

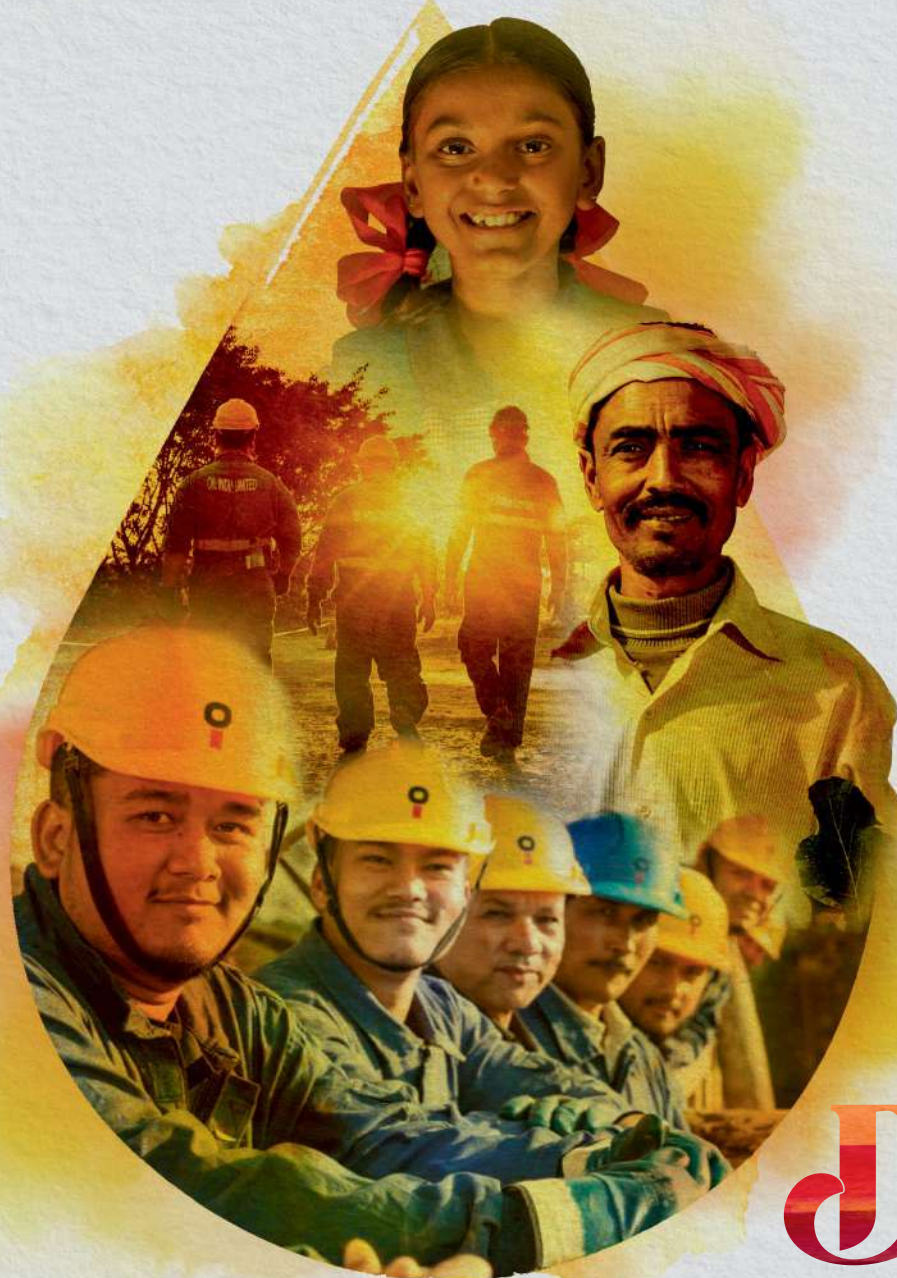


ऑयल इंडिया लिमिटेड

(भारत सरकार का उद्यम)

Oil India Limited

(A Government of India Enterprise)



Darpan

Sustainability Report 2020-21



In this Report

03

Sustainability at Oil India Limited

13

Our Approach to Sustainability

22

Energy management

05

Key Highlights of the Year

13

Transparent governance and risk management

25

Water management

06

Our Response to COVID-19

15

Creating Value for Stakeholders

28

Empowering People

03

Numaligarh Refinery Limited

15

Strengthening stakeholder relations

29

Diversity and inclusion

07

Introduction

19

Finding focus areas: materiality assessment

30

Performance excellence

08

About the company

21

Adapting for a Better Future

30

Employee benefits and policies



Sustainability at Oil India Limited





Chairman's Message

– Mr. Sushil Chandra Mishra

It is our pleasure to release our eighth sustainability report. This report highlights the key initiatives and efforts undertaken towards the company's economic, social, and environmental parameters and its overall response to it.

While we are continuing to battle the COVID-19 pandemic, we have made significant efforts and have outperformed challenging circumstances in several ways.

Combating climate change: As one of the leading national companies in the Oil and Gas sector, we have conducted several initiatives that reduced our energy consumption. The use of alternative energy sources through setting up of smart LED lighting and establishing emission checks of petroleum consuming equipment are some of the initiatives among the rest. Out total energy conserved for FY 2020-21 is 114,728.6 MW and the total renewable energy capacity at 188.10 MW. We have also measured our GHG emissions and planned to reduce our emissions gradually. Further, we have also taken measures to minimise our water consumption and in doing so, we have accumulated approximately 4.38 million litres of rainwater per day. As part of our operational strategies, we are working towards reducing our overall environmental footprint.

Responsible investments: Well-recognized among all our stakeholders, we acknowledge the rising investor consciousness on non-financial disclosure reporting to assess profitability and growth in the longer-term. We firmly believe we can complement both profitability as well as reduce our broader environmental footprint by leveraging technology and improving our sustainability performance. In doing so, we deploy the best-in-class technology, invest in maintenance of equipment and reliability improvement measures to meet our objectives of a safer and secure working environment.

As a pioneer public sector enterprise in India, we recognize our role in providing sustainable solutions to our people. Major developments in this financial year have had a pivotal impact on the current and future business aspects of OIL. Earlier this year, we successfully acquired Numaligarh Refinery Limited (NRL) with a 54.16% stake to raise its shareholding in the refinery to 80.16% including 10.53% share of Government of Assam. With the recent acquisition, we look forward to driving our business to significantly contribute to the targets set by the Ministry of Petroleum and Natural Gas under North East Hydrocarbon Vision 2030. Going forward, we strive to continue to be able to exceed our business targets and grow sustainably.

Our people: We owe our success, growth and advancements to our dedicated employees who over the years have driven our business. We have been awarded for 'Best training and development' for conducting in-house training for Basic Life Support and First Responder (BLS FR) and Rank-2 'Dream Company to Work for' by World HRD Congress Awards.

Our contribution to communities: At OIL, we have consistently exceeded the prescribed CSR expenditure and invested in our flagship programs based on the evolving needs of our beneficiaries. Our interventions are focused on livelihood development, skill development, education and women empowerment. We have also been recognized for our CSR contributions in FY 2020-21 which includes 7th Annual CSR INDIA 2020 award and the Mahatma Gandhi Award 2020.

Further, while the tragic Baghjan incident witnessed environmental and social consequences, all necessary actions were taken by OIL. In doing so, we extended adequate compensation for the loss of property and extended livelihood support. Additionally, we have strengthened our contingency plans to meet possible emergency situations and ensure effective preparedness.

Way forward: We envision a sustainable future backed by the dedication of our people, purpose-driven guidance of our investors, strong governance frameworks and participation of all our stakeholders. In doing so, we are deeply conscious of the ways in which we conduct our business as a fast-growing energy company.

Key Highlights of the Year



Investment towards environmental management

Reserve replacement ratio - **>1** for the last five years

Natural gas produced - **2,642** MMSCM

Crude oil produced - **2.964** MMT

Drilling - Exploratory **32,622** meter;
Development **58,737** meter



Environment

Energy conserved -
11,47,28,608 kWh equivalent

Renewable energy capacity - **188.10** MW

Rainwater harvested - **4,38,000** litres per day

Water consumption - **19,64,000** KLS

OIL generated **3,796.397** tonnes of Oily sludge and
192.159 KL used/spend oil during the FY 2020-21, R&D

R&D centres - **2**

No. of patents - **12**

R&D spent - Rs. **95.81** crores



Employees

Occupational Illness
Frequency Rate - **Nil**

No. of executives trained - **4,561**

Installations selected for preparation
of ERDMP - **18**

Total employees - **6190**



CSR

CSR spent /
expenditure - INR.
105.25 crores

Indigenous order value - **93%**

Procurement through GeM
portal - INR. **43.37**
crores

Our Response to COVID-19



The COVID-19 pandemic has had an impact across the world, with significant influence on the workplace. The economic and social turmoil endangers long-term livelihoods and well-being of millions of people, in addition to public health challenges. Based on the effectiveness of healthcare response and the speed with which government policies and support were implemented, many scenarios have emerged. Oil prices have fallen because of oversupply and decreased demand, broadly affecting the oil and gas industry.

OIL has played a huge role in alleviating pandemic fears. In all areas, the company followed the guidelines set forth by the federal and state governments. We have implemented programs to address the impact of the current pandemic and, to the extent feasible, limit exposure to hazards for workers at work sites, ensuring the health and wellbeing of our employees, which is our top priority. Furthermore, the chemical department of OIL created sanitizer in its lab for use by OIL employees across all sites. To sanitise worn masks, the OIL medical unit at Pump Station 3 in Jorhat developed a UV-based sanitizer manufactured from recycled materials.

We donated INR 25 crore to the PM CARES Fund in fiscal year 2020-21. As part of our CSR to prevent COVID-19, we also took the following steps:

- Contributed 35 ice-lined refrigerators and two deep freezers to the Government of Assam's vaccination program
- Provided healthcare facilities and personnel with PPE kits, facemasks, sanitizer, and other critical materials
- For COVID-19 protocol compliance, a task force chaired by the Director (HR&BD) was formed
- In-house Standard Operating Procedures were developed and executed (SOP)

OIL used social media marketing, television and outdoor commercials, and other traditional media to promote public awareness about COVID-19. As the second wave of the pandemic became more lethal, established PSA Oxygen facilities, distributing oxygen compressors, oxygen cylinders, and oxygen concentrators, as well as enhanced healthcare infrastructure in various locations.



OIL supported development of COVID Care centres beside various other initiatives towards fighting the COVID-19 pandemic





Numaligarh Refinery Limited



“The majority acquisition of shares of NRL is not only a strategic business decision but one of the defining moments of its journey as an Exploration and Production (E&P) company looking for vertical integration in the oil and gas value chain. The acquisition is likely to partially mitigate the effect of volatility of crude price cycle due to diversification of cash flows, reduce earnings volatility and enhance shareholder value

”

– **Sushil Chandra Mishra,**
Chairman, OIL India Limited

The successful funding and effective execution of the Numaligarh Refinery Ltd (NRL) acquisition has been one of our key achievements this year. OIL bought an additional stake of 54.16% NRL, raising its overall share to 80.16%.

NRL is a growth-oriented energy company with core competencies in refining and marketing of petroleum products. It is committed to attain sustained excellence in performance, safety standards, customer care and environment management and to provide a fillip to the development of the region. As one of its core competencies, NRL aims in refining and marketing of petroleum products with a focus on achieving international standards on safety, quality and cost.

“The majority acquisition of shares of NRL is not only a strategic business decision but one of the defining moments of its journey as an exploration and production (E&P) company looking for vertical integration in the oil and gas value chain. The acquisition is likely to partially mitigate the effect of volatility of crude price cycle due to diversification of cash flows, reduce earnings volatility and enhance shareholder value

”

– **Sushil Chandra Mishra,**
Chairman, OIL India Limited

At OIL, the acquisition is not only a business decision but one of the crucial factors of OIL's corporate journey as a company seeking vertical incorporation in the Oil and Gas value chain. With the massive refining capacity enhancement project of NRL and exploration plans of OIL, OIL-NRC will make significant contributions to the energy security of the nation. Furthermore, we plan to achieve the targets set by the Ministry of Petroleum and Natural Gas under North East Hydrocarbon Vision 2030.



Introduction

About the company

Headquartered in Duliajan, Assam, we are the second largest company in India in exploration, production and development of crude oil and natural gas, production of liquefied petroleum gas, and transportation of crude oil. As one of the leading national companies, we have fully integrated Exploration & Production (E&P) services. We offer several other services that include in addition to that in India.

We are globally spread across geographies in Libya, Gabon, Nigeria, Yemen, Venezuela, USA, Mozambique, Russia and Bangladesh. Our extensive experience in reservoir management and expertise in IOR/EOR operations helps us to accelerate our overall production rates. While we are actively involved in the business of exploration, development, and production of crude oil, natural gas, and LPG, our areas of operations depend on the significance of the business. Additionally, we also produce renewable energy through solar and wind power plant setups across the country.

Our production:



Crude Oil

- We produce crude oil at four locations, namely, Duliajan, Fetengbor (with receipt from Tengakhat), Moran & Jorhat. Our crude oil supplies are transported to four refineries, viz. Digboi, Numaligarh, Guwahati and Bongaigaon.
- In FY 2020-21 we produced 2.964 MMT as against the production of 3.133 MMT in the previous year whereas the crude oil sale was 2.964 MMT as against 3.055 MMT in the previous year



Natural Gas

- We produce Natural Gas extensively each year. In FY 2020-21, we successfully produced upto 2,642 MMSCM natural gas as against the production of 2,801 MMSCM in the previous year.
- In terms of the sale, we managed a total sale of 2,642 MMSCM as against 2,403 MMSCM in the previous year.



Liquefied Petroleum Gas (LPG)

- Our LPG production for FY 2020-21 has accounted for 33,910 metric tons against 28,990 metric tons in the year FY 2019-20.



Renewable Energy

- We have maintained our capacity of renewable energy in comparison to the previous year accounting for 188.10 MW (excluding projects for captive utilization) as of 31st March 2021.
- In our operation it includes 174.10 MW of wind energy initiatives and 14 MW of solar energy initiatives. In FY 2020-21, we have successfully accounted for 188.10 MW from renewable energy projects.



Our Global Presence

Oil India Sweden AB

- A wholly owned subsidiary of OIL
- Incorporated on the 20th of November 2009 as a private limited company (AB)
- Shares in IndOil BV, Netherlands the other held by IOCL
- IndOil holds 3.5% PI in Venezuela n Asset i.e., Petro Carabobo

India Cyprus Ltd.

- Incorporated in Cyprus on 21st October 2011 as a private limited liability company under the Cyprus Companies Law
- Holds 76% of the share capital of OIL. The balance 24% is held by Oil India Sweden AB

Oil India (USA) Inc.

- A wholly owned subsidiary of OIL
- Incorporated on 26th September 2012 in Texas, LISA
- Holds a stake in a Niobrara Shale Oil and Gas Asset in the USA

Oil India International B. V (OIIBV)

- A wholly owned subsidiary of OIL
- Incorporated in the Netherlands on 2nd May 2014
- Holds a stake in World Ace Investments Limited
- Holds 100% in Stimul

Oil India International Pte. Ltd. (OIL PL)

- A wholly owned subsidiary of OIL
- Incorporated in Singapore on 6th May 2016 as a private company limited by shares
- Holds 33% stake each in Vankor India Pte. Ltd (VIPL) and Taas India Pte.

Oil India International Limited (OIL)

- A wholly owned subsidiary of OIL
- Incorporated on 20th September 2013 with an objective to act as an overseas investment arm of OIL
- In the wind-up stage through voluntary liquidation. A 'Liquidator' has been appointed for voluntary Liquidation of the Company. The Liquidation process is currently going on.



Awards and Recognitions



- **Exploration & Production- Company of the Year** and Excellence in Human Resource Management by Federation of Indian Petroleum Industry (FIPI) at FIPI Award 2020, New Delhi
- **7th Annual CSR INDIA 2020 Award** in recognition of outstanding CSR practices and achievements by Greentech Foundation for CSR Project in the area of Education and Skill Development.

- **Mahatma Award 2020** for CSR excellence for Corporate Social Responsibility
- **Grow Care Safety Award 2020**, Gold Award for Outstanding achievement in Safety Management in Petroleum Storage and Transportation Sector and Outstanding achievement in Environment Management in Petroleum Exploration Sector
- Exploration Sector to Drilling Installation Rig: S-4; '**Golden Award**' for Eco-Innovation Category in Petroleum Exploration Sector to Drilling Operation, Technical Services & Cementing Sections of Drilling Services and '**Golden Award**' for Plant Efficiency
- **Greentech Safety Award 2020** for outstanding achievements in 'Industry Sector Safety Excellence' by Greentech Foundation.
- **Best Training & Development program**, for in-house training program on Basic Life Support & First Responder (BLS&FR) and Organization with best HR Practices, for conducting various training programs amidst the challenging pandemic situation at 29th edition of World HRD Congress Awards, Mumbai.
- **Rank—2 i n 'Dream Companies to Work For' Award** by World HRD Congress for Learning & Development Initiatives.





About the Report

This report discloses information on Oil India's sustainability initiatives in the FY 2020-21. Since 2012, we have been disclosing our sustainability performance through our sustainability reports. We focus on our performance across the economic, social and environmental aspects of our businesses, highlighting our approach to embedding sustainability within the organisation. It gives us immense pleasure to disclose learnings and updates on our business with our stakeholders.

Reporting framework

We report in accordance with the Global Reporting Initiative Standards (GRI): Core option. The report focuses on key material environmental, economic and social topics highlighted through OIL's stakeholders' materiality assessment process.

This is OIL's eighth sustainability report, showcasing the environmental, economic, and social performance for the FY 2020-21.

Reporting scope and boundary

The reporting cycle is aligned with the financial disclosure cycle that is 01st April 2020 to 31st March 2021. The electronic version of the report can be found on our dedicated website for reporting on sustainability. Please visit for more details: www.oilindia.com/

The reporting boundary includes OIL's India operations spanning over five states (Assam, Arunachal Pradesh, Rajasthan, Kakinada and Mizoram). Since there has been no change in the reporting boundaries or the nature of the business in the given financial year, there are no restatements of information as well.

Approach to materiality

The report provides information of material significance to our stakeholders in creating short and long-term value across our business through a detailed materiality assessment. For this reporting year, we have identified 15 issues that are of priority to the nature of our business. These material issues were confirmed after a process of prioritisation and through a materiality assessment on the basis of our continuous interaction with our internal and external critical stakeholders.

Responsibility statement

While we release our Sustainability Report FY 2020-21, we are pleased to acknowledge and take accountability for the contents in this report. This Sustainability Report (FY 2020-21) and disclosures made are in alignment with the Global Reporting Initiative Standards (GRI): Core option.

Forward looking statement

The report reflects our sustainability journey and key activities undertaken in FY 2020-21. Its projections and expectations are built on relevant assumptions and past performance. The contents may contain or incorporate by reference public information approved by Oil India Limited. These are subject to change considering developments in the industry, geographical market conditions, government regulations, laws, and other incidental factors. These statements must not be used as an assurance of our future performance, as these assumptions could change over time.



Our Approach to Sustainability

Transparent governance and risk management

Our governance framework and approach to risk management

Our governance structure at OIL is a robust framework based on the foundation of our ethics, transparency, and accountability. We believe in a purpose-driven commitment that enhances our accountability to our stakeholders and increases our effectiveness in spearheading responsible growth. Our system enables us to retain trust of our employees, customers, business partners and all other stakeholders.

Our Board of Directors serve as our advisors and guide us in ensuring the highest levels of corporate governance through risk control measures and regulatory compliance. Comprising of ten[1] Board members with diverse experience, they are driven towards accomplishing our vision. The Board is supported by various Committees and has assigned responsibilities amongst six committees to drive business, provide direction and an overview to charter a path of innovation and sustainable growth.

**30%
Independent
Directors**

**Average
meeting
attendance
>80%**

**9 Board
meetings &
15 Committee
meetings
conducted**

**20%
Government
Nominee
Directors**

**6 Board level
committees**

**50%
Functional
Directors**

Our committees have designated responsibilities and in their role are guided by a distinct charter of their own with an overall objective to ensure good governance.



Committees of the Board

We believe in the highest standards of inculcating our business integrity and approach to governance. In doing so, we have appointed eight committees, each led by a committee chairperson to govern their respective committee in the most ethical and effective manner. As per SEBI's listing mandates and disclosure requirements, various sub-committees are formed to support the smooth functioning of the Board. The Board Committees focus on specific areas and make informed decisions within the authority delegated. Majority of the members of the Committees are Executive Directors or Non- Executive Directors. These committees are formed in line with the requirements of the organisation including the following:

Audit Committee

The Audit committee is responsible for oversight of the financial reporting progress. As one of the key operating Board committees, the members supervise financial reports and disclosures. Aligning with Company's Act 2013, the roles and power of the audit committee are specified by the Board. While all members are to be actively involved, the Director (Finance) and Director (Operations) are permanent invitees to Audit Committee meetings. Further, the Legal and Internal auditors also attend meetings to investigate any concerns related to audit matters.

Nomination & Remuneration Committee

This committee entails identifying persons who are qualified to become Directors / any senior management positions. Further, this committee may also recommend the Board their appointment and/or removal. Through this committee, we also review and

approve pay and allowances payable to Board level and below Board level executives as described within the framework of DPE guidelines.

Stakeholders and Relationship Committee

At OIL, we have constituted a committee that administers the performance of the Registrar and Shares Transfer Agents. This committee is also responsible to provide measures for the improvement in the quality of investor services. The committee also safeguards and addresses grievances of security holders of the Company including the transfer of security, non-receipt of a balance sheet, dividend and related matters.

Corporate Social Responsibility (CSR) and Sustainable Development (SD) Committee

Through the CSR committee at OIL, we are entitled and responsible to ensure that we pursue activities from the funds allocated towards community development. This committee recommends and designs programs to be implemented as the company's CSR activities. Comprising 5 Directors, 3 Independent Directors and 1 Government Nominee Director, the committee is accountable for compliance with the regulatory provisions of the law relating to CSR activities.

Health, Safety and Environment Committee (HSE)

The Health Safety and Environment Committee is formed to help the Board to deal with health, safety

and environment issues in the organisation and ensures compliance with regulatory provisions.

Human Resource Management (HRM) Committee

Human Resource Management Committee considers all issues/areas concerning the human resource planning & management, review of HR Policies & Initiatives and promotions of the employee's one level below directors (Executive Directors). The HRM committee consists of Directors and Independent Directors and considers all issues related to Human Resource Planning & Management, HR Policies & Initiatives and Promotions to the level of E- 91 employee category.

Business Development Committee

The Business Development Committee oversees and explores new areas of business, recommends, and approves the proposal for collaborations, joint ventures, acquisitions.

Risk Management Committee (RMC)

The board reviews risk management plans and recommends risk assessment and management reports. The Board is primarily responsible for the risk management of the company as per the Company's Act, 2013, Revised Clause 49 of the Listing Agreement and Section 134 & 177. The Risk Management Committee is being formed to assist the Board'.

Creating Value for Stakeholders



At OIL, we acknowledge our responsibility to meet stakeholder expectations to position our business better and enhance the value we create. Effective engagement can build trust amongst our stakeholders and we believe in collaborating with our stakeholders periodically. By partnering with our stakeholders, we involve them in the decision making, product and process improvement and create an enabling environment to do better together.

Materiality assessment is crucial in determining what are the key aspects that could have a significant impact on our stakeholders as well as for us. During the reporting period, we have undertaken the materiality assessment survey 2020-21 as a key step to gather our stakeholder's feedback. Around 17 stakeholders from the selected stakeholder groups have participated in the survey. The outcome of the materiality assessment is utilized in defining the report content and the boundaries of this year's OIL sustainability report.

Strengthening stakeholder relations

As a Central Public Sector Undertaking, we are committed to being accountable to all our stakeholders, allowing them to participate in the identification of pertinent material topics and solutions. Despite the nature of stakeholder activities, conflicting interests, and concerns, we remain inclusive in our engagement with stakeholders. Stakeholders of OIL are identified via:

- Studying OIL's peer's and competitor's relevant stakeholders
- Utilising internal sources including people with the knowledge of the company and topics pertaining to the stakeholder dialogue
- Analysing the repetitive presence of the stakeholders in OIL communications materials such as Sustainability Reports, Annual Reports etc

Understanding and identifying the characteristics of stakeholders that make them essential to our business and necessitate effective involvement is

critical. This starts with establishing the criteria, followed by mapping our value chain to identify stakeholders who qualify for the criteria. When identifying, prioritising, and engaging with our stakeholders, we consider the following factors. In keeping with the above criteria, we will identify key stakeholder groups for stakeholder engagement exercises which will be carried out during FY 2020-21.

We interact with several stakeholders throughout the year. Our stakeholders are defined by how relevant they are to OIL's operations and the significance of the operations and vice-versa. Defining stakeholders

contributes to the quality and credibility of the materiality process. But, considering the extensive stakeholder network and interactions, achieving inclusivity can be a complex task. By utilising the processes, we have identified 12 key stakeholder groups including the public at large while the stakeholder engagement exercise was carried out during the reporting period. They are further classified into external and internal stakeholders. The internal stakeholders comprise of all the employees, whereas the key external stakeholders include the remaining 12 stakeholder groups.

SR No.	Stakeholder groups	Stakeholder relevance and stakeholders involved	Goals of engagement	Frequency of engagement	Mode of engagement
1	Government and other regulators-	The Government plays an important role in setting out OIL's annual business objectives. These objectives are clearly set out as part of MoUs with the ministry, which is mutually discussed and agreed upon at the start of each financial year.	• Support government missions to promote sustainable development goals • Performance appraisal through MoUs • Discussions on major investment plans	Annual, monthly, and occasional (need based)	• MoUs • Quarterly Progress Report • Annual Report
2	Employees	Employees play a significant role in strengthening a strong and versatile business. As a responsible corporate citizen, OIL invests, motivates, and develops our people and ensures to retain them long-term Here stakeholders mean employees, managers, the board of directors etc.	• Communication on OIL's business goals, values, and principles • Implementation of best practices • Facilitating learning and developing • Track key performance indicators and action plans	Annual, quarterly, monthly, daily	• Satisfaction surveys • Social media • Grievance redressal • Emails, Journals, • Meetings with employee associations and unions



SR No.	Stakeholder groups	Stakeholder relevance and stakeholders involved	Goals of engagement	Frequency of engagement	Mode of engagement
3	Suppliers	Suppliers play a vital role in our business success, equipping us with essential materials and services to carry out our business operations.	• Communicate operational decisions • Seek their performance data/ information • Understand and address their concerns • Dispute resolution • Review of Contracts	Annual, quarterly, monthly, daily	• Supplier meets • Industry conclave • Access to empowered C&P committee • Vendor development program/
4	Customers	We value our customers and significant progress has been made over the years to meet customer needs and demands. Customer satisfaction is a contributory factor to our business growth. By providing customers with world-class services, we are exponentially growing its customer base and enhancing the company reputation	• To understand their satisfaction levels • To address operational concerns • To get feedback on new product development	Annual, quarterly	• Annual customer meet • Customer interactive meet • Customer satisfaction survey
5	Joint ventures and subsidiaries	We have formed various subsidiaries/associates / joint venture companies for different business areas. contracts or arrangements/transactions with the related parties were on an arm's length basis and in the ordinary course of business. Hence this remains the major stakeholder group.	• Discussions on major investment plans' • Sharing of performance data • Facilitate decision-making on major topics	Need-based	• Need-based meetings • Reports and Newsletters
6	Industry partners	OIL continuously engages in its peers and partners directly through trade and industry associations. These alliances help OIL to develop solutions that increase its operational efficiencies and address social challenges. Partnerships with prestigious industry bodies and major associations enable OIL to raise industry matters and convey collective opinions to the government.	• Share performance data Inform on keys decisions and projects • Participating in conferences and seminars • Engage in public policy advocacy	Need-based	• Seminars • Conferences • Industry expo • Interviews • Reports and newsletters



SR No.	Stakeholder groups	Stakeholder relevance and stakeholders involved	Goals of engagement	Frequency of engagement	Mode of engagement
7	Communities	Communities provide OIL with the social license to operate, and their faith drives us to invest a part of its profit towards designing and executing social interventions.	- Engaging with communities for conducting need assessment and executing community development projects - Understanding and addressing their concerns on critical incidents - Community Grievances Redressal	Need-based	- Meetings and direct interaction - Community events - Needs analysis and Impact assessments - CSR initiatives - Corporate communications materials
8	Contractors/ Implementing agencies-	We rely on our vendors, contractors and other Implementing partners/agencies to support its operations through its products and services vital for OIL's business.	- Communicate operational decisions - To align their work with company policies and mandates (Compliance)	Annual, quarterly, monthly, daily	- Need-based meetings - Meets - Website
9	NGOs /Civil society organizations-	OIL has well defined CSR implementation framework. The company implements most of the CSR projects by own and very few projects with partners from private organizations. The stakeholders include NGOs, Civil Society Organizations and Trusts	- Executing community development projects - Understanding and addressing their concerns on critical incidents	Need-based	- Project meetings - Annual reviews
10	Media	Media communication strategies have been practiced to ensure alignment with the key business objectives of creating shareholder value, attracting, retaining and motivating high-quality people, enhancing the reputation of all audiences, marshalling stakeholders, support on public policy topics, creating consumer preferences for product and services and minimizing the impact of any crisis on the company's financial position and business prospects.	- Relationship building - Promotion of latest initiatives and events - Increase brand recall value - Appraising performance highlights and lowlights - Point-of-view on major sectoral development	Monthly, need-based	- Press Meets - Interviews - Corporate communications materials

Finding focus areas: materiality assessment

The purpose of the materiality evaluation and stakeholder engagement approach is to identify relevant material themes for OIL. Each stage is established by considering a variety of global reporting requirements. OIL has been able to discover, research, and analyse any Environmental, Social and Governance (ESG) concerns that potentially have an impact on the operations and stakeholders. This year's materiality evaluation allowed us to re-calibrate the OIL materiality matrix to reflect current relevance. This information, which has been made available to all our valued stakeholders, is a guarantee of our long-term viability. The outcome of the materiality analysis is integrated into OIL's overall corporate strategy to amplify their sustainability aspirations.

The materiality evaluation comprises six phases: defining, identifying, and prioritising material subjects, developing a materiality matrix, and reviewing the results. We conducted a novel materiality assessment in FY 2020-21, and the step-by-step process is available.

Phase I: Define purpose & scope

This first preparatory phase is to identify and define the boundaries of the materiality assessment. The purpose of the materiality assessment includes:

1. Providing an opportunity for OIL to identify key ESG risks and opportunities
2. Positioning business objectives with stakeholder expectations and interests

3. Improving the management practices of stakeholder risks and organisational risks
4. Disclosing relevant outcomes while reporting on ESG aspects
5. Identifying future trends that could impact the business continuity and set targets to improve business and sustainability performance

Phase II: Identify stakeholders and potential material topics

Once the boundaries are set, stakeholder groups are identified and prioritised using the six parameters of identification and prioritisation as mentioned in the previous section.

After reviewing detailed sector guidelines and standards, energy sector analysis, energy sector investor focus and best practices, peer and competitors review, government missions and initiatives, and digital and social media analysis, a total of 30 sustainability aspects are evaluated and categorised into broad themes. The material themes are a direct reflection of business and stakeholder problems that are addressed on a regular basis through our grievance redressal procedure.

Phase III: Prioritise topics

Twenty material aspects are shortlisted based on discussion with internal stakeholders. OIL's corporate strategies, policies, risks, and opportunities for the business are taken into consideration during this phase of prioritisation.

Phase IV: Stakeholder engagement & materiality survey

Multiple surveys were shared with stakeholders and results were obtained. This includes sharing an update on OIL's expectations and the current ESG trends in the sector counting a brief about the importance of sustainability in a changing world.

Phase V: Materiality matrix development and reporting

Survey results are quantitatively and qualitatively analysed during this phase and the materiality matrix is created based on the stakeholder priority. It is further prepared to be reported to the stakeholders through the sustainability report.

Phase VI: Review

Relevant policies and organisational practices are strengthened to balance the triple bottom-lines efficiently.

Prioritising sustainability aspects: Materiality matrix

Material Topics	Priority
Corporate Governance	
Business ethics and integrity	
Economic performance	
Risk and crisis management	
Data privacy and cyber security	
Energy consumption	
Air emissions	
Climate change adaptation	
Water and effluent management	
Waste management	
Biodiversity	
Supply chain management	
Human capital management	
Diversity and inclusion	
Talent retention and recruitment	
Human rights	
Occupational health and safety	
Community development	
Innovation and technology	

Legend

	Very High
	High



Adapting for a Better Future

OIL supports the use of renewable, efficient, and environmentally friendly energy resources, as well as natural capital, to create responsible and sustainable development that adds value. We also support energy efficiency, resource conservation, environmental protection, and community development. We understand our responsibilities to the environment and its people. We wisely manage resources and responsibly dispose of waste.

Through sustainable growth, knowledge excellence, and outstanding governance standards, we aspire to be a leader in the integrated energy business. The major focus areas were recognized as energy, emissions, water, and waste. By complying with regulatory compliances, emission control, water and waste management, and biodiversity protection around its areas of operation, we aim to manage our impact on the environment. We follow all operating norms and guidelines, as well as all environmental restrictions established by the Ministry of Environment, Forest and Climate Change (MoEF) and the Pollution Control Board. No sanctions or penalties were levied against our operation for non-compliance with environmental standards during the reporting period FY 2020-21.



Energy management

At our refineries, energy conservation is our primary concern. We are constantly working on creating and implementing techniques for energy efficiency in its operations. During the fiscal year 2020-21, we saved 11,47,28,608 kWh equivalent of energy through a variety of short- and long-term energy conservation strategies. The energy conservation projects, including:

- **Installing roof-top solar power plant:** In FY 2020-21, a 34 kWp roof-top solar power plant on the roof of Administrative Block, Duliajan generated 41057 kWh, saving natural gas that would have been used by conventional gas-fired power plants to generate the equivalent unit of electrical energy. Installation of various state-of the art and fuel-efficient equipment.
- **Replacing conventional lights with energy efficient LED:** In Drilling/Workover Rigs, conventional lights with a total wattage of 24.256 kW were replaced with energy efficient LED luminaries with a wattage of 9.730 kW, saving an estimated 38348.64 kWh of electrical energy.
- **Dedicated preventive maintenance**
- **Recycle and reuse of filter backwash water at water treatment plant:** Filter backwash water is recycled and reused in Tipling's water treatment plant. This technique saves 900 KL of water per day and 36 kWh of electricity per day, resulting in a total of roughly 13,140 kWh of electrical energy saved.

As guided by the Ministry of Petroleum and Natural Gas, OIL in collaboration with the Petroleum Conservation Research Association (PCRA) and other

petroleum firms observed SAKSHAM-2021 from the 16th of January to the 15th of February 2021. Various programs were held in and around Duliajan to coincide with SAKSHAM-2021's theme of "Clean and Green Energy".

The following are the specifics of the initiatives:

- Cycle rally, quiz competition on fuel conservation, walkathon, and vehicle & equipment emission checking, and so on
- The segments of the field engineering department conducted an emission checking drive of petroleum-consuming equipment at OIL facilities

On the 6th of February 2021, a "Free Emission Testing of Vehicles" camp was held in Bihutoli, Duliajan with the goal of providing free emission testing of vehicles to the local public in order to ensure that their vehicles are within the defined emission limits and to raise public awareness about pollution and its countermeasures. During the campaign, a total of 143 two-wheelers, 97 petrol four-wheelers, and 41 diesel four-wheelers were inspected.

We organised "Saksham Cycle Day" on January 31, 2021, commencing from Nehru Maidan, Duliajan in the OIL Township, to educate the public about the importance of cycling for improved health, environmental protection, fuel conservation, and lowering India's reliance on crude oil imports. The rally drew some 500 participants from cycling groups, Oil Indians, the CISF, and schoolchildren.

We have also organised cycling rallies in seven cities/ towns as part of the SAKHAM 2021 awareness drive: Duliajan, Dibrugarh, Jorhat, Guwahati, Nagaon, Tezpur in Assam, and Jodhpur in Rajasthan. Control valves,

safety relief valves, and other operational valves in our operational area were correctly maintained to reduce leakage of generated hydrocarbons.



**Capital expenditure on energy conservation equipment:
INR 1.82 Crore**

Case study:

Restoration of the Environment in and around the BGN#05 well site including the MMW & DSNP

Pursuant to the blowout, various methods and techniques were used by OIL apart from manual picking up of condensate such as the use of turbo pump, oil booms, sorbents, dispersants, etc. to clean up the affected areas. Agencies were engaged by OIL for carrying out bioremediation work in and around the blowout site, including cleaning of Oil spillage from Roof, Wall, Trees, Ground Surface etc.; oil pickup, carriage, Transportation, Storage etc., service of boat for oil pickup & manpower including supply of diesel, etc., mitigation of any other contingencies.

OIL also carried out impact assessment studies to suggest remedial measures. As per these study reports, there were no long-term negative effects of the blowout.

In April 2022 OIL assessed the outcomes of various restoration efforts and found that most of the area has been restored to its original form.

Use of renewable energy

Our total renewable energy installed capacity stands at 188.10 MW (excluding projects for captive use), including 174.10 MW of wind energy projects and 14 MW of solar energy projects. Solar plants with a capacity of 0.799 MW are also being used for captive energy consumption. During FY 2020-21, revenue from renewable energy projects (wind and solar plants) totalled INR 123.08 crore. The following is a summary of the electricity generated by wind and solar projects in 2020-21:

SR No.	Plant name	Location	Unit generated in FY21 (Mn KWh)
1	5 MW Solar Power Plant	Jaisalmer, Rajasthan	8.92
2	9 MW Solar Power Plant	Jaisalmer, Rajasthan	16.04
3	13.6 MW Wind Power Plant	Ludurva, Rajasthan	15.71
4	54 MW Wind Power Plant	Dagri, Rajasthan	50.26
5	38 MW Wind Power Plant	Chandgarh, Madhaya Pradesh	62.85
6	16 MW Wind Power Plant	Patan, Gujarat	25.16
7	27.3 MW Wind Power Plant	Kotiya, Gujarat	66.15
8	25.2 MW Wind Power Plant	Unchawas, Madhaya Pradesh	51.58



Climate change

Businesses are required to keep track of their emissions due to changing climate conditions and global warming. We place a high value on tracking and managing GHG emissions in our operations. We are in the forefront of reducing GHG pollution by maximising the use of power in business.

On 12th January 2020, OIL and IOCL signed an MoU for collaboration in CO2 capture, transportation, storage, and injection for EOR in OIL's Upper Assam Fields. OIL and Heriot-Watt University, Edinburgh, UK are conducting a Joint Industry Project (JIP) on "Improved Oil Recovery by Carbonated Water Injection (CWI)" to research the process of oil recovery in oil reservoirs using CO2-enriched (carbonated) water injection.

We are working towards lowering our air emission levels by implementing cleaner technologies and investing in pollution control equipment such as low-pressure booster compressors and jet compressors to reduce the airing of very low-pressure natural gas. During FY 2020-21, a total of 98.393 MMSCM of natural gas was conserved and monetized. This has resulted in energy savings and a reduction in GHG emissions.

As a responsible company, we try to be a leader in emissions management and monitoring. Actively addressing climate change as a critical issue is seen as a major obligation by us. We design and implement measures that contribute to a reduction in global Greenhouse Gas (GHG) emissions through our energy and waste management initiatives, as well as actions that can strengthen the adaptive capacity of ecosystems around its operating areas, in accordance with its responsibilities.

The exhibit below depicts our GHG emissions for consecutive three years:

Category	Unit	2018-19	2019-20	2020-21
Scope 1 emissions	tCO2e	1,496,518	1,536,801	1,509,102
Scope 2 emissions	tCO2e	123,825.78	128,718.62	137,401.21
Total emissions	tCO2e	1,620,343	1,665,519	1,646,503

Case study:

An ambitious effort to reduce our Green House Gas (GHG) emission levels has been launched in collaboration with NEIST, Jorhat, as part of our commitment to National Determined Contributions (NDC). The initiative had a three-pronged approach: restoration of abandoned oil well sites, planting trees, and carbon sequestration. More than 78,000 trees and plants have been planted in a scientific manner, and eight abandoned well sites in Assam have been reclaimed to date. On previous FY 2019-20, CSIR-NEIST was awarded a contract for the care and maintenance of the planted trees, as well as their development as natural jungles, for a three-year term. During this period, CSIR-NEIST will provide the amount of carbon sequestration through scientific calculations.

Water management

Water is a precious resource that we wisely utilise in all our operations. Through a variety of measures, we have strived to reduce its water use throughout the years. We keep a close eye on how much fresh water we utilise for our activities, as well as the impact water withdrawal has on the local water table. We use recycled water and treated sewage water to reduce our freshwater use. At all our facilities, we process wastewater according to worldwide standards and are always looking for new and innovative ways to improve water quality, reuse, and recycling.

We undertake frequent impact assessments to monitor water concerns related to our programs as well as the watershed's overall influence. We examine the long-term viability of water supplies to carry out our operations in the most environmentally friendly way possible while minimising the impact on the ecosystem and other customers. Some of the water conservation initiatives are:

- **Backlash water recycling:** During the process of turning raw water to drinkable water, we operate a 4 MGD (Million Gallons per day) Water Treatment Plant (WTP) in our operational area of Duliajan. We have been able to prevent losses and conserve water after commissioning the "Recycle and Reuse of Filter Backwash Water at Water Treatment Plant".
- **Water footprint estimation:** In FY 2020-21, our water supply from the Buridihing river to all sites and residences decreased from 10.71 MGD to 9.56 MGD. Furthermore, in the reporting year, the water delivery from shallow tube wells to various satellite water supply stations and drilling rigs has been lowered from 3.2 MGD to 2.1 MGD.

- **Reduced water consumption:** Water consumption at the Rajasthan field drilling site has reduced by almost 30%, resulting in a total of 10,287 bbls of water being recycled. In addition, in FY2020-21, the amount of water injected was reduced from 20,85,310 KLS to 19,64,000 KLS.
- **Rainwater harvesting:** We installed a roof top rainwater harvesting system at our office complex as an experiment to see how effective it is. Rainwater collected on the roof will be filtered before being stored in a storage tank to be used for irrigation, washing, and other purposes. This technique saves about 1,500 litres per day and 4,38,000 litres per year, assuming an efficiency of 80% utilisation.

Source	FY18-19	FY19-20	FY20-21
Volume of produced water (KL)	3,180,476	3,116,070	3,038,224

Source	FY 18-19	FY19-20	FY20-21
Ground Water (KL)	16,26,075	21,90,000	19,92,900
Municipal Water (KL)	- NIL-	- NIL-	- NIL-
Surface Water (KL)	87,60,000	91,98,000	82,78,200
Total	1,03,86,075	11,388,000	1,02,71,100

Source	FY 18-19	FY19-20	FY 20-21
Surface water (KL)	83,22,000	91,98,000	82,78,200
Collected rainwater (KL)	133.2 (Considering 80% utilization of total harvested water in last year from Nov'18 to March'18)	410	410

Source	FY 18-19	FY19-20	FY 20-21
Water injected (KL)	27,35,435	20,85,310	19,64,000

Waste management

Waste management is an important part of our operational efficiency and we adopt such strategies in an organised manner throughout oil and gas exploration and production processes to reduce localised risks to the environment and communities, increase resource usage, and potentially reduce costs. We are dedicated to dispose waste efficiently, in accordance with local laws and industry standards. Oil sludge, drill mud, drill cutting, and waste oil are among the waste products generated by the company's operations. We try to limit the amount of waste sent to the landfill. More than half of the waste is recycled or processed via bioremediation.

During FY 2020-21, we generated 3,796.39 tonnes of oily sludge and 192.15 KL used/spend oil, with 3770.10 tonnes of sludge going to bioremediation and our recovery plants and 104.961 KL sent to recyclers for recycling/co-processing.

141 scrap disposal lots were generated in FY 2020-21. 82 scrap lots were sold, generating INR 11.03 crore in revenue through 50 e-auctions. 58 scrap lots were sold in FY 2019-20, generating INR 7.77 crore in revenue through 79 e-auctions. The following are some of our significant initiatives in the area of sustainable waste management:

- **Oily sludge processing:** The sludge processing plant near Dikom Well#15 collects, transports, and processes oily sludge generated at various sites (in collaboration with M/s Balmer Lawrie & Co. Ltd.). During FY 2020-21, 3,894 KL of sludge was treated, with 472 KL of crude oil extracted from the oily sludge.

- **Mud plant with recycling facility:** At Kathalguri, a mud recycling facility was established to recycle and reuse leftover drilling fluids, reducing the overall cost of mud preparation and maintenance and reducing the risk of environmental pollution caused by disposal at sites. During FY 2020-21, a total of 22,785 bbls of mud were reused.
- **E-waste and battery disposal:** The vendor gathers battery and e-waste created within the firm and disposes of it in a scientific and environmentally responsible manner. Industrial batteries waste 250 nos. (16.175 MT) and 7,430 kgs of e-waste have been disposed of by licensed recycler organisations in FY 2020-21.
- **Re-use of workover fluid:** Brine that is left over after a workover operation is moved to another workover well or the mud plant for reuse. In FY 2020-21, a total of 6870 bbls of workover fluid of various densities were reused, saving Rs 3.33 crore.
- **Bioremediation:** The restoration/reclamation of the impacted sites has been achieved efficiently by bioremediation. The procedure has aided us in responding to emergency situations such as oil spills on land and in bodies of water.

Waste generated	Measurement Units	Type of waste (hazardous / non-hazardous)	Method of disposal	2019-20	2020-21
Oily Sludge	MT	Hazardous	Bioremediation	1,340	3,796.39
Spent Oil	KL	Hazardous	Disposed to registered recycler	158	192.15

Percentage of waste by disposal method	
Disposal Method	Percentage
Registered Recyclers	0.24
Bioremediation	55.7
Landfill	44.06

Biodiversity/ Ecological restoration

Biodiversity is a necessary component of any ecosystem. We strive to contribute positively to biodiversity conservation and to minimise any detrimental effects on ecosystems in the places where it operates. To improve habitats and safeguard species, we continue to collaborate with communities, landowners, government agencies, conservation groups and research institutions.

On the 7th and 8th February 2021, OIL collaborated with the Sasoni Merbeel EcoTourism Development Committee (SMETDC) to host the first Merbeel Festival 2021 in Sasoni, Dibrugarh district, with a focus on biodiversity hotspots and ecotourism in and around OIL operational areas, as well as the exploration of ecotourism opportunities. Around 20,000 people attended the two-day festival at Merbeel.

In keeping with current practise and with the goal of preserving the environment, we are aiming to inspire sustainable development in all of its engineering activities. Following the completion of drilling operations at 23 drilling locations, we successfully completed repair jobs in 2020.



Case study:

Restoration of the environment around the BGN#05 well site including the Maguri-Motapung water body following the BGN#05 blowout: preventive steps were undertaken at nearby paddy fields, residential areas, eco sensitive zones/water bodies, and other locations, to control the spread of the condensate as well as to minimize effects caused by the occurrence of the blowout. By contracting a Bioremediation Service contract, successful eco-restoration and bio-remediation of the impacted areas / water bodies was achieved around BGN#5. Collection of condensate from the BGN#05 well plinth and surrounding areas was undertaken which was due to the spillage of condensate as a result of the BGN#05 blowout. Condensate collection, transportation, and bowser services were deployed to speed up the collecting operation from nearby area.

An Environmental Scan study for BGN#05 Well Blowout area was conducted by NABET (National Accreditation Board for Education and Training)/ QCI (Quality Council of India) accredited EIA consultants, M/s ERM India Pvt. Ltd., to assess the likely impact of our operations on the environment. According to the findings, there are no long-term negative effects on the surrounding communities, including the Blowout site. Further, a number of remedial measures as suggested in the report were carried out by OIL. Additionally, substantial bio-remediation work was undertaken on the impacted area in the vicinity of the blowout site to restore the area to its original form.



Empowering People

Our success is dependent on our employees. By cultivating a culture of exceptional leadership, fostering diversity, equity, and inclusion, generating learning and engagement opportunities, we aim to create a happy and gratifying employee experience.

People are our greatest asset, and we take great care in investing in programs to keep our employees safe, enable them to keep our customers safe, and develop them to reach their full potential. Our hiring, performance management, and training policies help us ensure that we attract and develop the talent we need and support future growth for our employees across the company. When attracting and recruiting talent, we adhere to non-discrimination and recruit solely based on merit. Since January 1, 2020, OIL's HR group has been restructured to promote efficiency and value creation, as well as to change from a reactive to a proactive strategy. The goal was to simplify HR processes by balancing workloads and reducing redundancies, resulting in better service for our clients.

Diversity and inclusion

OIL has a longstanding commitment to diversity, equity, and inclusion (DEI) which provides value for all our employees, in keeping with our business values and purpose. We strive for diversity in all our employment processes, and we are conscious of hiring people from all backgrounds, genders, castes, and origins. We hold special recruitment drives to find applicants who are differently abled for possible roles throughout the firm.

The company prioritises all sections of society. During the reporting period, no incidences of discrimination were reported across OIL. We regularly participate in activities organised by Women in Public Sector (WIPS) to engage and promote gender inclusion in the workforce, and both men and women engaged in equivalent professional levels are remunerated equally.

As on 31st March 2021, we have 6,190 employees consisting of 1,669 executives and 4,521 unionised employees. The tables below represent in detail our total workforce by gender, age group, and type of staff.

Total Employees- Unionised

Age category	Male	Female	Total
0-30	307	24	331
30-50	1926	99	2025
>50	2089	76	2165
Total	4322	199	4521

Total Employees- New Joinees

Age category	Male	Female	Total
0-30	58	5	63
30-50	1	1	2
>50	59	6	65

Executives

Age category	Male	Female	Total
0-30	298	68	366
30-50	769	97	866
>50	398	89	487
Total	1465	254	1719

Performance excellence

We have a dynamic performance management structure that enables us to measure our employees' performance and reward them appropriately on a yearly basis to incentivise them for their contribution and commitment to the organisation's success. All our employees receive regular performance assessments. During the mid-year evaluation and yearly assessment, executives receive performance reviews and comments as part of the performance assessment process. Executives are promoted to higher grades based on their merit, appropriateness, and grade service.

In 2020-21, OIL has implemented a competency-based human resource management system, with 365 executives appraised through assessment development centres and individual development plans produced to support highly effective developmental interventions. In conjunction with IIMs and other renowned management institutes, the Company offers tailored level-based developmental programs for executives.



OIL's 'Energy Warriors' at work



Employee benefits and policies

According to industry norms and local legislation, OIL provides a package of perks and incentives to its employees as well as contract workers. All employees are paid purely based on the applicable regulations and their performance. Officers' remuneration, allowances, and other benefits are established according to Department of Public Enterprises norms. The ratio of the organisation's highest-paid individual to the median annual total remuneration was 5.15:1 during the year.

Transition assistance programs are also available to help employees who are retiring or have been laid off. Pre-retirement planning for individuals who want to retire; retraining for those who want to keep working; severance pay based on employee age and years of service; job placement assistance; and counselling to help them adjust to life after work.

Safety and security of employees

We understand that it is our responsibility to safeguard the safety of both our employees and contract workers while conducting operations. We have set significant strategic goals to lower injury rates to the top-quartile market performance requirements.

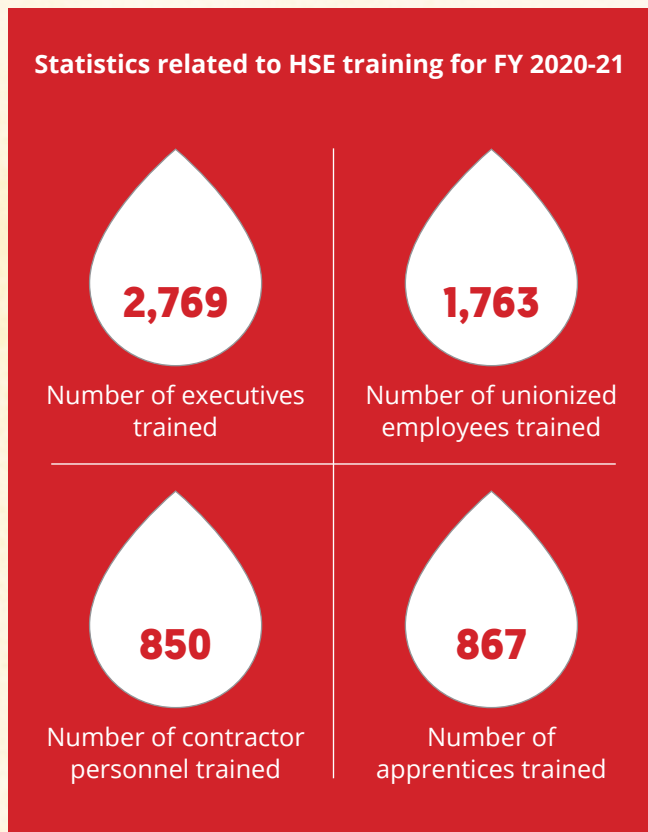
Through preventive and remedial measures, we stay committed to achieving zero injury, fatality, or accident. All statutory/regulatory bodies, such as the Oil industry safety directorate (OISD), Directorate general of mines safety (DGMS), Factory inspector from the respective state's factory inspectorate, Petroleum and natural gas regulatory board (PNGRB), Petroleum and explosives safety organisation (PESO), etc., have requirements that we follow.

Our Health and Safety policy establishes a foundation for both the organisational and individual approaches to ensure a safer, cleaner, and healthier work environment. Our four-tier committee, which includes members from the Board, department, and pit level, is responsible for the oversight and execution of the HSE policy. Members of the group meet on a regular basis to examine HSE issues and give improvement suggestions.

HSE training

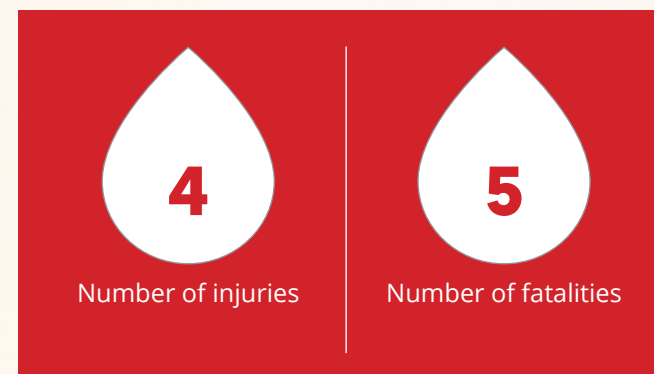
We encourage employee engagement, collaboration, and discussion on health and safety issues with a constructive and participative approach to develop a resilient, responsive, and mature safety culture. Daily training courses for our employees and contract workers are held to institutionalise involvement at all levels and functions. In FY 2020-21, we will invest more in HSE programs for our personnel, with in-house coaches delivering programs for OIL staff at its headquarters and at project/site levels.

Statistics related to HSE training for FY 2020-21



HSE performance

We remained committed to protecting the health and safety of all workers, contractors, and the communities in which we operate during FY 2020-21, as well as environmental conservation. As a result, strategy actions were implemented to address the challenges, resulting in an overall LTIF rate of 0.357.



Safety awareness programs

Building safety awareness is the first step in implementing a safety program. Managing safety issues efficiently and effectively will contribute to our financial viability and will demonstrate our commitment to the wellbeing of our employees.

Few instances how we ensure safety awareness programs are observed every year-

- National Safety Day is observed on March 4 every year by the National Safety Council of India. The subject for FY 2020-21 was "Learn from disaster and prepare for a safer future."
- Safety Week is celebrated at OIL every year to raise staff safety knowledge and morale. All installations are inspected and several competitions on the theme of safety, such as drawing/ painting / quiz/ drama are conducted. During the concluding day ceremony winners of best installations, long accident free and various competitions are rewarded in a gala function.
- Observance of Fire Service Week - On 14 April 2020, OIL marked "National Fire Service Day-2020" at Field Headquarters, Duliajan, under the auspices of the Ministry of Home Affairs, Government of India's Directorate General Fire Service, Civil Defence & Home Guards (Fire Cell). Various awareness initiatives were held during Fire Service Week, including equipment awareness, competitions such as quizzes, slogans, and drawing competitions with employees and their families.

- Following the COVID-19 outbreak, an awareness drive was held in several areas with the goal of assuring the safety and motivation of employees. Materials and methods, sanitizers, social distancing/Isolation, self-assessment, and the results of Corona Virus infections were some of the primary themes covered.

Disaster management at OIL

Our operational facilities' safety and security systems are on constant alert to identify and manage dangers, risks, and emergencies. As a major player in the oil and gas industry, we understand the need of having a solid disaster management plan in place to control emergency situations and take efficient remedial action. The Emergency response and disaster management plan (ERDMP) was developed in accordance with the Petroleum and natural gas regulatory board's codes of practices which were published in the Indian gazette on January 18, 2010.

The key objectives of the ERDMP are:

- To reduce public, property, and environmental damage both on-site and off-site
- To build a high-order state of preparedness for a rapid and orderly response to any catastrophe
- To provide incident management roles, duties, and actions are clearly defined in the organogram
- To ensure that decision-making and reaction procedures are conducted in a timely and orderly manner; and so on.

There are three types of emergencies, each with a particular set of answers. The following are the emergency classifications:

Level- I Emergency

This is an emergency or event that the existing resources can successfully and securely control and contain within the site, location, or CTF. It has no effect outside of the site or CTF.

Level- II Emergency

This is an emergency or event that cannot be efficiently and safely controlled or confined by available resources at the site, location, or CTF, and extra assistance is necessary. It can have or has the potential to have an impact outside of the site, area, or CTF, especially where mutual aid partners are involved. It is likely to pose a threat to human life, the environment, corporate assets, and reputation.

Level- III Emergency

This is an emergency or an occurrence that has the potential to be catastrophic and has the potential to impact the population, property, and environment. It is handled in a planned manner, and recommendations are followed on a regular basis.

Talent development

Providing development opportunities for our people is another key focus area for the company. Investing in training and development enables our employees to perform their duties safely, pursue new challenges within the company, and learn new skills we need today and in the future. To maintain its reputation as a vibrant department, the learning and development (L&D) department has launched several activities as part of its numerous learning interventions for FY 2020-21. During the year, 2783 executives 1918 unionised employees, 693 contractor personnel and 864 apprentices in various programmes which are majorly conducted online and some in-country programmes.

Through its concerted efforts and perseverance throughout the year under review, we were able to successfully execute numerous training programs for executives and unionised personnel. Training programs were also held by the Department for Works Contract Labour (WCL) and contractor people, as well as apprentices working in various departments, assets, and spheres. Couple of initiatives undertaken by the HR department include:

Virtual Instructor Led Programme on 'Prevention of Sexual Harassment at Workplace': We've started a virtual instructor-led session on 'Workplace Sexual Harassment Prevention.' All of our executives and unionised personnel will be trained through the PoSH e-Training. This e-training was shared throughout the organisation, and it was successful in creating awareness among our employees. Instructional films and gameplays are the most common forms of online virtual training. Participants take a short quiz based on the learning after each video.

Disaster Management Training: In partnership with the National Institute of Disaster Management, we developed an online Disaster Management Training programme for our employees (NIDM). We held a three-day and one-day online programme on the issue in the fiscal year 2020-21, with approximately 100 participants.

Basic Life Support and First Responder Training: For our employees, we've implemented a certification programme in 'Basic Life Support and First Responder Training.' To help save lives, we've planned the Basic Life Support (BLS) and First Responder (FR) Module Training, which will focus on improving our workforce's knowledge and skills in cardiopulmonary resuscitation techniques during Emergency Cardiovascular Care (ECC), as recommended by the ECC 2015 guidelines and prescribed by the American Heart Association and the International Liaison Committee on Resuscitation (ILCOR). This course also provides crucial resuscitation training without the use of sophisticated equipment or medicines. We successfully completed four batches of 25 participants each in the fiscal year 2020-21 and were accredited.

Finance & Accounting & Personal Financial Planning for non-finance unionised employees: For non-finance unionised personnel in the age group 35-55 years, we presented a session on 'Finance & Accounting and Personal Financial Planning.' The program's goal is to provide participants with a fundamental understanding of finance and accounting terms, as well as the process of personal financial planning. This curriculum also aids learners in grasping the complexities of financial planning and wealth management.

Emotional Intelligence: To make understand the principles of emotional intelligence, importance

of being emotionally intelligent in a crisis situation etc we have initiated the programme on Emotional Intelligence viz. "How women can leverage emotional intelligence during difficult times" for women executives and employees.

Online and In-house training programmes:

We regularly conduct a number of training programmes aimed at developing soft skills and technical skills. In the financial year 2020-21, online training played a major role in fulfilling the training needs of our workforce. Few training programmes undertaken during the year include:

- Executive Development Programme (EDP) for new recruits
- Business Communication and Writing Skills Programme in EDP
- Catch Them Young Programme in EDP
- Happiness Seminar in EDP
- Introduction to Project Management in EDP
- Campus to Corporate Programme in EDP
- Introduction to Hoses
- Introduction to Regulators
- Seal Support Systems

Apart from these programmes, various interaction sessions are also held for newly joined executives and young executives with CMD and Top Management.

Apprenticeship Training

OIL has been earnestly and pro-actively working

towards fulfilling the national obligation of creating a skilled workforce by offering opportunities to youth to undergo industrial training in a structured manner. OIL has been imparting on-the-job practical training to Apprentices of different Trades/Branches (both ITI and Diploma holders) as per provisions of The Apprentices Act, 1961 that was enacted with the objective to regulate the programme of training of apprentices in the industry by utilising the facilities available therein.

Apprenticeship Training during 2020-21 -HIGHLIGHTS

- The Apprentices Section under HR-Learning Department handles all matters related to engagement and regulation of apprenticeship at OIL.
- During the FY 2020-21, apprentices were engaged in 22 Trades and 10 disciplines in both Trade and Diploma streams through an online/offline selection process.
- During FY 2020-21, to increase the intake of the number of apprenticeships as per Gol advisory, we conducted 11(eleven) selection and engagement processes including generation of FTPs in Online portals.
- During the year 2020-21, as per directive from DGT, New Delhi, we successfully conducted All India Trade Test (AITT) practical examination including Engineering drawing for our trade apprentices for eight batches with internal support of examiners at our own premises. 911 Apprentices appeared in the exam.
- During the FY 2020-21, a total of 1301 nos. apprentices were engaged both in Trade and Diploma disciplines.
- During the FY 2020-21, an approx. amount of Rs 2.46 crores were processed for reimbursement from Govt. bodies against stipend paid to both trade & diploma apprentices.
- A record 864 apprentices were imparted MVT /safety orientation training before placement to various departments during the FY 2020-21.

Statutory Training Programs

Mines Vocational Training (MVT): MVT is the statutory training program as per Mines Vocational Training Rule 1966 and accordingly we impart training to all the field going unionised employees, contractor personnel and apprentices in various safety aspects. The sessions of the programme are led by internal trainers from the involved departments. The programme lasts 6 days for new employees and 3 days for all unionised staff, respectively. The MVT curriculum is taught for four days to WCL and Contractor personnel. We also offer a 4-day MVT-Safety Orientation Program to Trade and Diploma Apprentices.

Gas Testing & Work Permit: This is a half day program conducted for our unionised employees, wherein topics of Gas Testing Procedures, Precautions against noxious and flammable gases and work permit systems are covered by the internal resource persons from HSE and Chemical Departments.

First Aid Certificate Training: We conduct a first aid certificate training on a monthly basis which focuses on upgrading the skills of our unionised employees to respond to a range of accidents at emergency situations, which they may encounter at the workplace.



Soft Skills Training Programs

Aayush: This stress management and yoga training program helps the participants to recognize the impact of stress on themselves and on others and enables the participants to be more effective at work as well as at home. Stress management is designed specially to help employees to better deal with the pressures of modern workplaces.

Bhumi: This customised training program for women employees is conducted annually and the topics range from personal effectiveness, work life balance, gender budgeting and family counselling, etc.

Divyang: This program is designed for especially abled participants which emphasises on the improvement and development of the employees and motivating them to step towards organisational growth. It is also an endeavour of this program to serve as a platform to discuss various points related to PwBD employees and to provide input to the participants in respect to work life and personal effectiveness.

Inspire-Teachers Training: The objective of this program is to equip our teachers posted in our various schools with new ways of interaction, new role in creating a learning environment in the changing educational scenario where learning becomes fun and fulfilling.

Paripoorna: This is a bi-annual retirement planning training program for our unionised employees which takes a holistic view of the retirement and addresses topics viz. introduction and importance of retirement planning, factors affecting retirement life and life cycle after retirement, income/ fund generation/ insurance/ tax planning, difficulties, challenges and the solution of pre-retirement, etc.

Sakshyam: This is our flagship soft skill training program, which is a combination of interpersonal people skills, social skills, communication skills, character traits, attitudes, career attributes and emotional intelligence quotient (EQ) among others that enable our employees to effectively navigate their environment, work well with others, perform well and achieve their personal as well as the organisational goals.

Suraksha: This training program is designed for the licensed drivers engaged in our operations. This one-day post licence driving training includes half day classroom sessions and half day practical assessments. Each participant is awarded a graded certificate based on his/her competencies judged during the training program.

Swayam: This continuous on-site HSE training program aims to educate our employees on the importance of occupational health, safety and environment in the upstream oil and gas sector. It also helps in understanding the laws, rules and standard operating procedures (SOPs), pertaining to HSE viz. Mines Act, OIL Mines Regulations, Environment Protection Act, OIL SOPs.

Utthan: This is an innovative outbound training program which helps in team building for organisational excellence. The program objectives are team building, interpersonal relationships, conflict management, actualization of values, respect, honesty and integrity, ownership towards work, building trust, organisational belongingness and pride. All participants are kept in camps in locations like wildlife scenarios and camping locations, etc.



Vidyaranya: This induction program is a customised in-house training program for our newly joined unionised employees on behavioural skills vis-à-vis role and responsibilities. The main objective of the program is to emphasise on improvement and development of human resources and making the employees understand the values, ethics and role and responsibilities towards the organisation.

Abhay: Security Personnel of our Company are also the first public interface in each operational area. This public relation concern necessitates a focussed intervention to address personal growth of the security personnel. This program is designed aiming at introducing a new paradigm to bring about an understanding of individual psycho-social competencies required for emotional wellbeing and enhancing personal effectiveness.

Caring with Compassion: It is an advanced soft skill training program designed specifically for Para-Medical staff of OIL Hospital. This program aims at enhancing personal effectiveness as a pilot step for introduction of a new paradigm, the elements of empathy when it comes to patient care.

Management Programs

Leadership Development Programs: OIL's Leadership Development Programme is a dynamic system wide training program that's designed to enhance and strengthen the leadership capabilities of its executives in core competencies and to ensure that they have the skills, knowledge and resources to effectively lead and achieve goals. The programme consists of various modules encompassing topics such as Global Scenario, Gender Sensitivity, Strategic Management, Financial Management, Leadership, Team Management, Communication Skills, Personal Effectiveness, etc. The programmes are dynamic in nature and have been modified based on feedback

from previous participants. Study tours have been incorporated in all the programmes and there is greater stress on case studied and group discussions. All the Leadership Development Programmes are held in leading IIMs across India.

Outbound Leadership Programs: Outbound Training is a programme for enhancing organisational performance through experiential learning. Such programs are often also referred to as outdoor management development. During the Outbound Training programme, participants spend 4/5 days in training in training camps at various locations in National Parks, etc. Here they participate in rock climbing, Rappelling, Trekking, Obstacle Training, River crossing, Jogging, Exercise, camping etc. Though there are physical activities involved, it trains the participants on group dynamism, leadership, coordination, co-operation, teamwork, etc. These exercises also help to remove physical, mental, psychological and social inhibitions of the participants.

Train the trainer program: OIL executives are regularly engaged to conduct various classes for programmes such as Mines Vocational Training, Gas Testing & Work Permit, Keep in Touch, etc. In addition to the above, they also are regularly engaged in making presentations at various forums such as EDP's, parliamentary committees, etc. In order to develop our executive's presentation skills and to enhance their trainer skills, a training programme is necessary. The objective of this programme is to develop and upgrade the skills of internal trainers.

The course provides the participants with the principles to enable course planning, and techniques to deliver effective training sessions. The course is practical, as participants experience new training techniques and then practice them. At the end of the course, participants deliver a short training session using their own materials and receive detailed

feedback. The modules of the programme cover the following topics – Adult Learning, Facilitation Skills, Training Techniques, Using Training Aids, Planning for Training, preparing for a Training Course, Preparing Handouts, etc.

Leadership Program for Women Executives: Women executives at times face a unique set of challenges in their professional careers. Those who meet these challenges effectively become role models for others. Through case discussions, debates, role plays, and experience sharing, this programme strives to give the programme participants a better direction for tomorrow.

The objective of the training is to bring out common concerns of professional women and draft a futuristic action plan to face challenges and take leadership roles. This training aims to contribute towards the building of a skilled and professional workforce, beyond the gender limitations.

Developing Managerial Excellence: This personal effectiveness & communication skill enhancement training has been developed in order to enhance the soft skills of the entry level officers and additional officers of OIL. This training programme will prepare them for the various challenges. The objective of this programme is to enhance the overall development of the executives and become a tool in ensuring career progression of the participants.

Essential Labour Laws Program: In OIL, there is a culture of line managers working closely with HR in order to address people management responsibilities. However, it is also clear that line managers felt vulnerable about taking on more of what they saw as traditional aspects of the HR-role-such as dealing with poor staff performance-without direct access to HR support and undertaking additional training, for example conflict and grievance management,

manpower management and budgeting, etc. Line managers/supervisors play a crucial role in managing employee relations and performance.

This workshop will endeavour to train line managers on how to engage employees without contravening labour laws. At the end of this workshop, participants can be assured that they will acquire a working knowledge of the basic contours of labour laws to avoid elementary errors that might impair their credibility or harm the business.

Assamese Language Learning Program: An initiative of HR-Learning Department, the Assamese Language Learning Programme is designed for the newly joined officers of the Company, who are not well versed with the local language of Assam.

OIL has majority of its operations in Assam and in various occasions, interacting with the local public and authority has to be in the local language i.e. Assamese. As such, a programme is thought of for the newly joined officers, who are not well versed with the local language. This 70-to-80-hour programme will help the newly joined officers to understand the local language and speak the language, wherever required, during operations in Assam.

Executive Development Program: The Executive Development Programme (EDP) is organised for the newly joined officers of the Company for their better understanding and learning about the heritage, culture and the activities of the company. The programme is done after the induction programme within their first year of service in the Company.

Once the Induction part of the programme is over, HR-Learning Department organises the in-house Executive Development Programme wherein the participants are familiarised with the spheres and projects of OIL. The programme has sessions on the functions of CoEES, Corporate Office, BD Cell, KG Project, Kolkata Office,

Pipeline Headquarters and Rajasthan Fields. They are also given an Overview of Petroleum industry with special reference to OIL & present petroleum scenario. One of the highlights of the programme is the presentation on 'E&P Operation under Pre-NELP, NELP and OALP (HELP) Regime in India', which help the young executives get a deeper understanding of the E&P process in India. They are also given briefings on the various CSR activities and Sustainability Development at OIL and IT Security.

A programme is also conducted in collaboration with the Vigilance department, to spread the much-required awareness and understanding of the 'Company Policies & Procedures'. The programme, titled, catch them young is aimed at the young executive of OIL and the same has been extended to them during the programme.

Finally, the Management Orientation Programme is organised by bringing in subject matter experts and

management trainers. There are classes on Business Communication and Writing, Happiness Seminar, Campus to Corporate and Introduction to Project Management.

Thus, Oil India is the only Oil & Gas PSU which provides such comprehensive programmes to its workforce. Due to such initiatives, OIL has one of the lowest attritions in the Oil & Gas industry.

There are numerous benefits to developing leaders from within. It ensures growth and stability for the staff. It allows a talent pipeline with the same ingrained culture for the organization. We grow talent at Oil through a variety of development programs, including training, job rotations, new projects and responsibilities, and mentoring. A judicious mix of statutory and soft skills training was provided to employees through internal trainers as well as experienced and reputed external experts.

Category	Total	Male	Female
Total Training Hours -Unionized employees	9,806	9,430	376
Total Training Hours - Contract Employees	13,980	13,896	84
Total training hours- Apprentices	4,025	3,220	805
Total Training hours - Executives	13,541	11,581	1,960

Building Resilient Societies



We have been fulfilling our responsibilities as a Responsible Corporate Citizen with a long-term commitment to the principles of Corporate Social Responsibility (CSR) and sustainable development, with the goal of achieving inclusive and holistic development of its business areas as well as societal development. Our transformational social responsibility programs contribute to the collective well-being and upliftment of the communities in which we operate. It is a clear statement of our firm commitment to ensuring inclusive and holistic development across all aspects of our business and society.

We believe that over the years, we have established important and mutually beneficial partnerships with several communities around the United States. Our corporate social responsibility activities are a powerful statement through which we convey what we stand for by enhancing and strengthening their lives by giving them basic requirements and employment chances.

CSR at OIL is guided by the following VISION:

**“
OIL is a Responsible
Corporate Citizen deeply
committed to socio-
economic development in
its areas of operation
”**

Further, the MISSION is:

“To continually enhance the triple bottom line benchmarks of economic, environment and social performance through responsible business practices and contribution of corporate resources, providing value to stakeholders”

The CSR board committee oversees the planning, allocation, policy reforms/recommendations, and monitoring of CSR governance, while the board-level executive committee oversees the execution of projects/initiatives. The responsible authority has established an executive-level CSR Committee at its field headquarters and other important operating spheres of OIL to ensure that the CSR initiatives are implemented successfully. The structure of the 'Corporate Social Responsibility Committee' complies with Section 135 of the Companies Act, 2013. Sustained efforts are undertaken to engage communities and all other stakeholders throughout the life cycle of the project to ensure project sustainability.

Broadly, we intend to create a positive impact on society by supporting local communities in the identified 10 thrust areas. By merging our vision of supporting communities with our business objectives, we are able to make it a reality.



Every year, the Department of Public Enterprises (DPE) identifies a common theme with a preference for aspirational areas to provide a more targeted approach to CSR intervention. Education and healthcare were chosen as the themes for FY 2021. OIL is dedicated to serving the people of our country as a public sector enterprise. We implemented effective CSR efforts to benefit the communities in the Aspirational Districts under the program's specified subject areas. Some Impactful CSR Projects:

Healthcare:

1. OIL Sparsha (Established in the 1980s): Providing Primary Healthcare Services in villages through more than 900 health camps each year in Oil's operations areas of Upper Assam's Dibrugarh, Tinsukia, and Charaideo districts, and Arunachal Pradesh's Changlang district.

In the last 5 years, from FY 2015-16 to FY 2019-20, 7,386 (including regular and special camps) camps have been held under Project OIL Sparsha, affecting a total of 9,05,963 patients. A total of 1,813 camps were held to deliver primary healthcare services to 84,272 people. This helps us in providing poor and needy people with free primary healthcare services and offers advice and raises awareness about lifestyle diseases.



2. OIL Arogya (Established in 2013): Providing healthcare services to reduce IMR (Infant Mortality Rate) and MMR (Maternal Mortality Rate) by focusing on the health and hygiene of pregnant women, newborns, children aged 1 to 5 years, lactating mothers, women in reproductive age groups, and adolescent girls.

In FY 2020-21, 565 pregnant women were followed up on and 1,875 children were immunised. More than 92 percent of institutional deliveries were reported because of the project's engagement. OIL is assisting with immunisation and nutrition, as well as menstrual health and hygiene management, leading to the establishment of a community-based sanitary napkin manufacturing plant.

3. Project Aarogya: Started in 2012, implemented in 20 villages of Tinsukia & Dibrugarh districts in Assam, the project aims at reduction of Infant and Maternal Mortality Rates (IMR/MMR) in the region. The Project specically conducts pre & post-natal health check-ups, clinical tests, sensitizes women on maternal health, child care & benets of institutional delivery, conducts tracking & counselling of pregnant women, babies and lactating mothers, training and awareness on community health for better hygiene with focus on menstrual health management, immunization, nutrition, sanitation, family planning, etc.

Hands-on training to equip village women with required knowledge & skills on balanced dietary requirements at different periods of life according to age & gender, and community awareness programs on various diseases including COVID-19. In FY 2020-21, 565 pregnant women were tracked, 1,875 children immunised, as a result of the intervention under the project more than 92% institutional deliveries were reported in the region.

Education:

1. OIL Super 30 (Established in 2010): Free residential coaching for students from EBCs and marginalised communities for engineering entrance (with a special focus on IITs and other reputed engineering institutions) and medical entrance at centres in Guwahati, Nagaon, Jorhat, Dibrugarh in Assam, Jodhpur in Rajasthan, and Itanagar in Arunachal Pradesh.

More than 300 students mentored have made it to the prestigious IITs, while others have made it to reputed engineering and medical universities across the country. OIL has provided access to better education and a platform for facilitating socio-economic mobility.

2. OIL Dikhya (launched in 2012): It is one of OIL's flagship CSR projects aimed at encouraging students in rural government schools in OIL's operational districts of Tinsukia, Dibrugarh, and Charaideo to pursue SMART Education. It is a multi-pronged education project affecting students and teachers in rural upper Assam schools, with the goal of improving education by supporting technology-based outstanding teaching-learning techniques that enable conceptual clarity among the target beneficiaries.

In FY 2020-21, due to the COVID-19 pandemic, OIL Dikhya was deployed through a combination of home-based digital learning (first time under OIL's CSR) when schools were closed and post-school reopening as per government rules. All 30 schools have resumed physical classes in Mobile Computer Education, Life Skill Education, Supplementary Teaching, and other activities. Adult education was only initiated once the government relaxed the lockdown requirements in all 48 locations.

3. OIL Shakti (Started in 2020): A community-based sanitary napkin production and marketing unit under the auspices of OIL Arogya in Huguri, Tinsukia district, our objective is menstrual health promotion and hygiene management in vulnerable communities

The unit will run by a vast network of SAATHIYA club rural women to promote menstrual health and hygiene management among vulnerable populations such as teenage girls, pregnant women, lactating mothers, and rural women in the reproductive age group. 'OIL Shakti' will work to address issues of access and disposal, limited awareness, and social stigma surrounding menstrual health and hygiene management.

In order to raise public awareness of the stigma associated with menstruation, a comic book based on scientific facts was published in Assamese and

distributed to schools, universities, and communities. With this initiative, we developed a low-cost product, raised public awareness about the importance of behaviour change communication, produced biodegradable and environmentally friendly sanitary napkins and provided possibilities for local communities to earn a living.

4. The OIL Merit Scholarship and OIL Awards: Instituted in 1997 and 2006 respectively to encourage meritorious students especially from rural parts of OIL operational areas passing X and XII exams under CBSE, ICSE, Assam and other state boards. The scholarships and awards go a long way in valuing education and its benefits. It motivates and encourages students to move ahead in life, achieve their goals, and do well in their academics, for a bright career in future. 2,553 students received scholarships in FY 2020-21.



Project Rupantar

Sustainable Livelihood

1. Project Rupantar: The project started in 2003, encourages formation of Self-Help Groups (SHGs)/ Joint Liability groups (JLGs) among communities in Tinsukia and Dibrugarh in Assam to pursue agro-based industries, animal husbandry, fishery, organic farming and diversification of handloom products. The groups are provided with skill development training based on economic activity, management development training along with financial & material assistance for starting their initial economic activities.

As an emergency response towards fighting COVID19, more than 6,000 Eri fabric non-surgical masks were made by the JLGs. A computer centre providing professional short-term courses like Basic, DTP, Web Page Designing, Tally, C Language, C++, Java, Linux, Visual Basic and Visual Basic Script is also being run under the project in Duliajan, Assam. In FY 2020-21, 429 students have benefitted from the Centre.



Project OIRDS-Agricultural Project

2. Project OIRDS-Agricultural Project: Oil India Rural Development Society (OIRDS) helps rural communities within the company's operational regions via way of means of providing sustainable livelihood possibilities through cost addition and integration of technological improvements at the same time as nurturing the prevailing abilities of beneficiaries in the field of agriculture, handicraft and handloom. OIRDS-Agriculture project initiated in the year 1991, involves introduction of modern techniques of cultivation for maximising farm yield by extending in-field training

by professionals from Assam Agriculture Department and Assam Agriculture University (AAU) providing high yield variety seeds, organic manure, farming tools and implements.

In FY 2020-21, 14 new villages in Dibrugarh & Tinsukia district were adopted under Sali cultivation (2,800 bighas benefitting 2,080 farm families) & Rabi cultivation (1,240 bighas benefitting 1,640 farm families).

3. OIL Jeevika: Started in 2016 in the company's

operational areas in Changlang, Arunachal Pradesh, the project is North-East India's 1st induced community cluster-based sustainable livelihood intervention. The project has benefited more than 400 households. Skill & capacity building training in the areas of beekeeping & honey processing, mustard, buckwheat & local pulse processing is provided to the beneficiaries along with backward and forward linkages to make the cluster self-sustainable. Similar initiatives are also being undertaken in Tinsukia, Assam.

Skill Development

1. OIL Swabalamban: Started in 2013, the project's thrust is on placement related skill & potential building of children in diverse trades to enable them to find gainful employment.

Number of short-term courses/trades is offered to the unemployed children certified by NCDC, Govt. of India along with unique emphasis on preparing them for employment in diverse sectors by imparting them education on soft skills, personal development, industry safety training, computer skills, etc. to ensure overall employability of the beneficiaries. The training is provided in 8 different trades like Electrician, Food & Beverage Steward, General Duty Assistant, Sewing Machine Operator, Front workplace Executive, Hospitality Management, Fitter and Customer Care Executive. In FY 2020-21, 662 students had been trained of which 610 were placed in various organisations across the country.

2. Skill Development Institute (SDI):

The Company, along with other major oil PSUs, had set up SDI at Guwahati to cater the skilling needs of youth of the North-East region to enhance their employability in hydrocarbons as well as other sectors. The institute started in 2017 with just two courses, trained more than 1,000 students in 2020-21 in 16 different skill training courses in the industrial & hospitality sector including Indo-Japan Technical Intern Training Program (TITP).

Women empowerment

1. OIL Nursing School: The school established in 1991 in Duliajan, Assam, conducts a three years Diploma in General Nursing & Midwifery (GNM). The school admits 30 female students to train them as GNM, the students are provided hostel accommodation, medical benets, uniform, books etc. for the entire duration of the course, free of cost. The students are also paid a consolidated stipend. On completion of three year training in GNM, the Students undergo One-year stipendiary Post Qualication Certicate Training (PQCT) in OIL Hospital. The course is recognised by the Assam Nurses' Midwives' and Health Visitors Council, Guwahati and Indian Nursing Council, New

Delhi. Apart from the clinical experience in 190 bedded secondary care OIL Hospital, students are also required to attend Assam Medical College Hospital- Dibrugarh for super-specialty clinical experience of students.

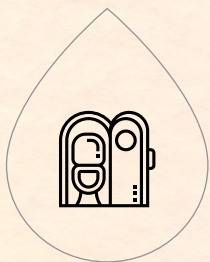
2. Handicraft Training & Production Centre (HTPC):

Started in 1984, as a project on women empowerment, the Centre provides eleven month stipendiary training to nearly 40 rural under-privileged women in the trades of weaving, cutting, tailoring & embroidery every year. Post training assistance in the form of looms, sewing machines, yarn, etc. are provided to the beneficiaries for starting their initial entrepreneurial ventures. The programme is run through Oil India Rural Development Society (OIRDS).

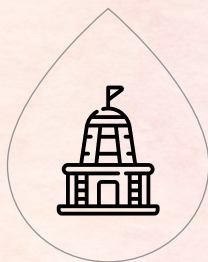


Swachh Bharat Abhiyan

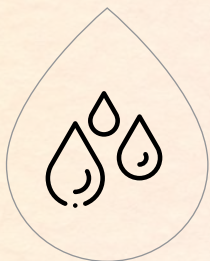
Adhering to its commitment of Swachh Bharat as envisioned by Hon'ble Prime Minister, the Company undertook various projects in following areas:



- i) Construction and maintenance of School Toilets, construction of community toilets and Individual Household Latrines (IHHL) across its operational areas,



- iv) Development of Kamakhya Temple complex, Guwahati as Swachh Iconic Place (SIP)



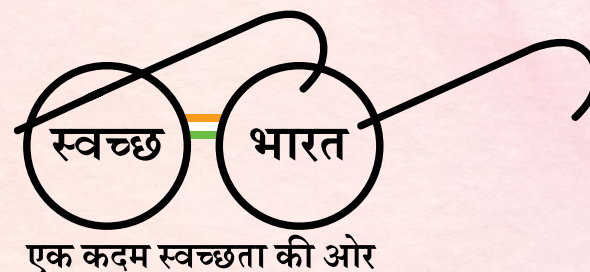
- ii) Provision of clean drinking water & piped water supply and water bodies management in operational areas,



- v) Swachhata awareness through Information, Education and Communication (IEC) activities across spheres.



- iii) Support to District Authorities in Solid Waste Management



In FY 2020-21, the company had supported construction of nearly 70 toilets and 2 toilet blocks for Girls in various schools, 3 community toilet block, and 27 units of Individual Household Latrines (IHHL), Garbage truck and waste bins were provided at various places, provision of drinking water supply being done through installation of hand pumps in Hospital and Government Schools in Goalpara Aspirational District, construction & augmentation of piped water supply in 8 locations in Dhubri Aspirational Districts beside various other projects.

Our response to COVID-19

The onset of the COVID-19 pandemic has had a significant impact on public health and safety. People were impacted by the pandemic, which resulted in the loss of lives and livelihood. OIL was proactive in its reaction to the pandemic's concerns. The company followed the criteria set forth by the central and state governments in all areas.

Masks, social distancing, hand sanitization, staggered timings, work from home, and other practices were implemented with the health and safety of its employees in mind. The cleaning department of OIL was on the front lines, sanitising offices and public spaces to limit the chance of COVID-19 spreading. When hand sanitizers were in insufficient supply on the market, the company's chemical section produced them. Employees received necessary medical care from OIL Hospital and other institutions when needed.

Furthermore, in FY 2020-21, the Company donated INR 25 crores to the PM CARES Fund, and INR 13 crores in the current financial year, while our staff donated one day's wage to help the government improve healthcare infrastructure in the COVID-19 region. Various actions were also carried out as part of OIL's CSR to combat COVID-19, including:

- Assisting the Government of Assam with the vaccination program by providing 35 ice-lined refrigerators and two deep freezers.
- Essential kits, such as PPE kits, facemasks, and sanitizer, were supplied to healthcare institutions and professionals.
- Essential supplies and COVID-19 care kits were distributed to the susceptible sections in and around the company's operational locations.

We also used social media marketing, television and outdoor advertisements, and other traditional media to boost public awareness about COVID-19. As the second wave of COVID-19 became more lethal, OIL began immunising its employees and other stakeholders as a responsible corporate citizen. We are creating PSA Oxygen facilities, distributing oxygen compressors, oxygen cylinders, and oxygen concentrators, as well as complementing healthcare infrastructure in various places, to effectively combat the second wave of the COVID-19 pandemic.

Relationship with vendors

Procurement of goods, works, services, and consultancy at OIL is governed by the C & P Procedure Manual, which has been approved by Management and is based on basic public procurement principles such as fairness, transparency, and equal opportunity, as well as guidelines issued by the Government from time to time. From requirement generation to contract award and execution, it covers the whole tendering process.

To improve procurement transparency and foster good relationships with our stakeholders and business partners:

- OIL began using Enterprise Resource Planning (ERP) for their business activities in 2005. All procurement actions, from requirements through payment, are captured by ERP.
- All tenders are uploaded on OIL's public website (<https://www.oil-india.com>) as well as the Govt. Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) for wider distribution and participation by eligible bidders.
- All tenders are uploaded on OIL's public website (<https://www.oil-india.com>) as well as the Govt.

Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) for wider distribution and participation by eligible bidders. The Integrated Manual of OIL is available in the public domain and can be found on the company's websites. The Integrated Manual is updated on a regular basis to incorporate new policies and guidelines released by various authorities, ministries, and the CVC, among others.

- E-tendering (since 2006): The E-Tendering barrier is Rs. 10 lakhs. Our fully secured, user-friendly e-tender system, which supports encrypted digital signatures for tender publishing and bid submission, receives more than 90% of tenders by value.
- Documents containing the banning policy and the Integrity Pact, as well as the name and e-mail addresses of the Independent External Monitor, are posted on our public website.
- On the OIL website a bill monitoring mechanism has been set up that allows merchants to keep track of their payment progress.

OIL purchases a wide range of equipment, accessories, plant and machinery, parts, and consumables from both domestic and international sources to carry out crude oil and natural gas exploration, production, and transportation. As a result, most of the OIL's equipment is imported. Over time, local suppliers for products such as chemicals, replacement parts, and consumables have emerged as a consequence of ongoing efforts. Through a variety of programs, we are committed to encouraging indigenization.

Additionally, OIL has built a special webpage for MSE vendors, which contains OIL's annual procurement

targets from MSE vendors, as well as predicted Goods and Services to be acquired from MSE vendors and tenders specifically for MSE vendors. OIL joined GeM on May 31, 2019, and its procurement through the GeM Portal for FY 2020-21 is Rs. 43.37 crore. Only the GeM portal is used to purchase the goods and services provided in GeM.

Vendor development programs

We conduct Vendor Development Programs on a regular basis and also participate in National Vendor Development Programs hosted by organisations such as MSME-Development Institute, CII, and others. During the vendors meeting, participants get the opportunity to learn about the needs of large-scale organisations/PSUs while also showcasing their capabilities.

The vendors meeting provides a shared platform for both buyers and sellers to communicate with one another to better understand each other's businesses and, as a result, form a healthy business relationship. The meeting aided large units and PSUs in identifying potential new vendors, including MSE vendors, allowing them to expand their market network



GRI Index

The GRI content index is presented and the references for all disclosures included align with the appropriate sections in the body of the report.

GRI Standard	Disclosures	Report Section/Chapters	Page
GRI 101: Foundation 2016			
Organizational Profile			
GRI 102: General Disclosures 2016	102-1	Name of the organization	1
	102-2	Activities, brands, products & services	9
	102-3	Location of headquarters	10
	102-4	Location of operations	9,10
	102-5	Ownership and legal form	8
	102-6	Markets served	8, 9
	102-7	Scale of the organization	8
	102-8	Information on employees and other workers	15,16
	102-9	Supply chain	20
	102-10	Significant changes to the organization and its supply chain	No significant changes to the supply chain
	102-11	Precautionary Principle or approach	Our management approach to each material ESG issue is outlined in the relevant sections
	102-12	External Initiatives	8, 9
	102-13	Membership of associations	8, 9
	102-14	Statement from senior decision-maker	4
	102-15	Key impacts, risks, and opportunities	13
	102-16	Values, principles, standards, and norms of behavior	12
	102-17	Mechanisms for advice and concerns about ethics	12



GRI Standard	Disclosures	Report Section/Chapters	Page
Governance			
	102-18	Governance structure	13
	102-19	Delegating authority	13
	102-20	Executive-level responsibility for economic, environmental and social topics	13
	102-21	Consulting stakeholders on economic, environmental and social topics	20
	102-22	Composition of the highest governance body and its committees	13
	102-23	Chair of the highest governance body	13
	102-24	Nominating and selecting the highest governance body	13
	102-25	Conflicts of interest	13, 14
	102-26	Role of highest governance body in setting purpose, values, and strategy	13, 14
	102-27	Collective knowledge of the highest governance body	13, 14
	102-28	Evaluating the highest governance body's performance	13, 14
	102-29	Identifying and managing economic, environmental, and social impacts	The highest governance body has constituted a CSR committee to oversee the management of economic, environmental and social performance.
	102-30	Effectiveness of risk management processes	13, 14
	102-31	Review of economic, environmental, and social topics	14
	102-32	Highest governance body's role in sustainability reporting	14
	102-33	Communicating critical concerns	13
	102-34	Nature and total number of critical concerns	13
	102-35	Remuneration policies	13
	102-36	Process for determining remuneration	13
	102-37	Stakeholders Involvement in remuneration	15-18
	102-38	Annual total compensation ratio	Compensation of Board Members and Directors reported annually



GRI Standard	Disclosures	Report Section/Chapters	Page
Stakeholder Engagement			
	102-40	List of stakeholder groups	15-18
	102-41	Collective bargaining agreements	All our field staff are unionized and our engage with the unions regularly to address any concerns.
	102-42	Identifying and selecting stakeholders	15-18
	102-43	Approach to stakeholder engagement	15-18
	102-44	Key topics and concerns raised	15-18
Reporting Practice			
	102-46	Defining report content and topic boundaries	11, 12
	102-47	List of material topics	20
	102-48	Restatements of information	11
	102-49	Changes in reporting	11
	102-50	Reporting period	11
	102-51	Date of most recent report	11
	102-52	Reporting cycle	11
	102-54	Claims of reporting in accordance with the GRI Standards	45
	102-55	GRI content index	45
	102-56	External assurance	The report has not been externally assured. We will be exploring the possibility of assuring our forthcoming reports

GRI Standard	Disclosures	Report Section/Chapters	Page
Material Topics			
		The material topics include R&D and technological innovation, Customer experience and satisfaction, Waste management and circular economy, Business growth and profitability, Ethics, integrity and compliance, Energy efficiency, Product liability, Occupational health and safety, Responsible supply Chain/procurement, Safeguarding human rights, Corporate governance, Employee engagement and wellbeing, Resource management, Biodiversity and environmental protection, Data privacy and cybersecurity, Community engagement and CSR, Talent development, Digital transformation, Disaster and risk management, Climate risk and mitigation, Diversity and inclusion	19, 20
Management Approach			
GRI103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	19, 20
	103-2	The management approach and its components	19, 20
	103-3	Evaluation of the management approach	19, 20
Anti-corruption			
GRI 205: Anti- corruption 2016	205-1	Operations assessed for risks related to corruption	18-20
	205-2	Communication and training about anti-corruption policies and procedures	All our employees are communicated with on our anti-corruption policies and procedures
	205-3	Confirmed incidents of corruption and actions taken	Incident of corruption during the reporting period
Anti-competitive Behavior			
GRI 206: Anti- competitive Behavior 2016	206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	No legal actions in this regard
Environmental Topics			
Energy			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	21-23
	302-2	Energy consumption outside of the organization	21-23
	302-3	Energy intensity	21-23
	302-4	Reduction of energy consumption	21-23
	302-5	Reductions in energy requirements of	21-23
Products and services			

GRI Standard	Disclosures	Report Section/Chapters	Page
Water			
GRI 303: Water 2016	303-1	Water withdrawal by source	25
	303-2	Water sources significantly affected by the withdrawal of water	25
	303-3	Water recycled	25
Biodiversity			
GRI 304: Biodiversity 2016	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	27
	304-2	Significant impacts of activities, products, and services on biodiversity	27
	304-3	Habitats protected or restored	27
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	27
Emissions			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	24
	305-2	Energy indirect (Scope 2) GHG emissions	24
	305-3	Other indirect (Scope 3) GHG emissions	24
	305-4	GHG emissions intensity	24
Effluents and Waste			
GRI 306: Effluents and Waste 2016	306-1	Water discharge by quality and destination	25
	306-2	Waste by type and disposal method	26
	306-3	Significant spills	26
	306-4	Transport of hazardous waste	26
	306-5	Water bodies affected by water discharges and/or runoff	25
Environmental Compliance			
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	No cases of noncompliance
Employment			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	29
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	30
	401-3	Parental leave	30

GRI Standard	Disclosures	Report Section/Chapters	Page
Labor/Management Relations			
GRI 402: Labor/ Management Relations 2016	402-1	Minimum notice periods regarding operational changes	Our notice period has been indicated in the employment and engagement contracts and comply with all the national regulations
Occupational Health and Safety			
GRI 403: Occupational Health and Safety 2016	403-1	Workers representation in formal joint management-worker health and safety committees	31, 32
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	31-37
	403-3	Workers with high incidence or high risk of diseases related to their occupation	31-37
	403-4	Health and safety topics covered in formal agreements with trade unions	31-33
Training and Education			
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	37
	404-2	Programs for upgrading employee skills and transition assistance programs	30
	404-3	Percentage of employees receiving regular performance and career development reviews	All our employees receive regular performance assessment.
Diversity and Equal Opportunity			
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	29
Non-Discrimination			
GRI 406: Non- Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	No incidents of discrimination
Freedom of Association and Collective Bargaining			
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	No operations with risk to collective bargaining

GRI Standard	Disclosures	Report Section/Chapters	Page
Child Labor			
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	No operations with significant risk of child labor
Forced or Compulsory Labor			
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	No operations with significant risk of forced labor
Rights of Indigenous Peoples			
GRI 411: Rights of Indigenous Peoples 2016	411-1	Incidents of violations involving rights of indigenous peoples	There have been no violations involving rights of indigenous people during the reporting period.
Human Rights Assessment			
GRI 412: Human Rights Assessment 2016	412-1	Operations that have been subject to human rights reviews or impact assessments	No operations have been subject to HR impact assessments
Local Communities			
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	40-43
	413-2	Operations with significant actual and potential negative impacts on local communities	No operations with significant negative impacts on local communities
Customer Health and Safety			
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	17
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidence of noncompliance



ऑयल इंडिया लिमिटेड

(भारत सरकार का उद्यम)

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