforce the practical application of previously acquired knowledge. These sessions are facilitated by both in-house experts and external trainers, depending on the subject matter.

To reinforce learning outcomes, we also conduct refresher courses, ensuring the continued application of knowledge in real-world scenarios. These sessions are delivered by a blend of internal experts and external facilitators, depending on the training needs.

As part of our long-term capability-building strategy, we rolled out a range of talent development and learning initiatives to empower employees at all levels.

- **Higher Education Opportunities:** Employees continued to pursue a Post Graduate Diploma in Management and Entrepreneurship, developed in collaboration with Jadavpur University and The Strategy Academy.
- **Execution Excellence:** A dedicated training program was introduced for junior managerial and non-managerial staff to drive accountability, precision, and quality in execution.
- **Technical Upskilling:** Structured learning programs led by internal and external experts enhanced technical and functional competencies across departments.
- **ASCENT – Career Development Program:** Focused on assessing behavioural and functional competencies through an Assessment Centre, ASCENT enabled personalized Individual Development Plans for managerial employees.
- **Leadership Coaching:** Selected senior leaders participated in a six-month coaching journey with certified professionals, focused on strengthening leadership capabilities and succession planning.

The average number of training hours delivered to permanent employees, workers, and contractual staff during the reporting period is presented below:



## 4.2.6 Employee grievance mechanism

At HPL, we are committed to fostering a transparent and accountable work culture that empowers employees to voice concerns without fear of retaliation. We encourage our employees to report any observed or suspected violations—including those related to human rights, workplace harassment, discrimination, ethical concerns, or the work environment—through designated channels such as their Head of Department or the Head of Human Resources.

To support this, we have established robust mechanisms, including:

- **Internal Complaints Committee (ICC):** In line with the Prevention of Sexual Harassment (POSH) Act, the ICC ensures prompt and impartial redressal of any complaints related to workplace harassment.
- **Employee Grievance Redressal System:** This allows employees to raise concerns through their line managers or supervisors, which are then escalated to relevant business process heads for timely resolution.

All grievances are recorded with objectivity and discretion. Upon validation, appropriate remedial actions—such as policy amendments, awareness training, or corrective steps—are promptly implemented.

We are pleased to report that during the reporting period, no complaints were received pertaining to workplace safety, discrimination, violation of freedom of association, or collective bargaining rights. This reflects the effectiveness of our preventive mechanisms and our commitment to a safe, respectful, and inclusive workplace.

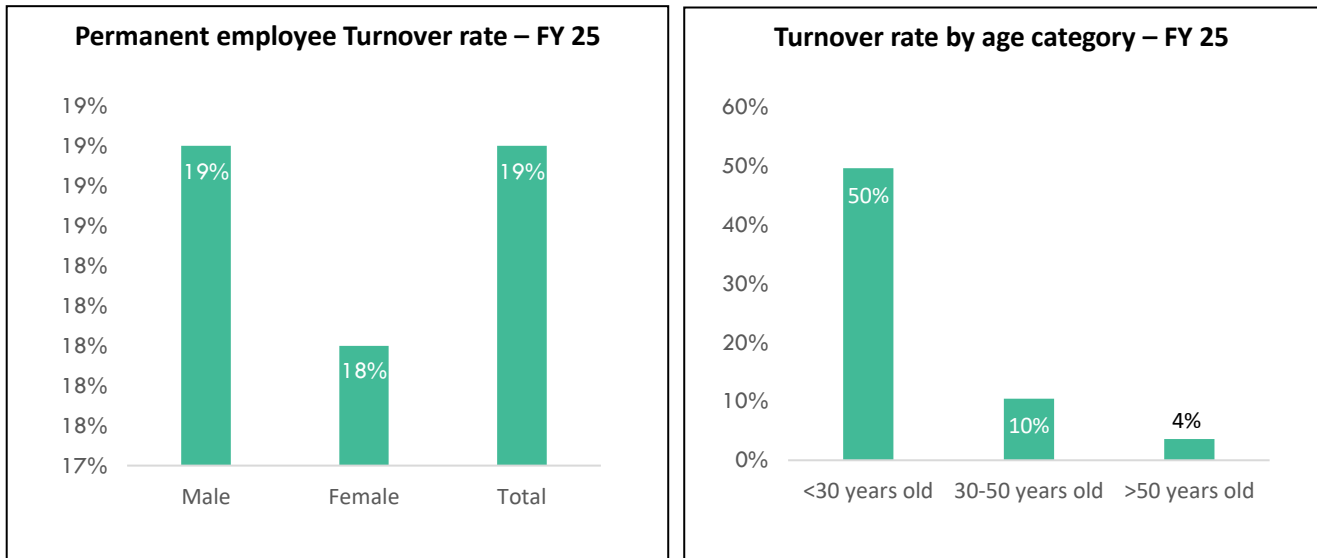
## 4.2.7 Turnover

At HPL, we foster an inclusive and welcoming organizational culture that values transparency, diversity, and open communication. We are committed to creating a workplace where employees feel a strong sense of belonging and are empowered to thrive both personally and professionally.

Our focus on continuous learning, career progression, and skill enhancement is complemented by a structured recognition program that celebrates individual and team achievements. These initiatives have contributed to a supportive, engaging, and rewarding work environment—one that motivates employees to stay and grow with us.

As a result of these sustained efforts, we have successfully maintained low employee turnover, enabling us to retain high-performing talent and strengthen our long-term organizational resilience and success.

The turnover rates for the last three financial years are presented below:



## 4.3 Human rights

At HPL, we are unwavering in our commitment to respecting and protecting human rights across all facets of our operations. We believe that upholding human rights is fundamental to ethical business conduct and the well-being of our workforce. This commitment is articulated through our Human Rights Policy, which is guided by national laws and global human rights frameworks. The policy encompasses the following key principles:

- **Elimination of Child and Forced Labour:** We strictly prohibit child labour and any form of forced or involuntary labour, maintaining rigorous monitoring systems to ensure compliance across our operations and supply chain.
- **Non-Discrimination and Equal Opportunity:** We foster a workplace that embraces diversity and inclusivity by enforcing a zero-tolerance policy towards discrimination based on gender, ethnicity, religion, age, disability, or any other status.
- **Fair and Equitable Compensation:** We are committed to providing fair wages and equitable remuneration practices that reflect the value of work performed, aligned with industry standards and regulatory requirements.
- **Protection from Human Rights Abuses:** We adopt a proactive stance to prevent any form of human rights violations, reinforcing our ethical obligations and organizational integrity.

- **Workplace Health and Safety:** We ensure the safety and well-being of our employees is a core priority. Our facilities include 24/7 ambulance services, regular health check-ups, wellness talks by medical professionals, and periodic health camps.
- **Freedom of Association and Collective Bargaining:** We respect our employees' right to freely associate and engage in collective bargaining, encouraging open dialogue to voice concerns, negotiate, and drive positive change.

### 4.3.1 Labour management

We recognize the right of workers to unionize and engage with them in open and transparent dialogue. We interact with them frequently and share business concerns as well as understand their aspirations in a cordial environment and arrive at amicable solutions to issues. The organization negotiates and arrives at long term settlements with the unions, the benefits of which are extended to all eligible workmen, irrespective of their union membership status. During FY 25, 48.10% of our workers participated in collective bargaining or labour unions.

## 4.4 Health & safety

At HPL, we firmly believe that every accident is preventable, and that a culture of safety is the foundation of a resilient and responsible workplace. Our unwavering commitment to achieving 'Zero Incidents' drives us to maintain a work environment that is free from health and safety hazards. We do this by embedding safety into every aspect of our operations—through stringent safe work procedures, continuous monitoring of risk-prone activities, and fostering a proactive safety culture across all levels of the organization.

At Haldia Petrochemicals Limited (HPL), we are steadfast in our commitment to protecting the health, safety, and well-being of all employees, contractors, and stakeholders. To institutionalize this commitment, we have implemented a comprehensive Occupational Health and Safety Management System, aligned with the ISO 45001:2018 international standard. This system ensures a structured and proactive approach to identifying hazards, assessing and mitigating risks, and fostering a safety-centric culture across our operations.

Our management approach is centred on prevention, participation, and continuous improvement. Oversight is provided by the Apex Safety Committee, which conducts periodic reviews of safety performance, sets objectives, and ensures the effective implementation of all related policies, procedures, and corrective actions. The day-to-day execution is driven by functional and site-level safety teams, who integrate health and safety considerations into operational planning, maintenance, and decision-making processes.

As part of our certification process, we conduct two internal audits and one external audit annually, ensuring that our systems are thoroughly reviewed, validated, and continuously improved. Our Occupational Health and Safety Policy further reinforces our commitment through legal compliance, emergency preparedness, targeted safety training, stakeholder engagement, and transparent incident reporting mechanisms.

Through rigorous governance, inclusive participation, and capacity building, we embed safety into every task and decision—advancing our aspiration of zero harm and strengthening our ESG leadership across the value chain.

### 4.4.1 Health & safety risk management

In alignment with our safety objectives, we conduct comprehensive Hazard Identification and Risk Assessments (HIRA) for both routine and non-routine activities. These assessments enable us to systematically identify potential hazards and categorize risks as high, moderate, or acceptable, ensuring targeted mitigation strategies. The HIRA process incorporates insights from incident investigations, unsafe act observations, and recommendations from external safety experts, allowing us to seamlessly embed safety controls into daily operations.

For high-risk maintenance activities, our dedicated safety team performs Job Safety Analyses (JSA) to evaluate task-specific risks and define safe work practices. Each maintenance task undergoes an individual risk assessment, and a structured work permit system is implemented to verify that all precautionary measures are in place, especially in emergency scenarios.

To maintain transparency and encourage participation, monthly Safety Committee meetings are held at the departmental level, with a central safety meeting convened by the Central Safety team. These forums ensure equal representation from both workers and management, fostering open dialogue and collaborative decision-making. In addition, HR and Safety teams organize monthly Contractor Safety Committee meetings to engage contractual workers on compliance issues and review incidents or near misses.

Our robust three-tier health and safety audit system comprises:

- Individual plant audits conducted by on-site safety personnel,
- Internal cross-functional audits for interdepartmental learning and accountability, and
- Third-party audits to provide objective external validation of our health and safety standards.

This layered approach ensures continuous improvement in safety practices and reinforces our commitment to a risk-aware, incident-free workplace.

## 4.4.2 Other health and safety measures

At HPL, we have introduced the following new initiatives to enhance health and safety.

### Modification of E-permit System in Line with OISD-105 Standard

**Intervention:** HPL undertook a systematic review and modification of its existing electronic permit-to-work (e-permit) system to align it with the latest OISD-105 standard. The enhancements focused on standardizing workflows, integrating risk assessments, and improving authorization protocols.

**Outcome:** This alignment streamlined permit processing, improved hazard identification and control, and ensured better regulatory compliance. It also enabled real-time tracking and auditability of permit workflows during TA-2025.

### Development of Safety Observation Dashboard Using Tag Words

**Intervention:** A new Safety Observation Reporting Dashboard was developed, leveraging safety tag words (e.g., “Unsafe Act”, “Near Miss”, “PPE Violation”) to categorize and analyze reports. This tool was tailored specifically for TA-2025.

**Outcome:** The dashboard enabled structured, efficient, and real-time analysis of safety trends, helping identify recurring issues and implement targeted interventions. The tag-based system improved user experience and encouraged more frequent reporting.

### Safety Observation Campaign for Contractor Workers

**Intervention:** HPL launched a comprehensive safety observation campaign across the plant for contractor workers. Hard copy reporting formats were distributed, and secure drop boxes were installed at control rooms. Additionally, enhancements were made in the HPL Connect system to allow authorized personnel to submit digital entries on behalf of contractor workers.

**Outcome:** This inclusive approach significantly increased safety observation submissions from contractors. Best observation reports were recognized at the National Safety Day (NSD) 2025 event, reinforcing a safety-first culture across all tiers of the workforce.

### Development of General Safety Guideline for TA-2025

**Intervention:** After extensive consultations with stakeholders across all plants, HPL developed a General Safety Guideline Document for TA-2025. The document outlined safety expectations, procedures, and roles & responsibilities.

**Outcome:** The guideline served as a reference point for all teams, improving coordination and consistency in safety practices. It contributed to minimizing incidents during TA-2025 and strengthening the safety management framework across the plant.

### Contractor Safety Supervisors' Validation and Interview Process

**Intervention:** HPL conducted interviews and validation for approximately 160 contractor safety supervisors ahead of TA-2025. This involved assessing their technical knowledge, experience, and understanding of HPL's safety protocols.

**Outcome:** This initiative helped filter and engage qualified supervisors who were well-prepared to manage safety responsibilities during the turnaround. It also highlighted skill gaps that were addressed through targeted pre-mobilization training.

## 4.4.3 Health and safety training

At HPL, we recognize that safety training is essential to equipping our employees and workers with the knowledge and skills needed to perform their duties safely and effectively. These trainings aim to deepen awareness of safety protocols, including life-saving rules and operational procedures, thereby minimizing risks and promoting a culture of safety across our operations.

To drive this initiative, we have established multiple channels to educate and sensitize stakeholders on proper work practices. Each year, we evaluate our safety performance to identify gaps and formulate a comprehensive training calendar tailored to address these needs. Additionally, we engage external experts periodically to deliver specialized process safety training programs, further enhancing the effectiveness of our safety initiatives.

HPL offers a robust suite of 40 health and safety training modules, covering a wide range of safety topics. Key training programs include:

- Basic Safety Training – Mandatory for all employees and workers

- Working at Heights Training – Specifically designed for both permanent and contractual workers
- Confined Space Training – For employees and workers engaged in tasks within restricted areas
- Hot Work Training – Focused on those involved in welding, cutting, or similar high-risk tasks

Through these targeted programs, we strive to build a proactive and informed workforce, committed to maintaining a safe and compliant workplace environment.

<b>Safety scorecard</b>		
<b>Parameter</b>	<b>Permanent employees and workers</b>	<b>Contractual Workers</b>
<b>LTIFR</b>	<b>0</b>	<b>0</b>
<b>TRIFR</b>	<b>0</b>	<b>0</b>
<b>Near miss</b>	<b>78</b>	<b>29</b>
<b>First Aid</b>	<b>3</b>	<b>17</b>
<b>Average safety training hours per head</b>	<b>2.20 hours</b>	<b>3.01 hours</b>



# 5.0 Inclusive Growth

At HPL, inclusive growth is at the heart of our ESG leadership vision, driving impact from source to solution. We are committed to creating long-term value not just within our operations, but across our entire value chain—through responsible supply chain management, trusted customer relationships, and deep-rooted community engagement. By promoting ethical sourcing, fair labour practices, and supplier development, we ensure our supply chain reflects the same integrity we uphold internally. Our customer-first approach fosters transparency, quality, and reliability, reinforcing HPL as a solutions-driven partner. Simultaneously, we actively engage with local communities to promote inclusive development, empowering them through education, health, and livelihood initiatives. Together, these efforts build a more resilient, equitable ecosystem that reflects our commitment to sustainable growth for all stakeholders.

## 5.1 Sustainable supply chain & supplier philosophy

At HPL, we recognize that building a truly sustainable business begins with a responsible and resilient supply chain. Our sustainable supply chain practices focus on ethical sourcing, environmental stewardship, and supplier accountability across the value chain. We work closely with suppliers to ensure adherence to high standards of quality, compliance, and ESG performance, including labour rights, human rights, and environmental practices. By embedding sustainability into procurement decisions and fostering long-term supplier partnerships, we aim to create a transparent, traceable, and future-ready supply chain that supports both business continuity and responsible growth.

We have formulated a comprehensive Supplier Code of Conduct for our raw material and other material suppliers respectively. Each of the codes outline our expectations on ethical, environmental, and social performance taking into consideration the clauses present in the respective supplier agreements of raw material suppliers as well as other material suppliers.

We have also instituted a comprehensive Standard Operating Procedure (SOP) that defines clear protocols for vendor registration and screening. Supplier data is collected through detailed forms covering technical, financial, and commercial aspects, along with statutory and legal compliance requirements. This robust due diligence process ensures that only qualified vendors who meet our stringent standards are considered for onboarding. A dedicated Review Committee rigorously evaluates vendor information on a quarterly basis to ensure continuous compliance and relevance. Based on these assessments, vendors are selected and inducted into our supply chain network.

### 5.1. 1 Sustainable supply chain framework

While our current supplier screening process is yet to incorporate ESG parameters, we recognize the increasing importance of integrating these considerations to strengthen the sustainability of our

supply chain. As part of our ongoing efforts to develop a robust supplier assessment framework, we have taken key initial steps during the reporting period. Both raw material suppliers and other material vendors have been covered under this initiative, marking an important step toward enhancing transparency and accountability across our supply chain.

We developed a Critical Supplier Identification Frameworks for both raw material and other material suppliers respectively to systematically identify and assess suppliers that are essential to our operations, from both a business and ESG risk perspective.

Both the frameworks evaluate suppliers based on several key criteria including:

- Total procurement value,
- Availability of alternative suppliers,
- Exposure to environmental and social risks, and
- Geographic location

Each factor has been assigned a score, and the cumulative score helped us to determine the criticality of each supplier. This structured approach has allowed us to prioritize engagement with suppliers who have the greatest strategic and ESG relevance.

## 5.1.2 Sustainable supply chain framework- way forward

Going forward, Haldia Petrochemicals Limited (HPL) plans to implement a robust and forward-looking supplier screening and assessment framework as part of its commitment to building a sustainable and responsible value chain. The proposed framework will ensure that both new and existing suppliers are evaluated not only for their ability to meet quality and regulatory expectations but also for their performance on critical Environmental, Social, and Governance (ESG) parameters. This will help us build a resilient, transparent, and responsible supply ecosystem.

Key elements of the upcoming Supplier Assessment Framework include:

- **Supplier Screening:** New suppliers will be thoroughly vetted for financial health, compliance with environmental and labour regulations, workplace safety practices, and ethical conduct. Engagement will commence only if a supplier meets the predefined threshold.
- **ESG Evaluation of Existing Suppliers:** We plan to roll out ESG-based assessments for current suppliers using structured questionnaires and performance indicators.
- **Corrective Action Requirements:** Suppliers flagged with non-conformities will be expected to submit corrective action plans within a set timeframe and demonstrate tangible improvements.

- **Ongoing Monitoring and Reviews:** Evaluations will be conducted annually or biannually, with increased frequency for suppliers with recurring issues.

Through this forward-thinking approach, HPL aims to foster a high-performing supplier network committed to sustainable and ethical business practices, thereby reinforcing our ESG leadership across the value chain.

### 5.1.3 Our supplier diversity

In addition to embedding Environmental, Social, and Governance (ESG) considerations into our supply chain practices, HPL is equally committed to fostering inclusivity by actively sourcing from local suppliers and supporting Micro, Small, and Medium Enterprises (MSMEs). Our aim is to build a supply chain that not only upholds sustainability but also mirrors the diversity of the communities in which we operate, promoting equitable economic opportunities.

By partnering with local vendors and MSMEs, we enhance the agility and resilience of our supply chain while also encouraging diverse perspectives and responsible business conduct. This inclusive approach contributes meaningfully to the local economy and helps mitigate the risks of over-reliance on a narrow supplier base.

During the reporting period, 30% of our total procurement was sourced from local suppliers, and 3.26% was sourced from MSMEs. These figures reflect our ongoing efforts to drive economic inclusivity alongside sustainable and ethical procurement practices.



## 5.2 Customer relations

Maintaining strong customer relationships is essential to HPL's long-term business growth and market leadership. Our focus on technical excellence, tailored solutions, consistent product quality, and dependable supply chains has enabled us to deliver superior customer service and build lasting trust with our clients.

We engage with both existing and prospective customers through third-party agents and targeted market development initiatives. To gain deeper insights into customer needs and expectations, our

Sales and Marketing team regularly conducts post-marketing audits and customer satisfaction surveys, which help us refine our offerings and enhance service delivery.

We uphold rigorous product quality standards through a dual-stage inspection process:

- **In-process Quality Checks:** Conducted internally every 4–6 hours during production to monitor product consistency and adherence to specifications.
- **Final Quality Assurance:** Post-production samples undergo thorough testing. Upon successful verification, an Assurance Certificate is issued and shared with the customer at the time of product dispatch.

## 5.2.1 Customer grievance mechanism

A formal grievance mechanism plays a critical role in enabling customers to raise concerns and ensures that all issues are addressed promptly, transparently, and fairly. At HPL, customers can submit their grievances through designated third-party agents, who act as key channels for customer communication.

Once a complaint is received, it is routed to the relevant regional teams based on the nature of the issue. To streamline resolution and enhance responsiveness, we classify customer grievances into three primary categories:

- **Quality complaints:** Addressed by our regional technical support team, these involve product issues where the product does not meet the customer's functional expectations.
- **In-transit complaints:** Managed by the regional customer relations team, these include problems such as theft or damage during product delivery.
- **Quantity complaints:** These grievances deal with incorrect product quantity or type received by the customer.

Our robust grievance mechanism underscores our commitment to quality and customer satisfaction, helping resolve individual issues and driving continuous improvement and loyalty. We keep our customers well-informed about the resolution process of their grievances.

**110** Customer complaints received during reporting period

**0** customer complaints pending resolution at the end of reporting period

## 5.2.2 Integrating compliance and satisfaction

At HPL, we believe that true customer satisfaction stems not only from delivering high-quality products but also from being a trusted and responsible business partner. To achieve this, we integrate regulatory compliance with customer-centric practices. Rather than viewing compliance as a standalone obligation, we approach it as an enabler of customer trust and confidence.

We proactively communicate key regulatory requirements to our customers through structured updates such as emails and advisory notes, helping them stay informed and aligned with industry standards. Our dedicated compliance team closely monitors legislative developments and ensures that our practices remain up to date.

Understanding that customer feedback and satisfaction is essential for continuous improvement, we regularly conduct satisfaction surveys across our customer base. These surveys, conducted through digital forms, provide valuable insights into product performance and customer expectations. The feedback is analysed and fed back into our business processes, allowing us to fine-tune our offerings and strengthen customer relationships.

To ensure that our products and services continue to meet evolving customer expectations while maintaining high regulatory standards, we have developed a structured customer satisfaction survey process. This approach allows us to gather actionable insights and continuously refine our offerings.

Some of the key features of our customer satisfaction survey include:

- **Overall Satisfaction:** Customers are asked to rate their overall level of satisfaction with our company.
- **Product/Service Quality:** We use a rating scale (e.g., Likert) to assess satisfaction with product or service performance.
- **Customer Service:** Feedback is collected on service experience, including responsiveness, support quality, and professionalism.
- **Areas of Improvement:** We invite customers to share suggestions on how we can enhance our services.
- **Innovation and Product Development:** Customers are encouraged to propose ideas for innovation and improvements to existing offerings.
- **Delivery and Logistics:** Evaluation of timeliness, reliability, and consistency of our delivery systems.

- **Technical Support:** Input on the adequacy and timeliness of technical assistance provided post-sales.
- **Open-Ended Feedback:** Space for customers to share what they value most and highlight any concerns or challenges.
- **Follow-Up:** Option for customers to indicate if they wish to be contacted for further discussion or clarification.

In addition to these survey features, we are currently in the process of exploring the implementation of **Net Promoter Score (NPS)** as a key performance metric for measuring customer loyalty and advocacy. The NPS will provide deeper insight into our customer relationships and help us gauge their likelihood of recommending HPL to others.

By effectively integrating statutory compliance with robust customer feedback mechanisms, we aim to reduce regulatory risk, strengthen customer trust, and ensure sustained business growth.

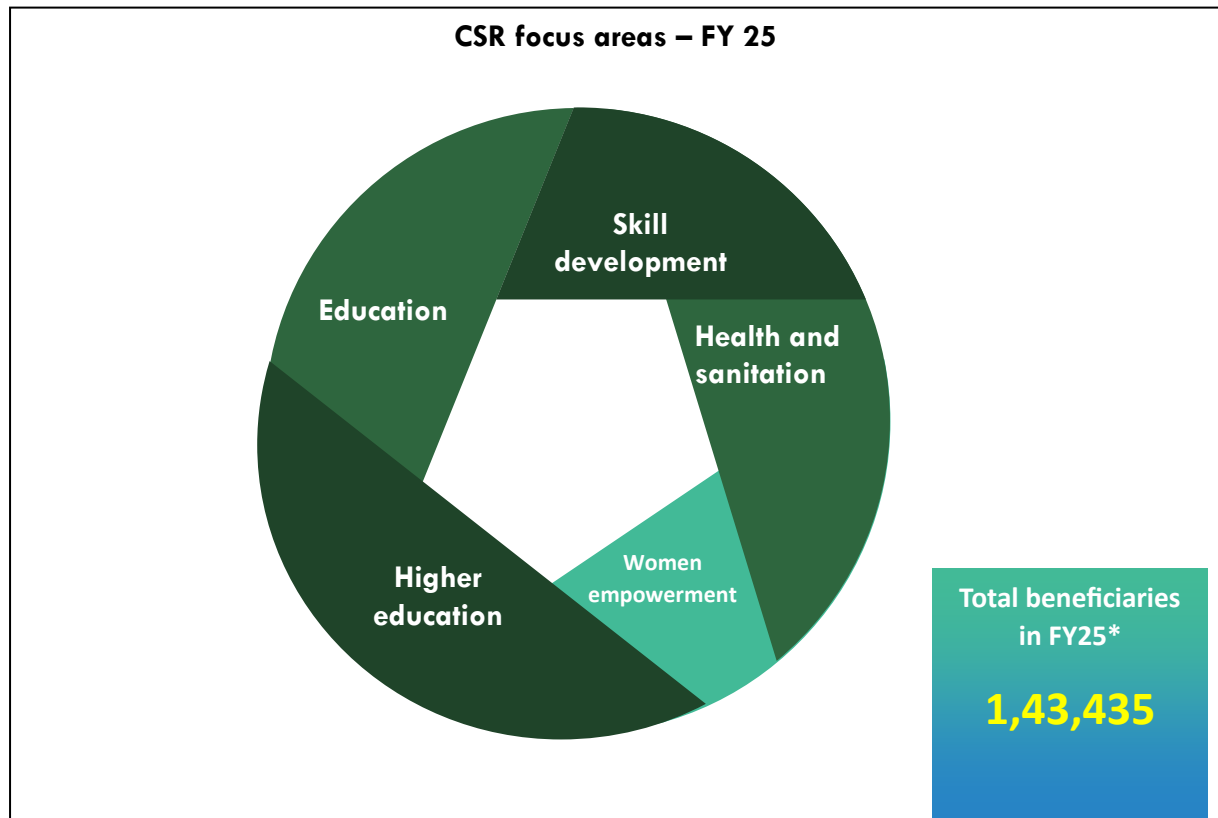
## 5.3 Community engagement

At the heart of our ESG leadership lies a deep-rooted commitment to inclusive and sustainable community development. Guided by our vision and mission, we recognize that strong, resilient communities are essential to a thriving value chain. From the source—where our operations begin—to the solutions we deliver, our initiatives are designed to foster long-term positive impact. We prioritize placing local communities, especially villagers, at the core of our efforts. Through active engagement, shared responsibility, and continuous collaboration, we aim to uplift the well-being of the communities we serve, reinforcing our role as responsible corporate citizens throughout the ESG journey.

### 5.3.1 CSR strategy and focus areas

In collaboration with the TCG Foundation, we actively engage with local communities, assessing the direct and indirect impacts of our operations on their livelihoods. This insight-driven approach ensures our Corporate Social Responsibility (CSR) initiatives are responsive, relevant, and rooted in actual needs. Our CSR efforts focus on social welfare, rural development, sustainable livelihoods, healthcare, and education—key pillars for long-term community resilience.

Our dedicated CSR Committee, constituted in accordance with Section 135 of the Companies Act, 2013, provides governance oversight, allocates resources, and approves impactful initiatives. Further, we foster a culture of shared responsibility by encouraging employee participation in CSR projects, reinforcing our commitment to community development as a vital link in our ESG value chain—from source to solution.



*\* Includes CSR activities undertaken by the subsidiaries*

### 5.3.2 Our CSR engagements

#### Education

We support education by improving school infrastructure, such as classrooms, sanitation, and access to clean drinking water. Our efforts aim to create a safe, inclusive, and encouraging learning environment that helps students focus better and enhances their overall educational experience.

Some of the initiatives undertaken are:

- Constructed a dedicated shed to facilitate academic studies, tutorials, and extracurricular activities for orphaned and destitute children.
- Built a toilet block with four separate units to serve male and female students as well as faculty members.

No. of projects: 6  
Number of beneficiaries: 1,288

- Constructed a toilet block with three units, a boundary wall with a gate, and renovated the reservoir and front area.
- Extended the dormitory with an attached washroom to house additional vulnerable female residents, and provided two computers, one printer, and two geysers.
- Carried out repair and renovation work at Pranavananda Adarsha Vidyalaya, managed by Bharat Sevashram Sangha, Mahishadal.
- Set up a smart classroom through the installation of a computer, printer, and interactive panel board.

### Healthcare Projects

We are committed to promoting well-being and ensuring everyone has access to quality medical care. Our focus is on improving healthcare infrastructure and services at hospitals and medical centers. Here are some of the main highlights of our initiatives in this area are:

- Organized six free health check-up and awareness camps across various locations in Purba Medinipur for underprivileged communities.
- Donated a Smartfield Oculus Perimeter for glaucoma testing to "Netralaya," an eye hospital managed by RK Sarada Mission Ashram, Haldia.
- Provided an AC mobile medical vehicle (Bolero B6 model) for rural deployment to offer free health screenings and check-ups.

No. of projects: 3

Number of beneficiaries: 25,825

### Skill Training , Livelihood and Heritage Preservation Projects

We support livelihood programs which creates sustainable economic growth for communities. Additionally, we are dedicated to preserving cultural heritage by promoting and safeguarding traditional practices and arts, ensuring they continue to thrive for future generations. Some of the initiatives are listed as follows:

- Conducted skill training in two- and three-wheeler repair and maintenance for 50 underprivileged youth in Haldia to support careers in the automotive sector.
- Provided training on low-cost sanitary napkin manufacturing and marketing for 20–22 underprivileged women in Haldia.
- Implemented skill development in crafting and marketing jute and water hyacinth products.

No. of projects: 6

Number of beneficiaries: 70,492

- Offered training in beekeeping, honey production, and marketing for underprivileged communities in Haldia.
- Carried out repair and renovation of the vocational training hall at Gandhi Kutir and maintenance work at Anath Ashram.
- Undertook repair and restoration of New Mahishadal Rajbari (Phulbagh Palace), a heritage site of cultural and historical significance.

### **Environment , Women's Empowerment and Rural Sports Projects**

We emphasize environmental conservation through activities that promote sustainability and protect natural resources. We actively support women's empowerment by providing opportunities for education, leadership, and economic independence. Additionally, we encourage rural sports initiatives to foster community engagement, promote health, and nurture local talent in underserved areas.

- Planted fruit-bearing saplings in 28 schools, colleges, technical institutes, and ICDS centers across Haldia subdivision to promote greenery and environmental sustainability.
- Installed solar power units at Mahishadal, Haldia Township, and Nayachar police stations to encourage renewable energy use.
- Donated four e-scooters to award-winning women police officers under the Additional SP, Haldia, for protecting underprivileged women.
- Provided four electric tricycles and one electric toto to physically disabled individuals trained by Aksharekha to enhance mobility and support livelihoods.
- Conducted self-defence training in 17 institutions for rural students and NGO residents of Purba Medinipur using unarmed martial arts like judo and karate.

No. of projects: 5  
Number of beneficiaries: 45,806

### **Higher Education & Research Project**

At HPL, we aim to enhance academic opportunities and support advanced studies that drive innovation and knowledge creation. We invest in research initiatives that address critical challenges and contribute to societal progress. Through scholarships, infrastructure development, and collaborative programs, we strive to empower students and researchers to achieve their full potential.

- Supported the Higher Education and Research Project of TCG CREST by contributing to the PhD programme under the Centre for Quantum Engineering Research & Education (CQuERE).

No. of projects: 1

Number of beneficiaries: 24

## Performance Table

### Environmental

Particulars	Unit of measurement	FY 24	FY 25
<b>Energy consumption</b>			
Direct energy	TJ	28,901.79	28,659
Indirect energy	TJ	137.51	119
<b>Total energy consumption</b>	<b>TJ</b>	<b>29,039.30</b>	<b>28,778</b>
<b>Net energy intensity*</b>	<b>TJ/production</b>	<b>0.020</b>	<b>0.017</b>
<b>Water withdrawal**</b>			
Surface water	KL	1,35,26,940	0
Groundwater	KL	8,72,710	30,810
Third-party water	KL	1,45,450	1,54,74,790
Rainwater harvested	KL	8,72,710	7,69,200
<b>Total volume of water withdrawal</b>	<b>KL</b>	<b>1,54,17,810</b>	<b>1,62,74,800</b>
<b>Water discharge</b>			
Discharged quantity	KL	20,34,870	19,82,221
<b>GHG and other air emissions</b>			
Total Scope 1 Emissions	tCO <sub>2</sub> e	18,66,720	18,71,976
Total Scope 2 Emissions	tCO <sub>2</sub> e	27,350	23910
<b>Total (Scope 1+ Scope 2)</b>	<b>tCO<sub>2</sub>e</b>	<b>18,94,070</b>	<b>18,95,886</b>
<b>Net emission intensity*</b>	<b>tCO<sub>2</sub>e/production</b>	<b>1.34</b>	<b>1.15</b>
<b>Air Emissions</b>			
PM	MT	705.35	175.69
SO <sub>x</sub>	MT	285.44	352.24
NO <sub>x</sub>	MT	613.50	579.09
<b>Waste generated</b>			
Hazardous waste	MT	-	2,089
Non-hazardous waste	MT	-	1,166
Bio-medical waste	MT	-	.103

<b>Total Waste Generated</b>	<b>MT</b>	-	3,255
<b>Materials name</b>			
Naphtha	MT	17,60,136	18,49,767
Methanol	MT	26,064	28,733
Purchased propylene	MT	1,434	849
Purchased LPG	MT	28,162	57,154
Additives, Catalysts, Co-catalysts and Chemicals	MT	3,654	3,325.7
<b>Associated materials</b>			
Lubricants	MT	156	1,41,941
Hexane		2,391	2,912
<b>Packaging materials</b>	<b>MT</b>		
PP bags		4,650	341.81
<b>Total materials consumed</b>	<b>MT</b>	<b>18,26,647</b>	<b>20,85,023.51</b>

Note: \*In FY 25 intensity in terms of physical output has been calculated basis HPL's and AdPerma's total production number

\*\* Water withdrawal number includes water withdrawn for project purposes.

## Social

Particulars	Unit of measurement	FY 24	FY 25
<b>Total permanent employees by category and gender</b>			
Total permanent employees- Male	No.	591	599
Total permanent employees- Female	No.	43	47
Total permanent workers- Male	No.	356	408
Total permanent workers- Female	No.	21	27
Other than permanent employees- Male	No.	20	12
Other than permanent employees- Female	No.	2	0
Other than permanent workers- Male	No.	3,045	1,200
Other than permanent workers- Female	No.	31	23
<b>Total workforce</b>	<b>No.</b>	<b>4,109</b>	<b>2,316</b>
<b>Total permanent employees by age</b>			
Total permanent employees (<30 yrs)	No.	164	162
Total permanent employees (30-50 yrs)	No.	319	346
Total permanent employees (above 50 yrs)	No.	151	138
Total permanent workers (<30 yrs)	No.	69	95
Total permanent workers (30-50 yrs)	No.	217	240
Total permanent workers (above 50 yrs)	No.	91	100
Other than permanent employees (<30 yrs)	No.	0	0
Other than permanent employees (30-50 yrs)	No.	0	0
Other than permanent employees (above 50 yrs)	No.	22	12
Other than permanent workers (<30 yrs)	No.	411	600
Other than permanent workers (30-50 yrs)	No.	1,713	523
Other than permanent workers (above 50 yrs)	No.	952	100

<b>Hiring rate</b>			
Male	%	2%	18%
Female	%	3%	18%
<b>Turnover rate</b>			
Male	%	16%	19%
Female	%	18%	18%
<b>Average hours training hours per employee</b>			
Permanent employees	Training manhours/ employee	5.40	27
Permanent workers	Training manhours/worker	7.47	39
<b>Work related Injuries</b>			
LTIFR	Ratio	0.20	0
TRIFR	Ratio	0	0

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