

## Business Responsibility & Sustainability Report

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the Company

1	Corporate Identity Number (CIN)	L74899DL1965GOI004352
2	Name of the Company	Engineers India Limited
3	Year of incorporation	1965
4	Registered office address	Engineers India Bhawan, 1, Bhikaji Cama Place, New Delhi -110066
5	Corporate address	Engineers India Bhawan, 1, Bhikaji Cama Place, New Delhi -110066
6	E-mail	eil.mktg@eil.co.in
7	Telephone	011-26762121
8	Website	<a href="https://www.engineersindia.com">https://www.engineersindia.com</a>
9	Financial year for which reporting is being done	2021-2022 (April 1, 2021 to March 31, 2022)
10	Name of the Stock Exchange(s) where shares are listed	BSE Ltd. and National Stock Exchange of India Ltd.
11	Paid-up Capital	₹281,02,11,865
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name : Shri Atanu Bhowmik Designation : ED (HR) Telephone Number : 011-26762901 e-mail id : a.bhowmik@eil.co.in
13	Reporting boundary	Standalone basis

#### II. Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Professional, Scientific and Technical	Management consultancy activities	50.78%
2.	Professional, Scientific and Technical	Architecture, engineering activities, technical testing and analysis activities	49.22%

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

S. No.	Product/Service	NIC Code	% of total Turnover Contributed
1.	Consultancy & Engineering Services	71100	50.78%
2.	Turnkey Projects	42901	49.22%

#### III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	1	10	11
International	0	5	5

17. **Markets served by the entity:**a. **Number of locations**

Locations	Number
National (No. of States)	26
International (No. of Countries)	27

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

Export % to Total Turnover is 9.94%

c. **A brief on types of customers:**

EIL has served all major National and International Clients (Government & Private Sector) in Refinery, Petrochemical, Onshore & Offshore, Oil & Gas, Ports and Terminals, Pipelines, Fertilizers, Metallurgy, Nuclear, Power, Renewable and Infrastructure, Alternative Fuels such Hydrogen, Bio Fuels etc.

IV. **Employees**18. **Details as at the end of Financial Year:**a. **Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)*	No. (C)	% (C / A)*
<b>EMPLOYEES</b>						
1.	Permanent (D)	2725	2402	88.15	323	11.85
2.	Other than Permanent (E)	31	30	96.77	1	3.23
3.	<b>Total employees (D + E)</b>	2756	2432	88.24	324	11.76
<b>WORKERS</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	<b>Total workers (F + G)</b>	-	-	-	-	-

Note: All of EIL workforce is categorized as "Employees" and none as "Workers". Hence in all the sections, details sought of the "Workers" category are not applicable to EIL.

\* Figures are rounded off upto 2 decimal.

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	50	44	88	6	12
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total differently abled employees (D + E)</b>	50	44	88	6	12
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	<b>Total differently abled workers (F + G)</b>	-	-	-	-	-

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

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	12	2	16.67
Key Management Personnel	5	1	20

20. **Turnover rate for permanent employees and workers :**

	FY 2021-22			FY 2020-21			FY 2019-20		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	3.40%	8.18%	3.97%	3.86%	3.89%	3.87%	4.42%	6.02%	4.61%
Permanent Workers	-	-	-	-	-	-	-	-	-

Note: All of EIL workforce is categorized as “Employees” and none as “Workers”. Hence in all the sections, details sought of the “Workers” category are not applicable to EIL.

V. **Holding, Subsidiary and Associate Companies (including Joint Ventures)**21. **Names of holding / subsidiary / associate companies / joint ventures:**

S. No.	Name of the Holding/ Subsidiary/ Associate Companies/ Joint Ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of Shares Held by Listed Entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Certification Engineers International Limited	Subsidiary	100%	No
2	Ramagundam Fertilizers and Chemicals Limited	Joint Venture	26.76%	No
3	LLC Bharat Energy Office, Russia	Associate	20%	No

VI. **CSR Details**22. **(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes**

**(ii) Turnover (₹ in lakh):** 287039.90

**(iii) Net worth (₹ in lakh):** 192504.66

VII. **Transparency and Disclosures Compliances**23. **Complaints/Grievances on any of the Principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder Group from whom Complaint is Received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2021-22			FY 2020-21		
		Number of Complaints Filed during the Year	Number of Complaints Pending Resolution at Close of the Year	Remarks	Number of Complaints Filed during the Year	Number of Complaints Pending Resolution at Close of the Year	Remarks
Communities*	NA	-	-	-	-	-	-
Investors (other than shareholders)	Refer the information in the below mentioned points.						

Stakeholder Group from whom Complaint is Received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2021-22			FY 2020-21		
		Number of Complaints Filed during the Year	Number of Complaints Pending Resolution at Close of the Year	Remarks	Number of Complaints Filed during the Year	Number of Complaints Pending Resolution at Close of the Year	Remarks
Shareholders	Yes <a href="https://scores.gov.in/scores/Welcome.html">https://scores.gov.in/scores/Welcome.html</a>	37	0	-	43	0	-
Employees and Workers	Yes <a href="https://connect.eil.co.in">https://connect.eil.co.in</a>	10	2	-	17	3	-
Customers**	Yes <a href="https://pgportal.gov.in/">https://pgportal.gov.in/</a>	0	0	-	0	0	-
Value Chain Partners**	Yes <a href="https://pgportal.gov.in/">https://pgportal.gov.in/</a>	4	0	-	14	0	-
Other (please specify)	-	-	-	-	-	-	-

\* Being a consultancy company, the Company does not deal directly with the community at large.

\*\* <https://pgportal.gov.in/> is a centralized portal of Govt. of India where stakeholders can lodge their grievances for the consideration and resolution by CPSEs. EIL is receiving such grievances through this centralized portal.

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

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

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk/ Opportunity	In case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate positive or negative implications)
1	Energy sector rapidly moving towards Clean energy solutions	Opportunity	This development provides new business opportunities for EIL	NA	Positive implication

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

The National Guidelines for Responsible Business Conduct (NGRBC) as brought out by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
P2	Businesses should provide goods and services in a manner that is sustainable and safe.
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains.
P4	Businesses should respect the interests of and be responsive to all its stakeholders.
P5	Businesses should respect and promote Human Rights.
P6	Businesses should respect and make efforts to protect and restore the environment.
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
P8	Businesses should promote inclusive growth and equitable development.
P9	Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management Processes</b>									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	EIL's policies are approved by Board/ Competent Authorities as per Delegation of Power.								
c. Web Link of the Policies, if available	The details are provided under each principle & information thereof.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) and other standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	-	ISO 45001, ISO 14001	ISO 45001	-	-	ISO 14001	-	-	ISO 9001
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	-	-	-	-
6. Performance of the entity against the specific commitments, goals and targets alongwith reasons in case the same are not met.	-	-	-	-	-	-	-	-	-



Governance, Leadership and Oversight	
<p><b>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements :</b></p> <p>EIL has focused on providing innovative technological solutions for energy security, carbon neutral technologies, measures to reduce energy and carbon footprints, renewable energy development including green hydrogen &amp; solar power, improving bio-diversity and similar measures to combat the existing ESG challenges. In the rapidly changing global energy landscape, carbon intensity is becoming a key performance indicator for the success of any organization. New project investments are also diverted towards clean &amp; green technologies instead of carbon intensive technological solutions. Hence, it is quite essential to become a net zero service provider to enhance company's brand Image. EIL has also been providing consultancy in the area of hazardous and solid waste management. EIL is committed towards assisting its esteemed clientele in their energy transition journey towards net zero by providing clean and green technological solutions leading to a sustainable future for the generations to come. In view of the above, EIL has declared 2035 as the target year to achieve Net Zero aiming towards fulfilling our Hon'ble Prime Minister's vision to be Net Zero by 2070. EIL has also taken several initiatives for its own premises to minimize the water &amp; electricity consumption, recycling wastewater, utilizing solar energy, reducing solid waste generation, bio-digesting canteen waste, increasing biodiversity etc. EIL has minimized water consumption in its premises by installing water saving nozzles &amp; recovery of water from sewage generated to the extent possible. EIL has state-of-the-art sewage treatment plants at its Gurugram, Chennai and Mumbai offices, wherein the treated sewage is recycled &amp; reused for secondary applications within the office premises. EIL has also reduced solid waste generation within its premises by replacing plastic tea cups with washable tea mugs. EIL's print paper reduction program continues to expand across the board in the organization.</p>	
<p><b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b></p>	Functional Director
<p><b>9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</b></p>	Yes Shri Ashok Kumar Kalra Director (HR)

10. Details of Review of NGRBCs by the Company:																		
Subject for Review	Indicate whether Review was undertaken by Director / Committee of the Board/ any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Annu ally	Annu ally	Annu ally	Annu ally	Annu ally	Annu ally	Annu ally	Annu ally	Annu ally
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Dire ctor	Half yearly	Half yearly	Half yearly	Half yearly	Half yearly	Half yearly	Half yearly	Half yearly	Half yearly
11.Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.										<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>
										No	Yes Vexil Business Process Services	Yes Vexil Business Process Services	No	No	Yes Vexil Business Process Services	No	No	Yes URS Certification Services

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE****PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

Essential Indicators				
<b>1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:</b>				
Segment	Total Number of Training and Awareness Programmes held	Topics/ Principles Covered under the Training and its Impact	%age of Persons in respective Category Covered by the Awareness Programmes	
Board of Directors	15	Induction Programme, Capability Building, Corporate Governance	83.3 %	
Key Managerial Personnel	43	Leadership, domain and general training programmes	73.5%	
Employees other than BoD and KMPs	220	Leadership, soft skill, domain and general training programmes	66.13%	
Workers	-	-	-	
<b>2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors/ KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website): NIL</b>				
<b>3. Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed. NOT APPLICABLE</b>				
<b>4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.</b>				
Various policies/rules such as Code of Conduct, CDA Rules, Whistle Blower Policy are applicable to all EIL employees. The Company's Vigilance Department deals with bribery and corruption related issues based on CVC guidelines and related circulars. The ambit of 'Integrity Pact' extends to suppliers, contractors etc.				
<b>5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:</b>				
	<b>FY 2021-22</b>	<b>FY 2020-21</b>		
Directors	Nil	Nil		
KMPs	Nil	Nil		
Employees	Nil	Nil		
Workers	Nil	Nil		
<b>6. Details of complaints with regard to conflict of interest:</b>				
	<b>FY 2021-22</b>		<b>FY 2020-21</b>	
	<b>Number</b>	<b>Remarks</b>	<b>Number</b>	<b>Remarks</b>
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-
<b>7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest. NOT APPLICABLE</b>				

**PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe**
**Essential Indicators**

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

	Current Financial Year (₹ in Lakhs)	Previous Financial Year (₹ in Lakhs)	Details of Improvements in Environmental and Social Impacts
R&D	2530 (40%)	1957.91 (40%)	Note-A
Capex	1580 (50%)	761.42 (76%)	Note-B

**Note-A:**
**Current Financial Year:**

EIL is committed to develop various technologies that are either highly energy efficient compared to other similar technologies or similar to global energy benchmark. These are developed either individually or in collaboration with other Indian research organizations. Some environmentally friendly initiatives include bio fuels from biomass & Algae with DBT-ICT, Bio Jet with IIP Dehradun etc. Further, EIL is part of the Start-up India Initiative (EngSUI) by investing and supporting various social and environment impact projects. Under EngSUI, one startup EIL funded is “Vayujal” which produces water from atmospheric moisture. The equipment is developed at lab scale and then a prototype is installed in EIL Gurugram campus.

EIL continuously does research in the areas of sulphur reduction technologies. A few technologies currently being pursued are IndeSelect, IndJet, SRU, SWS, Amine purification, etc.

**Previous Financial year:**

EIL undertook baseline data verification audit of 8 petrochemical plants where Specific Energy Consumption (SEC) of all energy guzzler units along with CPP (Captive Power Plant) is calculated and an overall SEC of respective petrochemical plant is calculated. This study became supporting document for BEE to work out the targets for individual petrochemical plants that are coming under the PAT cycle. Further, EIL is part of the Startup India Initiative (EngSUI) by investing and supporting various social and environment impact projects.

**Note-B:**

EIL is committed to develop environmental friendly technologies that create social impact.

**Current Financial Year:**

EIL invested in research of various technologies like Hydro cavitation where experiments shall be conducted in the areas of water purification.

EIL installed a photo catalytic reactor for hydrogen production from water in its Gurugram R&D campus for undertaking research in the area of green Hydrogen.

**Previous Financial Year:**

EIL has designed and fabricated above ground sulfur seal for improvements in environmental Impacts.

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

b. **If yes, what percentage of inputs were sourced sustainably?** Not Applicable

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

Due to the nature of our business, solid waste generation is also fairly limited in EIL offices and restricted primarily to municipal solid waste (MSW). A major component of the solid waste generated is paper waste which is sent for recycling. Other wastes include e-waste and a small proportion of wastes like batteries, electrical waste, waste lube oil, etc. Our waste management practices seek to reduce the environmental impact of this limited waste to the extent possible by reduction in generation, segregation at source and proper management including recycling and disposal through authorized recyclers. Other mixed dry waste is sent to scrap dealers or municipal disposal. Also, EIL has state-of-the-art sewage treatment plants at its Gurugram, Chennai and Mumbai offices, wherein the treated sewage is recycled & reused for secondary applications within the office premises. Proper segregation philosophy is used for segregation of municipal wastes and is disposed through third party through proper practices as per applicable Municipal Waste handling Rules 2016.

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

Not Applicable EIL being a consultancy organization.



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

Essential Indicators											
1. a. Details of measures for the well-being of employees:											
Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent</b>											
Male	2402	2402	100	2402	100	-	-	2402	100	-	-
Female	323	323	100	323	100	323	100	-	-	-	-
<b>Total</b>	<b>2725</b>	<b>2725</b>	<b>100</b>	<b>2725</b>	<b>100</b>	<b>323</b>	<b>100</b>	<b>2402</b>	<b>100</b>	<b>-</b>	<b>-</b>

% of employees covered by											
Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
		<b>Other than Permanent Employees</b>									
Male	30	30	100	30	100	-	-	-	-	-	-
Female	1	1	100	1	100	1	100	-	-	-	-
<b>Total</b>	<b>31</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>1</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
b. Details of measures for the well-being of workers:											
% of workers covered #											
Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
		<b>Permanent</b>									
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other than Permanent workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

# No worker on EIL Roll.



## 2. Details of Retirement Benefits, for current and previous Financial Years:

Benefits	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	No. of Employees Covered as a % of Total Employees	No. of Employees Covered as a % of Total Workers	Deducted and Deposited with the Authority (Y/N/N.A.)	No. of Employees Covered as a % of Total Employees	No. of Employees Covered as a % of Total Workers	Deducted and Deposited with the Authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	N	100%	100%	N
ESI	NA	NA	NA	NA	NA	NA
DCS	100%	100%	N	100%	100%	N
CPRMCS	100%	100%	N	100%	100%	N

## 3. Accessibility of Workplaces

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

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

Yes, link of policy on EIL Website <https://engineersindia.com/storage/2022/08/EQUAL-OPPORTUNITY-POLICY.pdf>

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

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	100 %	100 %	-	-
Female	100 %	100 %	-	-
<b>Total</b>	100 %	100 %	-	-

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	-
Other than Permanent Workers	-
Permanent Employees	Yes. For redressal of grievances of all the regular employees of the Company, an online Grievance Management System (GMS) is in place at EIL. In case of any grievance, employees may register their grievance online on 'Grievance Management' portal. GMS consists of structured formal channel for resolution of employee grievances in the following order - Reporting Officer, Head of Department, Grievance Redressal Committee (GRC) and Appellate Authority.
Other than Permanent Employees	-

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

Category	FY 2021-22			FY 2020-21		
	Total Employees/ Workers in respective Category (A)	No. of Employees/ Workers in respective Category, who are part of Association(s) or Union (B)	% (B/A)	Total Employees/ Workers in respective Category (C)	No. of Employees/ Workers in respective Category, who are part of Association(s) or Union (D)	% (D /C)
<b>Total Permanent Employees</b>	2725	2725	100%	2827	2827	100%
-Male	2402	2402	100%	2490	2490	100%
-Female	323	323	100%	337	337	100%
<b>Total Permanent Workers</b>	-	-	-	-	-	-
-Male	-	-	-	-	-	-
-Female	-	-	-	-	-	-

## 8. Details of training given to employees and workers:

Category	FY 2021-22					FY 2020-21				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		No. (B)	% (B / A)*	No. (C)	% (C / A)*		No. (E)	% (E / D)*	No. (F)	% (F / D)*
<b>Employees</b>										
Male	2402	157	6.54	1524	63.45	2490	185	7.43	1320	53.01
Female	323	26	8.05	237	73.37	337	15	4.45	177	52.52
<b>Total</b>	<b>2725</b>	<b>183</b>	<b>6.72</b>	<b>1761</b>	<b>64.62</b>	<b>2827</b>	<b>200</b>	<b>7.07</b>	<b>1497</b>	<b>52.95</b>
<b>Workers</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

\*Figures are rounded off upto 2 decimal.

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

Category	*FY 2021-22			*FY 2020-21		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	2402	2402	100	2490	2490	100
Female	323	323	100	337	337	100
<b>Total</b>	<b>2725</b>	<b>2725</b>	<b>100</b>	<b>2827</b>	<b>2827</b>	<b>100</b>
<b>Workers</b>						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

\*Directors and CMD not included

## 10. Health and safety management system:

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

An occupational health and safety management system has been implemented by EIL. The system covers the entire organization.

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

Hazard Identification Risk Assessment and Control Process and Job Safety Analysis process are used to assess risks on routine and non-routine basis.

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

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



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

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	NA#	NA#
Total recordable work-related injuries	Employees	0	0
	Workers	NA#	NA#
No. of fatalities	Employees	0	0
	Workers	NA#	NA#
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA#	NA#

# No Workers on EIL rolls.

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

EIL has certified its HSE Management system to ISO 45001 (Occupational Health and Safety Assessment Series) and ISO 14001 (Environmental Management system). An independent department (Corporate HSE) audits the HSE Management system of all divisions/departments including construction sites. The results of these audits are reported to the Management through Management Review Committee Meetings. Apart from other Agenda, the performance of the HSE management system and opportunities for improvement are presented to the Management in these meetings. A number of improvements pertaining to Health, Safety and Environment are triggered and addressed through these meetings. Digitization of employee claims, organizing health camps, health talks, improvement in safety processes are few examples.

On the engineering front, HSE aspects that are to be addressed in the design engineering phases are built into the procedures/specifications of various engineering departments. Exhaustive HSE checklists are in place to ensure that these aspects are complied positively during process design and engineering phases.

Being a renowned engineering consultant in the hydrocarbon sector, EIL deploys proven risk assessment methodologies like HAZOP, RRA, QRA and SIL to ensure the process safety of the plants being designed.

On the office infrastructure front, EIL is continuously making efforts to provide a Healthy, Safe and environment friendly work place to its employees.

On the construction front, the specification for HSE Management at construction sites, which specifies the HSE requirements to be complied by construction contractors, has been revised during this year in line with the current trends and to improve the HSE performance. Award to construction sites based on HSE performance, Issue of appreciation certificates in best performing construction contractors, are a couple of other examples of improvements implemented during this year. EIL celebrated National Safety week across its offices and sites and the celebrations were used as a platform for improving safety awareness amongst the employees.

Apart from the rating system for construction sites, EIL has introduced HSE award mechanism for Individuals. The objective of these reward mechanism is to foster and promote the culture of safety.

To enhance HSE competence, employees have attended various trainings in HSE domain, namely, ISO 45001 auditor certification, ISO 14001 auditor certification and other special trainings specific to construction safety.

A quarterly HSE Newsletter is being issued to all employees to communicate the happenings on the HSE front.

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

	FY 2021-22			FY 2020-21		
	Filed during the Year	Pending Resolution at the End of Year	Remarks	Filed during the Year	Pending Resolution at the End of Year	Remarks
Working Conditions	72	Nil	-	56	Nil	-
Health & Safety	Nil	-	-	Nil	-	-

## 14. Assessments for the year:

	% of your plants and offices that were assessed by entity or statutory authorities or third parties
Health and safety practices	Locations for audit are covered by the third party auditors on sampling and rotation basis, every year, Typically around 10% of the sites/offices are covered every year.
Working Conditions	Locations for audit are covered by the third party auditors on sampling basis, every year. Typically around 10% of the sites/offices are covered every year.

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

EIL has deployed various measures to address the health issues arising out of COVID-19 pandemic. Prominent of those measures are: conducting vaccination camps, sterilization of office campuses, provision of sanitizer, provision of special COVID bed facility, arrangement of COVID helpline.

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

Essential Indicators				
1. Describe the processes for identifying key stakeholder groups of the entity. EIL stakeholders include our Investors, Clients, Employees, Vendors/Partners, Government and Local Communities.				
2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:				
Stakeholder Group	Whether Identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/Half yearly/ Quarterly / others – please specify)	Purpose and Scope of Engagement including Key Topics and Concerns Raised during such Engagement
Customer	No	Email, Letter, Meetings	Quarterly	For collecting customer perception survey. Customers provide their views on EIL's services.
Suppliers (Vendors & Contractors)	No	Emails, Vendor meets, Website <a href="https://enlist.eil.co.in/osems/">https://enlist.eil.co.in/osems/</a>	Quarterly	To upgrade indigenous manufacturing technologies, indigenization of equipment manufacturing to increase domestic content.
Employees	No	Email	Quarterly	Employees welfare/ working conditions etc.
Shareholders	No	General Meetings, email, Stock Exchange intimations, investor / analysts meet / conference calls, annual report, quarterly results, media releases, Company website	Quarterly	Share price appreciation, dividends, profitability and financial stability, robust ESG practices, cyber risks, growth prospects

**PRINCIPLE 5: Businesses should respect and promote human rights**

Essential Indicators						
1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format: NIL						
Category	FY 2021-22			FY 2020-21		
	Total (A)	No. of Employees / Workers covered	% (B / A)	Total (C)	No. of Employees / Workers Covered	% (D / C)
<b>Employees</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>						
<b>Workers</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
<b>Total Workers</b>						

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

Category	Total (A)	FY 2021-22				FY 2020-21				
		Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
<b>Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Other than Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Workers</b>										
<b>Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Other than Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

Note : All the employees of EIL are out of the purview of payment of Minimum Wages Act.

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

	Male		Female	
	Number	Median Remuneration/ Salary/Wages of respective Category	Number	Median Remuneration/ Salary/ Wages of respective Category
Board of Directors (BoD)	4	5794435	1	6071122
Key Managerial Personnel	1	3388778	-	-
Employees other than BoD and KMP	2428	2280302	323	2232887
Workers	0	0	0	0

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

Yes, for redressal of grievances of all the regular employees of the Company, an online Grievance Management System (GMS) is in place at EIL. In case of any grievance, employees may register their grievance online on 'Grievance Management' portal.

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

For redressal of grievances of all the regular employees of the Company, an online Grievance Management System (GMS) is in place at EIL. In case of any grievance, employees may register their grievance online on 'Grievance Management' portal.

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

	FY 2021-22			FY 2020-21		
	Filed during the Year	Pending Resolution at the End of Year	Remarks	Filed during the Year	Pending Resolution at the End of Year	Remarks
Sexual Harassment	Nil	-		Nil	-	
Discrimination at workplace	Nil	-		Nil	-	
Child Labour	Nil	-		Nil	-	
Forced Labour/ Involuntary Labour	Nil	-		Nil	-	
Wages	3	2	2 nos. carry forward to next year	6	2	2 nos. carry forward to next year
Other human rights related issues	Nil	-		Nil	-	

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

To prevent adverse consequences to the complainant, immediate Disciplinary action is taken in the matter to appropriately discipline personnel who harass other employees. Awareness is also generated among the employees by imparting training on sexual harassment from time to time.

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



## 9. Assessments for the year:

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

10. Provide details of any corrective actions taken or underway to address significant risks /concerns arising from the assessments at Question 9 above. Not Applicable

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

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

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (A)	33090228	30174984
Total fuel consumption (B)	484352.28	195066
Energy consumption through other sources (C)	429274.8	309610.8
<b>Total energy consumption (A+B+C)</b>	<b>34003855.08</b>	<b>30679660.8</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	1184.64	988.17
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

The energy consumption during FY 2021-22 have Increased over FY 2020-21 period due to lockdown in place during FY 2020-21 and office premises were closed during that period.

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency. (Y/N) If yes, name of the external agency. No

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.- No



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

Parameter	FY 2021-22	FY 2020-21
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	48,941 KL	36,827 KL
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	48,941 KL	36,827 KL
<b>Total volume of water consumption (in kilolitres)</b>	48,941 KL	36,827 KL
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	0.0017050296 L/ Turnover in Rupee	0.001186177 L/ Turnover in Rupee
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	-	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. -No

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

Yes. Zero discharge implemented in EIL Office Complex Gurugram and EIL Mumbai Office.

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

Parameter	Please specify unit	FY 2021-22	FY 2020-21
NOx	Mg/m <sup>3</sup>	0.05	0.13
SOx	Mg/m <sup>3</sup>	0.02	0.09
Particulate Matter (PM)	Mg/m <sup>3</sup>	0.08	0.45
Persistent Organic Pollutants (POP)	ppm	<0.1	0.05
Volatile Organic Compounds (VOC)		-	-
Hazardous Air Pollutants (HAP)	ppm	<0.1	<0.5
Others – please specify	-	-	-

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

Name of External Agency:

- Newcon Consultant & Laboratories** for the year 2021-22  
A-1/156, Sec-17, Kavinagar Industrial Area, Ghaziabad-201002
- Idma Laboratories Limited** for the year 2020-21  
391, Industrial Area, Phase -I, Panchkula – 134113, Haryana

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

<i>Parameter</i>	<i>Unit</i>	<i>FY 2021-22</i>	<i>FY 2020-21</i>
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	139 metric T/year (CO <sub>2</sub> e)	-
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	6802 metric T/year (CO <sub>2</sub> e)	-
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	-	1066 metric T/year (CO <sub>2</sub> e)	-
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity	-	8007 metric T/year (CO <sub>2</sub> e)	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

**7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.** No

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

<i>Parameter</i>	<i>FY 2021-22</i>	<i>FY 2020-21</i>
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste <b>(A)</b>	-	-
E-waste <b>(B)</b>	Nil	64.264
Bio-medical waste <b>(C)</b>	-	-
Construction and demolition waste <b>(D)</b>	-	-
Battery waste <b>(E)</b>	-	-
Radioactive waste <b>(F)</b>	-	-
Other Hazardous waste. Please specify, if any. <b>(G)</b>	0.471	1.744
Other Non-hazardous waste generated <b>(H)</b> . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	16.407	150.160
<b>Total (A+B + C + D + E + F + G+ H)</b>	16.878	216.168
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	-	64.264
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	-	64.264
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
<b>Total</b>	-	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. - No

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

EIL has engaged authorized waste disposal agency for waste management who handles both hazardous and non-hazardous waste as per Govt. guidelines.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:- Not Applicable

S. No.	Location of Operations/ Offices	Type of Operations	Whether the conditions of Environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and Corrective action taken, if any.
-	NA	NA	NA

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

Name and brief Details of Project#	EIA Notification No.	Date	Whether Conducted by Independent External Agency (Yes / No)	Results Communicated in Public Domain (Yes / No)	Relevant Web link
-	-	-	-	-	-

# EIL being a Consultancy Organization, has not undertaken any EIA study for its own installations. However, as part of its business operations, EIL has undertaken several EIA studies for its clients.

Following is the list of projects for which EIA studies have been carried out & environmental clearances have been obtained from MoEFCC during FY 2021-22.

1. NRL's Refinery Expansion Project at Numaligarh
2. NRL's Crude Oil Terminal (COT) and associated Crude Oil pipeline at Paradip
3. BCPL's Expansion project at Lepetketa
4. HRRL's Crude Oil Pipeline from Mundra to HPCL Rajasthan Refinery
5. HMEL's 1G Ethanol Distillery Project, Bathinda

Also, EIL is accredited by Quality Council of India (QCI) to undertake EIA studies in all above sectors

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

S. No.	Specify the Law / Regulation / Guidelines which was Not Complied with	Provide Details of the Non- compliance	Any Fines / Penalties / Action taken by Regulatory Agencies such as Pollution Control Boards or by courts	Corrective Action Taken, if any
-	-	-	-	-



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

Essential Indicators		
1. a. Number of affiliations with trade and industry chambers/ associations. 29 (Twenty nine)		
b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to:		
S. No.	Name of the Trade and Industry Chambers/ Associations	Reach of Trade and Industry Chambers/ Associations (State/National)
1	Federation of Indian Petroleum Industry	National
2	Standing Conference of Public Enterprises	National
3	Federation of India Chambers of Commerce and Industry (FICCI)	National
4	Confederation of Indian Industry (CII)	National
5	Bureau of Indian Standards (BIS)	National
6	The Institution of Engineers (India)	National
7	Heat Transfer Research Inc. (HTRI)	International
8	University of Manchester Institute of Science & Technology (UMIST)	International
9	The Center for Chemical Process Safety	International
10	Fractionation Research Inc.	International

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

Name of Authority	Brief of the Case	Corrective Action Taken
NA	NA	NA

**PRINCIPLE 8 Businesses should promote inclusive growth and equitable development**

Essential Indicators					
1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:					
Name and Brief Details of Project #	SIA Notification No.	Date of Notification	Whether Conducted by Independent External Agency (Yes / No)	Results Communicated in Public Domain (Yes / No)	Relevant Web link
-	-	-	-	-	-

# EIL being a Consultancy Organization, has not undertaken any SIA study for its own installations. However, as part of its business operations, EIL has undertaken several Social Studies as part of EIA studies for its clients.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: Not Applicable

3. Describe the mechanisms to receive and redress grievances of the community. Not Applicable

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

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/ small producers	13.28% *	32%
Sourced directly from within the district and neighbouring districts	NA	NA

Above % shows the overall procurement of goods & services from Micro & Small Enterprises (MSEs) by EIL for client's projects executed by EIL as a contractor (LSTK/ OBE jobs) as well as for EIL's In-house requirements.

(\* ) In the FY 2021-22, procurement of goods & services from MSEs for EIL's In-house requirements is 49.42% out of the total In-house Procurement.



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

Essential Indicators						
1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback. EIL provides its services to other companies. It does not deal directly with consumers.						
2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about: Not Applicable						
						<b>As a percentage to total turnover</b>
Environmental and social parameters relevant to the product						NA
Safe and responsible usage						NA
Recycling and/or safe disposal						NA
3. Number of consumer complaints in respect of the following:						
	FY 2021-22		Remarks	FY 2020-21		Remarks #
	Received during the Year	Pending Resolution at end of Year		Received during the Year	Pending Resolution at end of Year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security (ITS)	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-
# EIL provides its services to other companies. It does not deal directly with consumers.						
4. Details of instances of product recalls on account of safety issues:						
	<b>Number</b>		<b>Reasons for Recall</b>			
Voluntary recalls	NA		NA			
Forced recalls	NA		NA			
5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy. Not Applicable						
6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services. Not Applicable						