

SOCIAL

Empowering Teams, Transforming Communities

We abide by the principles of human rights and ethical labor. Our commitment to societal well-being extends to our community development initiatives through which we consistently strive to create a meaningful and positive impact and contribute to sustainable development. We prioritize a zero harm, inclusive workplace that celebrates diversity and fosters a strong sense of belonging. Our talent and skill development initiatives are designed to ensure the personal and professional growth of our employees.

MATERIAL TOPICS LINKED



Product Security



Inclusive Development



Occupational Health & Safety



Talent Management

Asset Integrity &
Process Safety RiskData Integrity &
Cyber Security

Human & Labor Rights Risk

Product Stewardship &
Customer Satisfaction

Performance Snapshot

8,508

Permanent Employees

117.54 million
Man-Hours worked without
Lost time Accidents (LTA)
in Refineries
100%
Employees and
non-permanent workers
trained on health and
safety measure and skill
upgradation
₹ 158.19 crore

CSR spend

Zero RLTI
Reportable Lost Time
Injury Frequency Rate for
Employees
100%
Employees and
non-permanent workers
informed on human rights
issues and policy
3,930 man-hours
Training hours on HSSE for
2,794 participants
> 33.70%
Purchases from MSME /
MSEs against target of 25%

Community Engagement

CSR Vision

Our CSR initiatives are governed by our vision – 'Be a Model Corporate Entity with Social Responsibility committed to Energizing Lives through Sustainable Development'. We strive to improve lives by promoting access to education, enhancing health, supporting green practices, and empowering individuals through skill training.

CSR in Aspirational Districts

As part of our triple bottom line approach to business development, we undertake several initiatives to benefit marginalized communities in small towns and villages. We have identified 25 aspirational districts across 10 states of India and spent a total of ₹ 6.23 crore in FY 2023-24.

₹ 158.19 crore

Total CSR spend

Health and Sanitation



We commissioned multiple medical equipment in various health centres, including primary health centres and community health centres, to ensure better diagnostic and treatment facilities. Our support extended to the establishment of specialized units such as the Burns Care Unit, Neonatal Intensive Care Unit (NICU) facilities and modular theaters for cleft and craniofacial surgeries.

Since sanitation is a crucial part of healthcare, we installed sanitary napkin vending and incinerator machines in government schools and communities, renovated toilets and constructed community toilet units to improve hygiene

standards. Additionally, we provided diagnostic kits to Accredited Social Health Activist (ASHA) workers and hemoglobin testing meters to BMC primary healthcare centres to promote preventive healthcare.

Our efforts also extended to installing tube wells, water vending machines and RO water systems to ensure access to clean drinking water, thereby reducing waterborne diseases. We supported the installation of solar-based RO plants to combine health benefits with environmental sustainability.

64%
Beneficiaries from vulnerable
and marginalized groups

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Education



As part of our education initiatives, we focused on enhancing educational infrastructure, providing necessary learning tools and promoting skill development. In FY 2023-24, we supported the construction and renovation of educational facilities to create a better learning environment for children.

Smart classes and advanced equipment modernized and enhanced learning outcomes by making classroom activities more interactive and engaging and foster critical thinking and problem-solving skills among students. We provided a smart class set-up, computer sets and photocopiers to schools, ensuring

that students and teachers had access to essential technology. Recognizing the importance of practical learning, we supplied multiple schools with plug-and-play models and educational materials through initiatives.

72%

Beneficiaries from vulnerable and marginalized groups

Environmental Sustainability



Our efforts in this area focused on the installation of solar-based RO plants, ensuring access to clean drinking water. We also installed

solar streetlights and solar semi-high mast lights at various locations to reduce dependency on conventional energy sources.

The installation of an Online Continuous Effluent Monitoring System (OCEMS) demonstrated our commitment to monitoring and minimizing industrial pollution. In addition, we implemented a lift irrigation system in Sonori village in Maharashtra, enhancing water conservation and agricultural productivity. By integrating environmental sustainability into our core operations, we strive to create a greener, more sustainable future for the communities we serve.

100%

Beneficiaries from vulnerable and marginalized groups

Skill Development

We installed sewing machines, overlock machines, and furniture at vocational training centres to facilitate skill enhancement. Additionally, we provided stainless steel vessels and critical kitchen equipment to kitchens, promoting culinary skills and livelihood opportunities. Through these initiatives, we continue to foster economic empowerment and social inclusion, nurturing vocational skills that promote sustainable livelihoods.



100%

Beneficiaries from vulnerable and marginalized groups



Community Development and Other Initiatives

Under community development, we undertake projects such as the construction of community halls, toilets, and other essential facilities in rural and urban areas. These initiatives aim to strengthen community bonds and provide necessary amenities for residents. Our commitment to building community resilience also extends to promoting sports and recreational activities through the construction of sporting arenas and installation of sports equipment at various locations. These efforts not only enhance community engagement but also foster a sense of pride and belonging among residents.

54%

Beneficiaries from vulnerable and marginalized groups

People Initiatives in FY 2023-24



At BPCL, we are committed to fostering a dynamic and capable workforce to drive organizational goals. We have in place a meticulous recruitment procedure, robust training programs for on-the-job skill building and leadership programs to create a talent pipeline. An online portal created for employees allows them to express their career aspirations and state their achievements. During the year, a comprehensive talent review process was conducted for 1,250 officers. All line managers are trained and equipped through orientation sessions to lead these discussions effectively, fostering a culture of growth and excellence.

95%

Employee participation in the online role aspiration portal

Skill Development

We have intensified our learning and development initiatives to cultivate leadership skills and promote continuous learning. We offer General Management and Management Development Programs in collaboration with leading institutes, fostering managerial excellence. Our impactful in-house Leadership Development Programs like 'eXcelerator' and 'eXceed' aim to nurture leaders. All these and other new interventions significantly increased learning hours by 40%. 'My Sphere', our advanced digital platform, enhances personalized learning aligned with talent development goals. Furthermore, in partnership with the Indian School of Business, we have launched a program to develop Brand Champions,

equipping professionals to uphold our brand promise and integrate best practices.

Fitness Initiatives

Promoting the philosophy of 'a healthy mind resides in a healthy body,' Fitness Premier League (FPL) 1.0 was launched as a one-of-a-kind initiative to promote wellness through sports. The initiative saw an overwhelming response from over 1,700 participants across multiple events, including the MAK Cup for cricket, badminton, and lawn tennis tournaments. Under FPL 1.0, Step-A-Thon, a four-week health challenge, garnered remarkable engagement with more than 1,300 employees setting an example of excellence and teamwork by collectively achieving 5.30 crore steps.

Employee Satisfaction Enhancement (ESE)

We have several key initiatives aimed to support employee well-being. Roshni Plus offers confidential psychological counselling services for employees

and their families. We conducted ActivLife webinars and offline seminars on work-life balance, mindfulness and healthy habits, benefiting nearly 2,166 participants. The initiative of Sahkarmi Mitra engaged 68 nominated employees

as emotional first-aid providers, promoting mental health awareness and offering support across various BPCL locations. Newly selected 'Sahkarmi Mitras' receive specialized training to enhance their skills in supporting their peers.



TALENT TRIATHLON – ASPIRE, ACHIEVE, INSPIRE

To harness employees' collective strength and achieve greater organizational synergy, we elevated our learning platform to introduce 'Talent Triathlon: Aspire, Achieve, Inspire'. This initiative combined three flagship events—Socratix (case study challenge), Mercurix

(storytelling/story writing) and Biz-X (online business simulation) — in a team-based format, culminating in 'The Ultimate Challenge', a thrilling fusion of intellectual and outbound experiences.

1,160

Officers registered for Talent Triathlon across multiple events



THRIVE 24: NOURISH TO FLOURISH

In addition to regular location visits, webinars, and awareness programs, we organized a conclave called Thrive 24: Nourish to Flourish on March 12, 2024, with the theme, 'Empowering Mindful Leadership'. The

conclave aimed to empower leaders by focusing on topics essential to mindful leadership, such as self-awareness, compassion and presence. Participants engaged in fireside chats with senior leadership to explore strategies for fostering a resilient workforce and promoting psychological safety in the workplace.

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OFFICIAL LANGUAGE POLICY

In view of the Official Language Policy of the Government of India, business requirements and by considering the needs of the customers, BPCL uses Hindi and other Indian languages significantly. The progressive usage of Hindi was reviewed and evaluated on quarterly, half-yearly and yearly basis through essential committees, viz., OLIC (Official Language Implementation Committee), TOLIC (Town Official Language Implementation Committee), etc. at different levels such as regions, offices, locations and refineries.

PROJECT MANAGEMENT TRAINING

In collaboration with the L&T Institute of Project Management (IPM), we facilitated a five-day classroom-based preparatory program for Project Management Professional (PMP) certification. This program targets a cohort of 100 project managers across refineries and entities, to further bolster project execution capabilities regarding mega projects initiated as part of Project Aspire.

Occupational Health and Safety

BPCL's motto, 'Safety First, Safety Must', underscores our commitment to health, safety, security and environment, which remain central to our operations. Our commitment to occupational health and safety is evident through our comprehensive and proactive approach to managing safety risks and promoting a healthy work environment. By continuously improving our safety programs and engaging employees at all levels, we aim to achieve a zero-incident workplace and foster a culture of safety excellence.

Safety and security are deeply ingrained in our culture, and we strive tirelessly to identify and reduce risks



to our workers and employees. We have established three-tier Health, Safety, and Environment (HSE) committees at various operational levels (Operating location, Regional/HQ and Corporate level). These committees regularly review safety protocols, investigate incidents, and recommend improvements to enhance safety measures.

HSE Initiatives

Training Programs

We conduct comprehensive safety training programs for employees and contractors as per OISD standard OISD-STD-154, and Statutory/Regulatory guidelines (MoU targets), covering topics like fire safety, first aid, emergency response, and safe handling of hazardous materials. These

programs ensure that everyone is well-equipped to maintain safety standards.

Periodic Health Screenings

BPCL organizes regular health check-up camps for employees, focusing on early detection and treatment of health issues. These camps include general health screenings, specialized tests, and consultations with healthcare professionals.

Occupational Health Centres (OHCs)

At major operational sites, we have established OHCs staffed with medical professionals to provide immediate healthcare services and monitor employee health.



Awareness and Communication

Safety Bulletins and Alerts

We regularly disseminate safety bulletins that contain directives, advisories, Spot the Hazards, Remembering Series, Scenario-based Learnings and alerts to keep employees informed about safety practices, potential hazards, and lessons learned from past incidents.

Safety Campaigns

Periodic safety campaigns are launched to emphasize specific safety aspects, such as safe driving, use of personal protective equipment (PPE), and workplace ergonomics.

SAFETY AWARENESS WEEK AT BPCL

We celebrate the National Safety Day annually on March 4 in order to promote workplace safety through drills, seminars, and competitions for employees and contract workers. During the year, we celebrated a Safety Week that reaffirmed our safety focus through workshops, quizzes, poster competitions, and pledge ceremonies to emphasize a safe work environment.

Emergency Preparedness and Response

Mock Drills

Regular mock drills are conducted as per the Petroleum and Natural Gas Regulatory Board (Codes of Practices for Emergency Response and Disaster Management Plan (ERDMP) Regulations, 2010 to prepare employees for emergency situations such as fires, spills, and natural disasters. These drills ensure that employees are well-versed in evacuation procedures and emergency response actions.

Emergency Response Teams

BPCL has trained emergency response teams and equipped them to handle various types of emergencies. These teams are

regularly trained and updated on the latest response techniques.

Safety Audits and Inspections

Regular internal/external safety audits and inspections are conducted to identify potential hazards and ensure compliance with safety standards. These proactive measures help in implementing corrective actions promptly.

Risk Assessments

Detailed risk assessments are performed to identify and mitigate potential safety risks in BPCL's operations. This proactive approach helps in preventing accidents and ensuring a safer work environment.

