



मंगलूर रिफाइनरी एण्ड पेट्रोकेमिकल्स लिमिटेड
MANGALORE REFINERY AND PETROCHEMICALS LIMITED

अनुसूची 'अ' के अंतर्गत भारत सरकार का उद्यम, SCHEDULE 'A' GOVT. OF INDIA ENTERPRISE.
(ऑयल एण्ड नेचुरल गैस कॉर्पोरेशन लिमिटेड की सहायक कंपनी, A SUBSIDIARY OF OIL AND NATURAL GAS CORPORATION LIMITED)
आई.एस.ओ. 9001, 14001 एवं 50001 प्रमाणित कंपनी, AN ISO 9001, 14001 AND 50001 CERTIFIED COMPANY.
सीआईएन /CIN : L23209KA1988GOI008959 / वेबसाइट Website :www.mrpl.co.in

07/08/2025

**The Assistant General Manager,
Listing Compliance, BSE Limited**
Scrip Code: 500109,
ISIN: INE103A01014
Scrip Code (Debenture): 959162, 959250,
960362, 973692

The Compliance & Listing Department
National Stock Exchange of India Limited
Symbol: MRPL, Series: EQ,
ISIN: INE103A01014
Debt Security: INE103A08019, INE103A08035,
INE103A08043, INE103A08050

Dear Sir/Madam,

Subject: Business Responsibility and Sustainability Report (BRSR) for the FY 2024-25



Pursuant to Regulation 34(2) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Business Responsibility and Sustainability Report (BRSR) of the Company. The BRSR Report forms part of the Annual Report for the FY 2024-25 which has been submitted to Stock Exchanges on July 28, 2025.

We request you to take the above on records.

Thank you.

Yours faithfully,
For Mangalore Refinery and Petrochemicals Limited


Premachandra Rao G
Company Secretary

 Encl.: A/a




BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (BRSR)

SECTION A : GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L23209KA1988GOI008959
2.	Name of the Listed Entity	Mangalore Refinery and Petrochemicals Limited (MRPL)
3.	Year of incorporation	1988
4.	Registered office address	Mudapadav, Kuthethur P.O. via Katipalla, Mangalore, Karnataka, India - 575030
5.	Corporate address	Mudapadav, Kuthethur P.O. via Katipalla, Mangalore, Karnataka, India - 575 030
6.	E-mail	investor@mrpl.co.in
7.	Telephone	0824-2270400
8.	Website	www.mrpl.co.in
9.	Financial year for which reporting is being done	FY 2024-25
10.	Name of the Stock Exchange(s) where shares are listed:	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11.	Paid-up Capital	INR 1,753 Crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Name: Shri M.S. Sudarshan Email: sustainabilityreporting@mrpl.co.in
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures made under this report are made on a standalone basis for MRPL
14.	Name of assurance provider	No assurance was conducted for FY 2024-25 by any external party
15.	Type of assurance obtained	Not applicable

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Crude Oil Refinery	Refining & marketing of petroleum and petrochemicals products	100%

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S.No.	Product/Service	NIC Code	% of total Turnover contributed
1	HSD	466/473	42.37%
2	MS	466/473	17.59%
3	ATF	466	17.26%
4	LPG	466/473	6.91%
5	Polypropylene	466/473	5.72%
6	Benzene	220	1.74%
7	Petcoke	2713	1.07%
8	Bitumen	466	0.68%
9	SKO	6700	0.33%

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

Location	Number of plants	Number of offices	Total
National	1	12	13
International	0	0	0

19. Markets served by the entity:
a. Number of locations

Locations	Number
National (No. of States)	18 states and 5 union territories
International (No. of Countries)	28

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

Total exports is 33.37% of the total turnover

c. A brief on types of customers:

MRPL caters to both bulk industrial and Retail customers. While retail customers include public and private Vehicles, the bulk industrial customers are Oil Marketing Companies, Indian Railways, State Govt Undertakings, Public Sector undertakings, Road contractors, mining industries, cement industries, other Industries/ Factories, etc.

IV. Employees
20. Details as at the end of Financial Year:
a. Employees and workers (including differently abled):

S. No.	Particulars	Total	Male		Female	
		No. (A)	No. (B)	%(B/A)	No. (C)	%(C/A)
	EMPLOYEES					
1.	Permanent (D)	1,162	1,092	93.98%	70	6.02%
2.	Other than Permanent (E)	0	0	NA	0	NA
3.	Total employees (D + E)	1,162	1,092	93.98%	70	6.02%
	WORKERS					
4.	Permanent (F)	1,368	1,212	88.60%	156	11.40%
5.	Other than Permanent (G)	4,089	3,786	92.59%	303	7.41%
6.	Total workers (F + G)	5,457	4,998	92.59%	459	7.41%



b. Differently abled Employees and workers:

S. No.	Particulars	Total	Male		Female	
		No. (A)	No. (B)	%(B/A)	No. (C)	%(C/A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	19	17	89.47%	2	10.53%
2.	Other than Permanent (E)	0	0	NA	0	NA
3.	Total differently-abled employees (D + E)	19	17	89.47%	2	10.53%
	DIFFERENTLY ABLED WORKERS					
4.	Permanent (F)	27	25	92.59%	2	7.41%
5.	Other than permanent (G)	0	0	0%	0	0%
6.	Total differently abled workers (F + G)	27	25	92.59%	2	7.41%

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	%(B/A)
Board of Directors	12*	1	8.33%
Key Management Personnel	4	0	0.00%

*The Board of Directors comprises 12 members, of which 3 are employees of MRPL. The only female director on the Board who serves as a Non-Executive Independent Director.

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turn over rate in previous FY)			FY 2022-23 (Turn over rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	3.21%	4.29%	3.27%	4.85%	9.02%	4.98%	6.36%	18.52%	6.35%
Permanent Workers	1.82%	1.92%	1.83%	1.63%	1.24%	1.61%	2.75%	1.52%	2.40%

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

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

S. No.	Name of the holding / Subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Oil and Natural Gas Corporation Limited	Holding	71.63%	Yes
2	Shell MRPL Aviation Fuel and Services Limited	Joint Venture	50.00%	No

VI. CSR Details

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

(ii) Turnover (in ₹): 1,09,277.49 crores

(iii) Net worth (in ₹): 12,933.78 crores

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	1	0	-	12	0	-
Investors (other than shareholders)	Yes. Grievance redressal mechanism is governed by SEBI /Stock Exchange guidelines. Company has a dedicated email id investor@mrpl.co.in for communication with investors.	0	0	-	0	0	-
Shareholders		105	7	5 Complaints pending with SEBI for disposal are subsequently disposed off.	59	2	-
Employees and Workers	Yes, displayed on Intranet for employees reference	2	0	-	0	0	-
Customers	Yes	20	6	-	25	1	-
Value Chain Partners	Yes. Grievances are received through Online Centralized Public Grievance Redress and Monitoring Systems (CPGRAMS) portal of Ministry of Personnel, Public Grievances and pensions. Representation to Independent External Monitors (IEMs) as incorporated in the tender.	7	0	-	5	0	-



Other (regulatory authorities)	Not Applicable, since there were no such issues reported in FY 2024-25.	0	0	-	0	0	-
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26. Overview of the entity's material responsible business conduct issues

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Change Adaptation, Resilience and Transition	Risk	Climate change poses significant risks through potential disruptions and regulatory changes. Proactively adapting to climate risks and transitioning to a low-carbon economy can reduce vulnerabilities and leverage emerging opportunities.	MRPL is actively working on reducing the carbon footprint. In addition, MRPL is in process of developing the Net-zero roadmap to mitigate emissions from operations.	Negative Implication: Not addressing carbon footprint may result in negative perspective in the market and low investor involvement.
2	Energy Management and Efficiency	Opportunity	MRPL's operations are energy-intensive and efficient energy management is essential for reducing operational costs and complying with energy regulations. Transitioning to low-carbon interventions can also enhance energy security and sustainability.	-	Positive Outcome: Reducing energy consumption and dependency on fossil fuels lowers operational costs and enhances sustainability credentials.
3	Emissions Management	Risk	Managing emissions is critical for MRPL to comply with stringent environmental regulations and to minimize environmental impact. Reducing emissions also presents opportunities for innovation and leadership in sustainable practices.	Adopting cleaner technologies, improving energy efficiency and implementing carbon capture and storage solutions. Regularly monitoring and reporting emissions to ensure compliance and transparency. Investing in research and development for innovative emission reduction technologies.	Positive Outcome: Reducing emissions enhances regulatory compliance and environmental reputation, potentially opening new markets. Negative Outcome: Failure to manage emissions can lead to regulatory fines, increased costs and reputational damage.

4	Water Stewardship	Risk	Efficient water management is crucial for MRPL's operations, especially in regions with water scarcity. Effective water stewardship can improve operational sustainability and community relations.	Implementing water-efficient technologies and recycling systems. Conducting regular water audits to identify areas for improvement. Engaging with local communities and stakeholders to address water-related concerns and ensure sustainable water use.	Negative Outcome: Inadequate water management can lead to resource scarcity, causing operational disruptions and increased production costs. Poor stewardship can also strain relationships with local communities and stakeholders, potentially resulting in regulatory penalties and reputational damage.
5	Clean Technology Initiatives	Opportunity	Investing in clean technologies can help reduce pollution, conserve resources and drive sustainable growth, enhancing its reputation as a responsible corporate entity.	-	Positive Outcome: Adopting clean technologies reduces environmental impact, complies with regulations and can attract sustainability-focused investors and customers, potentially leading to new revenue streams and cost savings.
6	Waste Management and Circularity	Opportunity	Owing to the generation of over 70% of hazardous waste during the operations, integrating circularity can reduce waste, lower disposal costs and create new business opportunities by reusing materials.	-	Positive Outcome: Reducing waste and adopting circularity can lower operational costs, enhance regulatory compliance and open up new revenue streams from recycled materials.
7	Biodiversity and Ecosystem Conservation	Risk	MRPL's operations can significantly impact local ecosystems and biodiversity. Proactively managing these impacts can enhance MRPL's sustainability performance and community relations while mitigating legal and reputational risks.	Conducting environmental impact assessments and implementing biodiversity management plans. Restoring habitats and engaging in conservation projects. Collaborating with environmental organizations to ensure best practices.	Negative Outcome: Failure to manage biodiversity impacts can lead to legal issues, community opposition and reputational damage.
8	Product Stewardship	Opportunity	Increasing consumer and regulatory demand for sustainable products presents an opportunity for MRPL to innovate and lead in product stewardship, incorporating ESG considerations throughout the product lifecycle to meet evolving market needs.	-	Positive Outcome: Leading in product stewardship can enhance market positioning, meet regulatory requirements and attract sustainability-focused customers, potentially increasing sales and market share.



9	Occupational Health and Safety	Risk	Ensuring a safe and healthy workplace is critical for MRPL due to the high-risk nature of operations. A strong safety culture can prevent accidents, improve employee morale and enhance operational efficiency.	Implementing comprehensive safety management systems, conducting regular training and audits and promoting a safety-first culture. Ensuring compliance with all health and safety regulations to minimize risks.	Negative Outcome: Poor safety management can lead to accidents, legal liabilities, increased insurance costs and reputational damage.
10	Human Capital Development	Opportunity	Investing in employee training and development enhances MRPL's human capital, leading to improved performance, innovation and employee satisfaction. A skilled workforce is essential for maintaining competitiveness in the evolving energy sector.	-	Positive Outcome: Enhanced human capital development leads to increased innovation, better performance, higher employee retention and attractiveness as an employer. This can improve operational efficiency and drive long-term growth.
11	Diversity, Equity, and Inclusion	Opportunity	Promoting diversity, equity and inclusion can enhance MRPL's innovation, decision-making and overall performance. A diverse workforce can better reflect the customer base and bring varied perspectives to problem-solving.	-	Positive Outcome: Enhanced diversity and inclusion can improve employee satisfaction and retention, drive innovation and strengthen company's reputation.
12	Human Rights	Risk	Upholding human rights is essential for MRPL to maintain ethical standards and comply with international norms. Ensuring fair labor practices and preventing discrimination can improve employee morale and mitigate legal risks.	Implementing policies that ensure fair labor practices, conducting regular training on human rights, and establishing grievance mechanisms to address issues promptly.	Positive Outcome: Strong human rights practices can enhance company reputation, improve employee satisfaction, and attract socially conscious investors. Negative Outcome: Human rights violations can lead to legal issues, reputational damage, and decreased employee morale.
13	Community Development	Opportunity	Engaging with local communities and contributing to their development can enhance MRPL's social license to operate and foster goodwill. Effective community development initiatives	-	Positive Outcome: Positive community relations can enhance MRPL's reputation, facilitate project approvals and reduce conflicts.

			can lead to improved community relations and support for company projects.		
14	Customer Relationship and Experience.	Risk & Opportunity.	Building strong customer relationships and delivering exceptional service are critical for MRPL's success. Understanding customer needs and addressing pain points can enhance customer satisfaction and loyalty, leading to increased market share and revenue.	Implementing robust customer feedback systems, providing excellent after-sales service and continuously improving product offerings based on customer input.	Positive Outcome: Improved customer satisfaction and loyalty can lead to increased market share and revenue growth. Negative Outcome: Poor customer relationships can result in lost business, negative reviews and decreased revenue.
15	Supply Chain Management	Risk & Opportunity	Integrating sustainability into supply chain practices is essential for MRPL to manage risks and ensure responsible sourcing. A sustainable supply chain can enhance operational efficiency, reduce costs and improve supplier relations.	Establishing criteria for supplier selection based on social, ethical and environmental performance. Engaging with suppliers to build their capacity for sustainable sourcing and conducting regular audits to ensure compliance.	Positive Outcome: A sustainable supply chain can reduce operational risks, lower costs and enhance reputation. Negative Outcome: Failing to manage supply chain sustainability can lead to disruptions, increased costs and reputational damage.
16	Business Ethics	Risk & Opportunity	Adhering to high standards of business ethics is critical for MRPL to maintain stakeholder trust and ensure long-term success. Ethical practices can prevent corruption, enhance transparency and foster a culture of integrity within the organization.	Developing and enforcing a robust code of conduct, providing ethics training for employees and establishing whistleblower mechanisms to report unethical behavior.	Positive Outcome: Strong business ethics can enhance reputation, attract ethical investors and prevent legal issues. Negative Outcome: Unethical practices can lead to legal consequences, reputational damage and loss of stakeholder trust.
17	Corporate Governance	Risk & Opportunity	Effective corporate governance is essential for MRPL to ensure accountability, transparency and fairness in decision-making. Strong governance practices can enhance investor confidence, improve operational efficiency and support long-term sustainability.	Establishing a robust governance framework, ensuring the independence and effectiveness of the board and regularly reviewing governance practices to align with best practices.	Positive Outcome: Strong corporate governance can enhance investor confidence, improve operational efficiency and support long-term sustainability. Negative Outcome: Poor governance can lead to regulatory issues, loss of investor confidence and operational inefficiencies.



18	Anti-corruption Practices	Opportunity	Preventing corruption is vital for MRPL to maintain integrity, comply with regulations and avoid legal and reputational risks. Implementing anti-corruption measures can enhance transparency and foster a culture of honesty within the organization.	-	Positive Outcome: Strong anti-corruption measures can enhance reputation, prevent legal issues and attract ethical investors.
19	Economic Performance	Opportunity	Ensuring strong economic performance is crucial for MRPL's growth and sustainability. Focusing on profitability, efficiency and sustainable growth can create value for shareholders and support long-term business objectives.	-	Positive Outcome: Strong economic performance can attract investors, support business expansion and enhance shareholder value.
20	Public Policy	Risk & Opportunity	Engaging in public policy development is important for MRPL to influence regulations that impact the industry and support beneficial policies. Responsible advocacy can enhance the company's reputation and align business practices with societal needs.	Engaging with policymakers and industry associations to advocate for favorable regulations. Ensuring transparency in lobbying activities and aligning public policy engagement with corporate values and sustainability goals.	Positive Outcome: Effective public policy engagement can influence favorable regulations, enhance reputation and support business objectives. Negative Outcome: Poor public policy engagement can lead to regulatory challenges, reputational damage and potential legal issues.
21	Risk Management	Risk & Opportunity	Effective risk management is essential for MRPL to identify, assess and mitigate potential threats to operations and reputation. Proactive risk management can enhance resilience, support informed decision-making and protect against financial losses.	Developing and implementing comprehensive risk management frameworks, conducting regular risk assessments and establishing mitigation strategies for identified risks.	Positive Outcome: Strong risk management can enhance resilience, protect against financial losses, and support informed decision-making. Negative Outcome: Poor risk management can lead to operational disruptions, financial losses, and reputational damage.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Policy and management processes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)									
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
	c. Web Link of the Policies, if available	Ref – 4,11,13, 14	Ref – 12	Ref – 1, 5, 6, 7, 8, 14, 15	Ref – 4, 11	Ref – 13, 15	Ref – 1	Ref – 4	Ref – 3, 12, 13	Ref – 2
List of policies uploaded in the public domain – MRPL website 1) Integrated Management System: https://www.mrpl.co.in/Content/Integrated%20Management%20Systems 2) Information Security Policy: https://mrpl.co.in/Content/Information_Security_Policy.pdf 3) CSR & SD Policy: https://admin.mrpl.co.in/img/UploadedFiles/CSR/Files/Hindi/fb891af581f4432ab7c0a2b73fcca567.pdf 4) Whistle Blower Policy: https://mrpl.co.in/sites/default/files/Whistle%20Blower%20Policy%20-English.pdf 5) Transfer Benefit Policy: https://admin.mrpl.co.in/img/UploadedFiles/Policies/Files/English/4a93a38e944c409b8e3c9aacd06b2ef7.pdf 6) Post Retirement Medical Benefit Facility: https://admin.mrpl.co.in/img/UploadedFiles/Policies/Files/English/ffcd1156628b4390a288406ea987aeca.pdf 7) Post Retirement benefits and benefits on separation: https://admin.mrpl.co.in/img/UploadedFiles/Policies/Files/English/0d236c08cb724ce4beda67c3530a7c60.pdf 8) Promotion Policy: https://mrpl.co.in/sites/default/files/Policies/Prormotion%20policy%20for%20Management%20Staff_1436271784.pdf										



- 9) Privacy Policy: <https://www.mrpl.co.in/Content/Privacy%20Policy>
- 10) Disclosure for Material Events and Information:
https://mrpl.co.in/sites/default/files/Statutory%20Disclosures/Policy%20on%20Disclosure%20of%20Material%20Events%20and%20Information_revised_1482129748.pdf
- 11) Dividend Distribution Policy:
https://mrpl.co.in/sites/default/files/Statutory%20Disclosures/Dividend%20Distribution%20Policy_1482132372.pdf
- 12) Material Subsidiary Policy:
https://mrpl.co.in/sites/default/files/Statutory%20Disclosures/Material%20Subsidiary%20Policy_revised_1482129742.pdf
- 13) Board Diversity Policy:
<https://mrpl.co.in/sites/default/files/Statutory%20Disclosures/MRPL%20Policy%20on%20Board%20Diversity.pdf>
- 14) Policy on Remuneration of Directors, KMP & Other Employees:
<https://mrpl.co.in/sites/default/files/Statutory%20Disclosures/MRPL%20Remuneration%20Policy%20for%20KMP,%20Directors%20and%20Employees.pdf>

List of policies not uploaded in the public domain – uploaded in MRPL intranet

- 15) HR Welfare Policy

2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	-	-	Yes	-	Yes	Yes	-	-	Yes
4	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	-	-	ISO 45001: 2018	-	-	ISO 14001: 2018; ISO 50001: 2018	-	-	ISO 9001 AS9100D
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	Net-Zero emissions by 2038	-	-	-
6.	Performance of the entity against the specific commitments, goals and targets along- with reasons in case the same are not met.	-	-	-	-	-	Total scope-1,2 emission intensity (emissions / crude processed) reduced by 7.6% and Scope-3 emission intensity (emissions / crude processed) reduced by 1.55% from base year FY 2022-23.	-	-	-

Governance, leadership, and oversight		
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>At MRPL, we view sustainability not as a destination but as an ongoing journey, one that is continuously shaped by innovation, responsibility and long-term value creation. As we progress through FY 2025–26, we remain committed to embedding sustainability into every layer of our operations, decision-making processes and stakeholder engagement.</p> <p>The past year has further strengthened our role in supporting India's energy transition while enhancing our own institutional capacity to address the climate challenges, environmental stewardship and inclusive development. We have moved beyond compliance-based reporting towards an integrated, outcome-oriented sustainability approach. Guided by the National Guidelines on Responsible Business Conduct (NGRBC) and supported by the Board-level oversight, our ESG strategy is operationalized through cross-functional coordination and sustained leadership focus. Our business model continues to align with national priorities on energy security, net-zero ambitions and equitable growth.</p> <p>We are deepening our focus across multiple key areas - clean energy adoption, emission reduction, waste circularity, social empowerment and digital innovation. Our roadmap includes targeted investments in emerging technologies and cleaner fuels, reinforcing our low-carbon growth aspirations and our commitment to achieving Net Zero emissions by 2038. Over the past year, we achieved improvements in our energy and emissions performance. We continued to make strides in enhancing operational efficiency and driving our sustainability agenda forward. Achieving the highest-ever crude throughput during the year, we also implemented focused optimization initiatives, resulting in improvement in energy intensity. The measures also led to a decline in our overall GHG emission intensity (scope-1,2) per MT of crude processed by 5.9% from last financial year. Simultaneously, our efforts in resource conservation and process enhancement enabled reduction in water usage intensity by 15.2% from last financial year. These achievements illustrates our commitment to low-carbon growth and the responsible stewardship of natural resources, aligned with our long-term vision for sustainable and resilient operation.</p> <p>Environmental responsibility remains core to our strategy, reflected in our focus on improving resource efficiency and enhancing green infrastructure across our operations. These actions are not merely technical upgrades, but part of a broader shift toward regenerative practices that reduce environmental impact while enhancing long-term business resilience. Equally, our commitment to social responsibility remains a key pillar of our value system. We have continued to deepen our engagement with local communities through participatory development models focused on improving quality of life and enabling long-term socio-economic upliftment.</p> <p>During the year, we supported several community development projects, including the construction of a rehabilitation and skill training centre for women and girls, community halls for marginalized groups such as the Koraga tribe and infrastructure support for government schools across Karnataka. Health, safety and human capital development remain priority areas, with sustained focus on inclusion, skill enhancement and employee well-being.</p> <p>Looking ahead, we aim to deepen ESG integration across all levels of the rganization, supported by innovation, transparent disclosures and accountable governance. MRPL remains committed to contributing meaningfully to India's sustainable growth journey while creating enduring value for all stakeholders.</p>

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SECTION C : PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

S. No.	Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
1	Board of Directors	0	-	0%
2	Key Management Personnel	1	Capacity building on vigilance administration	50.00%
3	Employees other than BODs and KMPs	7	Preventive vigilance, ethics and integrity	11.74%
4	Workers	2	Preventive vigilance, ethics and integrity	1.02%

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

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine		Stock Exchange BSE/NSE	69,87,960/-	Penalty for the Q1, Q2, Q3 and Q4 of 2024-25 for Non-Compliance of Composition of Board and Committees due to Non availability of requisite number of Independent Directors. Company has requested the Stock Exchanges for Waiver of Fines pursuant to waiver policy of the Stock Exchange. Further, the Company is continuously following up with MOP&NG for appointment of requisite number of Independent Directors on the Board of the Company.	-



Settlement	NA	NA	Nil	NA	NA
Compounding fee	NA	NA	Nil	NA	NA
Non-Monetary					
		NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NA	NA	NA	NA	NA
Punishment	NA	NA	NA	NA	NA

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

S.No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Company has requested the Stock Exchanges for waiver of fines since the Directors on the Board of the Company are appointed by the Administrative Ministry i.e., Ministry of Petroleum and Natural Gas (MoP&NG), Govt. of India.	

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

Yes, MRPL has a well-defined Code of Conduct for its employees and Directors, which provides guidance on business ethics, bribery, corruption and appropriate conduct. It includes clear protocols for giving and receiving gifts and entertainment, specifying monetary thresholds, an approval mechanism for exceptions and illustrative examples of acceptable practices. MRPL upholds the highest standards of ethics and integrity, reinforcing its commitment to transparent and accountable governance. Ethical conduct is viewed as a core driver of trust and performance across the organization.

The company has an established Vigilance Administration led by the Chief Vigilance Officer (CVO), covering preventive vigilance, punitive vigilance and surveillance & detection. The CVO monitors misconduct, oversees investigations, processes disciplinary actions and refers matters to the Central Vigilance Commission (CVC) when necessary. Proactive measures are also taken to prevent unethical practices and foster a culture of integrity within the organization.

- Whistle Blower Policy – This policy allows MRPL directors and employees to raise genuine concerns about unethical behaviour, suspected fraud, or violations of the company's code of conduct or ethics policy. It also ensures protection against retaliation for individuals using this mechanism.

<https://mrpl.co.in/sites/default/files/Whistle%20Blower%20Policy%20-English.pdf>

- Code of Conduct – This code aims to illustrate the ethical and transparent management of the Company& affairs, maintaining the trust and confidence of stakeholders and business partners. Directors and Senior Management must adhere to, comply with and uphold the provisions of this code in their daily activities

<https://mrpl.co.in/sites/default/files/Code%20of%20Conduct/Code%20of%20Conduct%20for%20Board%20d%20>

- Insider Trading Policy – This code of internal procedures and conduct prohibits insider trading concerning the securities of Mangalore Refinery and Petrochemicals Limited (MRPL).

[https://www.mrpl.co.in/sites/default/files/Code%20of%20Conduct/CODE%20OF%20CONDUCT%20FOR%20PREVENTION%20%20OF%20INSIDER%20TRADING\(REVISED\)_1467802542.pdf](https://www.mrpl.co.in/sites/default/files/Code%20of%20Conduct/CODE%20OF%20CONDUCT%20FOR%20PREVENTION%20%20OF%20INSIDER%20TRADING(REVISED)_1467802542.pdf)

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

Category	FY 2024-25	FY 2023-24
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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

Not applicable - No such incidents have been reported.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payables	26.11	29.20*

* FY 2023-24 value has been updated from last year's BRSR disclosure due to a change in calculation methodology, reflecting an improved understanding and alignment with standard accounting practices.

9. Open-ness of business

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

Parameter	Metrics	FY 2024-25	FY 2023-24*
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	46.26%	34.63%
	b. Number of trading houses where purchases are made from	9	4
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100%	100%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	3.09%	4.62%
	b. Number of dealers /distributors to whom sales are made	195	123
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers /distributors	44.49%	60.09%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	15.67%	18.48%
	b. Sales (Sales to related parties / Total Sales)	30.82%	34.37%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.06%	0.05%
	d. Investments (Investments in related parties / Total Investments made)	99.90%	99.89%



*Note:

- FY 2023-24 value has been updated from last year's BRSR disclosure due to a change in calculation methodology, reflecting an improved understanding and alignment with standard accounting practices.
- In Computing purchase from trading house as % of total Purchase, only Crude Purchase from trading house is considered in deriving the % as the same is major procurement.

Leadership Indicators

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

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in value chain covered by the awareness programmes
60	PCVO Training	100%
1	Trade Receivable and Discounting system	Information was sent to all the active registered MSE vendors through Email. 4.2% of Active MSE Vendors participated in the event.
1	Awareness on Public Procurement guidelines and Procedures	Information was sent to all the active registered MSE vendors through Email. 5.3 % of Active MSE Vendors participated in the event.
1	Awareness on GeM procurement, Benefits and schemes to MSME Entrepreneurs, Trade Receivable and discounting system and Interactions with vendor	Information was sent to all the active registered vendors through Email. 21% of Active Vendors participated in the event.
1	Awareness on Public Procurement guidelines and Procedures to MSE SC/ST Entrepreneurs	This Vendor meet was initiated in collaboration with M/s CPCL to develop and support MSE SC/ST vendors. 46 New MSE SC/ST Vendors participated in the event.

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

Yes. The Company has a Code of Conduct in place for the Board of Directors and Senior Management, which inter-alia includes to make prudent judgement to avoid all situations, decision or relationship in case of conflict of interest. Further, Directors also submit their declaration(s) providing details of relatives/ related parties as per requirements of the Companies Act, 2013 and related party transactions (including with relatives of Directors, if any) are reviewed by the Audit Committee.

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	3.50%	21.57%	<p>₹ 1.1 Crores spent for deodorizing unit out of ₹ 5.1 Crores total R&D expense in FY 2023-24. After the commissioning of the deodorizing unit, the caustic processing efficiency in the downstream Wet Air Oxidation (WAO) unit has improved and the unit is now operating with an odor reduction efficiency of 85–90%.</p> <p>An amount of ₹ 1.4 Crore was spent on scaling up PET depolymerization as part of the total R&D expenditure of ₹ 40.18 crores in FY 2024–25. This novel technology enables the conversion of used PET plastic back into its monomer form.</p>
Capex	0.67%	5.03%	IRT-Inlet receive tanks for better oil recovery and to reduce shock load.

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

Yes. MRPL follows comprehensive sustainable sourcing procedures governed by its Material Management (MM) Manual. This Manual outlines standardized processes for procuring goods and services necessary for refinery operations in a consistent, cost-effective and environmentally responsible manner. Crude and other inputs are sourced from credible suppliers vetted through a structured registration and NOC process. Additionally, MSDS (Material Safety Data Sheet) requirements are followed to ensure safety and sustainability across the supply chain.

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

MRPL has established procedures in place for sustainable sourcing, as outlined in its comprehensive Material Management (MM) Manual. The Manual provides clear guidelines for procuring goods and services essential for the operation and maintenance of the refinery in a consistent, reliable and environmentally responsible manner.

Key highlights of MRPL's sustainable sourcing practices include:

- Structured Procurement Processes:** All procurement follows the MM Manual, promoting efficiency and reduced environmental impact.
- Long-Term and Rate Contracts:** Help manage volatility and ensure secure, continuous supply.
- Eco-Conscious Procurement Principles:** Emphasis on transparency, fairness, competitiveness and environmental stewardship.
- Digitization and Paperless Procurement:**
 - End-to-end digitized PR-to-PO (Purchase Requisition to Purchase Order) process.
 - E-office-based internal approvals to eliminate paper.
 - A dedicated e-tender portal enables transparent electronic bidding, aligning with MRPL's green procurement goals.
- MSME Inclusion:**
 - Purchase preferences, EMD waivers and relaxed eligibility criteria for MSEs.



♦ Efforts to meet Public Procurement Policy targets:

- 25% from MSEs
- 4% from SC/ST MSEs
- 3% from Women-led MSEs

- **Labor Compliance:** MRPL enforces adherence to Minimum Wages Act, Contract Labour Regulations and ensures safe working conditions through tender-linked clauses, PPE provision and safety training.
- **Zero Tolerance:** Child labor and forced labor are strictly prohibited.
- **Grievance Redressal:** Active grievance handling via MSME Champion Portal, Samadhan Portal, CPGRAMS and Independent External Monitors (IEMs) for high-value tenders.

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

S. No	Type of product	Applicable to you (Yes/No)	Processes in place to safely reclaim your products for reusing/ recycling and disposing at end of life(please provide a brief right-up of the process in place)
1	Plastics (including packaging)	Yes	MRPL produces Polypropylene and supplies it to downstream producers. MRPL has taken measures that, its polypropylene is not used in the manufacture of single-use plastic products. Additionally, the company mandates that all packaging bags carry a label stating that "Not to be used in the manufacturing of Single Use Plastic".The packaging materials needed in the process are managed in accordance with Extended Producer Responsibility mandated by CPCB.
2	E-waste	No	NA
3	Hazardous waste	No	NA
4	other waste-if any	No	NA

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

MRPL is producing Polypropylene and selling it to downstream producers. The packaging material required in the process is being taken care through Extended Producer Responsibility mandated by CPCB. EPR target of 2,166 MT is achieved for FY 2023-24. EPR target for FY 2024-25 is 2,143 MT is achieved.

Leadership Indicators

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

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
466/473	HSD	42.37%	Cradle to gate	Yes	No
466/473	MS	17.59%	Cradle to gate	Yes	No
466	ATF	17.26%	Cradle to gate	Yes	No
466/473	LPG	6.91%	Cradle to gate	Yes	No
466/473	Polypropylene	5.72%	Cradle to gate	Yes	No
220	Benzene	1.74%	Cradle to gate	Yes	No
2713	Petcoke	1.07%	Cradle to gate	Yes	No
466	Bitumen	0.68%	Cradle to gate	Yes	No
6700	SKO	0.33%	Cradle to gate	Yes	No
-	Sulphur, FO, MFO, MX, Naphtha, reformat	6.33%	Cradle to gate	Yes	No

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

Name of Product/ Service	Description of risk and concern	Action taken
Not Applicable		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
The slop oil generated is reprocessed alongside crude oil. The sludge from the Effluent Treatment Plant (ETP) is reprocessed in the DCU and used oil is also reprocessed.	0.677%	0.778%

Note: The percentage for FY 2023-24 has been restated based on refined methodology to more accurately account for reprocessed materials in line with internal data validation and improved tracking systems.



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

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	2,143	0	0	2,166	0
E-waste	0	0	0	0	0	0
Hazardous waste	0	0	0	0	0	0
Other waste	0	0	0	0	0	0

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category
Plastic packaging material	100%

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

Essential Indicators

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

Category	%of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		DayCare facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1,092	1,092	100.00%	1,092	100.00%	NA	NA	1,092	100.00%	1,092	100.00%
Female	70	70	100.00%	70	100.00%	70	100.00%	NA	NA	70	100.00%
Total	1,162	1,162	100.00%	1,162	100.00%	70	6.02%	1,092	93.98%	1,162	100.00%
Other than Permanent employees											
Male	0	0	NA	0	NA	0	NA	0	NA	0	NA
Female	0	0	NA	0	NA	0	NA	0	NA	0	NA
Total	0	0	NA	0	NA	0	NA	0	NA	0	NA

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F/A)
				Permanent workers							
Male	1,212	1,212	100.00%	1,212	100.00%	NA	NA	1,212	100.00%	1,212	100.00%
Female	156	156	100.00%	156	100.00%	156	100.00%	NA	NA	156	100.00%
Total	1,368	1,368	100.00%	1,368	100.00%	156	100.00%	1,212	100.00%	1,368	100.00%
Other than Permanent workers*											
Male	3,786	0	0%	3,786	100.00%	NA	NA	NA	NA	3,786	100.00%
Female	303	0	0%	303	100.00%	303	100.00%	NA	NA	303	100.00%
Total	4,089	0	0%	4,089	100.00%	303	100.00%	NA	NA	4,089	100.00%

*Workers with a monthly gross wage of ₹ 21,000 or less are eligible for coverage under ESI Act's health benefits and services.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.02% (Cost incurred on well-being measures include Medical Benefits as Domiciliary Claims, Cashless Claims, Insurance: GTLI & GPAI Insurance and Maternity and Paternity Leave granted to employees.)	0.05% (it includes the % of cost incurred on Company contribution to PF, Medical Claim Details, Insurances: GPAI & GTLI)

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

Benefits	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100.00%	100.00%	Yes	100.00%	100.00%	Yes
Gratuity	100.00%	100.00%	NA	100.00%	100.00%	NA
ESI	NA	NA	NA	NA	NA	NA
Others– please Specify						

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

Yes, the office premises are accessible to differently abled employees and workers as per the requirements of the Rights of Persons with Disabilities Act, 2016. The Company has elevators, escalators, ramps and other infrastructure to ensure accessibility for individuals with physical challenges on our premises.

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

Yes, web link: https://mrpl.co.in/sites/default/files/Equal_Opportunity_Policy.pdf

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100.00%	100.00%	100.00%	100.00%
Female	100.00%	100.00%	100.00%	100.00%
Total	100.00%	100.00%	100.00%	100.00%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, Grievance Redressal Committee. Additionally, we also have Grievance Redressal Committee exclusively for SC, ST & PwBD Employees
Other than Permanent Workers	Yes, The Grievances of Secondary Workforce are resolved through respective Engineer-in-Charge & HR Team (Contract Section)



Permanent Employees	Yes, Grievance Redressal Committee. Additionally, we also have Grievance Redressal Committee exclusively for SC, ST & PwBD Employees
Other than Permanent Employees	Not Applicable

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

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D /C)
Permanent Employees						
Male	1,092	978	89.56%	1,114	923	82.86%
Female	70	54	77.14%	70	51	72.86%
Total	1,162	1,032	88.81%	1,184	974	82.26%
Permanent Workers						
Male	1,212	1,157	95.46%	1,205	835	69.29%
Female	156	148	94.87%	159	82	51.57%
Total	1,368	1,305	95.39%	1,364	917	67.23%

8. Details of training given to employees and workers:

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
	Total	On Health and Safety Measures		On Skill upgradation		Total (D)	On Health and Safe ty Measures		On Skill upgradation	
	(A)	No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	1,092	956	87.55%	881	80.68%	1,114	252	22.60%	279	25.04%
Female	70	60	85.71%	65	92.86%	70	15	21.40%	21	30.00%
Total	1,162	1,016	87.44%	946	81.41%	1,184	267	22.55%	300	25.33%
Workers										
Male	1,212	1,193	98.43%	579	47.77%	1,205	737	61.16%	450	37.30%
Female	156	148	94.87%	93	59.62%	159	52	32.70%	86	54.09%
Total	1,368	1,341	98.03%	672	49.12%	1,364	789	57.84%	536	39.29%

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	1,119	1,119	100%	1,152	1,122	97.40%
Female	73	73	100%	73	70	95.89%
Total	1,192	1,192	100%	1,225	1,192	97.31%
Workers						
Male	1,234	1,234	100%	1,210	1,201	99.26%
Female	159	159	100%	161	159	98.76%
Total	1,393	1,393	100%	1,371	1,360	99.20%

Note: The above data is based on the Annual Performance Appraisal Report (APAR) of employees.

The data for FY 2023–24 has been revised from what was reported last year.

10. Health and safety management system:

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

Yes, MRPL has implemented an Occupational Health and Safety Management System certified under ISO 45001:2018. The system covers all employees and contract workers whose work and/or workplace is under the operational control of the organization. Its implementation is aligned with applicable legal and regulatory requirements, including the Factories Act, 1948, Model Rules under the Factories Act, Karnataka Factories Rules, 1969 and OISD Guidelines

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

The entity has established robust processes to identify, assess and mitigate work-related hazards for both routine and non-routine activities. These include:

- Medical surveillance through periodic on-the-job health check-ups and full-body examinations for vulnerable groups such as food handlers
- Diagnostic tests such as Urine Phenol Testing and Pure Tone Audiometry to monitor potential chemical and noise-related exposure
- Industrial Hygiene Surveys to detect exposure to physical, chemical, or biological agents
- Risk-based safety assessments such as Quantitative Risk Assessment (QRA), Hazard and Operability Study (HAZOP), Job Safety Analysis (JSA), Pre-Commissioning Safety Audits and both internal and third-party External Safety Audits (including by OISD)
- Additionally, HIRA of existing facility is performed, reviewed & updated in all respective departments every year to identify & mitigate risks.

The outcomes of these assessments are used to take necessary risk control measures and the processes are reviewed periodically to ensure continual improvement.

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

Yes, the entity has established defined processes that allow workers to report work-related hazards and withdraw from unsafe situations, in alignment with its commitment to proactive safety management. Workers are encouraged to actively participate in safety committee meetings, where concerns related to workplace risks can be discussed. Additionally, mechanisms such as safety suggestion boxes and an online reporting platform hosted on the entity's internal portal are in place to facilitate anonymous or direct reporting of near-miss incidents, unsafe acts and unsafe conditions. These systems are designed to ensure that all safety-related issues are captured, assessed and addressed in a timely and transparent manner. The entity also fosters a culture where employees and contract workers are empowered to stop work in the event of imminent danger, thereby reinforcing their right to a safe working environment.

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

Yes, all employees and contract workers have access to comprehensive healthcare services provided through Occupational Health Centres (OHCs) and an in-house MRPL Hospital, which operate 24x7. All OHC services, including Outpatient (OPD) and Inpatient (IPD) treatment, are provided free of cost to employees and workers. Extended services at the MRPL Hospital are available on a chargeable basis. Medical services include:

- Pre-employment, pre-placement, periodic and follow-up medical examinations
- Diagnostic services such as Urine Phenol Testing and Pure Tone Audiometry



- Access to first aid, ambulance services and on-site emergency medical care

In addition, regular health awareness sessions are conducted for employees and contract workers. All facilities are operated by qualified medical officers, EMTs, nurses and support staff, with medical infrastructure maintained in line with current standards and operational needs.

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

Safety Incident/Number	Category	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0.211
	Workers	0.56	0
Total recordable work-related injuries	Employees	2	1
	Workers	2	0
No. of fatalities	Employees	0	0
	Workers	1	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	1
	Workers	3	0

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

MRPL undertakes comprehensive measures to ensure a safe and healthy work environment for all employees and contract workers. These include:

- Identification and mitigation of workplace hazards through structured risk assessments and regular safety audits, including third-party audits
- Training programs for employees and workmen on emergency response, hazard identification, first aid, firefighting techniques, ergonomics and proper use of personal protective equipment (PPE)
- Mandatory reporting and investigation of near-miss incidents, first-aid cases, reportable lost-time injuries and fatal incidents
- Installation of safety signage at high-risk areas to promote awareness and caution
- Active functioning of Area and Central Safety Committees, which meet regularly to review safety performance and drive improvements
- Onsite and offsite emergency mock drills are conducted periodically to ensure preparedness across all operational levels
- Regular housekeeping of work areas to maintain safe, clean and hazard-free environments

These measures, supported by documented procedures and 24x7 emergency medical facilities, reinforce MRPL's strong commitment to occupational health and safety and continuous improvement in workplace safety culture.

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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

14. Assessments for the year:

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

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

All safety-related incidents are thoroughly investigated and the learnings from investigation reports are shared across the organization to enhance awareness and prevent recurrence. Corrective actions are implemented based on the root cause analysis and their effectiveness is monitored to ensure closure.

Significant risks or concerns identified through safety assessments and audits related to health and safety practices or working conditions are evaluated systematically. These are addressed using the hierarchy of risk controls and compliance is verified through regular internal and external safety audits. This continuous feedback and improvement process supports MRPL's commitment to proactive and preventive safety management.

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

a. Employees (Yes/No)	Yes
b. Workers (Yes/No)	Yes

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

MRPL ensures statutory compliance by incorporating specific clauses in its General Conditions of Contract (GCC), requiring vendors to deduct and deposit applicable dues, including GST and TDS. MRPL does not directly engage any contract workmen; instead, orders are placed for specific jobs with contractors, who in turn engage contract workmen as per their operational needs. As the Principal Employer, MRPL ensures that contractors comply with all applicable statutory requirements, including timely disbursement of wages through e-payment, remittance of statutory contributions to EPFO and ESIC and provision of other statutory benefits. Contractors are required to submit proof of wage payment and statutory compliance before their bills are processed. To ensure accountability, periodic audits are conducted at three levels by the concerned officer, the HR team and the finance team, to verify adherence to all compliance requirements.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Employees	1	1	1	0
Workers	4	0	0	0



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

Yes, transition assistance programs are provided to support employees in managing career endings due to retirement or separation.

5. Details on assessment of value chain partners:

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

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

MRPL undertakes periodic assessments of health and safety practices across its value chain, based on which the following corrective and preventive actions have been implemented:

- Notices are issued to vessels to maintain hygiene standards prior to berthing. Port Health Officer clearance is obtained before loading/unloading, especially during health emergencies.
- Transport Partner Safety:
 - ♦ Safety training provided to all Public Carrier Vehicle Operators (PCVOs) and TT crews.
 - ♦ Defensive Driver Training (DDT) and mock emergency drills conducted.
 - ♦ Eye testing camps held and spectacles distributed.
 - ♦ Canteen and rest facilities upgraded at loading points.
- Regular audits are conducted and time-bound action plans implemented to address gaps in safety and hygiene.
- Contracts include mandatory clauses on legal compliance, workplace safety (PPE, safety training, work permit systems) and access to redressal mechanisms like MSME Champion Portal, Samadhan, CPGRAMS and Independent External Monitors (IEM) for high-value tenders.
- All accidents are investigated, with lessons shared organization-wide. Effectiveness of corrective actions is reviewed and compliance is verified through audits.

Value chain partners are required to comply with MRPL's HSE standards as per contractual obligations. Identified risks are addressed through structured controls and continuous monitoring.

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

Essential Indicators

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

MRPL employs a comprehensive stakeholder engagement process. This process uses both formal and informal communication methods to identify the needs and expectations of stakeholders. It consists of four key phases: planning, identifying, engaging and reporting.

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

S.No.	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Customers	No	Email, Website, Advertisements, Notifications, Meetings	On a requirement basis	1. Purchase of Crude 2. Sale of Petroleum & Petrochemical products 3. Hiring of Ship 4. Communications related to contract, its execution and commercials 5. Sales improvement 6. Quality & Quantity (Q&Q) 7. Logistics and policy-related updates
2	Suppliers	Yes	Email, Website, Vendor Meet, Awareness Sessions, Conferences and Conclaves.	On a requirement basis	Awareness on public procurement policies and procedures, Procurement in Government e-market place, Trade receivables and discounting (TReDS) etc
3	Shareholders/ Investors	No	Annual general meeting, corporate website, press release, press conference	Annually and on a requirement basis.	Financial performance, risk management, corporate governance, dividend
4	Employees	No	Circulars, Intranet, Digital Board, E-mails and SMS	Quarterly and on a requirement basis	Employee benefits, company performance
5	Communities	Yes	Community meetings, E-mail, Website	On a requirement basis	Environmental awareness and informing about company news/ updates/ alerts
6	Government/ Regulatory bodies	No	E-mails, notices, website	On a requirement basis	Regarding compliances on act and rules



Leadership Indicators

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

Stakeholder consultations are primarily conducted by functional teams, business heads and relevant company officers. Feedback and issues of strategic or material significance arising from these engagements are escalated to the Board through formal reporting structures or routed via dedicated Board Committees. These committees such as those overseeing Business Risk, CSR and Sustainability, Marketing Strategies & IT Oversight, Planning & Projects and Dispute Settlement serve as key channels for reviewing stakeholder inputs and ensuring Board-level consideration and action where required.

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

Yes, inputs are received from stakeholders during community awareness program which is conducted quarterly on various environmental indicators. MRPL extensively uses stakeholder consultation to identify areas of improvement in environmental and social topics. Many of the company's major decisions are influenced as a result of outcomes of stakeholder engagement. While undertaking CSR projects under the specified focus areas, MRPL undertakes consultation with concerned stakeholders of the community/ local authorities/ representative bodies to tailor programs/ projects to address their needs.

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

- MRPL undertakes targeted community development initiatives focused on vulnerable and marginalized groups. These include infrastructure support for government-aided schools, vocational training centers and rehabilitation facilities, particularly benefiting women, girls and students in under served regions of Karnataka.
- MRPL follows the Public Procurement Policy for Micro and Small Enterprises (MSEs), which mandates procurement from MSE vendors, including those owned by entrepreneurs from Scheduled Castes (SC), Scheduled Tribes (ST) and women-led enterprises.
- The company promotes inclusive employment by providing opportunities to individuals from socially and economically disadvantaged communities, reinforcing its commitment to equitable workforce representation.

PRINCIPLE 5 : Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	No. of Employees / workers covered (B)	% (B / A)	Total (C)	No. of employee/ workers covered (D)	% (D / C)
Employees						
Permanent	1,162	1,075	92.51%	1,184	1,184	100.00%
Other than permanent	0	0	0.00%	0	0	0.00%
Total Employees	1,162	1,075	92.51%	1,184	1,184	100.00%
Workers						
Permanent	1,368	1,345	98.32%	1,364	1,364	100.00%
Other than permanent	4,089	4,089	100.00%	3,959	3,959	100.00%
Total Workers	5,457	5,434	99.58%	5,323	5,323	100.00%

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

Category	FY 2024-25 Current Financial Year					FY 2023-24 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	1,162	0	0.00%	1,162	100.00%	1,184	0	0.00%	1,184	100.00%
Male	1,092	0	0.00%	1,092	100.00%	1,114	0	0.00%	1,114	100.00%
Female	70	0	0.00%	70	100.00%	70	0	0.00%	70	100.00%
Other than Permanent	0	0	NA	0	NA	0	0	NA	0	NA
Male	0	0	NA	0	NA	0	0	NA	0	NA
Female	0	0	NA	0	NA	0	0	NA	0	NA
Workers										
Permanent	1,368	0	0.00%	1,368	100.00%	1,523	0	0.00%	1,523	100.00%
Male	1,212	0	0.00%	1,212	100.00%	1,364	0	0.00%	1,364	100.00%
Female	156	0	0.00%	156	100.00%	159	0	0.00%	159	100.00%
Other than Permanent	4,089	0	0.00%	4,089	100.00%	3,959	0	0.00%	3,959	100.00%
Male	3,786	0	0.00%	3,786	100.00%	3,659	0	0.00%	3,659	100.00%
Female	303	0	0.00%	303	100.00%	300	0	0.00%	300	100.00%



3. Details of remuneration/salary/wages

a. Median remuneration / wages:

Sl. No.	Type of employee	Male		Female	
		Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
1	Board of Directors (BoD)	3	37,26,643	0	0
2	Key Management Personnel (KMP)	4	56,16,674	0	0
3	Employees other than BoD and KMP	1,088	28,55,303	70	19,47,417
4	Workers	1,212	15,74,156	156	12,68,702

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

	FY2024-25 (Current Financial Year)	FY2023-24 (Previous Financial Year)
Gross wages paid to females as % of total wages	6.25%	5.54%

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

Yes, MRPL has established robust systems and processes to address and prevent adverse human rights impacts across its operations. The company strictly prohibits child labor and upholds a zero-tolerance policy towards human rights violations. All MRPL policies are aligned with the fundamental rights enshrined in the Constitution of India, applicable labor laws and international frameworks, including relevant ILO conventions.

To ensure implementation, an Engineer-in-Charge is appointed for each unit, office, or installation to oversee compliance with human rights and labor standards. Additionally, a designated focal point from the HR team addresses human rights concerns and grievances. Awareness is promoted among employees, security personnel, contractors and vendors through regular communication and training.

MRPL adheres to Presidential Directives and Government of India guidelines to eliminate any form of discrimination. The organization fosters freedom of speech and association through established bodies like the MRPL Staff Association and MRPL Employees Union, ensuring an inclusive and respectful work environment.

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

MRPL is committed to upholding and promoting human rights across all its operations. MRPL has institutionalized a structured Grievance Redressal Mechanism to address employee concerns, including those related to human rights. Employees can register their grievances by writing it to the Committee. These grievances are reviewed by the respective Grievance Redressal Committee, which engages with the aggrieved employees to seek a fair resolution. If the employee is not satisfied with the committee's decision, an appeal can be filed for further review.

For Contractual Workforce, the grievances pertaining to human rights are resolved through the respective Engineer-in-Charge (EIC) & through the dedicated HR Team (Contract Section). MRPL also ensures strict compliance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. In alignment with the Act, Internal Complaints Committee (ICC) have been reconstituted at all relevant locations. Detailed guidelines governing the constitution, roles and procedures of the ICC have been widely circulated to ensure transparency and adherence to due process.

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0.00%	0.00%
Complaints on POSH upheld	0	0

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

Awareness sessions are undertaken on CDA rules & Sensitization workshops for spreading awareness on gender sensitivity and POSH Act for employees. The mechanisms to prevent adverse consequences are:

- Grievance Redressal Policy for various sections of employees
- Internal Complaints Committee (ICC) constituted as per provisions of POSH Act, 2013

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

Yes, human rights requirements form part of business agreements and contracts.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100.00%
Forced/involuntary labour	100.00%
Sexual harassment	100.00%
Discrimination at workplace	100.00%
Wages	100.00%
Others (Inspection of compliance by different statutory authorities pertaining to Working Conditions, Social Security etc.)	100.00%

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

MRPL has received no observations from any statutory authorities during the reporting period. MRPL as a Principal employer ensures applicable statutory compliances are being made by the respective contractors,



including timely disbursement of wages through e-payment and other statutory benefits, remittance of statutory contributions of the contract workmen with the concerned Statutory Authorities (EPFO/ESIC, etc.). Prior to processing the bills, the concerned contractor needs to attach the proof of ensuring applicable Statutory Compliances, remittance of contributions before EPFO/ESIC, etc. Periodic Check audits are conducted wherein compliances are checked at three levels i.e., Officer handling the Activities, HR Team (Contract Section) Level and Finance Team level.

Leadership Indicators

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

Not Applicable

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

Compliance to various labour laws are spelt out in the general terms and conditions of contract while floating tenders and bidders are asked for agreement with the same during bid submission. During induction of contract about through contractors (value chain partners) for jobs of sporadic nature, it is ensured that no child labour is deployed. The company ensures 100% compliance of statutory provisions and due diligence for the same is regulated through the periodic internal audits conducted by HR officers through-out our operations. Further, statutory agencies e.g. Labour officer also carry out audits of locations to check adherence to labour laws by contractors.

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

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

- Details on assessment of value chain partners:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual harassment	100%
Discrimination at workplace	
Child labour	
Forced/involuntary labour	
Wages	
Others – please specify	Labor authorities check compliances regularly

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

- MRPL ensures that the wages paid by the contractor to their employees / workmen shall be fair and in no case be less than the wages prescribed by the Government under the Minimum Wages Act, 1948 and all provisions of Regulation of Contract Labour Act are met.
- MRPL's policies are in compliance with human rights principles, the Constitution of India and all relevant labor laws. Our commitment is to fortify fundamental human rights and uphold ethical labor standards across all our activities.
- Regular awareness sessions are conducted for employees and security personnel to address human rights violations, with similar education extended to contractors and vendors.

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

Essential Indicators

- Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
From renewable sources (GJ)		
Total electricity consumption (A)	2,04,225	53,682
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C) GJ	2,04,225	53,682
From non-renewable sources (GJ)		
Total electricity consumption (D)	6,40,058	6,83,435
Total fuel consumption (E)	7,41,20,267	7,09,01,260
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F) (GJ)	7,47,60,325	7,15,84,695
Total energy consumed (A+B+C+D+E+F) (GJ)	7,49,64,550	7,16,38,377
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations) – GJ/ INR million	68.60	68.10
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed GJ/ Revenue from operations adjusted for PPP) – GJ/ USD million	1,417.28	1,554.04*
Energy intensity in terms of physical output (GJ/MT of crude consumed)	4.15	4.33
Energy intensity (optional)	-	-

Note:

- For intensity calculation, the adjusted PPP conversion factor of ₹20.66/USD (as per latest IMF rates) has been applied. Source: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND>
- The methodology for calculating 'Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)' was revised in FY 2024-25 in line with updated industry guidelines. As a result, the figures for FY 2023-24 have been restated.

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

Yes, Energy Audit was carried out for Refinery complex through external agency M/s Active Energy OPC Pvt. Ltd.

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

Yes.

MRPL has been identified as a Designated Consumer (DC) under the Perform, Achieve and Trade (PAT) scheme of the Bureau of Energy Efficiency (BEE), Government of India. The targets set under the PAT scheme for the applicable cycle were met and MRPL continues to adopt remedial and forward-looking actions to enhance energy performance, including infrastructure upgrades and process optimization initiatives. The company has implemented several energy efficiency measures, including:



- Commissioning of Phase-3 Energy Optimisation projects
- Achieving the lowest Specific Energy Consumption (MBN) of 70.71 during FY 2024-25 since Phase-3 commissioning, an improvement from the previous best of 71.2
- Ongoing focus on reducing process energy use and improving distillate yields

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	1,42,24,168	1,35,41,904
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	56,77,319	1,04,86,090
(v) Others	52,64,327	60,12,092
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,51,65,814	3,00,40,086
Total volume of water consumption (in kilolitres)	2,21,27,450	2,39,76,074
Water intensity per rupee of turnover (Total water consumption/ Revenue from operations) – kL/ INR million	20.25	22.79
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) – kL/ USD million	418.34	520.07*
Water intensity in terms of physical output (kL/MT of crude consumed)	1.23	1.45
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note:

- For intensity calculation, the adjusted PPP conversion factor of ₹20.66/USD (as per latest IMF rates) has been applied. Source: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND>
- The methodology for calculating 'Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)' was revised in FY 2024-25 in line with updated industry guidelines. As a result, the figures for FY 2023-24 have been restated.

b. Indicate if any independent assessment/ evaluation Assurance has been carried out for Water Withdrawal and Consumption data by an external agency? (Yes/No) : No

4. Provide the following details related to water discharged:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
-With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	34,09,142	63,17,244

(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	35,37,861	48,55,844
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kiloliters)	69,47,002	1,11,73,088

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

No

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

No

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

Parameter	Plases pecify unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
NOx	TPA	2,190	2,354
SOx	TPA	17,325	16,563
Particulate matter (PM)	TPA	172.04	175.20
Persistent organic pollutants(POP)	NA	NA	NA
Volatile organic compounds(VOC)	TPA	1.4	1.04
Hazardous air pollutants(HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

- b. **Indicate if any independent assessment/ evaluation/assurance has been carried out for Air Emissions (other than GHG Emissions) by an external agency? (Yes/No)**

Yes, M/s Hubert Envirocare

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

Parameter	Plases pecify unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	56,75,575	55,15,578
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1,43,254	1,53,542
Total Scope 1 and Scope 2 emission intensity per million rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/INR million	5.32	5.39
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e/USD million	110.01	122.99*
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/MT of crude processed	0.32	0.34



Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-
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Note:

- For intensity calculation, the adjusted PPP conversion factor of ₹20.66/USD (as per latest IMF rates) has been applied. Source: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND>
- The methodology for calculating 'Emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)' was revised in FY 2024-25 in line with updated industry guidelines. As a result, the figures for FY 2023-24 have been restated.
- Emissions calculations are as per GHG protocol and includes emissions from MRPL refinery, aromatic complex and associated facilities.

b. Indicate if any independent assessment/ evaluation/assurance has been carried out for total GHG Emissions by an external agency? (Yes/No)

No

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

Yes, MRPL is adopting a comprehensive decarbonization strategy aimed at minimizing environmental impacts from its operations. In alignment with its parent organization ONGC, MRPL has set a Net Zero target year of 2038 for Scope 1 and 2 emissions.

Key initiatives include:

- **Green Hydrogen:** A 500 TPA Green Hydrogen plant is being established, targeted for commissioning by FY 2026–27. Additionally, under the SIGHT-2B scheme, MRPL has floated a tender for a 10 KTPA capacity plant to further scale green hydrogen production.
- **Renewable Energy Integration:** MRPL has installed solar units with a total capacity of 8.76 MW and is enhancing its renewable energy mix. A project to upgrade grid power import capacity from 32 MVA to 125 MVA by FY 2027–28 is underway to enable greater renewable energy usage.
- **Biofuels:** A 20 KLPD Sustainable Aviation Fuel (Bio-ATF) plant is under development within the refinery. This facility will use feedstocks like palm stearin, used cooking oil and tree-borne oils.
- **Fuel Switch to Natural Gas:** MRPL has commissioned a RLNG facility with 0.8 MMSCMD capacity, facilitating a transition to cleaner fuels.
- **Energy Conservation:** MRPL continues to implement energy efficiency and conservation initiatives across units to reduce both energy consumption and GHG emissions.

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2,434	1,948
E-waste (B)	213	3.2
Bio-medical waste (C)	1.1	0.8
Construction and demolition waste (D)	0	0.0
Battery waste (E)	17.8	9.5
Radioactive waste (F)	0	0.0

Other Hazardous waste. Please specify, if any. (G) - Oily sludge, spent catalyst, spent activated carbon, Discarded Containers, used oil, Furnace Residue etc.	9,356	7,588
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	3,223	4,896
Total (A+B + C + D + E + F + G + H) (MT)	15,245	14,445
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations) – MT/ INR million	0.014	0.014
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) – MT/ USD million	0.29	0.31*
Waste intensity interms of physical output – MT/ MT of crude oil processed	0.00085	0.00087
Waste intensity (optional)– the relevant metric maybe selected by the entity	-	-

Note:

- For intensity calculation, the adjusted PPP conversion factor of ₹20.66/USD (as per latest IMF rates) has been applied. Source: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND>
- The methodology for calculating 'Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)' was revised in FY 2024-25 in line with updated industry guidelines. As a result, the figures for FY 2023-24 have been restated.
- E-waste was disposed through CPCB/ KSPCB-approved recyclers.
- Hazardous waste is handled as per Hazardous Waste Rules, 2016. Spent catalysts and other waste are stored and disposed through authorized recyclers approved by CPCB/KSPCB.

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste		
(i) Recycled	6,712	6,039
ii) Re-used	5,266	3,348
(iii) Other recovery operations	0	0
Total	11,978	9,387
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) In cination	8.9	264.9
(ii) Land filling	24.1	0
(iii) Other disposal operations	3,383	4,048
Total	3,449	4,313

- b. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

No

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

MRPL is embracing circular economy principles to minimize waste and optimize resource utilization through the promotion of 5R: refuse, reduce, reuse, repurpose & recycle practices. This includes the utilization of recycled materials and blending slop oil into the Crude Distillation Unit (CDU) alongside crude oil, while the sludge from the Effluent Treatment Plant (ETP) is reprocessed in the Delayed Coker



Unit (DCU). Comprehensive standard operating procedures are in place to ensure effective waste management practices. In FY 2024–25, 99.75% of hazardous waste generated at the refinery was diverted from landfill through reuse, recycling and co-processing initiatives.

These practices are aimed at minimizing the use and impact of hazardous and toxic materials across the entity's operations and promote sustainable production practices

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

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

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

S. No	Name and brief details of project	EIA Notification No	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
1	Environmental Impact Assessment (EIA) report for the capacity expansion from 16.6 to 18.2 MMTPA has been updated through an addendum to include details of the 500 TPA Green Hydrogen Plant at MRPL, Mangalore.	NA	13/01/2025	Yes	Yes	EC uploaded on MRPL website https://mrpl.co.in/sites/default/files/9.%20Modernization.pdf

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

Yes, MRPL is compliant with all applicable environmental law/ regulations/ guidelines in India

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

Leadership Indicators

1. **a. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information:**

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

Not Applicable

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

Not Applicable

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	5,49,64,477	5,04,36,705
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/INR million	50.30	47.95
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/MT of crude processed	3.05	3.05

Note: Emissions calculations are as per GHG protocol and includes emissions from MRPL refinery, aromatic complex and associated facilities.

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

No

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

Not Applicable

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

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Wet scrubber system	The existing PFCC unit incorporated a WetScrubber system to eliminate particulate matter and sulfur oxides from stack emissions.	Reduction in Particulate Matter Emissions into the atmosphere
2	Municipal STP water	Utilization of 3.1 MGD Municipal STP water in MRPL operations in FY 2024-25	Reduced dependency on freshwater intake
3	RLNG utilization	MRPL has implemented a Natural Gas facility with a capacity of 1.2 MMSCMD to utilize natural gas in Processing Units (HGU) and CPPs, which is now operational.	Reduction in emissions from heaters

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

Yes, The entity has a comprehensive Emergency Response and Disaster Management Plan that includes both On-Site and Off-Site Emergency Plans. The On-Site Plan is approved by the Directorate of Factories, Boilers, Industrial Safety & Health, Government of Karnataka and covers multiple accident scenarios with mitigation measures. Biannual mock drills are conducted to ensure preparedness. The Off-Site Plan is approved by the Chairman of the District Disaster Management Authority (DDMA), Dakshina Kannada. The plan addresses natural disasters including floods, earthquakes, cyclones and pandemics and is developed in line with PNGRB guidelines and DDMA directives.



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

Not Applicable

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

100% of all vessels hired for crude and vessel accepted for export necessarily comply environmental compliance terms covered under MARPOL.

All Suppliers and Service providers give undertaking to abide by General Guidelines for Environment and Energy Compatibility which is part of Tender GCC. This process incorporates clauses pertaining to environmental, social, labour practice criteria and quality compliance, ensuring alignment with internal control mechanisms and statutory requirements.

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

Essential Indicators

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

MRPL is affiliated with four trade and industry associations as indicated below.

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

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers /associations (State/National)
1	Federation of Indian Export Organisations (FEIO)	National
2	Global Compact network India	National
3	Standing Conference of Public Enterprises (SCOPE)	National
4	Confederation of Indian Industry	National
5	Federation of Indian Petroleum Industry (FIPI)	National

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

Name of authority	Brief of the case	Corrective action taken
Not Applicable, since there were no such issues reported in FY 2024-2025.		

Leadership Indicators

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

Sl. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/ Others – please specify)	Web link, if available
MRPL contributes to the development of public policies and industry standards by actively engaging with key government and regulatory bodies such as the Ministry of Petroleum & Natural Gas (MoP&NG), Oil Industry Safety Directorate (OISD), Centre for High Technology (CHT) and the Petroleum and Natural Gas Regulatory Board (PNGRB). Through these channels, MRPL provides technical inputs and supports policy formulation and standard-setting initiatives aimed at advancing national energy priorities and public welfare.					



PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Weblink
No Social Impact Assessments were conducted for FY 2024-25.					

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

S. No.	Name of project for which R&R is ongoing	State	District	No. of Project Affected Families	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (in INR)
1	MRPL Phase IV	Karnataka	Dakshina Kannada	R & R data collection is under process	R & R data collection is under process	Nil

- Describe the mechanisms to receive and redress grievances of the community.**

For mechanisms, telephonic communication is in place to address grievances of the local community on any environmental impacts. MRPL checks the refinery boundary area for any abnormalities and provides feedback to the community that lodged the complaint.

- Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY 2024-25 (Current Financial Year)	FY 2023-24* (Previous Financial Year)
Directly sourced from MSMEs/ small producers	54.82%	34.19%
Directly from within India	21.78%	29.45%

*The calculation methodology for FY 2023-24 has been revised in FY 2024-25 to ensure consistency and comparability applying uniform exclusions for both years. The percentage of inputs sourced from MSMEs/small producers excludes the following categories: (a) Crude purchases, (b) Single tender procurements, (c) Proprietary orders, (d) Plant and machinery orders with a single line item value of ₹50 crore or more and (e) Ethanol-related purchases.

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

Location	FY 2024-25 (Current Financial Year)	FY 2023-24* (Previous Financial Year)
Rural	0.79%	0.00%
Semi-urban	0.00%	0.00%
Urban	93.88%	93.73%
Metropolitan	5.33%	6.27%

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No.	State	Aspirational District	Amount spent (in INR)
1	Karnataka	Raichur	9,47,000
2	Karnataka	Yadgir	1,28,000

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

Yes. MRPL follows the Public Procurement Policy for Micro and Small Enterprises (MSEs) notified by the Ministry of MSME, which includes specific provisions for SC/ST and women entrepreneurs.

- From which marginalized /vulnerable groups do you procure?

MRPL procures from MSEs owned by SC/ST and women entrepreneurs.

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

During the reporting year, 1% was sourced from MSEs owned by SC/ST entrepreneurs and 3.9% from MSEs owned by women entrepreneurs.

The calculation excludes procurements made through Single Tender, Proprietary items, Plant and Machinery orders with individual line items exceeding ₹50 crore, Ethanol purchases and Crude oil procurement.

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

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
Not Applicable				

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

- Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Total 213 CSR Projects executed in FY 2024-25 relating to construction of toilets, additional classrooms, Anganawadi, community halls etc, infrastructure facilities like bench, desk, tables, sports equipment's, drinking water coolers etc to schools, SC/ST hostels and medical equipment's like CB - NAAT, X-ray machines etc to district hospitals and PHCs, artificial limb camps etc.	3.80 Lakhs	82%



PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

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

Customers can register feedback, suggestions or complaints about products and services related issues through email to concerned Sales Officer or in complaint register/ suggestion book available at the retail outlet (Petrol Pump).

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

Parameters	As a percentage to total turnover
Environmental and social parameters relevant to the product	100% Tank Trucks of petroleum products use HAZCHEM labels
Safe and responsible usage	Material safety data sheet (MSDS) is available on request to all stakeholders for safe handling of material during transit/ usage.
Recycling and/or safe disposal	100% bags used for packaging purpose of PP are labelled with Recycling Mode

3. Number of consumer complaints in respect of the following:

	FY 2024-25 (Current Financial Year)		Remarks	FY2023-24 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other	0	0	NA	0	0	NA

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

	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA

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

Yes, MRPL has an Information Security policy in place and MRPL is certified for Information Security Management Systems (ISMS), ISO/IEC 27001.

The weblink to the information security policy is :

https://mrpl.co.in/Content/Information_Security_Policy.pdf

In addition, MRPL is in process of preparing the Framework/Policy for Data Privacy (As per Digital Personal Data Protection)

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

No incidents related to cyber security or data privacy were reported and therefore, no corrective actions were necessary.

4. Provide the following information relating to data breaches:

a. Number of instances of data breaches: 0

b. Percentage of data breaches involving personally identifiable information of customers: 0

c. Impact, if any, of the data breaches: NA

Leadership Indicators

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

Information of MRPL's products and services can be accessed through the following links:
https://mrpl.co.in/en/Parent/Marketing_and_Products

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

- o Polymer bags are printed with necessary guidelines pertaining to plastic waste management.
- o Product related information accessed by customers through <https://mrpl.co.in>.
- o Suitable safety signages/ Do's and Don'ts banners/ hoardings placed in retail outlets.
- o Retail outlets attendants including dealers are imparted regular trainings to ensure customers are provided with correct information about the product.
- o Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

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

MRPL has well established contact mechanism with both institutional and retail customer, through various regional offices as well as channel partners, regarding information dissemination on product availability. The company also communicates by way of Emails/ Telephone/ Social Media/ SMSs and notices to notify end users.

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

- A) Regular information regarding grade name, batch number, quality type etc are displayed on Polypropylene product packaging. Details of product specs are shared with customers as per their requirement.
- B) Yes, the company carries out product/ services feedback from the customers.